

# User Guide to Mesquite's Citizen Access Portal (CAP)

## Planning and Zoning Division

### Uploading Documents for Review

Updated: Tuesday, January 16, 2018

The Citizen Access Portal (CAP) website is: <https://energov.cityofmesquite.com>

#### Introduction

Once you are part of the City of Mesquite's new program, Citizen Access Portal (CAP), you will have the option to create a new account or to login to your account. This account will allow you submit plans, pay fees, and check the status of your project as it goes through the review and acceptance process.

#### Additional Procedures

For information on additional procedures, please view these additional documents, also located on the Engineering website, <https://www.cityofmesquite.com/543/Applications-and-Other-Resources>:

- CAP Create Account
- CAP Create Application
- CAP Viewing Reviewed plans

#### IMPORTANT NOTE

When uploading documents, have all sheets in one document and have the version date in the document's name before uploading. The date should be in the format of YYYY\_MM\_DD.

If the plans are not in this format, they **WILL NOT** be reviewed.

You must use internet explorer with the plugin Silverlight to upload documents for review. Your internet explorer must be the most up to date version. If you attempt to upload following the following steps, and find a completely blank screen, you most likely do not have the most up to date version of internet explorer.

Once a complete application is received, the Case Manager from the Planning Division will confirm that the submittal is complete before circulating it to other departments of the City for review and comment. If the submittal is incomplete, the Case Manager will return the submittal to the applicant noting the missing items. Comments from the review may require additional information or the revision of the application and associated drawings. The Case Manager will compile, reconcile and release the review comments to the applicant. Comments and other communication will be provided through the City's Citizen Access Portal (CAP).

## **Uploading Documents for Review**

A new plan application is required for a project to be reviewed by the Planning and Zoning Division Department. If you have submitted for review of plans BEFORE May 15, 2017, please check to see if there is already an application for this project. Projects that have already been submitted to the Planning and Zoning Division may already have a plan application with the new software that the Planning staff may have created for the project. The application made for the project may or may not already be linked to your contacts for the project. Please review to be sure the project is linked to all needed contacts and that the information is correct.

Please do not make duplicate applications for the same project.

After you have created and submitted your account information, you will receive an email stating that your account is under review. After it has been reviewed and approved, you will receive an email stating such. You will receive an email stating that you have a new invoice for payment.

You must pay this invoice before you can submit plans to be reviewed. After the invoice has been paid, you will receive an email stating that the invoice has been paid in full. Once you have received this email, you may upload your document(s) for review.

Log on to the Citizen Access Portal as you have done in the past to apply for your plan and to pay your invoice.

Go to <https://energov.cityofmesquite.com> and click the “Log On” located in the middle left side of the screen.

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City of Mesquite Energov Portal

Home Permits Planning Prof. License Code Other

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**Announcements**

- 05/10/2017 Adoption of 2015 I-Codes
- 05/15/2017 Online Plans and Permits Launches
- 04/07/17 Environmental code brochure provides guidance on property maintenance: <https://goo.gl/nh7KZP>
- 04/27/16 Mesquite offers new Quarterly Development Activity Reports <https://goo.gl/Zyo0Pv>
- 02/09/16 Mesquite launches Transparency Portal webpage: <https://goo.gl/AHz238>

Welcome to the City of Mesquite's online permit and plan management system. This online system empowers citizens and businesses to conduct business more efficiently in Mesquite by offering 24-hour access to the following [Building](#), [Engineering](#), [Fire](#), [Neighborhood Services](#), and [Planning & Zoning](#) services.

- Submit permit applications for Building Inspection, Fire Inspection and Engineering review;
- Submit plan applications for new building projects;
- Pay fees for a variety of development services;
- Access electronic plan reviews by the City;
- Request inspections online;
- Access online registration for contractors and other related services;
- Register as a rental property landlord and participate in the Rental Certificate of Occupancy program.

Ready to Begin? Before registering, we encourage you to watch this brief video demonstrating how to use the system.

Click the images below to watch a training video

- [How to register for CAP](#)
- [How to apply for a permit](#)
- [Uploading electronic plans for review](#)

Need additional help? City staff can provide direct assistance in navigating the website at two permanent workstations located in the lobby of the Municipal Building at 1515 N. Galloway Avenue.

You will automatically be taken to the following page. Fill in the fields and click “Log On.”

## Log On

User Login

Email address

Password

Remember me?

