

## Table of Contents

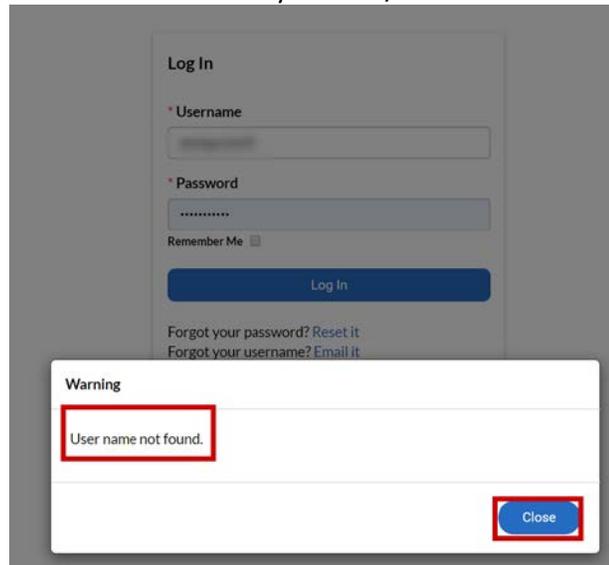
Log In Issues .....	2
CAP User Validation Account Process .....	4
New CSS User Registration.....	7
CSS Dashboard Overview .....	10
Paying Individual Invoices without Logging in.....	14
Fee Estimator .....	16
Viewing Attachments.....	18
Request an Inspection.....	21
Review Comments and Resubmit Permits or Plans .....	26

***Note: If you click on the different topics in the Table of Contents, it will take you to those sections of the document.***

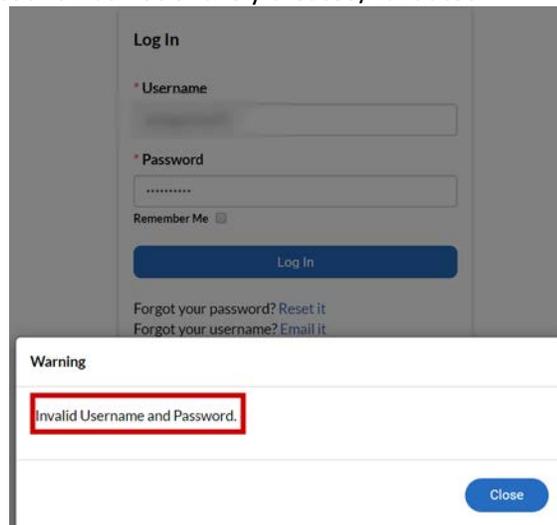
# Log In Issues – Citizen Self Service

If you are experiencing issues with logging into your account

1. Access the CSS website by going to [energov.cityofmesquite.com](http://energov.cityofmesquite.com)
2. Click the **Login or Register** tile located in the first position on the first rows of tiles.
3. If you attempt to log in and receive one of the following Warning Messages, here are the potential meanings behind these error messages:
  - a. **User Name Not Found** – If you receive this message when attempting to log into the online system, it means one of two things:
    - i. The username entered was incorrect
    - ii. The account was not entirely created/validated



- b. **Invalid Username and Password** – If you receive this message when attempting to log into the online system, it means one of two things:
  - i. Password entered was incorrect
  - ii. The account was not entirely created/validated



4. Click close on whichever warning you have received
5. Click one of the following options based on the warning message received:
  - a. Click **Forgot your password? [Reset it](#)** – if you received the ***User name not found*** message
    - i. Enter your email address and click Submit
  - b. Click **Forgot your username? [Email it](#)** – if you received the ***Invalid Username and Password*** message
    - i. Enter your email address and click Submit
6. If you do not receive an email to reset your password and an email with your username, this means one of two things:
  - a. You did not complete the process of setting up a new account
    - i. [Click here to walk through the steps on how to set-up your CSS account](#)
  - b. You did not complete the process of validating your CAP account
    - i. [Click here to walk through the steps on how to verify your CAP account](#)

**Note: If you have any questions, please feel free to email [EnerGov-CSS@cityofmesquite.com](mailto:EnerGov-CSS@cityofmesquite.com)**



Click arrow to get back to Table of Contents

# Validate your CAP Account on CSS – Citizen Self Service

## HOW TO VALIDATE YOUR CAP ACCOUNT

1. Access the CSS website by going to [energov.cityofmesquite.com](http://energov.cityofmesquite.com)
2. Click the **Login or Register** tile located in the first position on the first rows of tiles.



3. Click the **Register Here** option at the bottom of the Log In screen.

### Log In

\* Username

\* Password

Remember Me

[Log In](#)

Forgot your password? [Reset it](#)  
Forgot your username? [Email it](#)  
[Don't have an account yet? Register Here](#)

4. Click the Checkbox to the left of – **Please Acknowledge that the information entered is correct and valid.**
5. Enter the **email address used to log in to CAP** (Citizen Access Portal), and click **Next**
  - a. This will generate an email to the email address entered.

### Registration

Step 1 of 4: Email Address

Please see in the following information and verify that is it correct and valid.

Please Acknowledge that the information entered is correct and valid.

Email  [Next](#)

## 6. Once you have received the email, Click **Confirm**

Citizen Self Service New User Account Confirmation Inbox x



noreply-energov@cityofmesquite.com  
to me

Fri, Sep 20, 7:41 AM ☆ ↶ ⋮

You are receiving this automated e-mail based on a user registration request that we received for the Citizen Self Service tool for our jurisdiction. The purpose of this confirmation is to validate the e-mail address that was provided in the initial user registration process is the correct e-mail address for your user account. Please click the link below to continue to the next step of the user registration process.

[Confirm](#)

7. Enter a **Username** to be utilized for logging into CSS (*Note: The username can be your email address.*)
8. Enter a **Password** and **Confirm the Password** (*Note: The password must be at least 8 characters = 8 characters must be letters with one (1) being a capital letter, one (1) number, and one (1) special character (\*! #) Example: Testpass02!*)
9. Click **Continue** at the bottom of the *Is this you?* Box on the left-handside

Registration

Step 2 of 4: Login information

\* Username

\* Password

Strong

\* Confirm Password

Email [johndoe@mesquite.com](#)

Is this you?



