ROCHESTER
**COMMUNITY
DEVELOPMENT**

City of Rochester, Minnesota
4001 W River Parkway NW, Suite 100
Rochester, MN 55901-7090

Phone: 507-328-2600
Fax: 507-328-2601
Email: buildingsafety@rochestermn.gov

Making Payments in Citizen Access (credit cards only)

First – go to the web address: https://aca.rochestermn.gov/citizenaccess/

1. On the website for Citizen Access, enter your username and password to log in
    a. If needed, create a free account, instructions can be found to help with this at
        https://www.rochestermn.gov/home/showdocument?id=27653
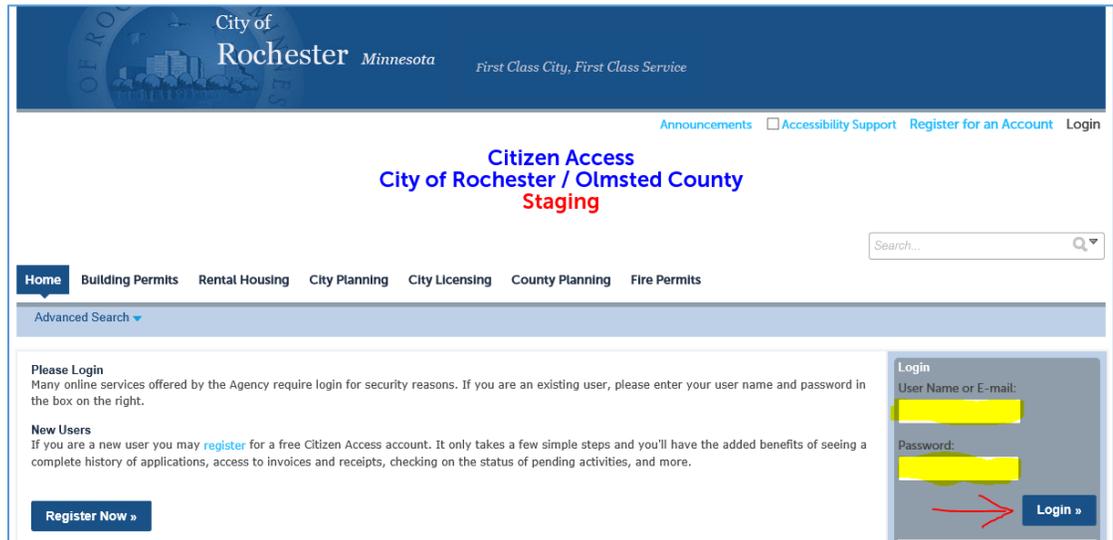
2. When you log you'll see the Dashboard for your account, if you don't then click Dashboard under the Home button to see the primary sections of:
    a. Saved in Cart – any permits added to the shopping cart to pay but not yet paid for
    b. My Collections – you can create collections to group multiple permits to easily keep track of them if you want, this is where they will show up
    c. Work in Progress – licensed professionals see any permits created using your license here, these are active and historical permits for all activity at the page bottom

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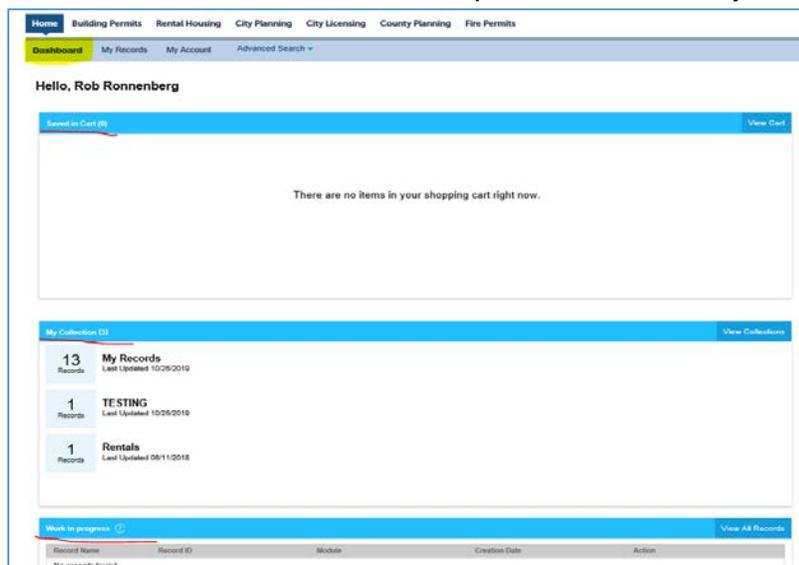
3. As a public user you will see the list of permits you have saved in the shopping cart, any collections you have created, and you will have access to the different modules at the top
   a. Adding items to the shopping cart allows for payment of multiple items at one time
   b. Collections are custom groupings you create such as rental properties or permits all related to the same project
   c. If your records don't show up in Work in Progress, click the View All Records option on the right side of the screen from where it says Work in Progress
4. To pay for building or trade permits click on Building Permits

