License Application: DIMES-Accela Citizen Access Portal (ACA)

The following are **step-by-step instructions** to guide you through the online license application process using ACA.

Access the DIMES-Accela Citizen Access (ACA) Portal through the link below:


Log into your ACA account. If you have not already registered the instructions are available on the City of Mesa website. https://www.mesaaz.gov/business/licensing

![Image of the ACA portal](attachment:image.jpg)

Click on HOME

Click on CREATE

Click on APPLY FOR A LICENSE

Accept the GENERAL DISCLAIMER by clicking the check box

Click on CONTINUE APPLICATION
Choose an application type. For this example, Secondhand License Application will be used.

If the license application you wish to apply for is not included in the available options, go to https://www.mesaaz.gov/business/licensing and download the applications.

The completed application and payment can be mailed to the address printed on the application. An email option is also available by adding the completed application as an attachment and emailing to licensing.info@mesaaz.gov. When the application is reviewed by the Licensing staff you will be contacted to make the payment via phone.
Click CONTINUE APPLICATION.
Step 1: Location and Contacts.

Option A: The business address is in Mesa.
An address Search Result List will appear.

Choose an address and click SELECT.

The Associated Parcel and Associated Owners will auto fill. Note: The Associated Owner(s) is the property owner.
Option B: The business address is not in Mesa.

Enter the business address and click CONTINUE APPLICATION

Next section is Contacts. A contact is anyone associated with the business. If the business is anything other than a sole proprietor, individual or a joint venture; the business entity will be the license applicant. For example: the business entity is Andrew Jackson and Associates (a legal partnership) therefore, the LICENSE APPLICANT will be Andrew Jackson and Associates. Each partner will be entered as a LICENSE PARTNER.

There are three options to add a Contact:

Select from Account to be used if a contact has been added previously by the registered user. This option also copies registered person’s contact information from your registration.
Add New if the contact has never been added, adding a new contact.

Look Up if you are unsure if the contact has previously been added to our database. You will be able to search by name. If found, the contact can be selected and added into the application.

In this example we will use ADD NEW. Click the ADD NEW option.
Select a contact type from the list of options. **Please only use the options that begin with LICENSING.**

Select the contact type and click CONTINUE.
The following screens will walk you through entering information for the partnership of Andrew Jackson & Associates as the LICENSE APPLICANT.

A field with a red asterisk may not be required for an organization., if a field is not required a 🚫 will appear when hovering over that field. Just move on to the next field.
The below fields do not apply to an organization.
The below fields do not apply to an organization.
The below fields do not apply to an organization.

Click on ADD CONTACT ADDRESS

Choose BUSINESS address as the Address Type. Enter the business address and click SAVE AND CLOSE. If you would like to enter a MAILING address, choose SAVE AND ADD ANOTHER.
Click CONTINUE
The contact was added successfully. Since the application is an ORGANIZATION, the persons associated with the organization MUST be entered. Click ADD NEW.

Select the appropriate contact type. In this case, the proper selection is LICENSE PARTNER, since the organization is a partnership. Click CONTINUE.
To ensure the speedy processing of the application by the Licensing staff, complete **ALL** fields.
If the individual has had any convictions complete the following section. Click ADD A ROW.

Enter the information and click SUBMIT. The charge number will always be “1”. If the contact has additional convictions the next added conviction will be “2” and so on. Please be clear when completing the “Nature of the Charge”.
Follow the CONVICTIONS process for AKANAMES and SUSPENDED LICENSES. Disregard the highlighted section for SUSPENDED LICENSES. This pertains to entering ANY licenses similar to the license you are currently applying for. Have you ever had a license of this type suspended or revoked?

Follow the CONVICTIONS process for EMPLOYMENT HISTORY and RESIDENCE HISTORY.

Note: EMPLOYMENT HISTORY is needed ONLY for Massage Establishment License Applications. The last 10 years of history is required.

RESIDENCE HISTORY: add the last 10 years.
Enter each address then click SUBMIT.

Click ADD CONTACT ADDRESS.
Choose MAILING address as the Address Type. Enter the current residence address of the contact and click SAVE AND CLOSE. If you would like to enter a MAILING address, choose SAVE AND ADD ANOTHER.

Click CONTINUE APPLICATION
Step 2: Adding attachments

What documentation is required for each license application record?

**AT THIS TIME, THE PAPER APPLICATION MUST BE COMPLETED AND UPLOADED. THE DOCUMENT IS TO BE LABELED “APPLICATION”**. The applications are available for use by accessing our website: https://www.mesaaz.gov/business/licensing

**GOVERNMENT ID:**

For each person that is added as a contact a government ID with a picture is required. Preferably a driver's license. For a complete list of acceptable documentation refer to the Licensing Eligibility Form located on our website.

**LICENSING ELIGIBILITY FORM:**

A signed Licensing Eligibility Form is required for all LICENSE APPLICANTS that are an individual, sole proprietorship or joint venture.

