

Applying for a License

Online Portal through Accela Citizen Access (ACA)

Visit: <https://aca.rochestermn.gov/citizenaccess/>

Become a Registered User (if not already)

To apply for a license you will need to become a Registered User; if you are already a Registered User you can use your existing login information.

The screenshot shows the City of Rochester Citizen Access portal. At the top, there is a navigation bar with "Home" and "Search" links. Below this, there are links for "Announcements", "Accessibility Support", "Register for an Account", and "Login". A search bar is also present. The main content area features a "Citizen Access" header and a navigation menu with "Home", "Building Permits", "Rental Housing", "Planning/Development Review", "City_Licensing", and "more". Below the menu is an "Advanced Search" section. The main content area is divided into two columns. The left column contains a "Welcome to the Citizen Portal" message, stating that citizens, businesses, and visitors can access government information online 24/7. It lists two methods of access: "Unregistered (or anonymous) user" (search and view records) and "Registered user" (search and view records, create collection of permits, pay rental housing licenses, and schedule building inspections). It also states that registration is free and easy, and provides a "Register" link. The right column contains a "Login" form with fields for "User Name or E-mail" and "Password", a "Login" button, and a "Remember me on this computer" checkbox. There are also links for "I've forgotten my password" and "New Users: Register for an Account".

After you register and get logged in you will see your user dashboard. Click Home at the top of the page.

The screenshot shows the City of Rochester Citizen Access portal after login. The navigation bar now has "Home" highlighted in yellow. Below the navigation bar, there are links for "Announcements" and "Logged in as: J". The main content area features a "Citizen Access" header and a navigation menu with "Home", "Building Permits", "Rental Housing", "Planning/Development Review", "City_Licensing", and "more". Below the menu is an "Advanced Search" section. The main content area is divided into two columns. The left column contains a "Welcome to the Citizen Portal" message, stating that citizens, businesses, and visitors can access government information online 24/7. It lists two methods of access: "Unregistered (or anonymous) user" (search and view records) and "Registered user" (search and view records, create collection of permits, pay rental housing licenses, and schedule building inspections). It also states that registration is free and easy, and provides a "Register" link. The right column contains a "Login" form with fields for "User Name or E-mail" and "Password", a "Login" button, and a "Remember me on this computer" checkbox. There are also links for "I've forgotten my password" and "New Users: Register for an Account".

Start An Application

Click Create an Application under the City_Licensing module listed below.

The screenshot shows the City of Rochester website home page. At the top, the header includes the city name 'City of Rochester Minnesota' and the slogan 'First Class City, First Class Service'. Below the header is a navigation bar with 'Home' and 'Search' options. A secondary navigation bar contains links for 'Logged in as:', 'Accessibility Support', 'Collections (1)', 'Cart (0)', 'Account Management', and 'Logout Announcements'. A search bar is located below this. The main content area features a 'Citizen Access City of Rochester / Olmsted County' section with a 'Home' button and a 'more' dropdown menu. Below this is a 'Dashboard' section with links for 'My Records', 'My Account', and 'Advanced Search'. The main content area is divided into two columns. The left column contains several service categories: 'Building Permits' (with 'Create an Application' and 'Search Applications/Permits'), 'Rental Housing' (with 'Search Applications/Licenses'), 'Planning/Development Review' (with 'Search Applications'), 'E911 Addressing' (with 'Search Applications'), and 'City_Licensing' (with 'Create an Application' highlighted in yellow and 'Search Applications'). The right column contains a 'Cart (0)' section stating 'Your cart is empty' and a section for 'Please click the links below for instructional documents and videos' with links for 'Creating a Collection', 'Make a Rental License Payment', and 'Online Permit Walk Through'.

Read the disclaimer and Accept to continue.

The screenshot shows the 'City_Licensing' application page. The navigation bar at the top includes 'Home', 'Building Permits', 'Rental Housing', 'Planning/Development Review', and 'City_Licensing' (which is highlighted). Below the navigation bar is a 'Create an Application' button and a 'Search Applications' link. The main content area is titled 'Online License Application' and contains the following text: 'Using this system you can submit information, pay fees, track the status of your application, and print your license information all from the convenience of your home or office, 24 hours a day.' and 'Please "Allow Pop-ups from This Site" before proceeding. You must accept the General Disclaimer below before beginning your application.' Below this text is a 'General Disclaimer' box with the following text: 'While the City attempts to keep its Web information accurate and timely, the City neither warrants nor makes representations as to the functionality or condition of this Web site, its suitability for use, freedom from interruptions or from computer virus, or non-infringement of proprietary rights. Web materials have been compiled from a variety of sources and are subject to change without notice from the City as a result of updates and corrections.' Below the disclaimer box is a checkbox with the text 'I have read and accepted the above terms.' and a blue 'Continue Application »' button.

