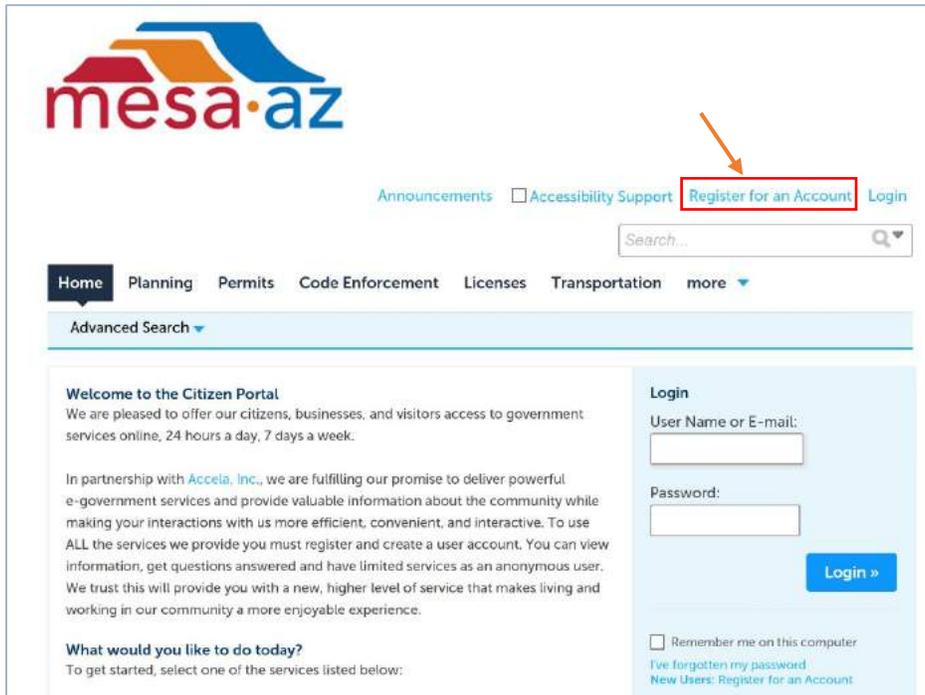




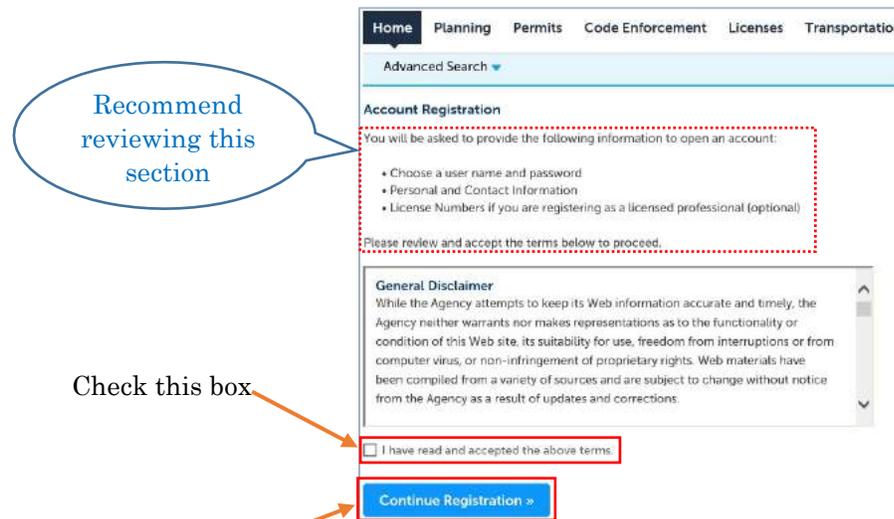
Mesa DIMES Citizens Access Program

The City of Mesa welcomes you to Digital Innovation for Mesa's Electronic Services (DIMES), supported by Accela's Citizen Access (ACA). This fully integrated system provides 24-hour online Planning, Construction Permits, Code Enforcement, Licensing, Transportation, Engineering, and Animal Control support. The following steps will help with setting up an account.

STEP 1 – Navigate to <https://aca.accela.com/mesa>. From this main page, select “Register for an Account”. If you have already registered, skip to step 5.



STEP 2 – Read the disclaimer and check the box “I have read and accepted the above terms” followed by selecting “Continue Registration”.



Then select “Continue Registration”

Mesa DIMES Citizens Access Program

STEP 3 – Create a user name and password. Note: you must select “Add New” under “Contact Information”. This will immediately lead to Step 4. Once Step 4 is complete, you will return to this page to finish the registration process. After selecting “Continue Registration” on this page, skip to Step 5.