**FINGERPRINT FORM:**

A fingerprint card with fingerprints is required. **At this time**, due to AZ Secureone office closure associated with COVID-19 the Licensing office is accepting the completed fingerprint card form (without fingerprints). A local background check will be completed. Each applicant will be notified when AZ Secureone is open and will have 2 weeks to complete the fingerprint requirement. Please be aware, once the requirement is met if derogatory information is returned your issued license may be suspended or revoked.

The form is located at the end of these instructions.

To determine if the license you are applying for requires fingerprints, refer to the City of Mesa website https://www.mesaaz.gov/business/licensing and click on the application link.

**FOR ADDITIONAL DOCUMENTATION REQUIREMENTS:**

Refer to the City of Mesa website https://www.mesaaz.gov/business/licensing and click on the application link. Each application contains an information sheet and documentation requirements are listed.

Follow the instructions in the image to attach a document to your online application.

Your document should be scanned to your computer before uploading.
Click ADD.

Disregard this link.

Click ADD.
A window will appear listing files available on your computer. Choose the file to upload and click OPEN.

The file name will appear in the highlighted section in the below image. Click CONTINUE.
Repeat the process until all required documents are uploaded.
When completed, click CONTINUE APPLICATION.
Step 3: Review

If all looks good, CONTINUE APPLICATION. If not, click EDIT and make corrections.
Step 4: Pay fees

Fees can be paid by credit card or E-Check. A service fee of 2.37% will be applied to credit card payments.

Click CHECK OUT.
The payment type is now available: Credit Card or Bank Account (E-Check)
Choose the payment option and click SUBMIT.
Click AGREE TO THE SERVICE FEE.

Complete all fields and click SUBMIT PAYMENT.
A payment confirmation screen will display. It is here the receipt can be accessed and printed for your records by clicking on PRINT/REVIEW RECEIPT. An application number beginning with “LICA” will be assigned.

Receipt Example:

![Receipt Example Image]
The license application has been submitted and is ready for review by the Licensing Office staff. If additional information is needed you will be contacted via email.

**To track the approval process of your application:**

Access the dashboard and click on HOME > MY RECORDS

![Dashboard Image]

Click the icon next to LICENSES. The available records will appear. The below example is an antique dealer license application. Click on the application number.

![Licenses Image]
Click on RECORD INFORMATION then PROCESSING STATUS

At any time, an applicant can see the review process and if any additional information is needed to continue. NOTE: If additional information is needed mail/email contact will be made by the Licensing staff.

In this example, all departments have reviewed and approved their portion and the license has been issued. A green checkmark indicates completed. The application has been closed and a license issued. The license number will begin with “LIC”.

Issued License:

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<th>Status</th>
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<tr>
<td>03/13/2020</td>
<td>2T09P-000592</td>
<td>Second Hand License Application</td>
<td>55 N CENTER ST MESA, AZ 85201</td>
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<td>Complete Paid Record</td>
<td>License</td>
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<tr>
<td>03/16/2020</td>
<td>LCA20-02594</td>
<td>Antique Dealer License Application</td>
<td>55 N CENTER ST MESA, AZ 85201</td>
<td>Closed</td>
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<td>03/19/2020</td>
<td>LIC20-03550</td>
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</table>
### Applicant Information

**Last Name:** [NAME]

**First Name:** [NAME]

**Middle Name:** [NAME]

**Aliases:** AKA

**Citizenship:** CTZ

**Date of Birth (DOB):**

**Place of Birth (POB):** LEAVE BLANK

**FBI No.:** MNU

**Armed Forces No.:** MNU

**Social Security No.:** SOC

**Miscellaneous No.:** MNU

### Signature Details

**Signature of Person fingerprinted:** LEAVE BLANK

**Signature of Official Taking Fingerprints:** LEAVE BLANK

### Date and Address

**Reason fingerprinted:** LEAVE BLANK

**Employer and Address:** LEAVE BLANK

### Fingerprints

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<th>Index</th>
<th>Middle</th>
<th>Ring</th>
<th>Little</th>
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**Left Four Fingers Taken Simultaneously:** LEAVE BLANK

**Right Four Fingers Taken Simultaneously:** LEAVE BLANK

**Type or Print All Information in Black**

**Last Name:** [NAME]

**First Name:** [NAME]

**Middle Name:** [NAME]

** aliases:** AKA

**Citizenship:** CTZ

**Date of Birth (DOB):** Month Day Year

**Place of Birth (POB):** LEAVE BLANK

**FBI No.:** MNU

**Armed Forces No.:** MNU

**Social Security No.:** SOC

**Miscellaneous No.:** MNU

**Left Thumb:** LEAVE BLANK

**Right Thumb:** LEAVE BLANK

**Left Index:** LEAVE BLANK

**Right Index:** LEAVE BLANK

**Left Middle:** LEAVE BLANK

**Right Middle:** LEAVE BLANK

**Left Ring:** LEAVE BLANK

**Right Ring:** LEAVE BLANK

**Left Little:** LEAVE BLANK

**Right Little:** LEAVE BLANK

**Left Four Fingers Taken Simultaneously:** LEAVE BLANK

**Right Four Fingers Taken Simultaneously:** LEAVE BLANK

**Type or Print All Information in Black**