[Log On](#)

[Forgot Password](#)

**Note**

Your username will be the email address you registered with!

You will be taken to the CAP home page for signed in users that have at least one plan application. To upload the plans for electronic review, click on the orange plan number of the plan you wish to upload.

[Home](#)   [Permits](#)   [Planning](#)   [Prof. License](#)   [Code](#)   [Other](#)

[Subscribe / Follow On:](#) [f](#) [t](#)      Welcome XXXXXXXXXX   [\[ Log Off \]](#) / [\[ Manage My Account \]](#)

**Announcements**

- 05/10/2017 Adoption of 2015 I-Codes
- 05/15/2017 Online Plans and Permits Launches

### Citizen Access Portal

Plans

[Change Filter](#)

Plan Number	Type	Work Class	Status	Apply Date
<a href="#">SP1217-0027</a>	Site Plan	Site Plan	Applied Online	12/26/2017
<a href="#">PL0817-0019</a>	Plat	Short Form Plat	Applied	08/09/2017
<a href="#">PL0717-0017</a>	Plat	Final Plat	In Review	07/24/2017
<a href="#">SP0517-0001</a>	Site Plan	Site Plan	Approved	05/01/2017
<a href="#">SP0617-0011</a>	Site Plan	Site Plan	Approved	02/17/2017


« 1 »

Displaying items 1 - 5 of 5


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Q:\Develop21\Planning & Zoning\14 Go Live\CAP Uploading a Document 12-21-2017.docx


You will then be taken to the permit information page. This page shows all of the information for this plan.

**Plan Number: SP1217-0027**  [Subscribe](#)

**Plan Details**

**Type:** Site Plan      **IVR Number:** 105168      **Apply Date:** 12/26/2017  
**Work Class:** Site Plan      **Project Name:**      **Expire Date:** 12/26/2019  
**Status:** Applied Online      **District:** City of Mesquite      **Complete Date:** None  
**Description:**       **Approval Expire Date:** None

**Primary Address Details**

**Parcel:** 38130570010010000  
**Address:** 1515 N GALLOWAY AVE  
MESQUITE, TX 75149  
DALLAS USA 

**Contact Details**

Type	Company	First Name	Last Name	Title
Applicant				

Displaying items 1 - 1 of 1

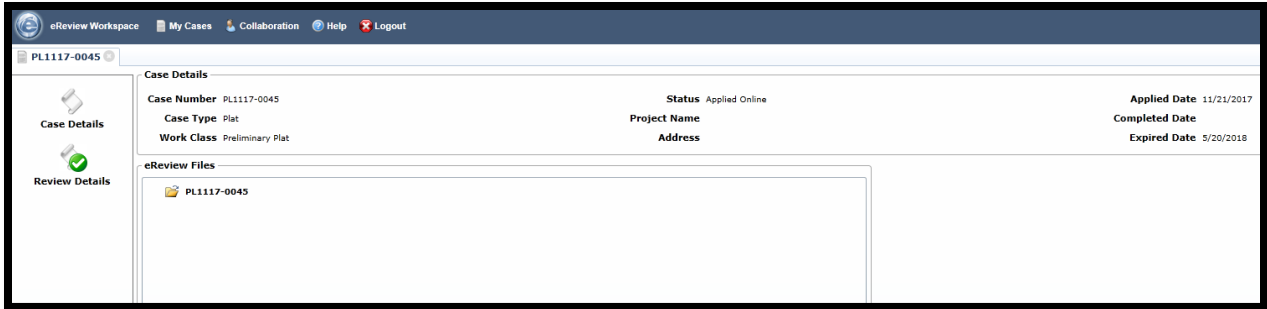
Scroll to the bottom of the page. You will see a box labeled “EReview Projects”. This box is for uploading and viewing documents once reviewed. Click on the orange “Open” word.

