

# Trouble shooting ACA Issues

1. Forgotten password? Click the “I’ve forgotten my password” link on the home page.



**An error has occurred.**  
Invalid Username or Password.

Complete the following screen and you will receive an email with a temporary password. If you don't see the email you may need to check your spam folder.

The screenshot shows the City of Rochester website's 'Reset Password' page. The header includes the City of Rochester logo and navigation links like 'Home', 'Search', 'Announcements', 'Register for an Account', and 'Login'. The main content area is titled 'Citizen Access' and 'City of Rochester / Olmsted County'. It features a navigation menu with 'Home', 'Building Permits', 'Rental Housing', and 'Planning/Development Review'. Below the menu is an 'Advanced Search' dropdown. The 'Reset Password' section contains the following text: 'Reset Password', 'Forgot your password? A new password will be sent to you via e-mail after your e-mail address and security answer have been verified.' There are two input fields: 'E-mail Address:' and 'Security Answer?'. The 'Security Answer?' field has a help icon and the text 'Answer is Case Sensitive'. A 'Send New Password >' button is located at the bottom of the form.

After receiving this email when you logon you will get the following screen. The old password is the temporary password you just received in the email.

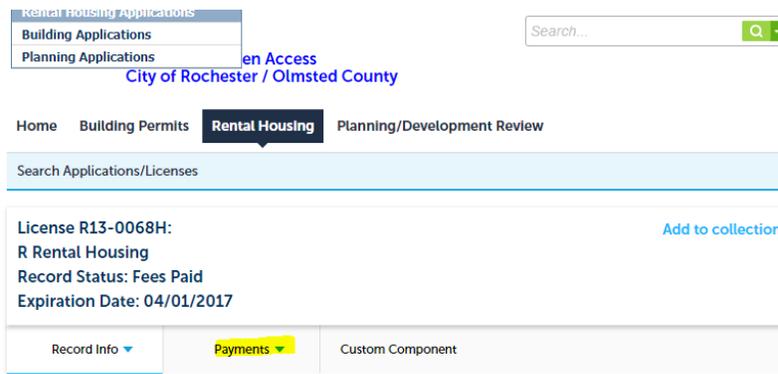
The screenshot shows the 'Change Password' form. The title is 'Change Password'. There are four input fields: 'User Name:' (with the value 'ahaydon'), 'Old Password:', 'New Password:', and 'Confirm Password:'. Below the 'New Password:' field is a 'Password Strength' indicator with a link to 'Requirements'. A blue 'Submit >' button is at the bottom of the form.

2. **Is the account locked?**

You will need to contact the Building Safety Office at 507-328-2600 and they will unlock your account.

**3. Don't see the "Payment" button on a rental license?**

You must have an account and be logged on to see the payment button. Don't have an account? Use the create account link on the home page.



**4. You've created an account but never clicked on the link in the welcome email received to activate the account?**

The front office staff can activate your account. Please contact the Building Safety Office at 507-328-2600 so they can activate your account.

**5. At this time you cannot create an account from a mobile phone.** This is a known issue.

**6. Currently only the full site is available on mobile devices.** This was causing overbooking of the buckets so it was turned off until a fix is available.