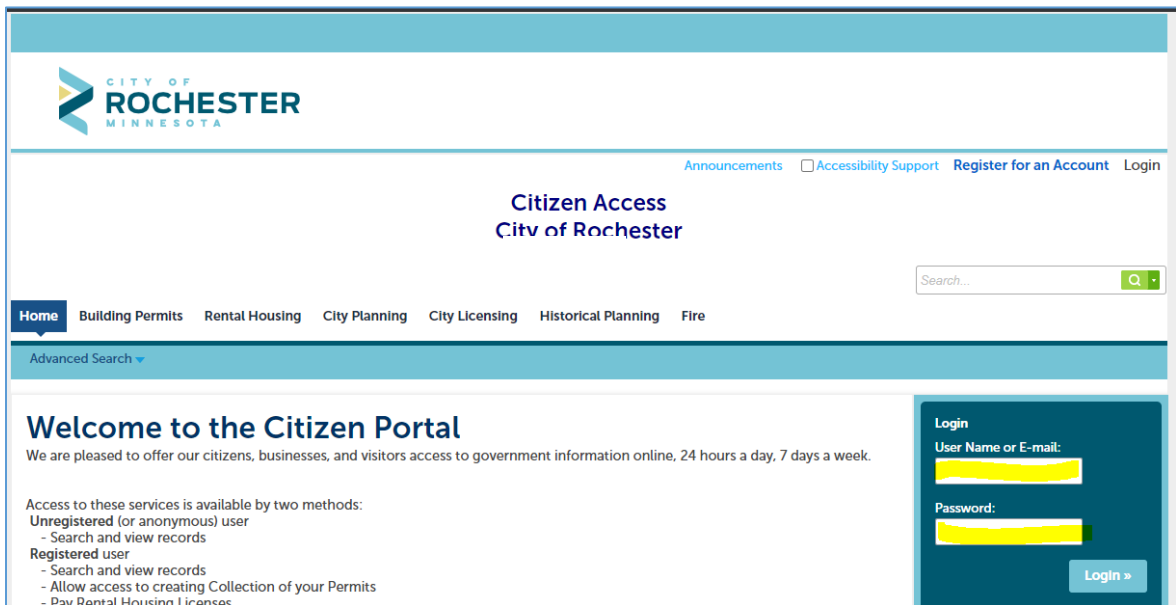


## Guide to Viewing Building Permit Records

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

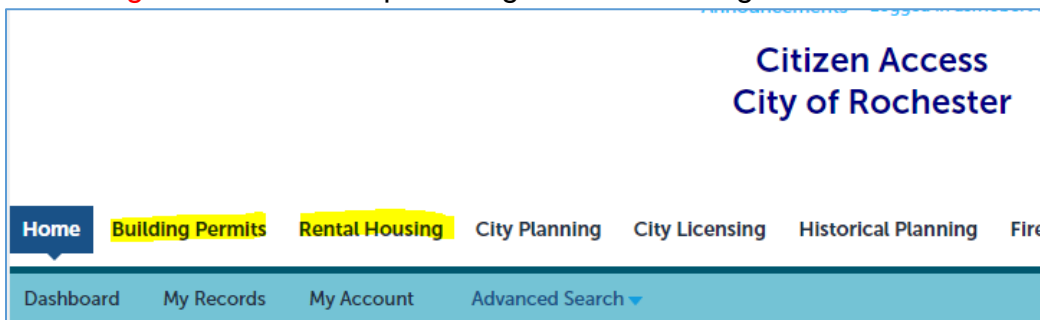
- You must have a Citizen Access account to submit permit applications. For additional resources regarding [creating an account](#), [electronic submittal requirements](#) for building permits, or other relevant permit information, go to the Applications, Forms, and Guides page at <https://www.rochestermn.gov/government/departments/building-safety/applications-forms-and-guides>
- PLEASE NOTE: if you are unable to find what you are looking for and would like assistance, please contact Community Development at 507-328-2600 or [buildingsafety@rochestermn.gov](mailto:buildingsafety@rochestermn.gov)

1. On the Citizen Access page enter your username and password to log in



a.