All fields marked with a ★ require data

Sub-Step 1: Fill out these sections

Sub-Step 2: Select “Add New” then skip to Step 4.

Once Step 4 is complete, you return to this

Sub-Step 3: Enter unique characters.

NOTE: This is not case sensitive and no space between words is

Login Information

Enter your User Name and Password. You must also enter a unique email address.

* User Name:

* E-mail Address:

* Password:

* Type Password Again:

* Enter Security Question:

* Answer:

Password must have 8 to 21 characters

Mobile Phone:

Receive SMS Messages

Contact Information

Please select whether you are registering as an individual or as an organization (business) and enter your contact information.

Enter the words below

Example

When finished with Step 3 AND Step 4 on next page, select “Continue Registration”

Mesa DIMES Citizens Access Program

STEP 4 – Follow number sequence (11 sub-steps). Once complete, return to Step 3 (page 2).

Window 1

Window 2 views are based on contact type: individual or organization

Window 2 (Individual)

Window 2 (Organization)

Window 3

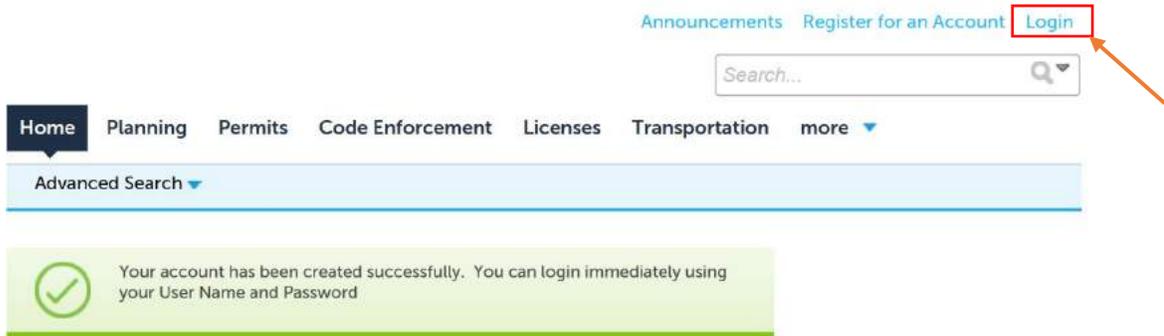
At minimum, a mailing address must be provided

Window 4

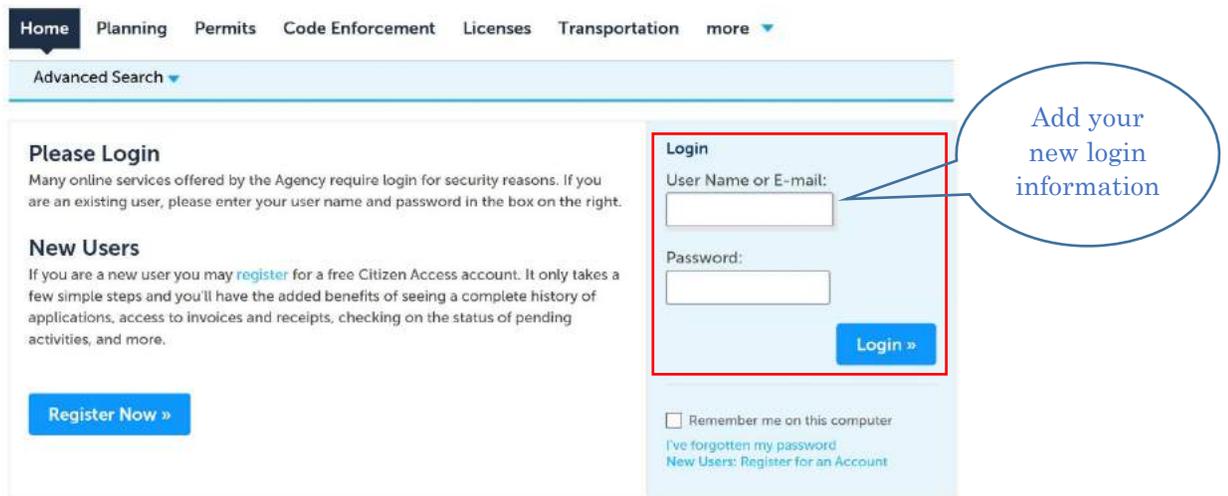
The information you entered is not found. Click Continue to create a new account. Click Cancel to change the information.