John Doe  
johndoe@mesquite.com  
City of Mesquite

[Continue](#)

10. Verify that all information is correct for any required fields. (*Note: These fields are marked by a red asterisk (\*)*)

## 11. Click **Next**

Registration

Step 3 of 4: Personal Info

\*REQUIRED

\* First Name

Middle Name

\* Last Name

Company

\* Contact Preference

\* Email Address

Additional Contact Information

[Back](#) [Next](#)

## 12. Enter your address, and click **Submit**

### Registration

Step 4 of 4: Address

\*REQUIRED

Country Type	US
* Street Number	711
Pre Direction	N
Street Name	Galloway
Unit Or Suite	
City	Mesquite
State	TX
Postal Code	75149
County	
* Address Type	Location

[Back](#) [Submit](#)

You've Successfully validated your Account for CSS and will be redirected to your **Dashboard**.

Dashboard Home Apply Fee Estimator Pay Invoices Search Q Calendar

**VIOLUS CAP USERS PLEASE CLICK HERE TO LEARN HOW TO VALIDATE YOUR ACCOUNT**

#### My Permits

Attention <b>9</b>	Pending <b>0</b>	Active <b>3</b>	Draft <b>0</b>	Recent <b>0</b>
Building-Residenta... 2 Engineering 2 Other 5		Building-Residenta... 2 Other Permits 1		

[View My Permits](#)

#### My Plans

Attention <b>0</b>	Pending <b>0</b>	Active <b>0</b>	Draft <b>0</b>	Recent <b>0</b>
-----------------------	---------------------	--------------------	-------------------	--------------------

[View My Plans](#)

#### My Inspections

Requested <b>0</b>	Scheduled <b>0</b>	Closed <b>1</b>
		Fire Acceptance... 1

[View My Inspections](#)

#### My Invoices

Current 0	\$0.00	<a href="#">Add To Cart</a>
Past Due 0	\$0.00	<a href="#">Add To Cart</a>
<b>Total</b> 0	<b>\$0.00</b>	<a href="#">Add To Cart</a>

[View My Invoices](#)

#### My Licenses

Expires in <b>358</b>	Draft <b>0</b>
Melissa No. HO-002300-2017	

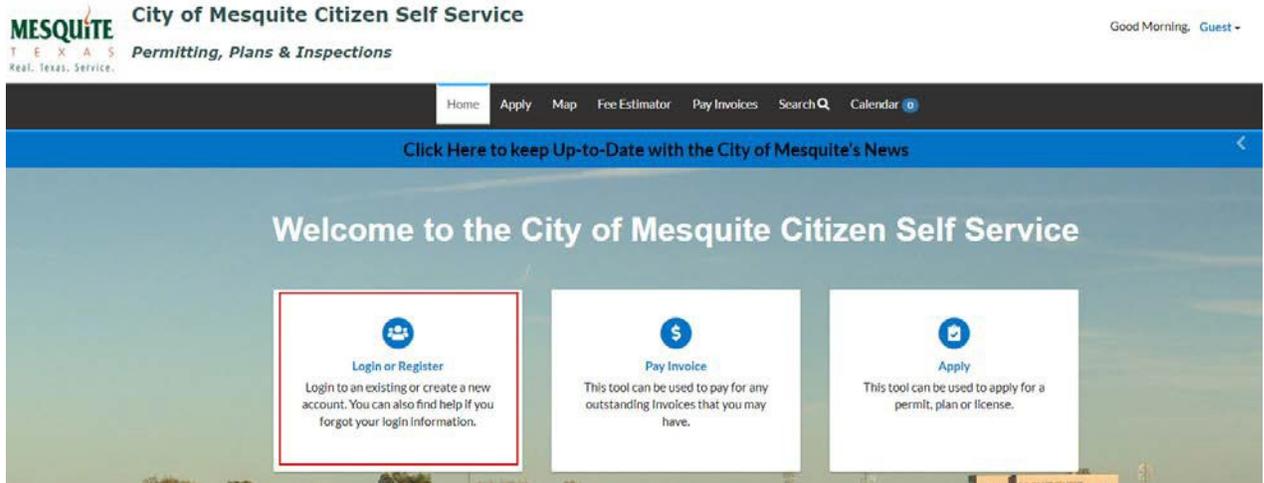
 Click arrow to get back to Table of Contents

6

# Register on CSS – Citizen Self Service

## HOW TO REGISTER

1. Access the CSS website by going to [energov.cityofmesquite.com](http://energov.cityofmesquite.com)
2. Click the **Login or Register** tile located in the first position on the first rows of tiles.



3. Click the **Register Here** option at the bottom of the Log In screen.

### Log In

\* Username

\* Password

Remember Me

[Log In](#)

Forgot your password? [Reset it](#)  
Forgot your username? [Email it](#)  
Don't have an account yet? [Register Here](#)

4. Click the Checkbox to the left of – **Please Acknowledge that the information entered is correct and valid.**
5. Enter a valid **email address**, and click **Next**
  - a. This will generate an email to the email address entered.

### Registration

Step 1 of 4: Email Address

Please see in the following information and verify that is it correct and valid.

- Please Acknowledge that the information entered is correct and valid.

Email  [Next](#)

## 6. Once you have received the email, Click **Confirm**

Citizen Self Service New User Account Confirmation Inbox x



noreply-energov@cityofmesquite.com  
to me ▾

Fri, Sep 20, 7:41 AM ☆ ↶ ⋮

You are receiving this automated e-mail based on a user registration request that we received for the Citizen Self Service tool for our jurisdiction. The purpose of this confirmation is to validate the e-mail address that was provided in the initial user registration process is the correct e-mail address for your user account. Please click the link below to continue to the next step of the user registration process.

[Confirm](#)

7. Enter a **Username** to be utilized for logging into CSS (*Note: The username can be your email address.*)
8. Enter a **Password** and **Confirm the Password** (*Note: The password must be at least 8 characters = 8 characters must be letters with one (1) being a capital letter, one (1) number, and one (1) special character (\*!#) Example: Testpass02!*)
9. Click **Next**

### Registration

Step 2 of 4: Login information

\* Username

\* Password

Strong

\* Confirm Password

Email

Back

Next

10. Enter all required fields. (*Note: These fields are marked by a red asterisk (\*)*)

## 11. Click **Next**

### Registration

Step 3 of 4: Personal Info

\*REQUIRED

\* First Name

Middle Name

\* Last Name

Company

\* Contact Preference

\* Email Address

Additional Contact Information

Back

Next

## 12. Enter your address, and click Submit

### Registration

Step 4 of 4: Address

\*REQUIRED

Country Type

\* Street Number

Pre Direction

Street Name

Unit Or Suite

City

State

Postal Code

County

\* Address Type

[Back](#) [Submit](#)

You have Successfully re-registered for your CSS account and will be redirected to your Dashboard.