5. The Building Permits page will list any permits that your account or license is associated with in the Accela Citizen Access system
   a. If records don't show up, which will likely be the case if you are not licensed such as a homeowner, scroll down the page to the section titled Search for Permits or Applications where you can look up your record
      i. If you know the permit number enter it in the Permit Number box, click Search
      ii. If looking it up by address, only enter information in the first Building No box and the Street Name box, nothing else, click Search
         1. For example, for 1234 Sesame Street SE, enter 1234 and Sesame only

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6. The search results should come back with one or many permits depending on your projects, anything with a Status of "Ready to Issue" and an Action of "Pay Fees Due" can be paid for

7. To pay with your credit card you can click Pay Fees Due for a single permit to the right side of the screen, or select multiple boxes for permits at the left side and then click Add to cart so you can pay for multiple permits at a time
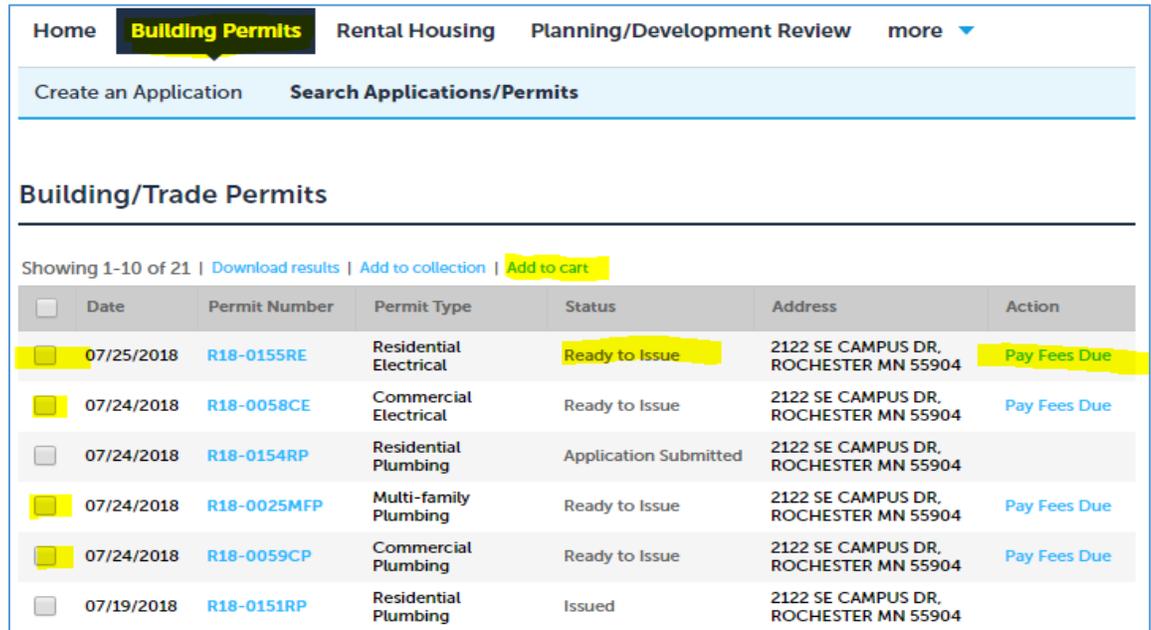
	Home	**Building Permits**	Rental Housing	Planning/Development Review	more ▼