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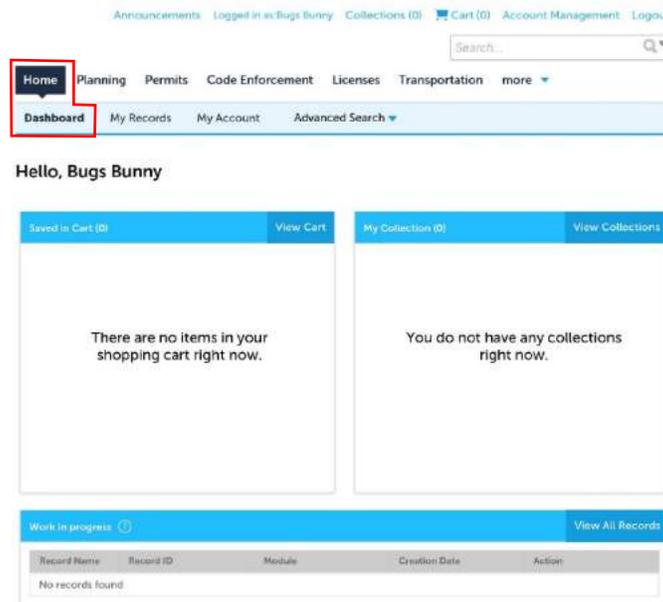
STEP 5 – Once your account is successfully created, select “Login”.



STEP 6 - Login

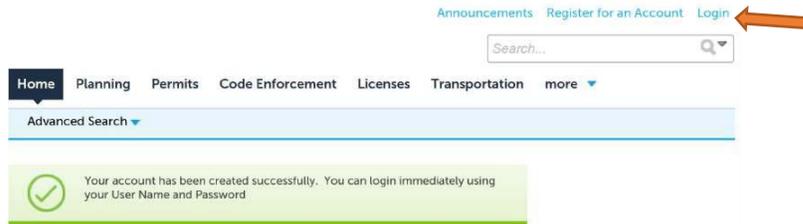


STEP 7 – The home screen or Dashboard provides a central forum for navigating through various services. This page shows open permits (Work in progress), saved projects (Saved in Cart), and fees due (My Collections).