**EReview Projects**

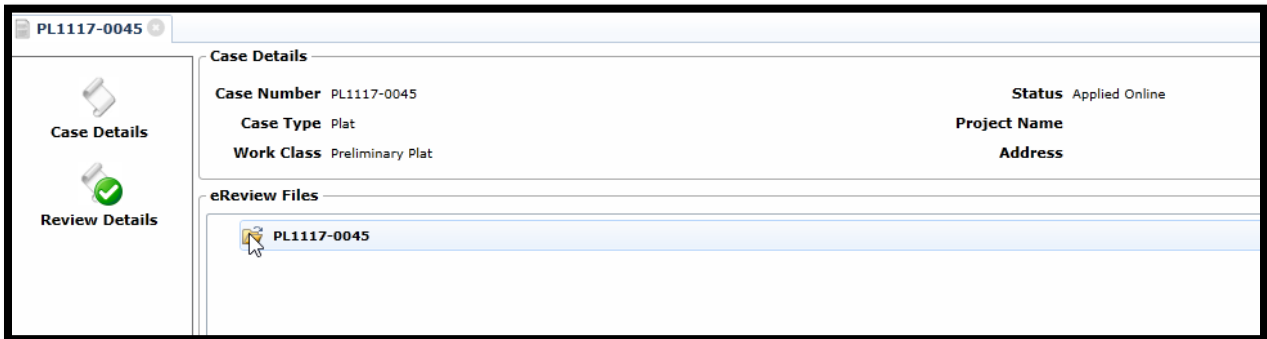
EReview	EReview Item	Status	Plan	Applicant	Contractor
<a href="#">Open</a>	SP1217-0027	Waiting for Files	SP1217-0027		

Displaying items 1 - 1 of 1

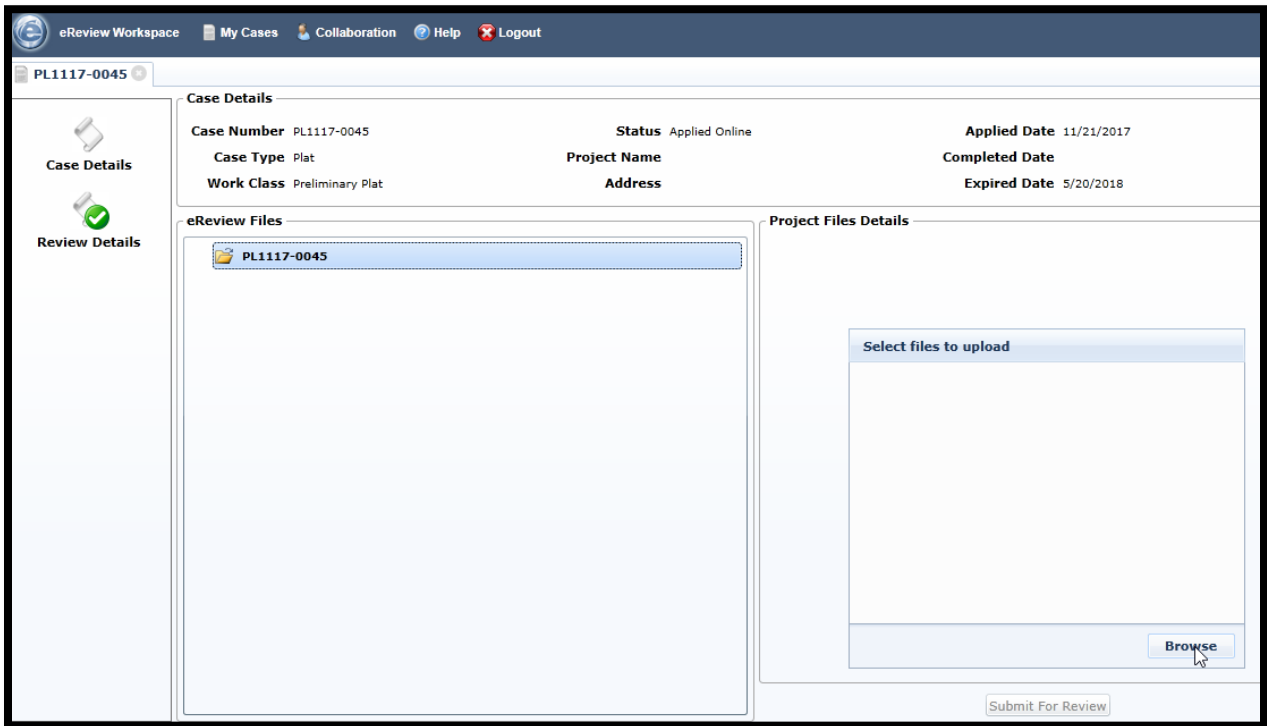
A new screen will appear. This is the eReview portal. This is the page that will allow you to upload and view documents.