2. Click on **Building Permits** in the top bar to get to the building section

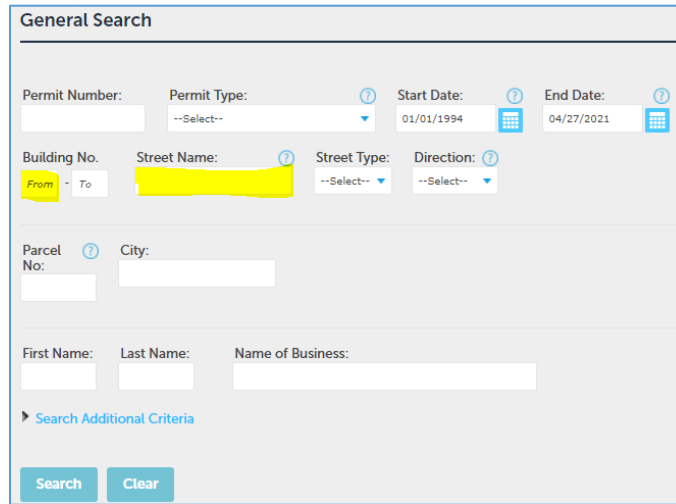


a.

3. Search for the address where the permit work will be done

- a. Scroll down to the Search for Licenses section to where it has open boxes under the header General Search

b. The **Building Permits** search looks like this:



- i.
- ii. If you know the specific permit number then you can enter it in the “Permit Number” box at the top left

c. The best way to search is to enter information only the first “Building No” box and “Street Name” box then click Search at the bottom

- i. A frequently asked questions (FAQ) document is available on the website at <https://www.rochestermn.gov/departments/building-safety/applications-and-forms>
- ii. When searching it is extremely important that LESS is MORE, only use two fields

Examples: Real Address - 2122 Campus Dr. SE    What to Enter: Building No: 2122    Street Name: Campus

1.

- iii. If you are not getting the address put in less information, such as only the first “Building No” box and search through the results to select the correct one

4. The search results populate at the bottom of the page and are ordered newest to oldest

- a. Click the highlighted permit under the Permit Number column to go straight to that particular permit record

85 Record results matching your search results

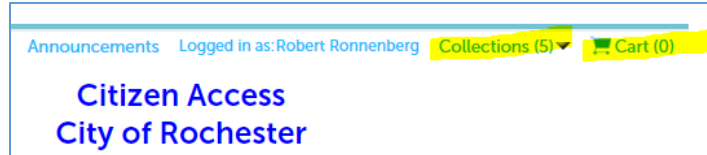
Click any of the results below to view more details.

Showing 1-10 of 85 | [Download results](#) | [Add to collection](#) | [Add to cart](#)