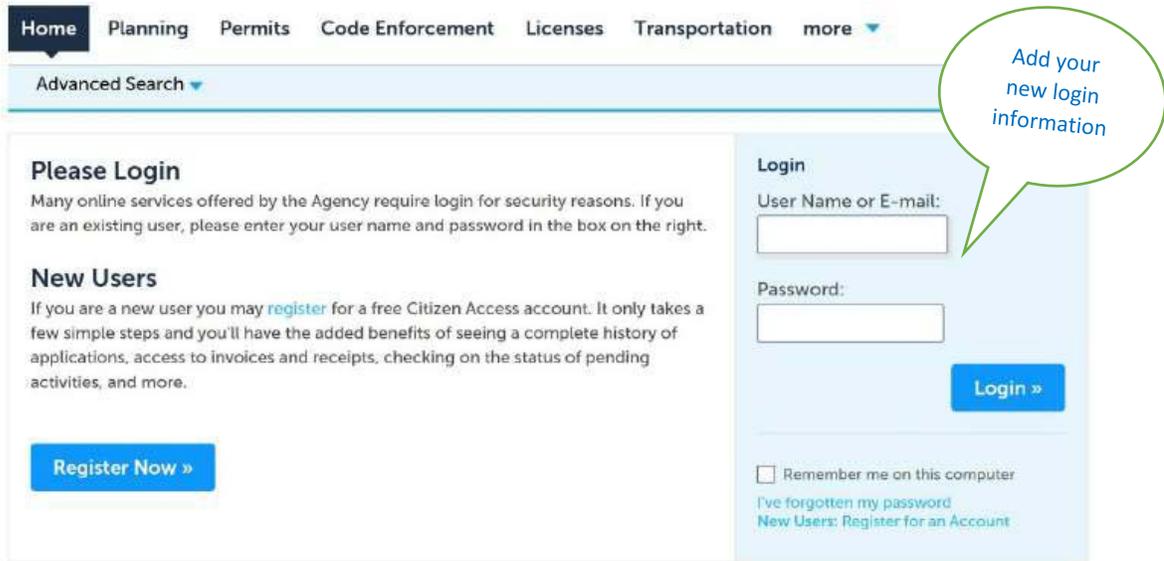


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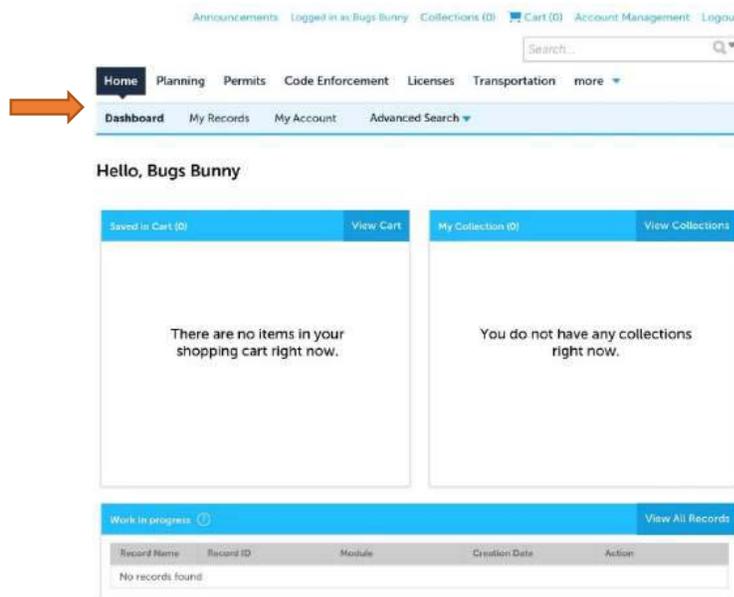
STEP 5 – Once your account is successfully created, select “Login”.



STEP 6 – Login



STEP 7 – The home screen or Dashboard provides a central forum for navigating through various services. This page shows open licenses (Work in progress), saved projects (Saved in Cart), and fees due (My Collections).



Mesa DIMES Citizens Access Program

STEP 8 – When necessary, select either “Account Management” or “My Account” to modify account information.

Home Search Create Schedule

Announcements Logged in as jelevan Collections (0) Cart (0) Account Management Logout

Search...

Manage Your Account

Your current account information is shown below. Click an Edit button to update information within a section.

Account Type

Citizen Account [Edit](#)

Login Information

User Name: jelevan
 E-mail: [REDACTED]
 Password: *****
 Security Question: Favorite Color
 Mobile Phone:
 Receive SMS Message: NO [Add a License](#)

License Information

You may add professional license(s) to your public user account by clicking the Add a License button. Your professional license(s) may need to be validated by the agency before you can use it.

Showing 0-0 of 0

State License #	License Type	Issued On	Expired Date	Status	Action	Country
No records found.						

[Add a Contact](#)

Contact Information

Showing 1-3 of 3

Action	First Name	Middle Name	Last Name	Business Name	FEIN	Contact Type	Status
Actions ▼				MESSAGE FOR YOU		Organization	Approved
Actions ▼	Janet		[REDACTED]			Individual	Approved
Actions ▼	Janet		[REDACTED]			Individual	Approved

[Add a Delegate](#)

Delegates

People who can access my account
None

People whose account I can access
None

Edit login settings

Add License Credentials – used for permitting

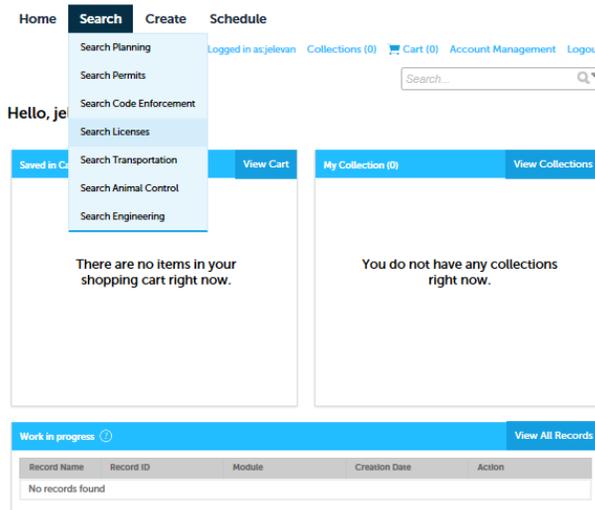
Allows account holder to add multiple contacts. Follow the same process outlined in step 4

Allows account holder to provide others access to various account functions while maintaining overall

