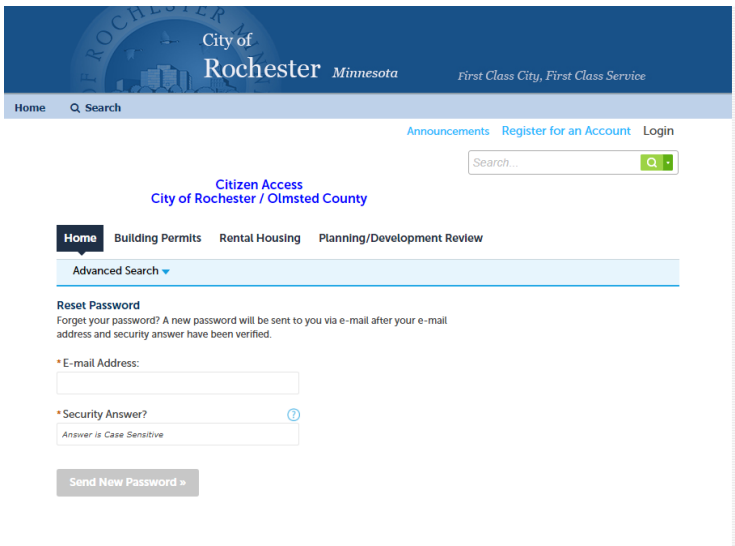
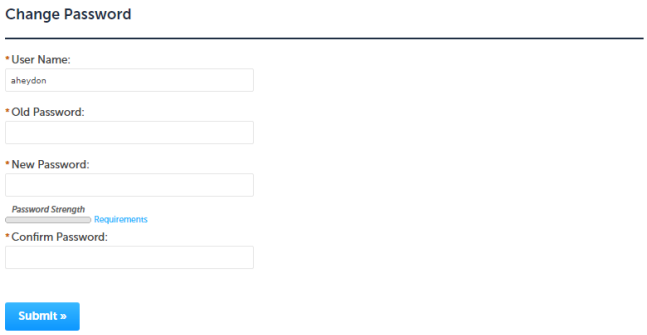
Trouble shooting ACA Issues

1. Forgotten password? Click the "I've forgotten my password" link on the home page.

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.

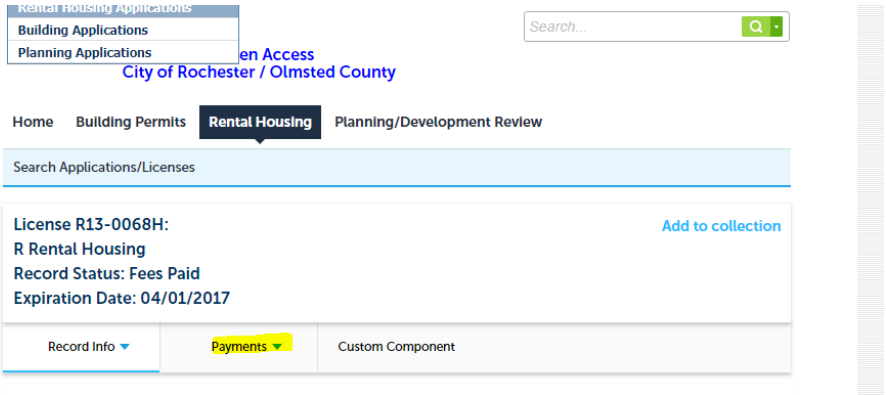


After receiving this email when you logon you will get the following screen.
The old password is the temporary password you just received in the email.



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.