Dashboard Home Apply Fee Estimator Pay Invoices Search Q Calendar

**VIOLUS CAP USERS - PLEASE CLICK HERE TO LEARN HOW TO VALIDATE YOUR ACCOUNT**

#### My Permits

Attention <b>9</b>	Pending <b>0</b>	Active <b>3</b>	Draft <b>0</b>	Recent <b>0</b>
Building Residents... 2 Engineering 2 Other 5		Building Residents... 2 Other Permits 1		

[View My Permits](#)

#### My Plans

Attention <b>0</b>	Pending <b>0</b>	Active <b>0</b>	Draft <b>0</b>	Recent <b>0</b>
-----------------------	---------------------	--------------------	-------------------	--------------------

[View My Plans](#)

#### My Inspections

Requested <b>0</b>	Scheduled <b>0</b>	Closed <b>1</b>
		Fire Acceptance... 1

[View My Inspections](#)

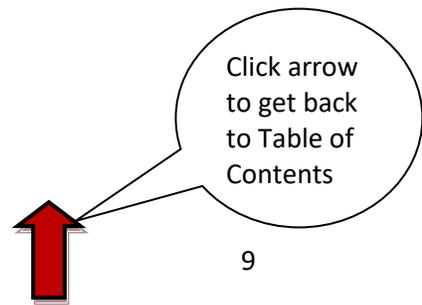
#### My Invoices

Current <b>0</b>	\$0.00	<a href="#">Add To Cart</a>
Past Due <b>0</b>	\$0.00	<a href="#">Add To Cart</a>
Total <b>0</b>	\$0.00	<a href="#">Add To Cart</a>

[View My Invoices](#)

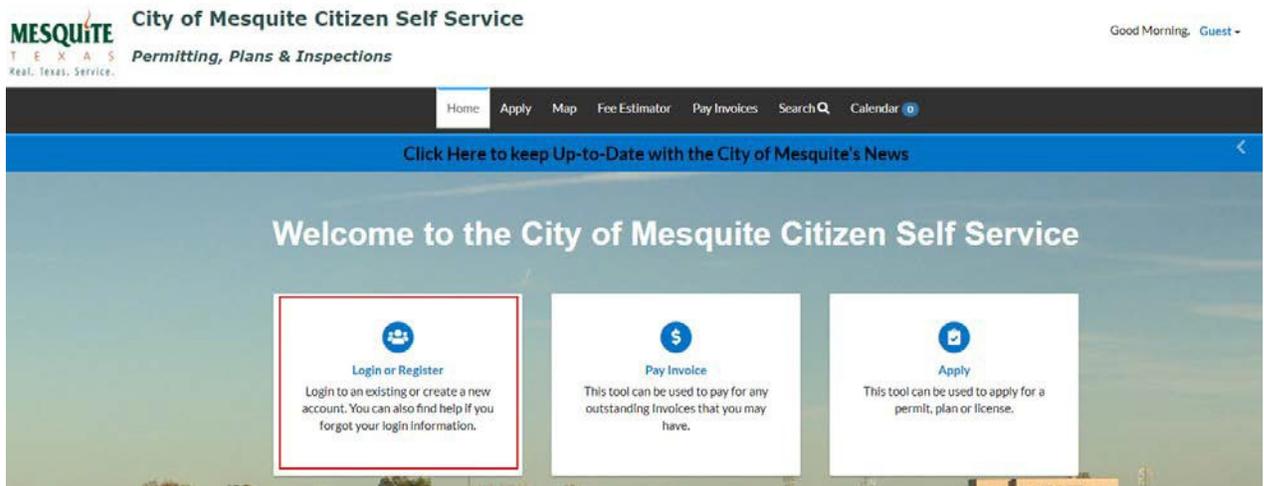
#### My Licenses

Expires in <b>358</b>	Draft <b>0</b>
Melissa No. HO-00290-2017	



# CSS Dashboard Overview

1. Access the CSS website by going to [energov.cityofmesquite.com](http://energov.cityofmesquite.com)
2. Click the **Login or Register** tile located in the first position on the first rows of tiles.



3. Log into the system utilizing your username and password and click **Log In**

## Log In

\* Username

\* Password

Remember Me

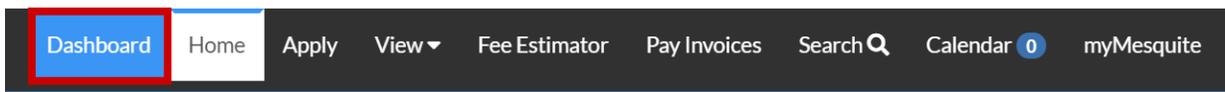
**Log In**

Forgot your password? [Reset it](#)

Forgot your username? [Email it](#)

Don't have an account yet? [Register Here](#)

4. Click on **Dashboard**

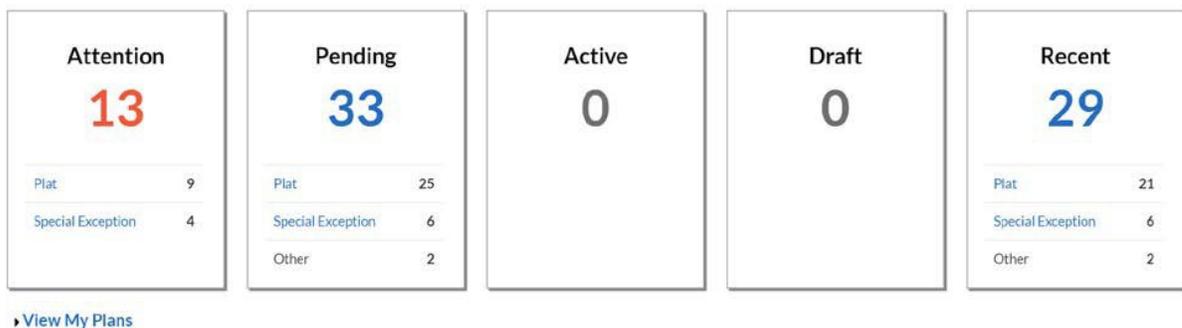


5. **My Permits** and **My Plans** sections are broken down in the same order and perform the same.
- a. **Attention** – Permits/Plans that require your attention
    - i. Failed Inspection
    - ii. Reviews that require Resubmittal
    - iii. Expired Permits/Plans
  - b. **Pending** – Permits/Plans that have just been applied for, and are still under review
  - c. **Active** – Permits/Plans that have been issued
    - i. You can request inspections on these permits
    - ii. Inspections that may have failed could be found here, also
    - iii. Find your documents that can be printed
  - d. **Recent** – All recent Permits/Plans that you have applied for