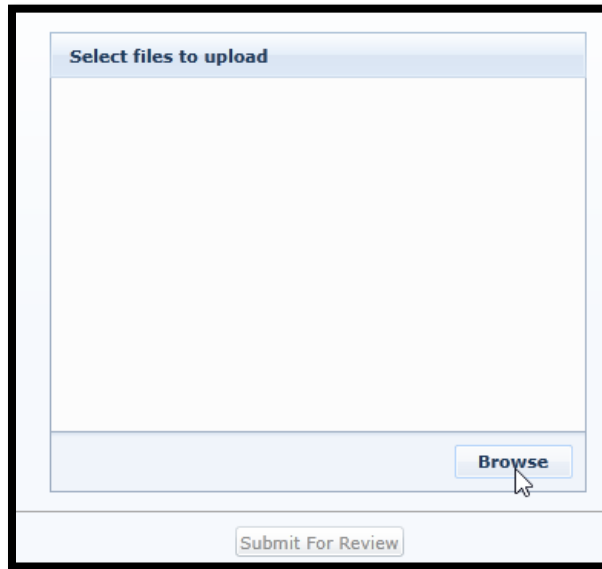
To upload document(s), click on the yellow folder next to the plan number on the left of the screen.



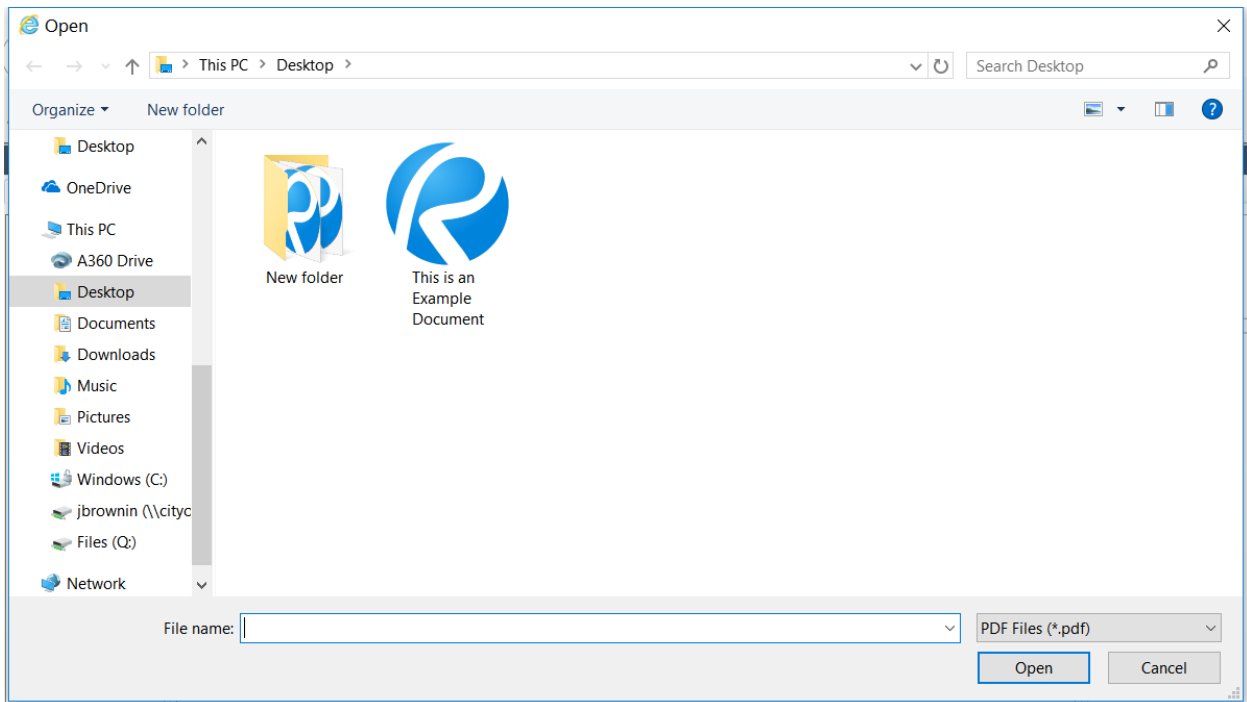
A new smaller box will appear in the bottom right corner of the screen.