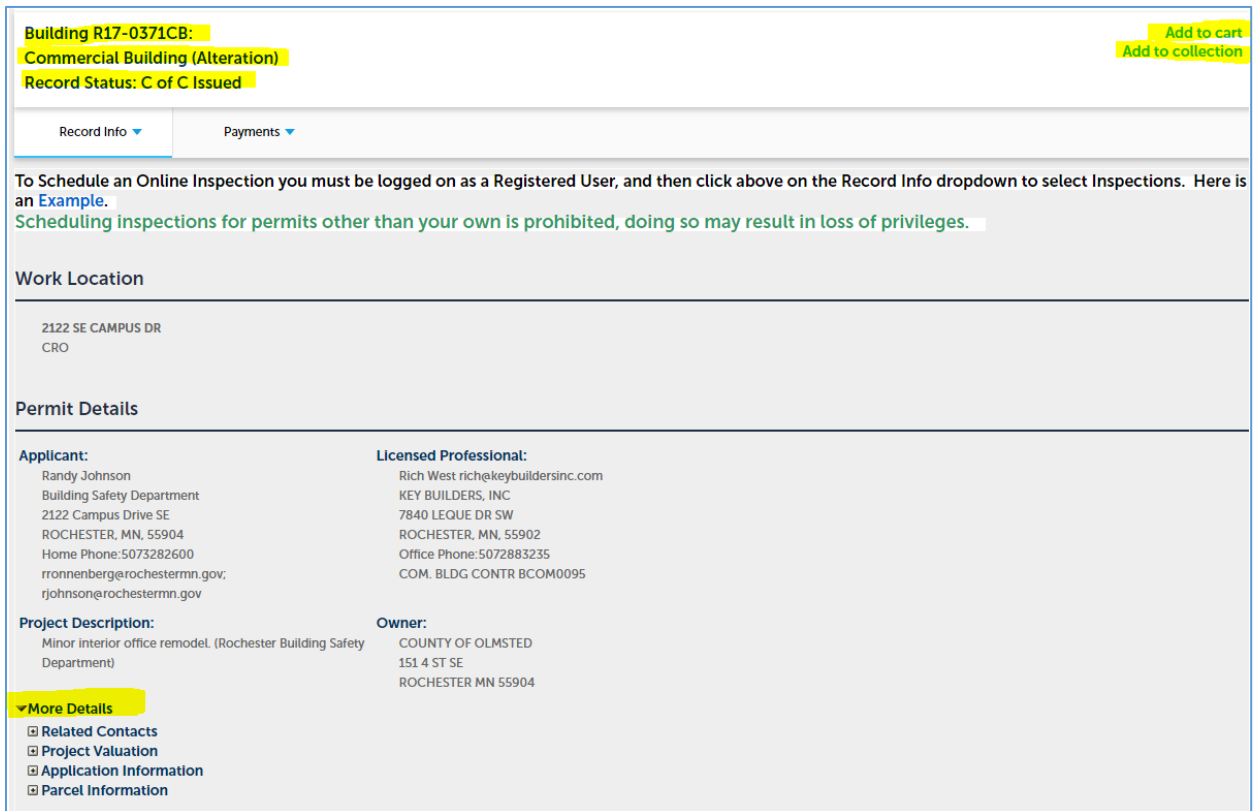
<input type="checkbox"/>	Date	Permit Number	Permit Type	Status	Address
<input type="checkbox"/>	02/24/2020	R20-0291CE	Commercial Electrical	Closed	2122 SE CAMPUS DR, 300, ROCHESTER MN 55904
<input type="checkbox"/>	02/03/2020	R20-0162CM	Commercial Mechanical (HVAC)	Closed	2122 SE CAMPUS DR, ROCHESTER MN 55904
<input type="checkbox"/>	02/03/2020	R20-0163CP	Commercial Plumbing	Closed	2122 SE CAMPUS DR, ROCHESTER MN 55904
<input type="checkbox"/>	02/03/2020	R20-0164CM	Commercial Mechanical (Hydronic)	Closed	2122 SE CAMPUS DR, ROCHESTER MN 55904
<input type="checkbox"/>	12/11/2019	R19-0439CB	R Commercial Building (Alteration)	Finald	2122 SE CAMPUS DR, 300, ROCHESTER MN 55904
<input type="checkbox"/>	04/12/2019	R19-0498CE	Commercial Electrical	Issued	2122 SE CAMPUS DR, ROCHESTER MN 55904
<input type="checkbox"/>	03/22/2019	R19-0085CB	R Commercial Building (Alteration)	Finald	2122 SE CAMPUS DR, ROCHESTER MN 55904
<input type="checkbox"/>	11/16/2018	R18-1827CM	R Commercial Mechanical (Gas)	Closed	2122 SE CAMPUS DR, ROCHESTER MN 55904

i.

5. After clicking on a permit you will be taken to the record page, the key points located under the page header to be aware of are:
  - a. Top left: permit number, permit type, and current record status
  - b. Top right: if a payment is due you can click “Add to cart” to put the fees in a shopping cart, then there is an “Add to collection” link so you can create or modify a personalized collection for grouping permits
    - i. Both of these are quickly available at the top of the page with links



- ii.
- c. Middle of page: this shows the Work Location, Permit Details, and additional information at the bottom under the “More Details” dropdown option
- d. The screen looks like this:



**Building R17-0371CB:**  
**Commercial Building (Alteration)**  
**Record Status: C of C Issued**

Add to cart  
Add to collection

Record Info ▾    Payments ▾

To Schedule an Online Inspection you must be logged on as a Registered User, and then click above on the Record Info dropdown to select Inspections. Here is an [Example](#).  
Scheduling inspections for permits other than your own is prohibited, doing so may result in loss of privileges.

**Work Location**

2122 SE CAMPUS DR  
CRO

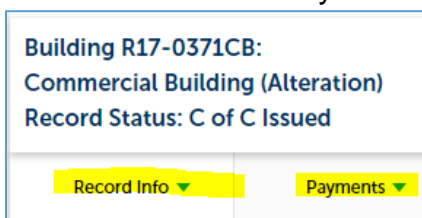
**Permit Details**

<b>Applicant:</b> Randy Johnson Building Safety Department 2122 Campus Drive SE ROCHESTER, MN, 55904 Home Phone: 5073282600 rronnenberg@rochestermn.gov; rjohnson@rochestermn.gov	<b>Licensed Professional:</b> Rich West rich@keybuildersinc.com KEY BUILDERS, INC 7840 LEQUE DR SW ROCHESTER, MN, 55902 Office Phone: 5072883235 COM. BLDG CONTR BCOM0095
<b>Project Description:</b> Minor interior office remodel. (Rochester Building Safety Department)	<b>Owner:</b> COUNTY OF OLMSTED 151 4 ST SE ROCHESTER MN 55904