### My Permits



### My Plans



## My Inspections

Requested	Scheduled	Closed
<b>5</b>	<b>18</b>	<b>21</b>
Fire Acceptance... 2	Fire Acceptance... 7	Rental Certifica... 6
Energy Rough 1	Fire CO Inspecti... 2	Final Building 3
Other 2	Other 9	Other 12

[View My Inspections](#)

## My Invoices

Current 0	\$0.00	<a href="#">Add To Cart</a>
Past Due 0	\$0.00	<a href="#">Add To Cart</a>
Total 0	\$0.00	<a href="#">Add To Cart</a>

[View My Invoices](#)

6. **My Inspections** section is broken down in the following order:
- Requested** – Shows all your Inspections that you have requested
  - Scheduled** – Once the Inspector has scheduled an Inspection, it will move from the requested section to this section.
  - Closed** – Once the Inspection is completed, it will move to this section.

## My Inspections

Requested	Scheduled	Closed
<b>5</b>	<b>18</b>	<b>21</b>
Fire Acceptance... 2	Fire Acceptance... 7	Rental Certifica... 6
Energy Rough 1	Fire CO Inspecti... 2	Final Building 3
Other 2	Other 9	Other 12

[View My Inspections](#)

7. **My Invoices** section is broken down in the following order:
- Current** – Invoice amounts that are currently due will show here
  - Past Due** – Invoice amounts that are past due will show here
  - Total** – Invoice amounts for both current and past due will show here

## My Invoices

Current 0	\$0.00	<a href="#">Add To Cart</a>
Past Due 0	\$0.00	<a href="#">Add To Cart</a>
Total 0	\$0.00	<a href="#">Add To Cart</a>

[View My Invoices](#)

8. **My Licenses** section is for any Professional Licenses that you applied for and is broken down in the following order:
  - a. Each License will be listed out in their tile
    - i. The large number in blue, the example below is **309**. This is the number of days until the license expires.

## My Licenses

<p>Expires in</p> <p><b>309</b></p> <hr/> <p>Melissa</p> <hr/> <p>No. HO-002300-2017</p> <hr/> <p>Type Homeowner</p>	<p>Expires in</p> <p><b>999+</b></p> <hr/> <p>Melissa</p> <hr/> <p>No. GC-008330-2019</p> <hr/> <p>Type General Contractor</p>	<p>Draft</p> <p><b>0</b></p>
--	--	------------------------------

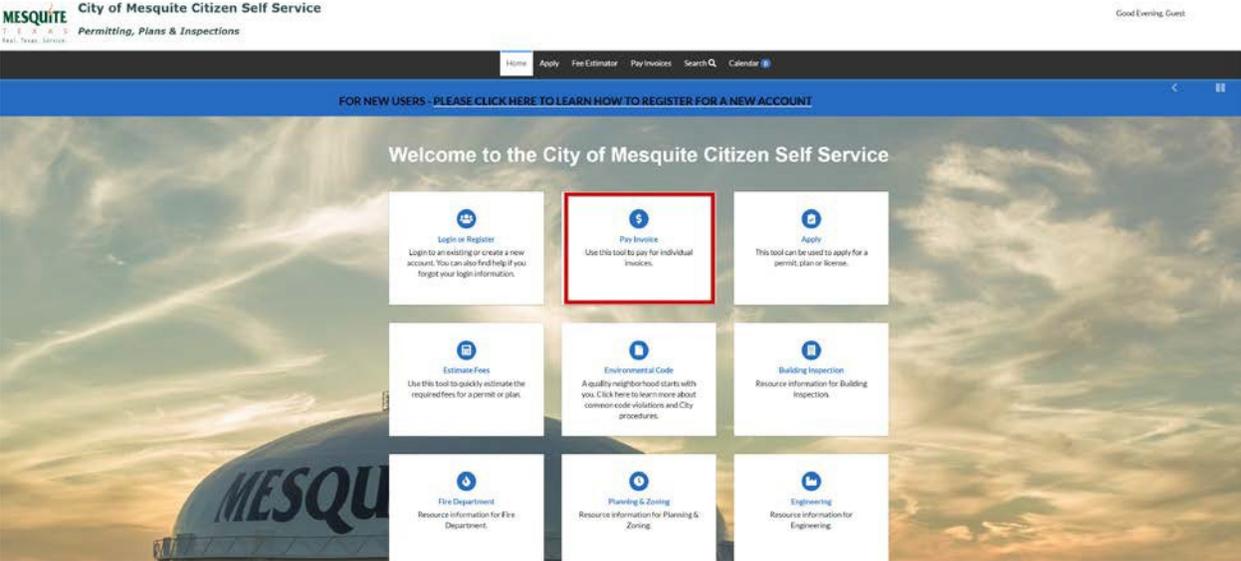
▶ [View My Licenses](#)



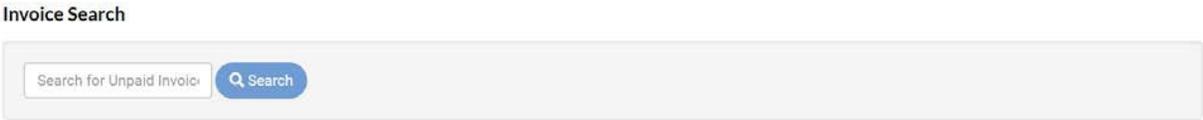
Click arrow to get back to Table of Contents

# Paying Individual Invoices without Logging into CSS (Citizen Self Service)

- 1. Go to the Citizen Service page through [energov.cityofmesquite.com](http://energov.cityofmesquite.com).
- 2. Click the middle tile **Pay Invoice**



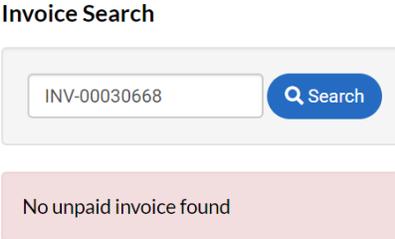
- 3. Once there, you will be able to enter the entire Invoice Number.



