

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.rochestermp.gov/home/showdocument2id=27653

City of Rochester Minnesota First Class City, First Class Service	
Announcements Accessibility Supp	ort Register for an Account Logi
Citizen Access City of Rochester / Olmsted County Staging	
s	Search Q
Home Building Permits Rental Housing City Planning City Licensing County Planning Fire Permits Advanced Search	
Please Login Many online services offered by the Agency require login for security reasons. If you are an existing user, please enter your user name and password in the box on the right.	Login User Name or E-mail:
New Users If you are a new user you may register for a free Citizen Access account. It only takes a few simple steps and you'll have the added benefits of seeing a complete history of applications, access to invoices and receipts, checking on the status of pending activities, and more.	Password:

- 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

				Views
		There are no items in	n your shopping cart right now.	
by Collectic	m (1)			View Collect
13 Records	My Records Last Updated 10/28/2010			
- 4	TE STING Last Updated 1025/2019			
Records				
Records	Rentals			



- 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

Search for Permits or Applications Enter information below to search the permitting database. Permits can be searched for by entering any of the following information: <ul> <li>Site Address</li> <li>Record Information</li> <li>Contact</li> </ul> <li>Use the dropdown menu to change the Search type.</li> <li>When searching for an address, minimal entries will result in better searches.</li> <li>Searching Examples</li>					
General Search					
Permit Number:       Permit Type:       ?       Start Date:       ?       End Date:       ?        Select       •       01/01/1994       •       12/15/2020       •       •         Building No.       Street Name:       ?       Street Type:       Direction:       ?         From<-					
Parcel () City: No:					
First Name: Last Name: Name of Business:					
Search Clear					



- 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

Hom	e Buildin	ng Permits Re	ental Housing P	lanning/Developmer	nt Review more 🔻			
Crea	Create an Application Search Applications/Permits							
Builo	Building/Trade Permits							
Showi	Showing 1-10 of 21   Download results   Add to collection   Add to cart							
	Date	Permit Number	Permit Type	Status	Address	Action		
	<mark>07/25/2018</mark>	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 Issuar							
Stop 5 · Pay East							
Step 5. ray rees							
Listed below are total ree	s based upon the information	you ve entered.					
Application Fees				Qty.	Amount		
Application Fee				1	\$25.00		
Permit Fee				1	\$20.00		
State Surcharge				1	\$0.74		
FOTAL FEES: \$45.74 Note: This does not inclu Check Out »	de additional inspection fees v	vhich may be assessed la	ter.				

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



City of Rochester, Minnesota 4001 W River Parkway NW, Suite 100 Rochester, MN 55901-7090 Phone:507-328-2600Fax:507-328-2601Email:buildingsafety@rochestermn.gov

- 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 later link.	o display additional information. Items can be saved for a future checkout by clicking on the Save for
PAY NOW	
2122 SE CAMPUS DR 2 Application(s)   \$323.00	
Multi-family Plumbing	Total due: \$109.00
Commercial Plumbing R18-0059CP	Total due: \$214.00
Total amount to be paid: \$32 Note: This does not include additional i	3.00 nspection 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:     O							
Select V							
* Name on Card: * Exp. Date:							
Credit Card Holder Information:							
Auto-fill with Test User1							
Country:							
United States							
* Street Address:							
*City: *State: *Zin:							
Select-							
* Phone:							
E-mail:							
Submit Payment »							
Submit Payment #							



11. Once the card information is entered you can click Submit Payment to complete the transaction

	Citizen Access City of Rochester / Olmsted County iging								
Home	Building	Permits	Rental	Housing	Planning	g/Development Review	more 🔻		
Dashboa	ard My	Records	Му Асс	count	Advance	d Search 🔫			
1 Select	item to pay	<sup>2</sup> Paymer informa	nt ation	3 Receip	t/Record				
Step 3: Success	Step 3: Receipt/Record issuance Success								
$\oslash$	You will receive an email with further instructions.								
Print/Vie	w Receipt	•							
2122 SE	2122 SE CAMPUS DR								
R18-016	SRE					View Receipt			
Print/Vie	w Receipt								

- 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