



## eSLA Customer Setup User Guide

### General Information

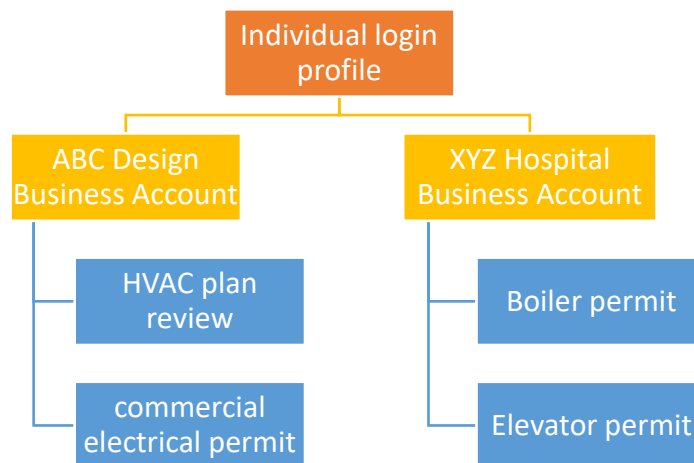
eSLA is designed for individuals to login with a username and password. Once logged in, the customer can submit applications and manage permits, plan reviews, and other records.

Most applications are required to be connected with a business account before being submitted. To connect an application and a business account, you must first associate your login profile to the business account.

The business account used for your application may be based on your business' practice however DSPS recommends the following:

- A design or construction plan review or permit is often submitted by the supervising professional, designer, etc. In this case, the application should be submitted under the **applicant's employer/company business account**. The company is likely the point of contact over the life of the project. Therefore this is the best way for that company to maintain access to the plan review or permit in the event the submitting individual (applicant) leaves the company.
- For an application for a boiler permit or other equipment that needs to be connected to the site/building owner for the life of the equipment, this application should be submitted under the **owner's business account**. This will ensure the owner has access to perform future renewal applications.

The following image shows the typical login-business account hierarchy using example information.



See the instructions below for setting up an eSLA login and associating to a business account.

## First-Time eSLA User Setup

Watch the [eSLA Customer Portal Log In video](#) for a quick walkthrough or complete the steps below.

*If you have previously done business with the Department:*

1. Go to the eSLA Customer Portal at <https://esla.wi.gov>.
2. Create a new login by selecting the **DSPS Customer** button.
3. Select **Obtain Security Code** and either select **Email** or **Social Security Number (SSN)** to link your existing data from the old system to eSLA.
4. Once you enter your email address or SSN, select **Submit**.
5. Select **Continue Registration** to complete the Existing User Registration page once you receive your security code. You may also contact [eslasupport@wisconsin.com](mailto:eslasupport@wisconsin.com) to obtain the security code.
6. Select **Submit** when ready.

*If you have never done business with the Department:*

1. Go to the eSLA Customer Portal at <https://esla.wi.gov>.
2. Select the **New DSPS Customer** button.

## Adding a Business Account

Watch the [Add a Business in eSLA](#) for a walkthrough or complete the steps below.

1. Go to the eSLA Customer Portal at <https://esla.wi.gov>.
2. Log in to the right of the page under **Existing eSLA Users** by entering your email and password.
3. Hover over your name in the top right corner of the **Dashboard page** and select **Manage Business/Organization**.

*If your business has previously done business with the Department:*

1. Select the down arrow to expand the **Add Existing Business/Organization** section.
2. Select **Obtain Security Code** then select **Email or FEIN** to enter the email/FEIN for the business and have the security code sent to the business' email address on file. You may also contact [eslasupport@wisconsin.com](mailto:eslasupport@wisconsin.com) to obtain the security code.
3. Once you receive the security code, enter it in the Security Code field of the **Add Existing Business/Organization** section and select **Submit**.
4. On the prompts that appear, select **Continue** to proceed with the process, select **Submit** to begin the user upgrade, and select **Return to Dashboard** once finished.
5. Navigate to the **Manage Business/Organization** page to view the business account(s) added in the **Current Businesses** table at the top of the page.

*If your business has never done business with the Department:*

1. Select the down arrow to expand the **Add New Business/Organization** section.
2. Enter the business' details in the fields provided and select **Submit** to create the business account.