Create an Application   Search Applications/Permits

Building/Trade Permits

Showing 1-10 of 21 | Download results | Add to collection | Add to cart

☐	Date	Permit Number	Permit Type	Status	Address	Action
☐	07/25/2018	R18-0155RE	Residential Electrical	Ready to Issue	2122 SE CAMPUS DR, ROCHESTER MN 55904	Pay Fees Due
☐	07/24/2018	R18-0058CE	Commercial Electrical	Ready to Issue	2122 SE CAMPUS DR, ROCHESTER MN 55904	Pay Fees Due
☐	07/24/2018	R18-0154RP	Residential Plumbing	Application Submitted	2122 SE CAMPUS DR, ROCHESTER MN 55904	
☐	07/24/2018	R18-0025MFP	Multi-family Plumbing	Ready to Issue	2122 SE CAMPUS DR, ROCHESTER MN 55904	Pay Fees Due
☐	07/24/2018	R18-0059CP	Commercial Plumbing	Ready to Issue	2122 SE CAMPUS DR, ROCHESTER MN 55904	Pay Fees Due
☐	07/19/2018	R18-0151RP	Residential Plumbing	Issued	2122 SE CAMPUS DR, ROCHESTER MN 55904	

8. When paying for a single permit it will show you the fees and you can click Check Out. This is shown on the next page
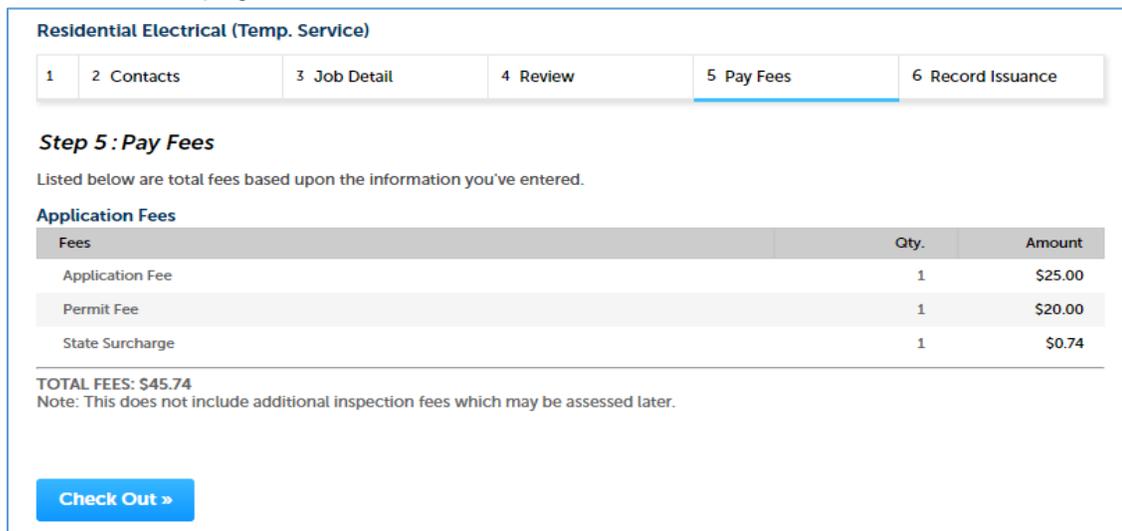
Residential Electrical (Temp. Service)

1	2 Contacts	3 Job Detail	4 Review	5 Pay Fees	6 Record Issuance

Step 5 : Pay Fees

Listed below are total fees based upon the information you've entered.

Application Fees

Fees	Qty.	Amount
Application Fee	1	$25.00
Permit Fee	1	$20.00
State Surcharge	1	$0.74

TOTAL FEES: $45.74
Note: This does not include additional inspection fees which may be assessed later.

Check Out »

9. If you have multiple items checked to pay for, the screen will show the different permits listed on the screen, clicking the carrot or arrow to the left of the permit will drop down the fees list to show you how the cost is being figured

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a.   You can now click Checkout to pay,
b.   Edit Cart to change which ones you want to pay at this time,
c.   Or Continue Shopping to save what's in your Cart and select or apply for another permit

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 on the Save for later link.

PAY NOW

2122 SE CAMPUS DR
2 Application(s) | $323.00

▶	Multi-family Plumbing	Total due: $109.00
	R18-0025MFP	
▶	Commercial Plumbing	Total due: $214.00
	R18-0059CP	

Total amount to be paid: $323.00
Note: This does not include additional inspection fees which may be assessed later.