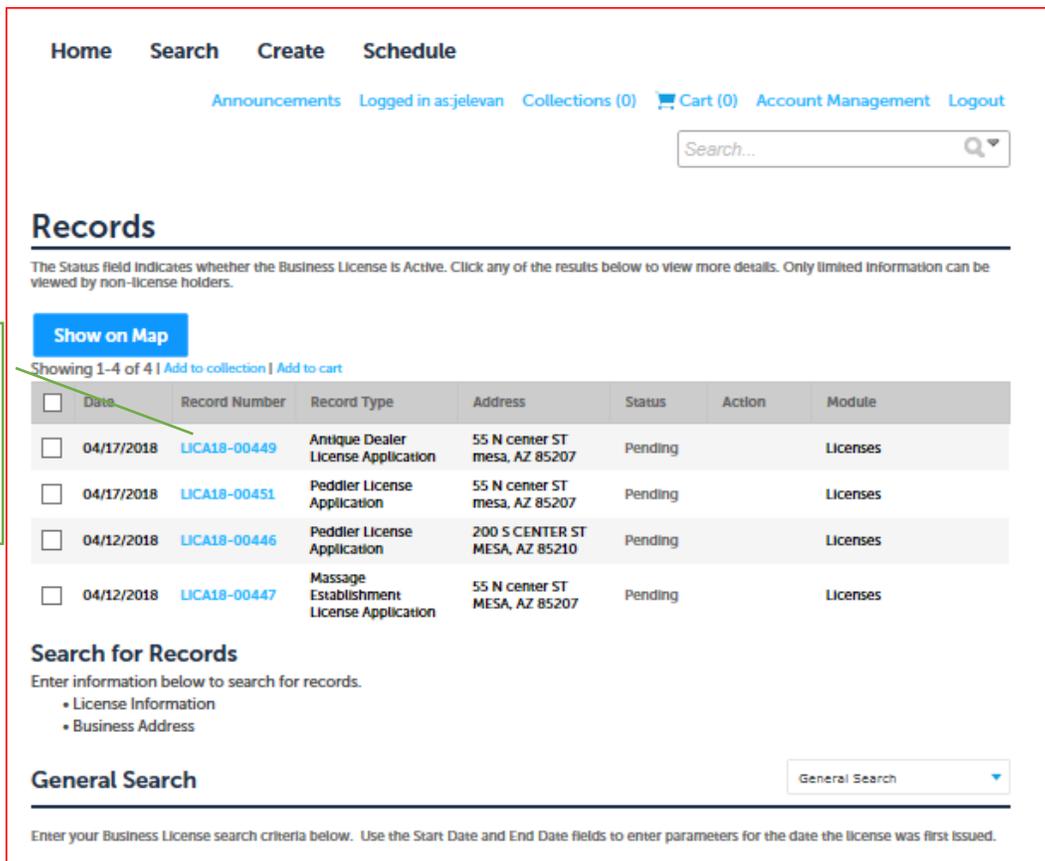
NOTE: Delegate must be a registered user.

Mesa DIMES Citizens Access Program

STEP 9 – To access an existing license record select “Search” and then select “Search Licenses”.



The screenshot shows the user interface with the 'Search' menu open. The 'Search Licenses' option is highlighted. Below the menu, there are sections for 'Saved in Cart' (empty) and 'My Collection (0)' (empty). At the bottom, there is a table with the header 'Work in progress' and a 'View All Records' button. The table is currently empty, showing 'No records found'.



The screenshot shows the 'Records' page. At the top, there is a navigation bar with 'Home', 'Search', 'Create', and 'Schedule'. Below this, there is a search bar and a 'Show on Map' button. The main content area displays a table of records with the following data:

<input type="checkbox"/>	Date	Record Number	Record Type	Address	Status	Action	Module
<input type="checkbox"/>	04/17/2018	LICA18-00449	Antique Dealer License Application	55 N center ST mesa, AZ 85207	Pending		Licenses
<input type="checkbox"/>	04/17/2018	LICA18-00451	Peddler License Application	55 N center ST mesa, AZ 85207	Pending		Licenses
<input type="checkbox"/>	04/12/2018	LICA18-00446	Peddler License Application	200 S CENTER ST MESA, AZ 85210	Pending		Licenses
<input type="checkbox"/>	04/12/2018	LICA18-00447	Massage Establishment License Application	55 N center ST MESA, AZ 85207	Pending		Licenses

Below the table, there is a 'Search for Records' section with a search form and a 'General Search' dropdown menu. A green box on the left side of the screenshot contains the text: 'Click on the record number to make a payment or view license details.' with an arrow pointing to the record number 'LICA18-00449' in the table.



Mesa DIMES Citizens Access Program

Home Search Create Schedule

Announcements Logged in as: jelevan Collections (0) Cart (0) Account Management Logout

Search...

License LICA18-00449:
Antique Dealer License Application
Record Status: Pending

[Add to cart](#)
[Add to collection](#)

Record Info Payments

Fees

Paid:

Date	Invoice Number	Amount	
04/17/2018	63167	\$100.00	View Details
04/17/2018	63167	\$25.00	View Details
04/17/2018	63167	\$2.00	View Details

Total paid fees: \$127.00

To view the license information or view the approval processing status, select "Record Info". To make a payment or view payments made, select "Payments".