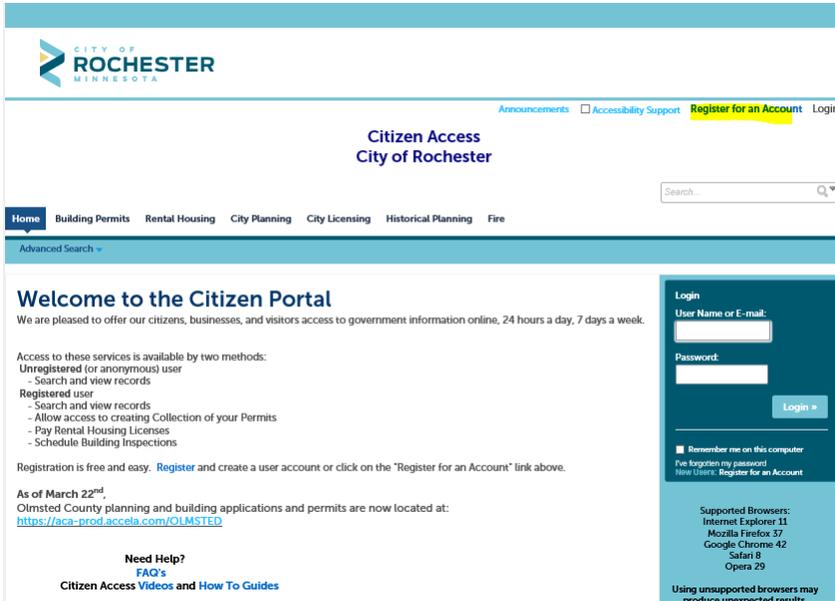


Creating an Accela Citizen Access Account for your Fire Protection Equipment Permit Applications

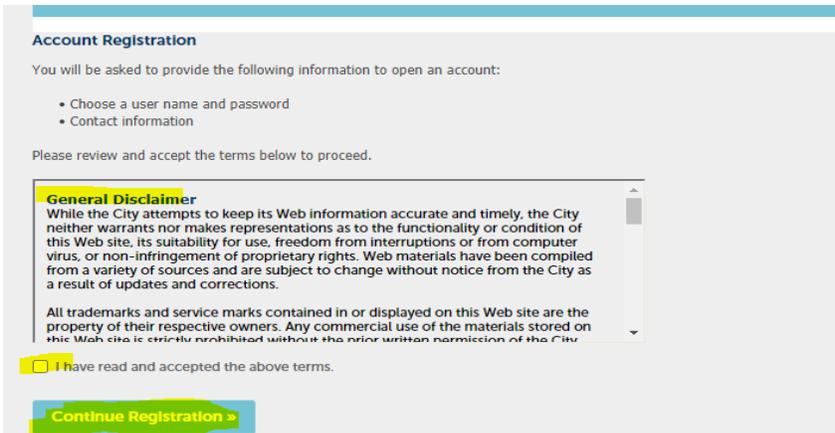
Access portal via this link: <https://aca.rochestermn.gov/CitizenAccess/Default.aspx>

1. Register for an Account at the top of the page



The screenshot shows the City of Rochester Citizen Access portal. At the top, there is a navigation bar with links for "Announcements", "Accessibility Support", "Register for an Account" (highlighted in yellow), and "Login". Below this is a search bar and a main menu with categories like "Home", "Building Permits", "Rental Housing", "City Planning", "City Licensing", "Historical Planning", and "Fire". The main content area is titled "Welcome to the Citizen Portal" and provides information about user types (Unregistered and Registered) and their capabilities. A "Login" box on the right side contains fields for "User Name or E-mail" and "Password", a "Login" button, and a "Remember me on this computer" checkbox. Below the login box, there is a list of supported browsers: Internet Explorer 11, Mozilla Firefox 37, Google Chrome 42, Safari 8, and Opera 29. A note at the bottom of the login box states: "Using unsupported browsers may produce unexpected results."