Note: You must type the whole Invoice Number, including the “INV,” for example, “INV-000030668.”

- 4. After you have typed the invoice number, click search 

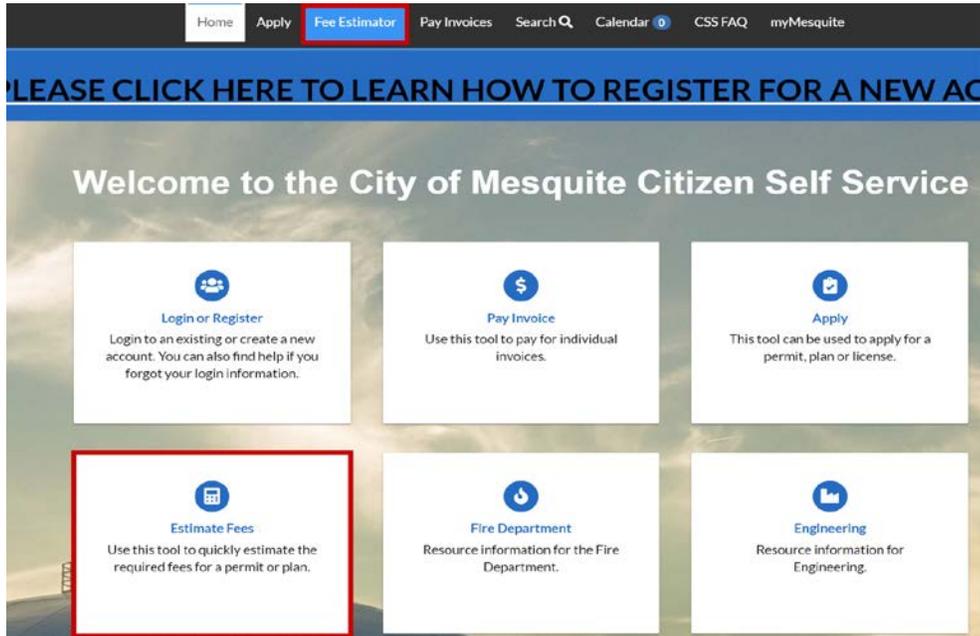
Note: If you receive the below message, this means the invoice has been paid.





# Fee Estimator in CSS

1. Access the CSS website by going to [energov.cityofmesquite.com](http://energov.cityofmesquite.com)
2. Click the **Fee Estimator** in the menu bar or the **Fee Estimator** tile located in the first position on the second row of tiles.



3. Click **Estimate Permit Fees** or **Estimate Plan Fees** depending on which application you would like an estimation on

## Fee Estimator



## 4. Step 1 - Type

- a. Choose **Permit/Plan Type**
- b. Enter, and addition Required Information (*Note: information that is required will have a red asterisk(\*) on the left*)
- c. Choose Application Date; this is not a necessary step
- d. Click **Next**

Estimate Permit Fees \*REQUIRED

1 Type 2 More Info 3 Review and Submit

PERMIT DETAILS

\* Permit Type

Application Date



# Viewing Attachments in CSS

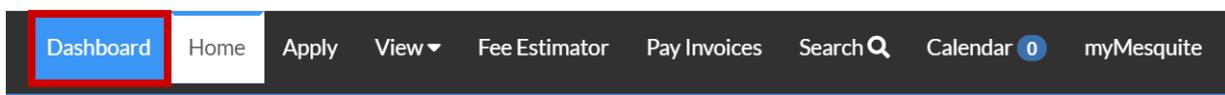
1. Access the CSS website by going to [energov.cityofmesquite.com](http://energov.cityofmesquite.com)
2. Click the **Login or Register** tile located in the first position on the first rows of tiles.



3. Log into the system utilizing your username and password and click **Log In**

The screenshot shows the 'Log In' form. It has a title 'Log In' and two required fields: '\* Username' and '\* Password'. The username field contains the text 'energov@cityofmesquite.com'. The password field is masked with dots. Below the password field is a 'Remember Me' checkbox, which is currently unchecked. A blue 'Log In' button is highlighted with a red box. Below the button are three links: 'Forgot your password? Reset it', 'Forgot your username? Email it', and 'Don't have an account yet? Register Here'.

4. Click on **Dashboard**



5. In the **My Permits** or **My Plans** sections, there are two areas where can locate information on the Inspection(s) tied to your permits
  - a. **Attention** – Permits that require your attention
  - b. **Active** – All permits that have been issued

### My Permits

<b>Attention</b> <span style="font-size: 24pt; color: red;">23</span>	<b>Pending</b> <span style="font-size: 24pt; color: blue;">38</span>	<b>Active</b> <span style="font-size: 24pt; color: blue;">22</span>	<b>Draft</b> <span style="font-size: 24pt; color: gray;">0</span>	<b>Recent</b> <span style="font-size: 24pt; color: blue;">37</span>																								
<table border="0"> <tr><td>Building-Residenti...</td><td style="text-align: right;">4</td></tr> <tr><td>Commercial Certi...</td><td style="text-align: right;">3</td></tr> <tr><td>Other</td><td style="text-align: right;">16</td></tr> </table>	Building-Residenti...	4	Commercial Certi...	3	Other	16	<table border="0"> <tr><td>Concert</td><td style="text-align: right;">9</td></tr> <tr><td>Building-Residenti...</td><td style="text-align: right;">5</td></tr> <tr><td>Other</td><td style="text-align: right;">24</td></tr> </table>	Concert	9	Building-Residenti...	5	Other	24	<table border="0"> <tr><td>Fire Alarm System</td><td style="text-align: right;">5</td></tr> <tr><td>Residential Police ...</td><td style="text-align: right;">3</td></tr> <tr><td>Other</td><td style="text-align: right;">14</td></tr> </table>	Fire Alarm System	5	Residential Police ...	3	Other	14		<table border="0"> <tr><td>Concert</td><td style="text-align: right;">9</td></tr> <tr><td>Fire Alarm System</td><td style="text-align: right;">8</td></tr> <tr><td>Other</td><td style="text-align: right;">20</td></tr> </table>	Concert	9	Fire Alarm System	8	Other	20
Building-Residenti...	4																											
Commercial Certi...	3																											
Other	16																											
Concert	9																											
Building-Residenti...	5																											
Other	24																											
Fire Alarm System	5																											
Residential Police ...	3																											
Other	14																											
Concert	9																											
Fire Alarm System	8																											
Other	20																											