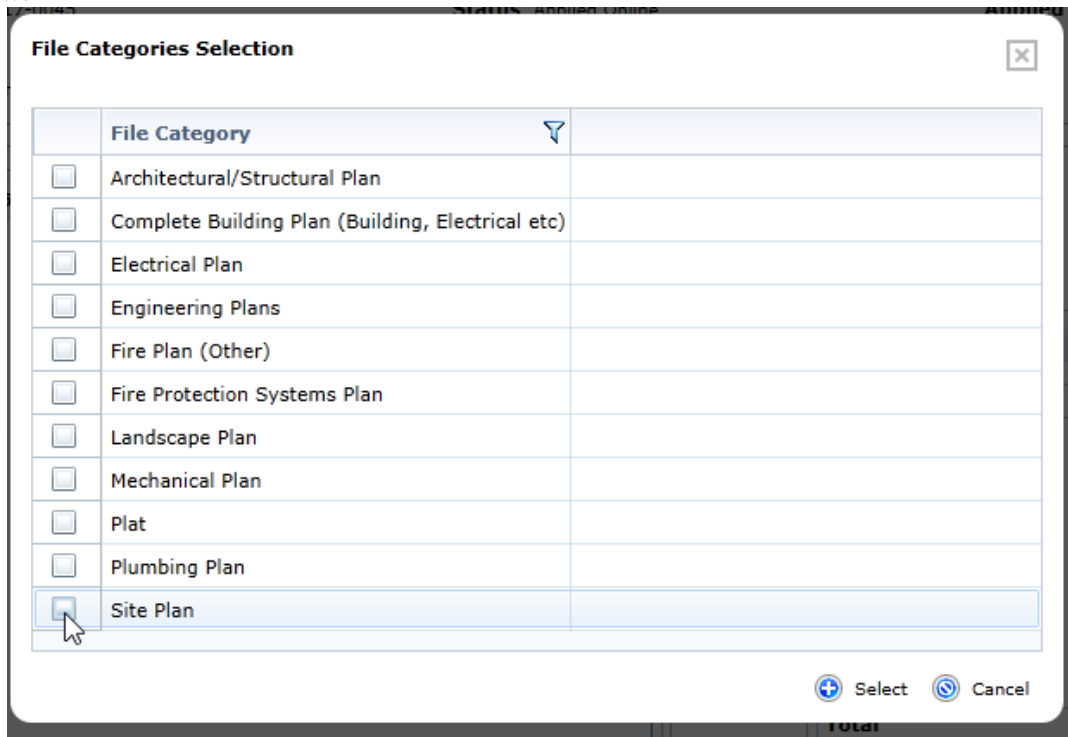
This new smaller box is where you are able to upload your document(s) and see what you have uploaded. To upload, click on the “Browse” button.



A new window will appear. This window will let you search your computer for the document(s) you wish to upload. Select the desired document and click “Open”. Note: You are only able to select one document at a time.



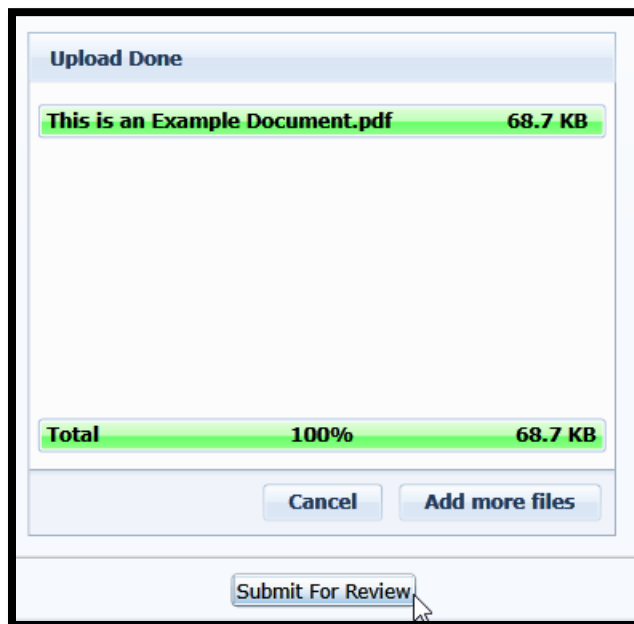
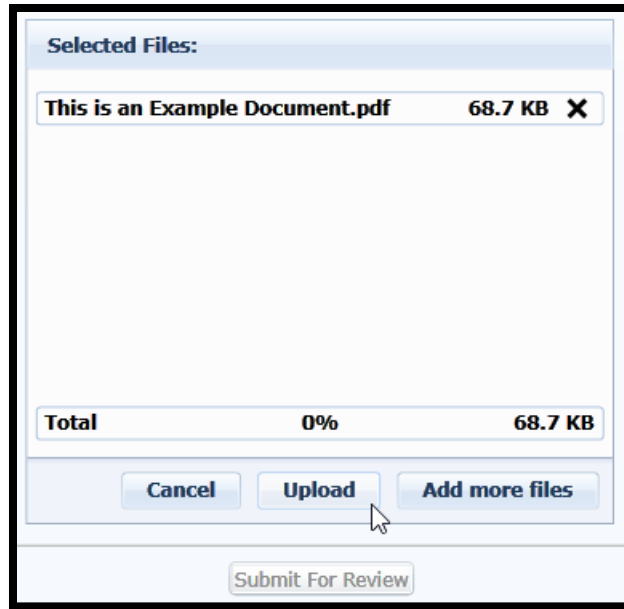
After you have clicked open, the previous window will go away, and a new window will appear. This window allows you to select what kind of document this is. For this example, “Engineering Plans” was selected. After the type has been selected, click “Select” in the bottom right of the window.