**More Details**

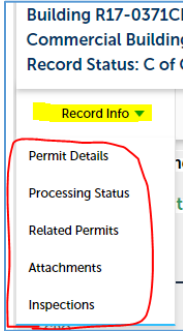
- Related Contacts
- Project Valuation
- Application Information
- Parcel Information

- e.
6. The main area for details is directly under the permit details where it says “Record Info” and “Payments” which are actually buttons you can click for dropdown options

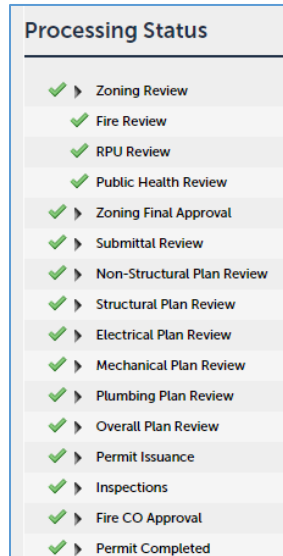


a.

7. If you click on “Record Info” it will show more information available:



- a.
- b. Permit Details is the main record screen you started from
- c. Processing Status shows the workflow for the permit from start to current state



- i.
- d. Related Permits shows any permits connected to the one being viewed
  - i. The right column has a “View” link to take you to that record

Related Permits				
<a href="#">View Entire Tree &gt;</a>				
Permit Number	Permit Type	Project Name	Date	View
<ul style="list-style-type: none"> <li>▼ R17-0371CB</li> <li>    R17-1448CE</li> <li>    R17-1508CM</li> </ul>	R Commercial Building (Alteration)		09/14/2017	
	R Commercial Electrical		09/19/2017	<a href="#">View</a>
	R Commercial Mechanical (HVAC)		10/03/2017	<a href="#">View</a>

- ii.
- e. Attachments shows you any files attached to the record, clicking the hyperlink in the Name column or Action column will download the file or show you details about it

Attachments					
Please click on the Name to open the attachment. PLEASE NOTE: For the drawings or building plans to be accepted there can only be one file with the Document Type of "Submitted Drawings" uploaded. Only PDF files are allowed for upload. Please Submit a Document file to expedite the plan review process.					
Name	Record ID	Size	Latest Update	Description	Action
<a href="#">Commercial_Building_Permit_20170915_161405.pdf</a>	R17-0371CB	35.84 KB	09/15/2017		<a href="#">Actions</a> ▼
<a href="#">R17-0371CB AD.pdf</a>	R17-0371CB	3.43 MB	10/23/2017		<a href="#">Actions</a> ▼
<a href="#">R17-0371CB AP.PDF</a>	R17-0371CB	75.51 KB	11/22/2017		<a href="#">Actions</a> ▼
<a href="#">Commercial_C_of_C_20180202_110306.pdf</a>	R17-0371CB	47.38 KB	02/02/2018		<a href="#">Actions</a> ▼

- i.

- f. Inspections shows:
  - i. At the top: Upcoming inspections at the top of the page, a link to “Schedule or Request an Inspection” to schedule online instead of emailing or calling it in
  - ii. At the bottom: the results of any completed inspections with “View Details” links to the right of the page for more information about each specific inspection

**Inspections**

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**Upcoming**  
**Schedule or Request an Inspection**

*You have not added any inspections.  
Click the link above to schedule or request one.*

**Completed (2)**  
APPROVED - 1; FINAL APPROVAL - 1

APPROVED Framing **View Details**  
Result by: SZ on 09/21/2017 at 12:00 AM

FINAL APPROVAL Final **View Details**  
Result by: SZ on 11/20/2017 at 12:00 AM

1.

- iii. To schedule an inspection click the link and follow the on-screen directions

8. If you click “Payments” it will bring up the “Fees” option in the dropdown

Building R21-0023RM:  
Residential Mechanical (HVAC)  
Record Status: Ready to Issue

Record Info ▾ **Payments** ▾

[REDACTED] **Fees**

- a.
- b. Click on “Fees” to see the Outstanding fees and any previously paid fees listed, along with a “Pay Fees” link to the right which will take you to the payment page for any fees due to be paid

Fees		
<b>Outstanding:</b>		
Date	Invoice Number	Amount
03/23/2021	187728	\$25.00
03/23/2021	187728	\$10.00
03/23/2021	187728	\$0.50
<b>Total outstanding fees: \$35.50</b>		

i.

