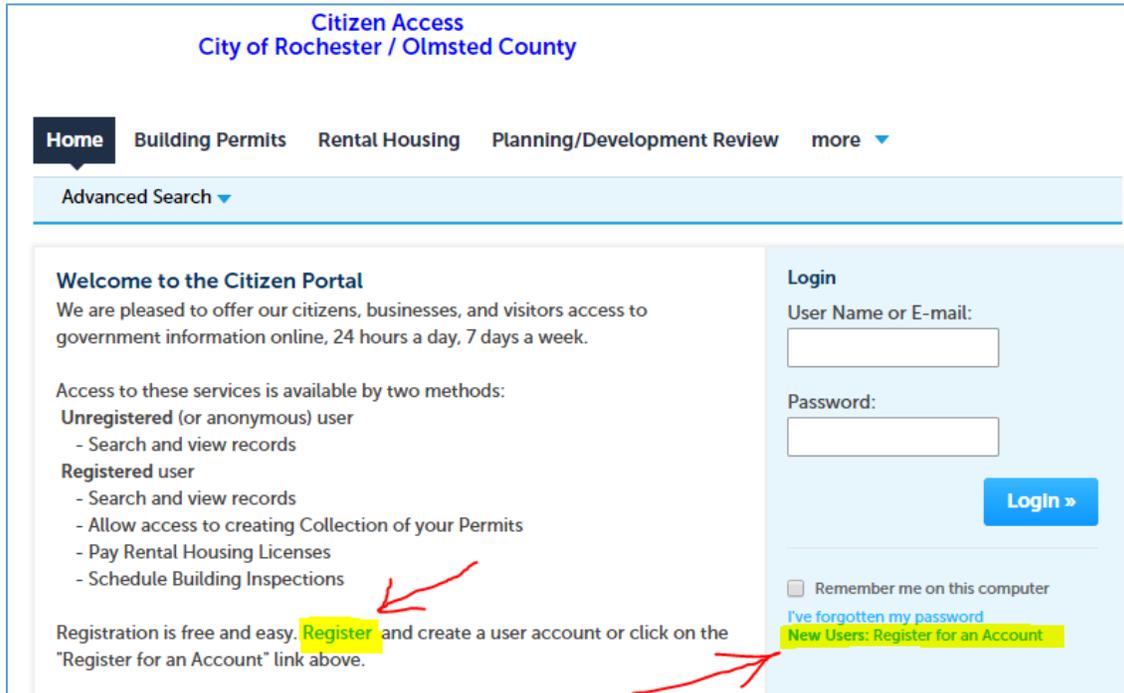


Guide to Creating an Accela Citizen Access Account

Address for the logging in: <https://aca.rochestermn.gov/citizenaccess/>

Online Permitting requires a public user account

1. Begin by registering for an account in the Citizen Access system



Citizen Access
City of Rochester / Olmsted County

Home Building Permits Rental Housing Planning/Development Review more ▾

Advanced Search ▾

Welcome to the Citizen Portal
We are pleased to offer our citizens, businesses, and visitors access to government information online, 24 hours a day, 7 days a week.

Access to these services is available by two methods:

Unregistered (or anonymous) user

- Search and view records

Registered user

- Search and view records
- Allow access to creating Collection of your Permits
- Pay Rental Housing Licenses
- Schedule Building Inspections

Registration is free and easy. **Register** and create a user account or click on the "Register for an Account" link above.

Login

User Name or E-mail:

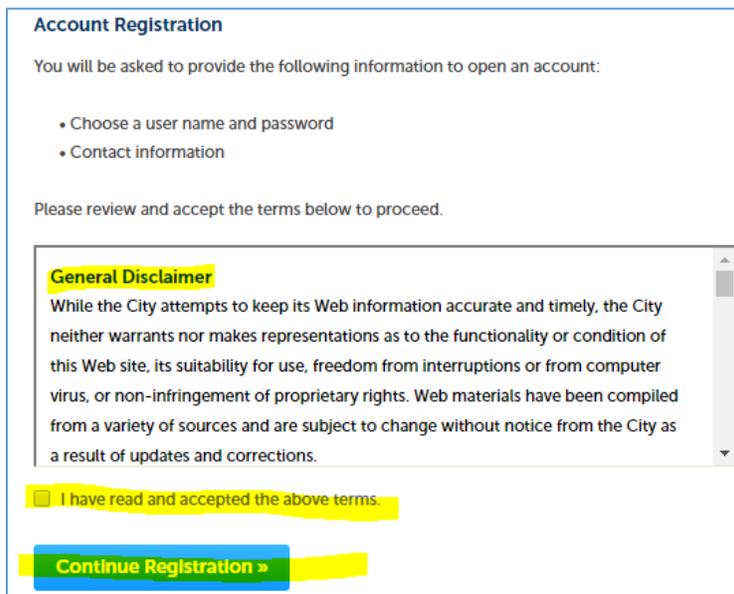
Password:

Login >

Remember me on this computer

[I've forgotten my password](#)
New Users: Register for an Account

2. Review the General Disclaimer, check the box below it, and click Continue Registration in the blue box



Account Registration

You will be asked to provide the following information to open an account:

- Choose a user name and password
- Contact information

Please review and accept the terms below to proceed.

General Disclaimer

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.

I have read and accepted the above terms.

Continue Registration >

3. Enter the account information to create your account, the fields are as follows
4. Click the blue Add button when you get to the bottom to add the contact information for the account, **this is mandatory**

Account Registration Step 2: Enter/Confirm Your Account Information

Login Information

* User Name: ?

* E-mail Address:

* Password: ?

Strong Requirements

* Type Password Again:

* Enter Security Question: ?

⚠ * Answer: ?

Mobile Phone:

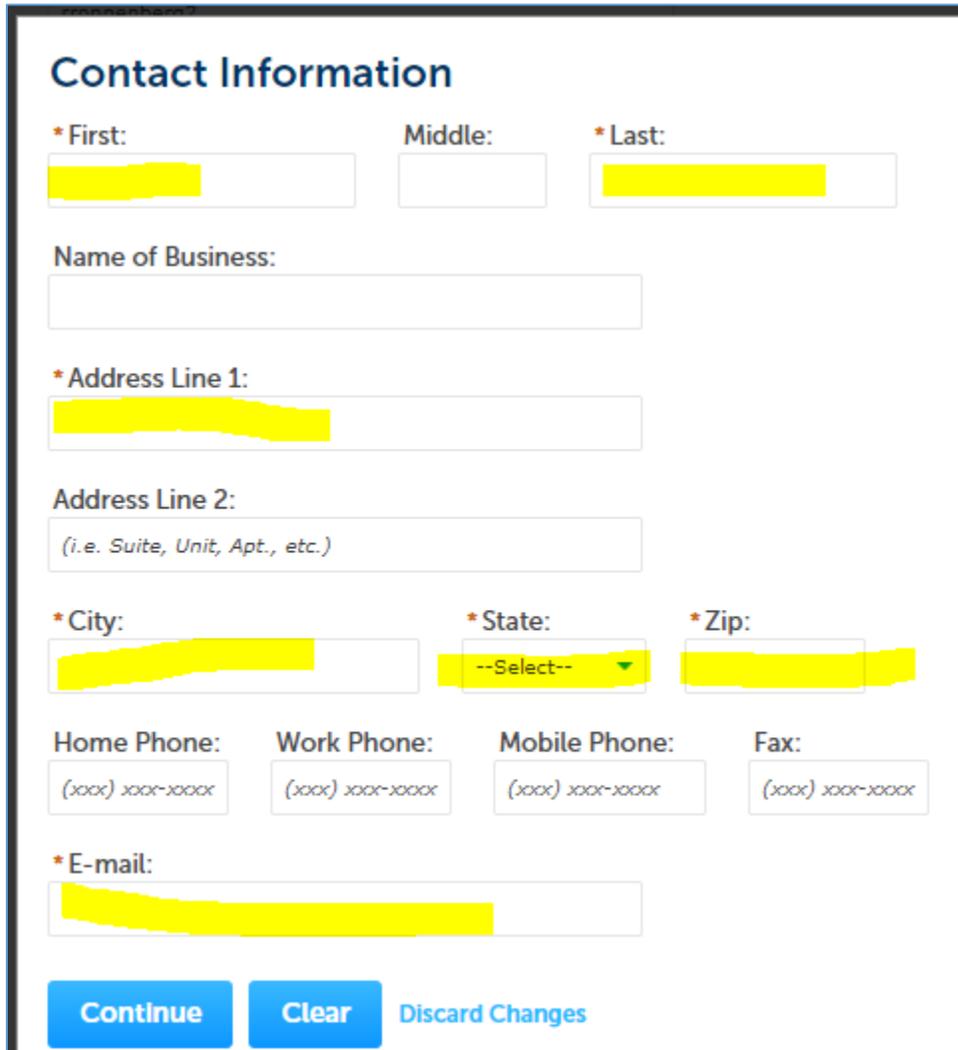
Contact Information

Choose how to fill in your contact information.

