Welcome to DIMES instructional guide. DIMES allows citizens access to records ranging from June 2017 to the present including planning, construction permits, code enforcement, licenses, transportation, engineering, and animal control. The following material outlines steps for navigating Mesa's public records, how to initiate a permit request, and how to view attachments.

Table of Contents

Page 1 – General information about DIMES and where to start
Page 2 – DIMES Home Screen features without logging in
Page 3 – Details DIMES searches
Page 4 – After logging into DIMES, where to apply for a Mesa Permit
Page 5 – Applying for a permit
Page 6 – Locating your permit information after submitting
Page 7 – How to find attachments, resubmit plans, and pay fees

To get started, select ‘dimes’ or visit:
https://aca.accela.com/mesa

Mesa Development Service website:
http://www.mesaaz.gov/business/development-services
**DIMES – Accela Citizen Access (ACA)**

**HOME SCREEN:** Proceed to https://aca.accela.com/mesa. From this home screen, several options are available. For example, records are researchable without logging in. The following notations outline the various search functions. NOTE: the header search bar performs the same search functions as the search options in the lower portion of this page.

- **Selecting home always returns you to this page**
- **Log into DIMES to initiate or edit files**
- **Search for property or licensee information**
- **Log-in to Scheduling Inspections**

**GENERAL SEARCH:**
Explores the entire system and provides results relating to ANYTHING similar to the requested topic.

**HEADER:** Each header type navigates to that specific department search function.

Under “Need Help?” are hyperlinks to Mesa Departments and the helpful tools they provide.

Each areas outlined with red dash boxes perform the same specific department search as the header.
DEPARTMENT SEARCHES: While the search engine does not require a specific amount of information, the more data provided helps narrow search results, while transversely, providing minimal information will broaden the search parameters.

- **Helpful Tip:** Simply typing in the parcel number will sometimes not provide the desired result. To minimize issues, type in the physical address of the parcel and provide only minimal information. For instance, if the address is 55 N. Center St., only type ‘55’ and ‘Center’ for the address. This will then provide a wide range of selectable options. This is particularly helpful when applying for a permit.
LOGGED-IN SCREEN: This logged-in home page provides a wide range of useful tools.

- ‘Home’ will return you to this screen.
- ‘Search’ provides the same function as previously mentioned.
- Select ‘Create’ to submit / apply for various Mesa services.
- ‘Cart’ is where to pay fees due.
- General search field.
- Used to schedule inspections.

There are no items in your shopping cart right now.

‘Work in progress’ shows records currently in edit mode and have not been formally submitted. Note: Record names starting with ‘TMP’ are temporary file numbers and do not initiate Mesa services. The file name will change once fees are paid and DIMES accepts your permit request.
APPLYING FOR A PERMIT: After accepting Accela’s disclaimer, the follow screen will appear. Please carefully read this screen. It provides helpful tips for avoiding confusion, including, a helpline contact number (480-644-4273), information on addenda and deferred permits, flow test and hydrant meters, and permits not available through DIMES.

Select ‘Permits’ to view the following permit options:
**Locating Your Permit:** To locate your permits, select ‘Home’ then select ‘My Records’.

1. First select ‘Home’
2. Then select ‘My Records’ to locate your permit
3. Select the permit number to reveal all associated permit information
4. To easily access your permit for future reference, place a check mark in the box left of the permit number and date (see # 1). Then select ‘Add to collection’ (see # 2). You can now see the permit number on your home screen under ‘My Collection’ (see # 3 in previous screen shot)
ATTACHMENTS: To add attachments, upload resubmittals, and/or download approved plans, perform the following steps by selecting: ‘Home’, ‘My Records’, the permit number (it’s highlighted in blue), ‘Record Info’, then ‘Attachments’.