**If this is not the next screen you see please move to the next section.*

If you are a contractor and have previously become a registered user, you do not need to select a License. You should leave this as None Applicable.

Home Building Permits Rental Housing

Create an Application Search Applications

Select a License

Please select None Applicable.

*Licenses:

None Applicable

Continue Application »

Select the License you are Applying For. For this example we selected Sign Contractor Application.

Home Building Permits Rental Housing Planning/Development Review City_Licensing

Create an Application Search Applications

Select a Record Type

Choose one of the following available record types. For assistance or to apply for a record type not listed below please Information about the license types listed below can be found [here](#).

Search

▼ Trades and Contractors

- Heating Contractor Application
- Master Installer Application
- Sewer & Drain Application
- Sidewalk Contractor Application
- Sign Contractor Application
- Tree Trimmer Application

Continue Application »

Step 1: Enter Contact Information.

Sign Contractor Application

1 Applicant Information	2 Business Information	3 Business Data	4 Documents	5 Review	6	7
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Step 1: Applicant Information > Applicant Information * indicates a required field.

Applicant

Provide information about who is completing this application.

[Select from Account](#) [Add](#)

Mailing Address

Provide the primary mailing address for this account. Click Select from Account or Add to enter information.

[Select from Account](#) [Add](#)

[Continue Application »](#)

From here you will follow the directions for each contact type. The Applicant is the person who is completing the application online. This is generally the registered user who is logged in, and you can use the Select from Account button to autofill from your user account. If for some reason the person filling out the application is not the registered user, click the Add button to enter new information. Once information is entered, click the edit button to review and update any information.

Mailing Address is where you enter the mailing address for the account. If that is the registered user address, you can use the Select from Account button. If not, click Add to enter new information.

Applicant Example:

Contact Information

* First: * Last: * Preferred Channel:

Primary Phone: Alternate Phone: Mobile Phone:

E-mail:

[Continue](#) [Clear](#) [Discard Changes](#)

Once the contact information is entered click the Continue Application button.

Sign Contractor Application

1 Applicant Information	2 Business Information	3 Business Data	4 Documents
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Step 1: Applicant Information > Applicant Information

Applicant

Provide information about who is completing this application.

✔ Contact added successfully.

jsmith@rochester.com
Primary Phone:507-111-2222
Mobile Phone:507-333-4444
Alternate Phone: 507-222-3333
Preferred Channel: Email
[Edit](#) [Remove](#)

Mailing Address

Provide the primary mailing address for this account. Click Select from Account or Add to enter information.

✔ Contact added successfully.

111 2nd St SE Rochester MN 55904

Primary Phone:
Mobile Phone:
Alternate Phone:
Preferred Channel:
[Edit](#) [Remove](#)

[Continue Application »](#)

The next page is the License Holder information.

Sign Contractor Application

1 Applicant Information	2 Business Information	3 Business Data	4 Documents	5 Review
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Step 1: Applicant Information > License Holder

License Holder

Provide primary contact information for this license. Click Select from Account or Add to enter information.

[Select from Account](#) [Add](#)

Detail Information

Please provide information about the entity to be licensed.

* Legal Business Name: ? DBA (if different than legal name): ?

Address

Please enter the business address.

Street No.: Street Name: Direction: Street Type: Unit Type: Unit No.:

City: State: Zip:

[Search](#) [Clear](#)

[Continue Application »](#)

The License Holder information requires entering the primary contact information for the license. This includes the name of the person who is the primary contact, as well as the email that should be used for sending information about the license, and the primary contact phone numbers. This information may often be the same as the information for the person filling out the application, but can be different, depending upon how your business is set up.

Contact Information

* E-mail:

* Primary Phone: Alternate Phone:

* Federal Tax ID #: State ID #:

First: Last:

[Continue](#) [Clear](#) [Discard Changes](#)

On this screen you also need to provide your Federal and State tax ID numbers. This information is required. If you are a business, the numbers should be the business' federal and state tax ID numbers. If

the license is for an individual, or you are a sole proprietor and do not have business tax IDs, your social security number is your federal tax ID. If you do not have a state tax ID, enter '0' in that blank.

Under Detail Information, enter your legal Business Name and any trade name/doing business as (DBA) information. You can use the helper Question Marks for information on these fields. If this license is for an individual, but you will be using it working for a business, like a master installer license, enter the information for the business you will be working for here.

