

City of Rochester – Accela Citizen Access Account Creation Walk Through

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.

The screenshot shows the 'Citizen Access' portal for the City of Rochester / Olmsted County. The navigation menu includes 'Home', 'Building Permits', 'Rental Housing', 'Planning/Development Review', and 'more'. Below the menu is an 'Advanced Search' field. The main content area is divided into two columns. The left column contains a 'Welcome to the Citizen Portal' message, followed by a list of services available to 'Unregistered' and 'Registered' users. The right column contains a 'Login' form with fields for 'User Name or E-mail' and 'Password', a 'Login >' button, and a 'Remember me on this computer' checkbox. At the bottom of the right column, there are links for 'I've forgotten my password' and 'New Users: Register for an Account'. Red arrows point to the 'Register' link in the welcome message and the 'New Users: Register for an Account' link.

2. Review the General Disclaimer, check the box below it, and click 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 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.' Below this is a scrollable box containing a 'General Disclaimer' section. The disclaimer text states: '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.' Below the disclaimer is a checkbox labeled 'I have read and accepted the above terms.' At the bottom of the page is a blue button labeled 'Continue Registration >>'. The 'General Disclaimer' and 'Continue Registration >>' text are highlighted in yellow.

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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:** ?
rbsofficestaff

*** E-mail Address:**
rbsofficestaff@gmail.com

*** Password:** ?
.....

Strong Requirements

*** Type Password Again:**
.....

*** Enter Security Question:** ?
Favorite address

*** Answer:** ?
This is Case Sensitive

Mobile Phone:

Contact Information

Choose how to fill in your contact information.

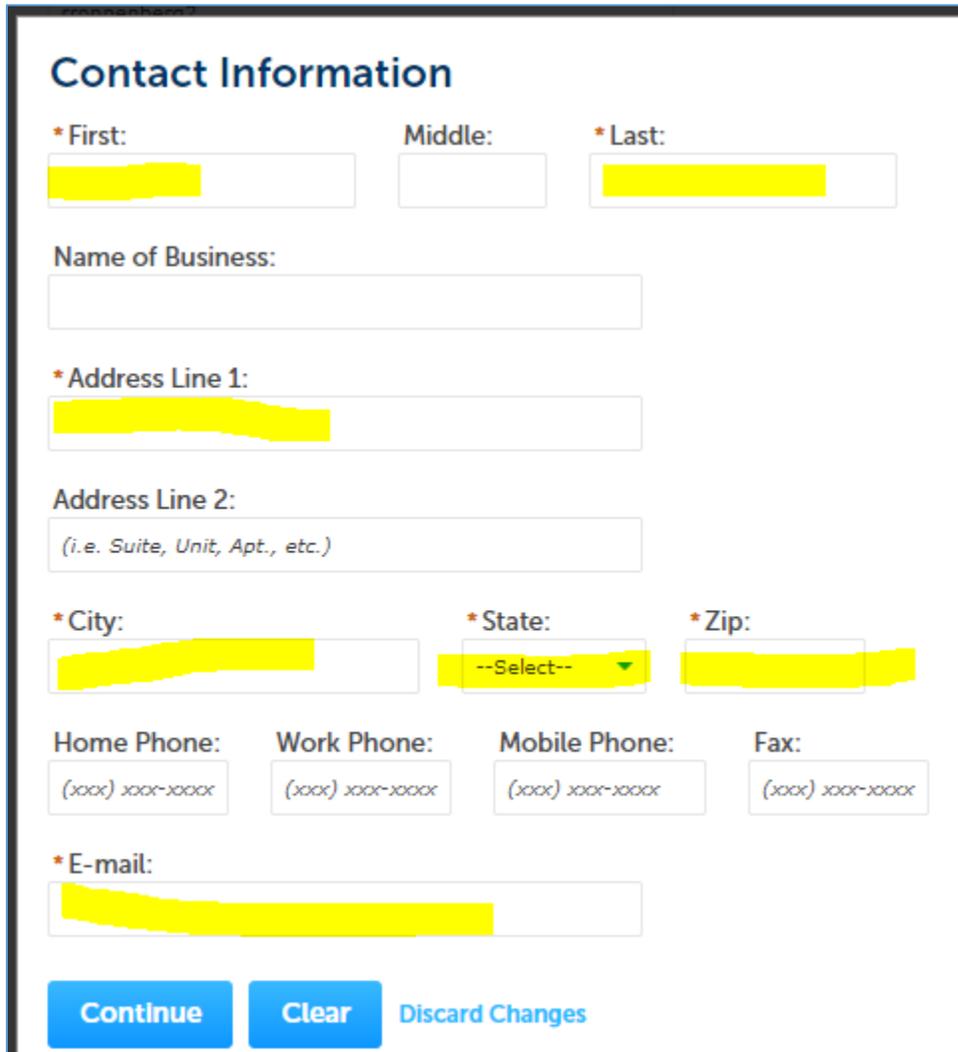
⚠ This section is required. Please add one record.

Add

Continue Registration »

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

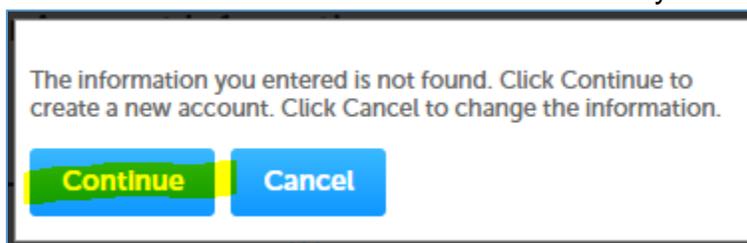
* City: * State: * Zip:

Home Phone: Work Phone: Mobile Phone: Fax:

* E-mail:

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

- 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.

[Continue](#) [Cancel](#)

- 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.

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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 interface with a navigation bar at the top containing 'Home', 'Building Permits', 'Rental Housing', and 'Planning/Develop'. Below the navigation bar is an 'Advanced Search' dropdown menu. A green success message box contains a checkmark icon and the text: '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 congratulatory message: 'Congratulations. You have successfully registered an account.' The 'Account Information' section lists: User Name: rronnenberg2; E-mail: rbsofficestaff@gmail.com; Password: *****; Security Question: Favorite superhero; Mobile Phone: (blank). The 'Contact Information' section lists: Rob Ronnenberg; 2122 Campus Dr SE; rronnenberg@rochestermn.gov; Home Phone: (blank); Work Phone: 507-328-2600; Mobile Phone: (blank); 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 email body contains: 'Dear Rob Ronnenberg, Please use the link below to login and activate your online account with the City of Rochester/Olmsted County. 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.'

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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.

The screenshot shows the 'Citizen Access' login page for the City of Rochester / Olmsted County. The page has a navigation menu with 'Home', 'Building Permits', 'Rental Housing', and 'Planning/Development Review'. Below the menu is an 'Advanced Search' dropdown. The main content area is titled 'Please Login' and contains a message: '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.' To the right is a 'Login' form with fields for 'User Name or E-mail:' (containing 'rbsofficestaff') and 'Password:'. A blue 'Login »' button is at the bottom right of the form. Below the button are links for 'Remember me on this computer', 'I've forgotten my password', and 'New Users: Register for an Account'.

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

The screenshot shows an email from 'Accela_Mail <accela_mail@rochestermn.gov>' to the recipient. The subject is 'Welcome to the City of Rochester's Citizen Portal'. The body of the email says: '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'. At the bottom, it says: 'Please do not reply to this email. Please call (507) 328-2600 if you have any questions.'

13. Log into your newly created account.