Checkout »   Edit Cart »   Continue Shopping »

10. To continue and pay click Checkout
     a.   At this time only credit card payments are allowed

Step 2: Payment information

Currently the only available payment type is debit/credit card.
   • Credit/Debit Card

* indicates a required field.

Payment Options

Amount to be charged: $45.74
⦿ 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   Test User1▾

Country:
United States ▾

*Street Address:

*City: *State: *Zip:
         --Select--▾

*Phone:

E-mail:

Submit Payment »

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11. Once the card information is entered you can click Submit Payment to complete the transaction
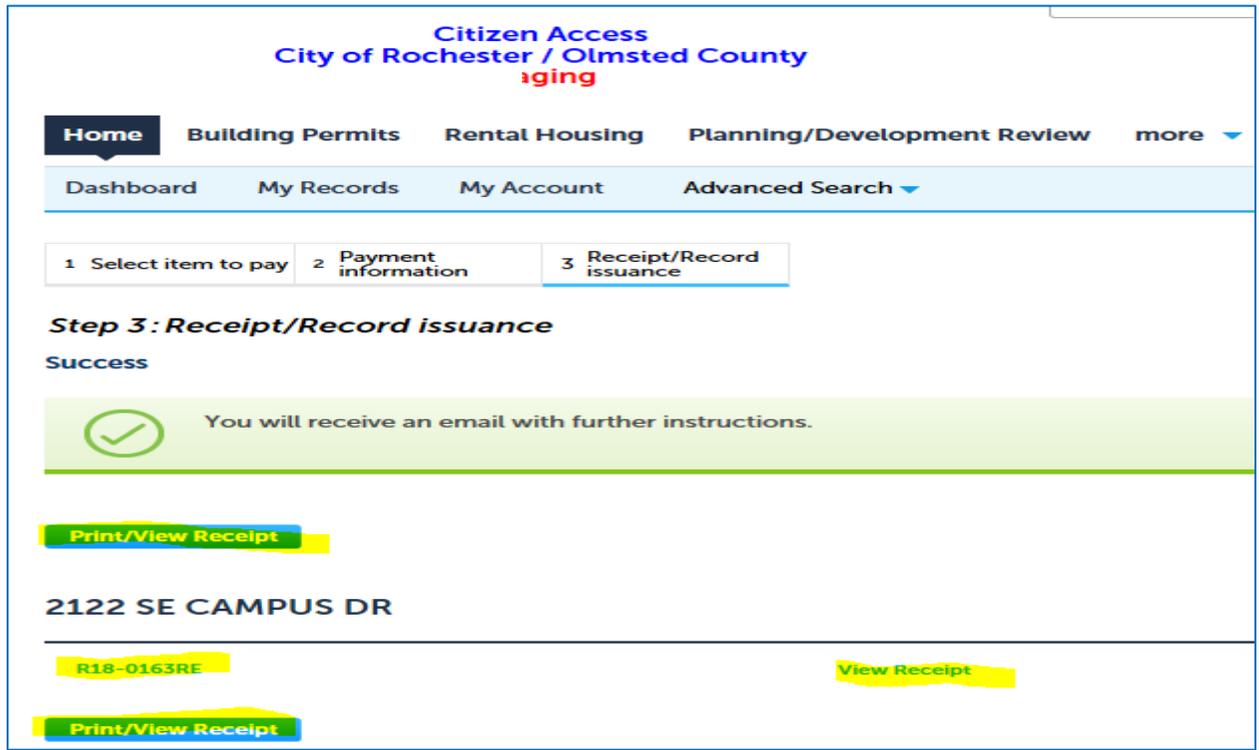
12. PLEASE NOTE: depending on what time of permit you were paying for, the outcome is different
    a. If paying for a **Trade Permit**, the system will issue it automatically and you should receive an email with your now issued permit
    b. If paying for a **Building Permit**, it has not been issued yet as the approved plans and documentation will be gathered once the payment is processed, wait for an email either telling you the permit is ready to pick up from the office or an email containing the issued permit and all required documentation and plans with instructions for the job site
13. The Print/View Receipt button is now available if you would like to print a receipt.
14. This completes the online permit payment process
15. If you have any questions or issues with the process please contact the Community Development Department at 507-328-2600 or buildingsafety@rochestermn.gov