[View My Permits](#)

### My Plans

<b>Attention</b> <span style="font-size: 24pt; color: red;">13</span>	<b>Pending</b> <span style="font-size: 24pt; color: blue;">33</span>	<b>Active</b> <span style="font-size: 24pt; color: gray;">0</span>	<b>Draft</b> <span style="font-size: 24pt; color: gray;">0</span>	<b>Recent</b> <span style="font-size: 24pt; color: blue;">29</span>																
<table border="0"> <tr><td>Plat</td><td style="text-align: right;">9</td></tr> <tr><td>Special Exception</td><td style="text-align: right;">4</td></tr> </table>	Plat	9	Special Exception	4	<table border="0"> <tr><td>Plat</td><td style="text-align: right;">25</td></tr> <tr><td>Special Exception</td><td style="text-align: right;">6</td></tr> <tr><td>Other</td><td style="text-align: right;">2</td></tr> </table>	Plat	25	Special Exception	6	Other	2			<table border="0"> <tr><td>Plat</td><td style="text-align: right;">21</td></tr> <tr><td>Special Exception</td><td style="text-align: right;">6</td></tr> <tr><td>Other</td><td style="text-align: right;">2</td></tr> </table>	Plat	21	Special Exception	6	Other	2
Plat	9																			
Special Exception	4																			
Plat	25																			
Special Exception	6																			
Other	2																			
Plat	21																			
Special Exception	6																			
Other	2																			

[View My Plans](#)

6. Click on the **Active** or **Attention** tile
7. Locate the permit you would like to view attachments on; these will mainly be for those that show an **Active** status.
  - a. Click on the Permit/Plan Number

### My Permits

Q  
 Exact Match

Display Active Select Case Type   Export Sort Permit Number

Permit Number	Project	Address	Permit Type	Status	Attention Reason
FDP1219-1235		711 N GALLOWAY AVE MESQUITE, TX 75149	Fire Alarm System	Active, Recent	
PR0919-4538		3541 ANTILLES DR MESQUITE, TX 75150	Plumbing - Residential Addition/Remodel	Active, Attention	Failed Inspections
PR1217-1166		801 DARNEL LN MESQUITE, TX 75149	Plumbing - Residential Addition/Remodel	Active	

8. After you have clicked on the **Permit Number**, you will be launched into the Permit dashboard screen

a. Click on Attachments

Permit Number: PR1217-1166 

• Internet Explorer 11 is required to use the eReviews portal.

Permit Details | Tab Elements | Main Menu

Type: Plumbing - Residential Addition/Remodel      Status: Awaiting Payment      Project Name: ▼

Summary   Locations   Fees   Reviews   Inspections   eReviews   **Attachments**   Contacts   Sub-Records   Holds   Meetings

More Info

### Progress



15% Completed

- Completed
- In Progress
- Not Started

### Workflow

- ✓ Collect Fees - Passed : 12/19/2017
- ✓ Final Plumbing - Passed : 12/20/2017
- Water Service - Requested
- Plumbing Rough -
- Sewer -
- Leave Out -
- Grease Trap -
- Plumbing Above Ceiling -
- P-Trap -

### Available Actions

- Request Inspection  
INSP Sewer - BI      [Request](#)
- Request Inspection  
INSP Shower Pan - BI      [Request](#)
- Request Inspection  
INSP Top Out - BI      [Request](#)
- Request Inspection  
INSP Roof Drains - BI      [Request](#)
- Request Inspection  
INSP P-Trap - BI      [Request](#)

9. Under **Attachments**, you will be able to see all attachments that are available for you to view.

a. To open the attachment, click on the **Blue** verbiage on the attachment

Permit Number: PR1217-1166 

• Internet Explorer 11 is required to use the eReviews portal.

Permit Details | Tab Elements | Main Menu

Type: Plumbing - Residential Addition/Remodel      Status: Awaiting Payment      Project Name: ▼

Summary   Locations   Fees   Reviews   Inspections   eReviews   **Attachments**   Contacts   Sub-Records   Holds   Meetings

More Info

Attachments | Next Tab | Permit Details | Main Menu

Attachments Sort: Needs Action ▼



Attachment

[PM\\_COM\\_BI\\_Building\\_Permit\\_19-12-2017\\_08-18-10.pdf](#)

Uploaded: 12/19/2017

Click arrow to get back to Table of Contents



# Request an Inspection in CSS

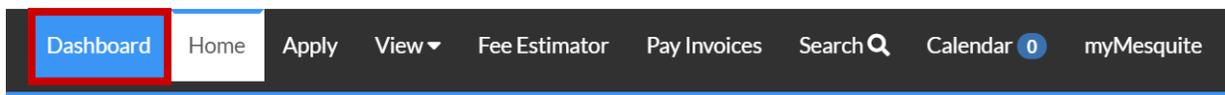
1. Access the CSS website by going to [energov.cityofmesquite.com](http://energov.cityofmesquite.com)
2. Click the **Login or Register** tile located in the first position on the first rows of tiles.