Detail Information

Please provide information about the entity to be licensed.

* Legal Business Name:		DBA (If different than legal name):	
<input type="text" value="Testing Signs"/>		<input type="text"/>	

Next you need to enter the address information for the business. If you are in Olmsted County you can search for your address by entering part of it, or you can enter the complete address.

Address

Please enter the business address.

Street No.:	Street Name:	Direction:	Street Type:	Unit Type:	Unit No.:
<input type="text" value="111"/>	<input type="text" value="2"/>	<input type="text" value="SE"/> ▼	<input type="text" value="ST"/> ▼	<input type="text" value="--Select--"/> ▼	<input type="text"/>
City:	State:	Zip:			
<input type="text" value="Rochester"/>	<input type="text" value="MN"/> ▼	<input type="text" value="55904- "/>			

<input type="button" value="Search"/>	<input type="button" value="Clear"/>
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Step 2: Enter the License Details

The information required in this section will vary depending upon the type of license. The screen shot below shows the information required on every business license type.

This part asks for additional business applicant information, and requires you to provide details about how your business is owned and legally organized, as well as providing information about the role of the person who is completing the information and provided their information in step 1 under the applicant info, as well as the role of the primary contact identified in license holder section.

Sign Contractor Application

1 Applicant Information	2 Business Information	3 Business Data	4 C
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Step 2: Business Information > License Details

Custom Fields

ADDTL BUSINESS APPLICANT INFO

* Type of Ownership:

Date of Incorporation/Organization:

State of Incorporation:

* Role of person completing application:

* Primary Contact Role:

[Continue Application »](#)

You will also select in this step what calendar year you are applying for. If this is a renewal, select 2019. If you are applying for a license for the first time, you need to indicate if you are applying for the remainder of this year or for the next calendar year.

Step 2: Business Information > License Details

Custom Fields

ADDTL BUSINESS APPLICANT INFO

* Type of Ownership:

Date of Incorporation/Organization:

State of Incorporation:

* Role of person completing application:

* Primary Contact Role:

BL2019

* License Year:

Depending upon the license type, there may be additional questions to be completed in this step.

Step 3

Provide information about any workers compensation insurance in this step. First answer if you are exempt from having to have Workers Compensation insurance. If so, select yes and then select the reason. If not, you will need to enter your Workers Compensation policy information in this step, and upload proof of insurance in the next step.

Sign Contractor Application

1 Applicant Information	2 Business Information	3 Business Data	4 Document
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Step 3: Business Data > Workers Comp Insurance

Custom Fields

WORKER'S COMPENSATION INS

* Workers' Compensation Exempt: Yes No

Workers' Compensation Company:

Policy Number:

Dates of Coverage:

I certify that I am not required to carry workers' compensation insurance because: I am self-insured.:

I am the sole proprietor and I have no employees.:

I have no employees who are covered by workers' compensation law. Only employees who are specifically exempted by statute are not covered by worker's compensation law. These include spouse, parents, and children regardless of age. All other workers whose work is controllable by the employer must be covered.:

[Continue Application »](#)

Step 4: Upload required documents.

Each license type has a different set of required documents. Please review the requirements for your license type to ensure you know what is needed, as required documents must be uploaded before you can submit your application. If necessary, you can save your application, and return to it to add additional information or documents at a later time.

Sign Contractor Application

1	2 Business Information	3 Business Data	4 Documents	5 Review
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Step 4 : Documents > Required Documents

This license type requires 1 of the following document types:

-State Bond

or

-City Bond

Attachment

The maximum file size allowed is 16 MB.
PDF is the only file type currently allowed.

Name	Type	Size	Latest Update	Action
No records found.				

Add

Continue Application »

To upload documents click Add. A box will pop up for you to select your file. Click Add again and you can search for your document. Once you have selected the document click Continue.

File Upload

×

The maximum file size allowed is 16 MB.
PDF is the only file type currently allowed.

StateBondInfo.pdf	100%

Continue

Add

Remove All

Cancel

The screen will come back to the Attachment Step.

Step 4 : Documents > Required Documents

This license type requires 1 of the following document types:

- State Bond
- or
- City Bond

Attachment

The maximum file size allowed is 16 MB.
PDF is the only file type currently allowed.

Name	Type	Size	Latest Update	Action
No records found.				

*Type:

File:

StateBondInfo.pdf

100%

*Description:

spell check

Save

Add

Remove All

Continue Application »

Select the Type of attachment it is and then give a brief Description and then click Save. You will need to do this for each document type that is required to be uploaded. Once you have all the documents ready you can Continue Application.