2. Review the General Disclaimer, check the box to acknowledge and Continue Registration in the blue box.



The screenshot shows the "Account Registration" page. It begins with the heading "Account Registration" and a sub-heading "You will be asked to provide the following information to open an account:". Below this, there are two bullet points: "Choose a user name and password" and "Contact information". A paragraph follows: "Please review and accept the terms below to proceed." A scrollable box contains the "General Disclaimer" 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. All trademarks and service marks contained in or displayed on this Web site are the property of their respective owners. Any commercial use of the materials stored on this Web site is strictly prohibited without the prior written permission of the City." Below the disclaimer, there is a checkbox labeled "I have read and accepted the above terms." and a blue button labeled "Continue Registration »".

3. Follow the prompts to enter your account information and choose the Add button

Account Registration Step 2: Enter/Confirm Your Account Information

Login Information

* User Name: ?

firemarshalsoffice

* E-mail Address:

firemarshalsoffice@rochester.n.gov

* Password: ?

Medium

Requirements

* Type Password Again:

* Enter Security Question: ?

Dog's Name X

* Answer: ?

This is Case Sensitive

Mobile Phone:

Contact Information

Choose how to fill in your contact information.

Add

Continue Registration »

4. Complete the highlighted fields in the box that opens. Highlighted fields are required, Business information will be helpful in future steps.

Contact Information



* First: John Middle: Last: Doe

Name of Business:
John's Test Company

* Address Line 1:
201 4 St SE

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

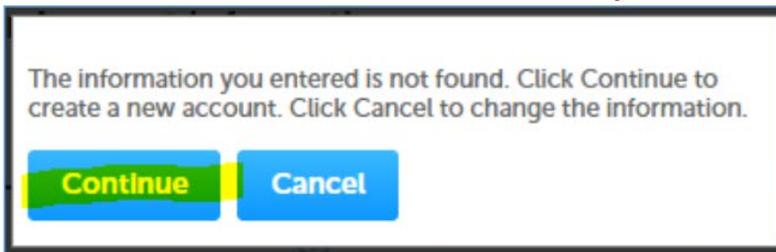
* City: Rochester * State: MN * Zip: 55904

* Home Phone: 507-328-2800 Work Phone: (xxx) xxx-xxxx Mobile Phone: (xxx) xxx-xxxx Fax: (xxx) xxx-xxxx

* E-mail: firemarshalsoffice@rochestermn.gov

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

5. You should see a message as follows. Click Continue to add the contact information to your account.



6. Successful response will be Contact added successfully. Verify for accuracy, edit for changes or Continue Registration.

Contact Information

Choose how to fill in your contact information.

✔ **Contact added successfully.**

John Doe
John's Test Company
201 4 St SE

Rochester MN 55904
Home phone:507-328-2800 Mobile Phone: Work Phone: Fax:
firemarshalsoffice@rochestermn.gov

[Edit](#) [Remove](#)

[Continue Registration >](#)

7. This will take you to the home screen and will show you the information for the account you just created. Take note of your account information. The response should be as follows:

The screenshot shows the City of Rochester Citizen Portal. At the top, there is a navigation menu with links for Home, Building Permits, Rental Housing, City Planning, City Licensing, County Planning, and Fire Permits. Below the menu is a search bar labeled "Advanced Search". A green checkmark icon is displayed next to the text: "Your account is successfully registered and activated. A welcome message has been sent with your account information. Please login using your account information." Below this, a message reads: "Congratulations. You have successfully registered an account." The "Account Information" section lists: User Name: firemarshalsoffice; E-mail: firemarshalsoffice@rochestermn.gov; Password: *****; Security Question: Dog's Name; Mobile Phone: (blank). The "Contact Information" section lists: John Doe; Home Phone: 507-328-2800; John's Test Company; Work Phone: (blank); 201 4 St SE; Mobile Phone: (blank); firemarshalsoffice@rochestermn.gov; Fax: (blank).

8. A verification email will be sent activating your account.

The screenshot shows an email header with the subject "Welcome to the City of Rochester's Citizen Portal" and the sender "Fire Marshals Office". It includes a retention policy of 180 days and an expiration date of 11/2/2021.

Welcome John Doe 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: firemarshalsoffice
Contact Name: John Doe
Business: John's Test Company
Address: 201 4 St SE Rochester MN 55904

9. **VERY IMPORTANT.** Please contact the Fire Marshal's Office upon completing your account; we will relate your contractor record to your access.