3. Log into the system utilizing your username and password and click **Log In**

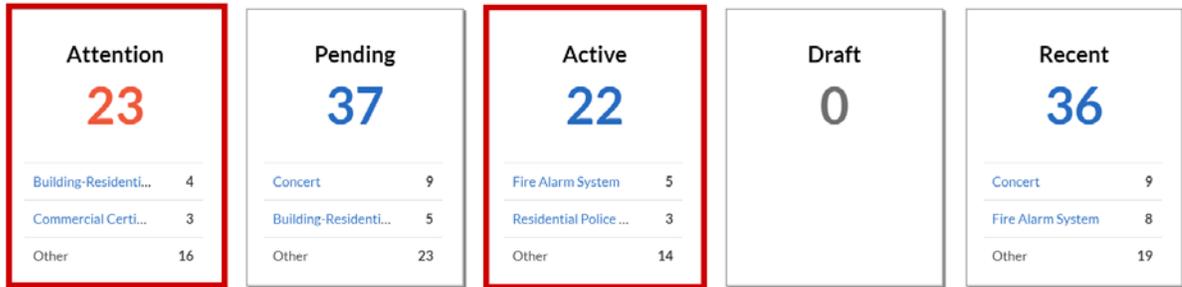
The screenshot shows a 'Log In' form. It has a title 'Log In' at the top. Below the title are two required fields: '\* Username' and '\* Password'. The Username field contains the text 'energov@cityofmesquite.com'. The Password field contains a series of dots. Below the password field is a 'Remember Me' checkbox, which is currently unchecked. At the bottom of the form is a large blue button labeled 'Log In', which is highlighted with a red border. Below the button are three links: 'Forgot your password? Reset it', 'Forgot your username? Email it', and 'Don't have an account yet? Register Here'.

4. Click on **Dashboard**



5. In the **My Permit** section, there are two areas where can locate information on the Inspection(s) tied to your permits
  - a. **Attention** – Permits that require your attention
    - i. Inspections that may have failed could be found here
  - b. **Active** – All permits that have been issued
    - i. You can request inspections on these permits
    - ii. Inspections that may have failed could be found here, also

## My Permits



[View My Permits](#)

6. Click on the **Active** or **Attention** tile
7. Locate the permit you would like to request an Inspection on, or as you can see in the screenshot below, if an inspection failed, you will see **Failed Inspection** under the **Attention Reason** section.
  - a. If you need to Request an Inspection, click on the **Permit Number**
  - b. If you would like to see the Failed Inspection, click on **Failed Inspection**

My Permits

Search for permit number, project, or address   Exact Match

Display  Select Case Type   Sort

Permit Number	Project	Address	Permit Type	Status	Attention Reason
FDP1219-1235		711 N GALLOWAY AVE MESQUITE, TX 75149	Fire Alarm System	Active, Recent	
PR0919-4538		15411 ANTELLO DR MESQUITE, TX 75150	Plumbing - Residential Addition/Remodel	Active, Attention	Failed Inspections
PR1217-1166		101 DASHIELL LN MESQUITE, TX 75149	Plumbing - Residential Addition/Remodel	Active	

8. After you have clicked on the **Permit Number**, you will be launched into the Permit dashboard screen
9. Under **Available Actions**, you will see a list of Inspections that you will be able to request
10. Once you have located the Inspection you need to Request, click on the **Request** button to the right of the Inspection

Permit Number: PR1217-1166



• Internet Explorer 11 is required to use the eReviews portal.

Permit Details | Tab Elements | Main Menu

Type: Plumbing - Residential Addition/Remodel      Status: Awaiting Payment      Project Name: ▼

- Summary
  - Locations
  - Fees
  - Reviews
  - Inspections
  - eReviews
  - Attachments
  - Contacts
  - Sub-Records
  - Holds
  - Meetings
- [More Info](#)

#### Progress

**15%** Completed

- Completed
- In Progress
- Not Started

#### Workflow

- Collect Fees - Passed : 12/19/2017
- Final Plumbing - Passed : 12/20/2017
- Plumbing Rough -
- Sewer -
- Water Service -
- Leave Out -
- Grease Trap -
- Plumbing Above Ceiling -
- P-Trap -

#### Available Actions

<div style="display: flex; justify-content: space-between;"> <span>Request Inspection</span> <span style="border: 2px solid purple; padding: 2px;">Request</span> </div> <small>INSP Water Service - BI</small>
<div style="display: flex; justify-content: space-between;"> <span>Request Inspection</span> <span>Request</span> </div> <small>INSP Sewer - BI</small>
<div style="display: flex; justify-content: space-between;"> <span>Request Inspection</span> <span>Request</span> </div> <small>INSP Shower Pan - BI</small>
<div style="display: flex; justify-content: space-between;"> <span>Request Inspection</span> <span>Request</span> </div> <small>INSP Top Out - BI</small>
<div style="display: flex; justify-content: space-between;"> <span>Request Inspection</span> <span>Request</span> </div> <small>INSP Roof Drains - BI</small>

11. After the page loads, it will launch you into the **Request Inspection** area

Request Inspections (1)

1
#PR1217-1166
✕

\*REQUIRED

Inspection Type: Water Service

Case Type: Plumbing - Residential Addition/Remodel

Address: 801 DARNELL LN MESQUITE, TX 75149

\* Requested Date:  📅

Comments/Gate Code:

Submit

12. Click on the **Calendar** to the right of the **Requested Date** section and choose the date you want the inspection completed on.

1 #PR1217-1166

Inspection Type: Water Service

Case Type: Plumbing - Residential Addition/Remodel

Address: 801 DARNEL LN MESQUITE, TX 75149

\* Requested Date 

Comments/Gate Code

February 2020						
Sun	Mon	Tue	Wed	Thu	Fri	Sat
26	27	28	29	30	31	01
02	03	04	05	06	07	08
09	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
01	02	03	04	05	06	07

Today Clear Close

13. If you have any Comments/Gate Code, please place those in the comment section, these fields are not required.

14. Click on the **Submit** button 

15. Once you have hit submit, you will receive a confirmation screen that your request was

1 Case #PR1217-1166

Inspection Type: Water Service

Case Type: Plumbing - Residential Addition/Remodel

Address: 801 DARNEL LN MESQUITE, TX 75149

---

Requested Date: 02/28/2020

Comments/Gate Code



completed.

16. At the point, you can close out or hit the **Back** button at the top of the Request Inspection area.



Request Inspections (1)

- Once you have hit the Back button, it will take you back to the Permit dashboard screen.
- You can see that the Inspection you requested is no longer in the **Available Action** section, and in the Workflow, the Inspection is now **Blue** and says Requested.

Permit Number: PR1217-1166



- Internet Explorer 11 is required to use the eReviews portal.