Step 5: Review your information that was entered.
Scroll down to check all information.

Sign Contractor Application

1	2	3 Business Data	4 Documents	5 Review	6 Pay Fees	7 Record Issuance
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Step 5 : Review

[Continue Application »](#)

Please review all information below. Click the "Edit" buttons to make changes to sections or "Continue Application" to move on.

Record Type

Sign Contractor Application

Applicant [Edit](#)

John Smith Primary Phone:507-111-2222
Alternate Phone:507-333-4444
Mobile Phone:507-333-7777

In the bottom window you will want to scroll down to see the whole verification. For some types there is extra information in links at the bottom of this window.

[<Scroll Down to see full text>](#)

Notification and Verification

Notice of Collection of Private Data

The information collected and required as part of a license application will be used to determine eligibility for a City of Rochester License or Permit. Disclosure of this information is voluntary. It is not legally required to provide requested data, however, failure to do so may mean the City of Rochester is unable to process this application.

Social Security Numbers and Birth Dates are classified as private data, and are not available to the public. Access to this data is limited to staff with a business need in order to determine license eligibility, and to administer and manage the

By checking this box, I agree to the above certification. Date:

[Continue Application »](#)

Once you have read the verification information Check the box to agree to the above and Click Continue Application to pay fees.

Step 6: Pay Fees

This is the list of the fees that will be paid to submit your application and the last step before you start payment for your application.

Sign Contractor Application

1	2	3 Business Data	4 Documents	5 Review	6 Pay Fees	7 Record Issuance
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Step 6: Pay Fees

If you are applying for a license renewal after the expiration date, you may be invoiced for a late fee.

Application Fees

Fees	Qty.	Amount
Sign Installer License	1	\$55.00

TOTAL FEES: \$55.00

Note:

[Check Out »](#)

Step 1 of your application fee payment.

In the Shopping Cart screens

Cart

1 Select item to pay	2 Payment information	3 Receipt/Record issuance
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Step 1: Select item to pay

Click on the arrow in front of a row to display additional information. Items can be saved for a future checkout by clicking later link.

PAY NOW

111 SE 2 ST, Rochester MN 55904

1 Application(s) | \$55.00

▶ Sign Contractor Application
18TMP-00058Z

Total due: \$55.00

Total amount to be paid: \$55.00

Note: This does not include additional fees which may be assessed later.

[Checkout »](#)

[Edit Cart »](#)

[Continue Shopping »](#)

At this time you can Click Checkout to pay for fee for submitting this license application.

Note: (Edit Cart Button) you can edit your Cart if you have more than 1 fee listed you are paying and don't want to pay a certain fee at this point. (An Example might be Building Safety or Rental Fees since this is the same website they use.) You can remove the fee for the application, but the application will not be accepted without the fee paid and your application will not be submitted.

(Continue Shopping Button) you can Click Continue Shopping if you have another license application you would like to submit. Then pay for both when you are done applying for licenses. The current application will stay in your cart while you start everything over and create another application.

Step 2 of Payment Screen.

Step 2: Payment information

Currently the only available payment type is debit/credit card.

•Credit/Debit Card

Payment Options

Amount to be charged: \$55.00

Pay with Credit Card

Credit Card Information:

* Card Type: * Card Number: * Security Code: [?](#)

--Select--

* Name on Card: * Exp. Date:

01 2018

Credit Card Holder Information:

Auto-fill with

Country:

United States

* Street Address:

* City: * State: * Zip:

--Select--

* Phone:

E-mail:

[Submit Payment >](#)

Enter your credit card information. You can check the Auto-fill with your registered user information below to use that address, phone number, and email.

Step 3 of Payment Screen

1 Select item to pay	2 Payment information	3 Receipt/Record issuance
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Step 3: Receipt/Record issuance

Success



Thank you for your submission or payment.

For Building Permits you will receive an email with further instructions.

For Rental Payments you can now call Building Safety 507-328-2600 and schedule your inspection.

For City Licensing you will receive an email with updates to your license application.

111 SE 2 ST, Rochester MN 55904

00029A

Once you have reach this page, your Application is successfully submitted and you will receive 2 emails with your application information and your receipt for your payment. The number below like the example "00029A" is the application number. This is a link to look at the application information and that number is what will be used to reference your application for your license.

If additional information is needed staff will reach out to you to help get that information for your license.

Once your license has been Issued you will receive another email with your license and information.

If you have additional questions please email licenses@rochestermn.gov anytime or call (507) 328-2900, Monday – Friday from 8 a.m. until 5 p.m.