9. These are the option available for reviewing and taking action on existing permits using the Citizen Access tool

Any questions, concerns, feedback, or other can be directed to the Community Development Department at 507-328-2600 or at [buildingsafety@rochestermn.gov](mailto:buildingsafety@rochestermn.gov)

## Guide to Viewing Rental Records

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

- You must have a Citizen Access account to submit permit applications. For additional resources regarding [creating an account](#) or other relevant information, go to the Applications, Forms, and Guides page at <https://www.rochestermn.gov/government/departments/building-safety/applications-forms-and-guides>
- PLEASE NOTE: if you are unable to find what you are looking for and would like assistance, please contact Community Development at 507-328-2600 or [buildingsafety@rochestermn.gov](mailto:buildingsafety@rochestermn.gov)

1. On the Citizen Access page enter your username and password to log in

The screenshot shows the Citizen Access portal for the City of Rochester. At the top, there is a navigation bar with links for Home, Building Permits, Rental Housing, City Planning, City Licensing, Historical Planning, and Fire. Below this is a search bar. The main content area features a 'Welcome to the Citizen Portal' message and a 'Login' section with fields for 'User Name or E-mail' and 'Password', and a 'Login' button.

a.

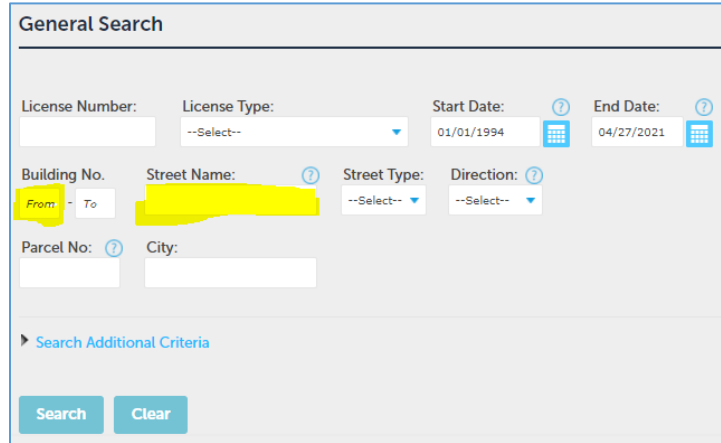
2. Click on **Rental Housing** in the top bar to get to the rental section

The screenshot shows the Citizen Access portal for the City of Rochester. The 'Rental Housing' link in the top navigation bar is highlighted. Below the navigation bar are links for Dashboard, My Records, My Account, and Advanced Search.

a.

3. Search for the rental property address you would like to view

- a. Scroll down to the Search for Licenses section to where it has open boxes under the header General Search



- i.
  - b. If you know the rental certificate enter it in the “License Number” box and click Search
  - c. If you do not know the rental certificate, then you can search using the address
    - i. The best way to search is to enter information only the first “Building No” box and “Street Name” box then click Search at the bottom
      - 1. A frequently asked questions (FAQ) document is available on the website at <https://www.rochestermn.gov/government/departments/building-safety/applications-forms-and-guides> if you click [How to Search Addresses in Citizen Access FAQ](#)
    - ii. When searching it is extremely important that LESS is MORE, only use two fields
      - 1. 

Examples: Real Address - 2122 Campus Dr. SE	What to Enter: Building No:	Street Name:
	2122	Campus
    - iii. If you are not getting the address put in less information, such as only the first “Building No” box and search through the results to select the correct one
4. The search results populate at the bottom of the page and are ordered newest to oldest
- a. For **Rental Housing** you can click the highlighted number under the License Number column to go straight to that particular rental record

8 Record results matching your search results

Click any of the results below to view more details.

Showing 1-8 of 8 | [Download results](#) | [Add to collection](#) | [Add to cart](#)

<input type="checkbox"/>	Date	License Number:	Record Type	Status	Address	Expiration Date	Action
<input type="checkbox"/>	03/31/2021	<b>R21-0003H</b>	R Rental Housing	Renewal	1417 NE 3 ST, ROCHESTER MN 55906	03/31/2021	<b>Pay Fees Due</b>

- i.
- ii. Additionally if there are fees due for the rental, to the right side of the results is an Action column where a link saying “Pay Fees Due” can be clicked
- b.
- c.

Any questions, concerns, feedback, or other can be directed to the Community Development Department at 507-328-2600 or at [buildingsafety@rochestermn.gov](mailto:buildingsafety@rochestermn.gov)