Permit Details | Tab Elements | Main Menu

Type: Plumbing - Residential Addition/Remodel

Status: Awaiting Payment

Project Name:

Summary

Locations

Fees

Reviews

Inspections

eReviews

Attachments

Contacts

Sub-Records

Holds

Meetings

More Info

### Progress

15% Completed

- Completed
- In Progress
- Not Started

### Fees

\$0.00

[View Details](#) [Add to Cart](#)

### Workflow

- Collect Fees - Passed : 12/19/2017
- Final Plumbing - Passed : 12/20/2017
- Water Service Requested
- Plumbing Rough -
- Sewer -
- Leave Out -
- Grease Trap -
- Plumbing Above Ceiling -
- P-Trap -

### Available Actions

- Request Inspection INSP Sewer - BI [Request](#)
- Request Inspection INSP Shower Pan - BI [Request](#)
- Request Inspection INSP Top Out - BI [Request](#)
- Request Inspection INSP Roof Drains - BI [Request](#)
- Request Inspection INSP P-Trap - BI [Request](#)



Click arrow to get back to Table of Contents

# Review Comments and Resubmit Permits or Plans in CSS

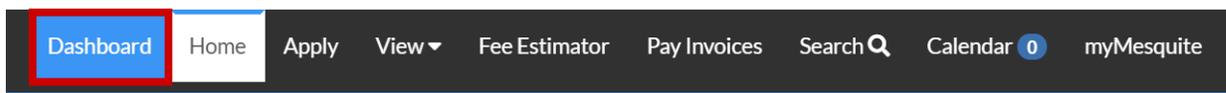
1. Access the CSS website by going to [energov.cityofmesquite.com](http://energov.cityofmesquite.com)
2. Click the **Login or Register** tile located in the first position on the first rows of tiles.



3. Log into the system utilizing your username and password and click **Log In**

The screenshot shows a 'Log In' form. It has a title 'Log In' and two required fields: '\* Username' and '\* Password'. The username field contains the text 'energov@cityofmesquite.com'. The password field is masked with dots. Below the password field is a 'Remember Me' checkbox which is unchecked. A large blue button labeled 'Log In' is highlighted with a red border. At the bottom of the form, there are three links: 'Forgot your password? Reset it', 'Forgot your username? Email it', and 'Don't have an account yet? Register Here'.

4. Click on **Dashboard**



5. Depending on the application that you have items for Review and Resubmittal, it will depend on what you select below.
  - a. **My Permits** – Permits Applied for in the system
    - i. Building Residential
    - ii. Engineering
    - iii. Fire Sprinkler
  - b. **My Plans** – Plans Applied for in the system
    - i. Plat
    - ii. Pre – Application Meeting
6. Click on the **Attention** tile that you are needing.

### My Permits



### My Plans



**\*Attention** – Permits/Plans that require your attention; i.e., resubmittal, failed inspection. \*

7. Once you have located the Permit/Plan you're are needing, click the **Resubmit File** under the **Attention Reason**

My Permits Search for permit number, project, or address    
Exact Match

Display  Select Case Type   Sort

Permit Number	Project	Address	Permit Type	Status	Attention Reason
<a href="#">DP0018-2172</a>			Building-Residential Addition/Remodel	Attention, Pending	Fail
<a href="#">DP0219-2186</a>		1515 N GALLOWAY AVE MESQUITE, TX 75149	Building-Residential Accessory Structure	Active, Attention	On Hold
<a href="#">DP0520-2145</a>		1515 N GALLOWAY AVE MESQUITE, TX 75149	Building-Residential Accessory Structure	Active, Attention	Fail
<a href="#">DP1317-1803</a>		1515 N GALLOWAY AVE MESQUITE, TX 75149	Residential Concrete	Attention, Pending	Fail
EN0517-0012		1515 N GALLOWAY AVE MESQUITE, TX 75149	Engineering	Attention	On Hold <b>Resubmit File</b>

8. Different options for the Plans in the system

- To download a copy of the plans with Staff comments, click the **blue text**, as highlighted by the **red square**
- To resubmit files, click the **Resubmit** button, as highlighted by the **orange square**
- If there are previous versions of the document click on the **History** button, as highlighted by the **purple square**

Permit Number: EN0517-0012

• A hold currently exists on this permit.

Permit Details | Tab Elements | Main Menu

Type: Engineering Status: Expired Project Name:

Summary Locations Fees Reviews Inspections **Attachments** Contacts Sub-Records Holds Meetings More Info

Attachments | Next Tab | Permit Details | Main Menu

Attachments Sort Needs Action

At least one file needs to be resubmitted.

**Engineering Plans**

This is for the problem\_v3.pdf  
Version: 3

Status: Corrections Added

**Engineering Plans**

This is an Example Document\_v3.pdf  
Version: 3

Status: Corrections Added

**\*ONLY CONTINUE IF YOU ARE RESUBMITTING A FILE\***

9. After clicking the **Resubmit** button, you may be asked to respond to each Staff's markup
  - a. To respond to a markup, click the **Respond** button, seen below in **red**
    - i. A text will appear under the markup where you may enter a response
10. After responding, click the **Next** button, seen below in **purple**

Resubmit File(s)

1 Files      2 Reviews      3 Resubmit

---

**Files**

File	Version	Resubmit Instructions
 Test Plat_v1.pdf	1	John Chapman: Must resubmit. See comments from Staff.

**Markups**

Text

Long Form Plat	
Coordinates do not match location	
Plat must include the abstract line.	
Lot 5	
Check ownership	
Indicate abutting properties with lighter line.	



11. Once you have clicked Next, you will have a chance to see who reviewed your Permit/Plan

12. Click the **blue** arrow

a. Click Acknowledge

13. Please click **Next**

Resubmit File(s)



Reviews

Engineering Plan Review

Completed Date	Submittal Status
02/06/2020	Requires Re-submit

✓ Engineering Plan Review Primary . Resubmission Required . Browning Jonathan

Comment

Acknowledge



14. Click **Select File** button

a. A file browser will open

i. Locate the new file on your computer, click **Open** on the file browser

15. After selecting the new file to upload, click the **Submit** button

Resubmit File(s)

Resubmit

Plat	File	Version	Resubmit Instructions	Select File
	Test Plat_v1.pdf	1	John Chapman: Must resubmit. See comments from Staff.	

Back Submit

