



Frequently Asked Questions

FAQ: Searching Addresses in Citizen Access

How do I reset my password?

If you have forgotten your password, select the "I've forgotten my password" link on the home page under the login section. The site will prompt you to enter your email address and your security answer you entered when you first registered for an account. Remember, the security answer is case sensitive. Once you enter your email address associated with your ACA account and the correct security answer, a new password will be sent to you via email, and you will be prompted to change your password immediately after logging in with the password sent to you.

If you do not remember your security answer you can call 507-328-7100 and request to have your password reset by an Olmsted County Planning Department admin staff member.

Why is my search not finding the address?

If your search for the address returns "No records found" this may be because the address either does not exist or there is an issue with the search criteria. One of the best ways to produce accurate search results is to use less information which will show more results to choose from.

An example of using less information in your search criteria would be to only use the building number and street name or utilizing the wildcard search function. This is the % or * symbol, which can be inserted in your search criteria to show all results that include the criteria prior to the wildcard symbol.

Property Address: 4 Fisherman Dr NW, Oronoco, MN 55960

What to enter: Building No ('from' or 'to'): 4 Street Name: Fish%

If your search still returns “No Records Found”, try only entering the building number – sometimes the street name may not be spelled as expected (For example: Ranchview versus Ranch View)

Which address should I choose when there are multiple addresses found?

Many times, there will be multiple address results when searching by addresses in Citizen Access. This is because depending on when previous permits were created in our system, the address may have been entered slightly different resulting in different formats of addresses. See example below:

3 search results returned matching your address

Click any of the results below to view more details.

Showing 1-3 of 3 | [Download results](#)

Address
8378 SE 14 HWY, EYOTA MN 55934
8378 SE 14 HWY, A, TEY TOWNSHIP OF EYOTA, EYOTA MN 55934, 8378 HWY 14 SE EYOTA MN 55934
8378 SE 14 HWY, EYOTA MN 55934

Make sure you review the address results and select one that most closely correlates with the address for which you are searching (usually at the top of the results list). Also pay attention to unit/suite/lot/apartment numbers as well, making sure you select the appropriate address.

If you cannot find your address, please contact the Olmsted County Planning Department at 507-328-7100 for assistance.