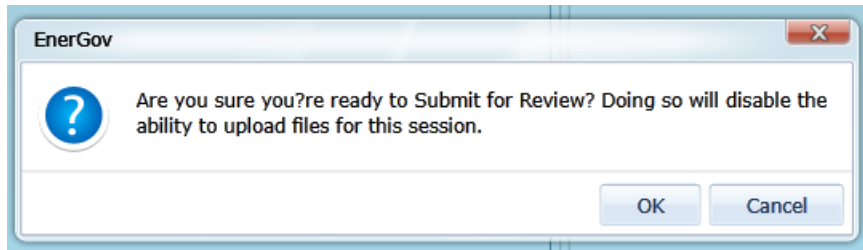
The previous window will disappear. In the box that you used, the name of the document will appear. Click the “Upload” button. The document name will turn green when the upload is complete.

Note: You are able to upload more than one document. To do this, click “Add more files” and follow the previous steps of searching the computer.

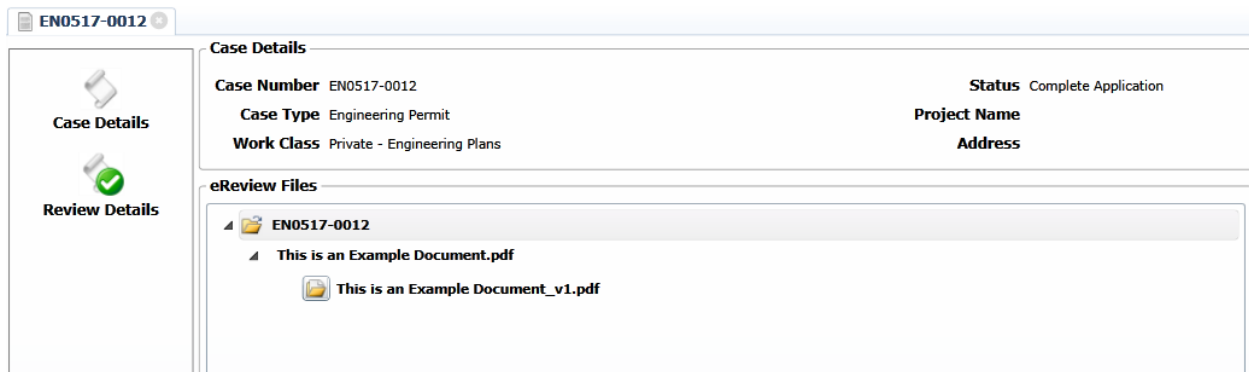




Once you have uploaded all desired documents, click the “Submit For Review” button below the box. A small window will appear, asking “Are you sure you’re ready to Submit for Review? Doing so will disable the ability to upload files for this session.” If you have uploaded all documents you want to, click the “OK” button. If there are more documents that you wish to upload, click the “Cancel” button.



After you have uploaded all desired documents and clicked the "OK" button, two lines of wording will appear under the yellow folder you clicked earlier. This wording will differ depending on the title of the document.



At this point, all of your uploaded documents have been attached to your permit and the Engineering Department will begin the review process. You will receive an email once the review process is complete.

Thank you for using the new EnerGov system!