⚠ **This section is required. Please add one record.**

5. The highlighted fields are mandatory, adding the Name of Business and a phone number will help later on

6. Click the blue Continue button when finished



Contact Information

* First: Middle: * Last:

Name of Business:

* Address Line 1:

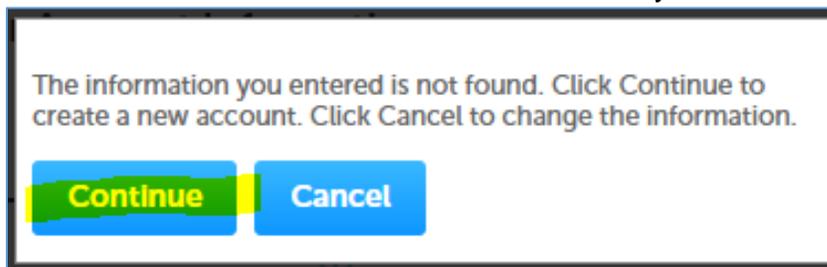
Address Line 2:
(i.e. Suite, Unit, Apt., etc.)

* City: * State: * Zip:

Home Phone: Work Phone: Mobile Phone: Fax:

* E-mail:

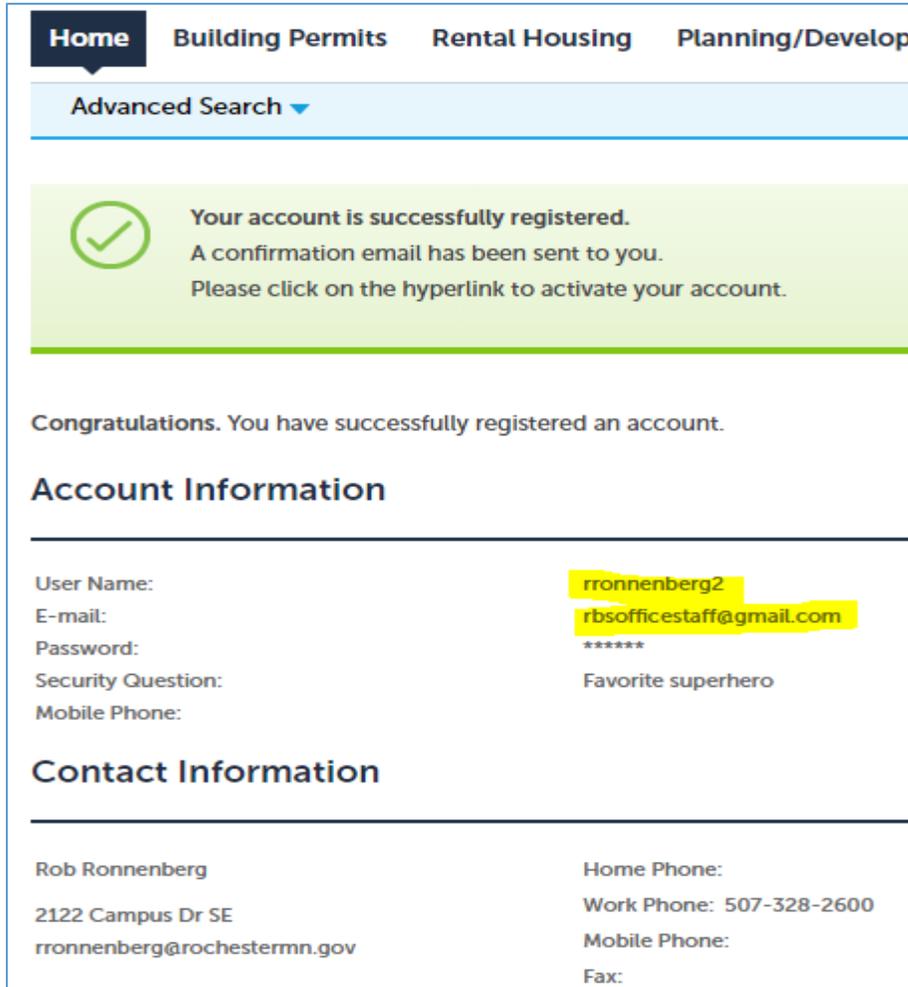
7. You should get a message stating the information you entered is not found, click the blue Continue button to add the contact information to your account



The information you entered is not found. Click Continue to create a new account. Click Cancel to change the information.

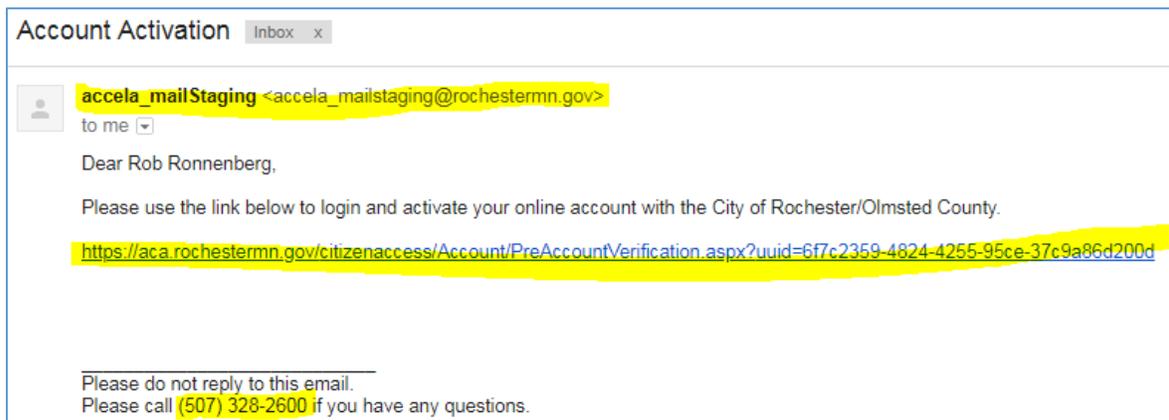
8. You should be back at the account information screen but will see the Contact Information section below, verify it looks correct (click Edit to fix) and click Continue Registration

9. This will take you to the home screen and will show you the information for the account you just created, verify the username and email as these will be needed if there are issues logging in at any point. It should look like this:



The screenshot shows a web application interface with a navigation bar containing 'Home', 'Building Permits', 'Rental Housing', and 'Planning/Develop'. Below the navigation bar is an 'Advanced Search' dropdown. A green success message states: 'Your account is successfully registered. A confirmation email has been sent to you. Please click on the hyperlink to activate your account.' Below this is a 'Congratulations' message. The 'Account Information' section lists: User Name: rronnenberg2, E-mail: rbsofficestaff@gmail.com, Password: ***** (masked), Security Question: Favorite superhero, and Mobile Phone: (blank). The 'Contact Information' section lists: Name: Rob Ronnenberg, Address: 2122 Campus Dr SE, Email: rronnenberg@rochestermn.gov, Home Phone: (blank), Work Phone: 507-328-2600, Mobile Phone: (blank), and Fax: (blank).

10. Before you can use the account, you'll need to go into your email to activate it, the message looks like this:



The screenshot shows an email titled 'Account Activation' in the 'Inbox'. The sender is 'accela_mailStaging <accela_mailstaging@rochestermn.gov>'. The recipient is 'to me'. The body of the email says: 'Dear Rob Ronnenberg, Please use the link below to login and activate your online account with the City of Rochester/Olmsted County.' Below this is a highlighted URL: <https://aca.rochestermn.gov/citizenaccess/Account/PreAccountVerification.aspx?uuid=6f7c2359-4824-4255-95ce-37c9a86d200d>. At the bottom, it says: 'Please do not reply to this email. Please call (507) 328-2600 if you have any questions.'

11. Once you click the link to activate your account, you will be taken back to the Citizen Access log in page. There is a message saying thank you for registering and you can now log into your account

Citizen Access
City of Rochester / Olmsted County

Home Building Permits Rental Housing Planning/Development Review

Advanced Search ▾

Please Login

Thank you for registering for an Accela Citizen Access user account. Your account has been verified. You can now login by entering your password and then clicking the Login button. If you are having trouble logging in to the Accela Citizen Access site or have received this e-mail in error, please contact the Agency of ROCHESTER as soon as possible.

Login

User Name or E-mail:
rbsofficestaff

Password:

Login »

Remember me on this computer
[I've forgotten my password](#)
[New Users: Register for an Account](#)

12. You will also receive an email welcoming you to the Citizen Portal

Welcome to the City of Rochester's Citizen Portal Inbox x

Accela_Mail <accela_mail@rochestermn.gov>
to me ▾

Welcome Building Safety to the City of Rochester's Citizen Portal!

Thank you for registering for an online account with the City of Rochester/Olmsted County. Your account has been activated. Your account information is below.

Username: rbsofficestaff
Contact Name: Building Safety
Business:
Address: 2122 Campus Dr SE, Suite 300 Rochester MN 55904

Please do not reply to this email.
Please call (507) 328-2600 if you have any questions.

13. Log into your newly created account