

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

New User Setup

Updated: Wednesday, December 27, 2017

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.

Setting Up a new Account

If you have set up an account with the Citizen Access Portal with another department within the City of Mesquite, a new account set up is not needed.

If you are a new user to this program, please follow the steps outlined below:

On the home page for CAP, towards the middle left of the page you will see "Register." Click on the word "Register." This will then take you to the webpage to begin entering your information for your account.

Note: If you do not have an account, you must make an account. Without an account you cannot use the Citizen Access Portal.

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City of Mesquite Energov Portal

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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/nk7vZP>
- 04/27/16 Mesquite offers new Quarterly Development Activity Reports:
<https://goo.gl/Zyo0Pv>
- 02/08/16 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.

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On the webpage that says “New User Registration,” fill in the boxes with the pertinent information.

- * Note: Only the information with * next to the field is required. If these fields are not filled in, the registration will not occur.
- * Note: If the contact information entered is not correct, the City of Mesquite will be unable to notify the applicant on the progress of the submittal.

New User Registration

User Details

First Name	<input type="text"/>	*	Email	<input type="text"/>	*
Middle Name	<input type="text"/>		Confirm Email	<input type="text"/>	*
Last Name	<input type="text"/>	*	Password	<input type="text"/>	*
Company	<input type="text"/>		Confirm Password	<input type="text"/>	*
Reg Phone	<input type="text"/>	*	Contact Preference	<input type="text"/>	*

Address Fields


Street Number	<input type="text"/>	*	City	<input type="text"/>	*
Street Name	<input type="text"/>	*	State	<input type="text"/>	
Suite/Unit	<input type="text"/>		Zip Code	<input type="text"/>	*
Street Type	<input type="text"/>	*	County	<input type="text"/>	
Address Type	<input type="text"/>	*			

New User Registration

User Details

First Name	John	Email	username@email.com
Middle Name		Confirm Email	username@email.com
Last Name	Doe	Password	•••••
Company		Confirm Password	•••••
Reg Phone	555-555-5555	Contact Preference	<input type="text"/>

Address Fields

BTW! 
Be sure your phone number is correct so we can contact you!

- Address
- Email
- Phone

Address Fields

Street Number	####	City	Town Name
Street Name		State	
Suite/Unit		Zip Code	#####
Street Type	RD	County	
Address Type	Home		

Submit

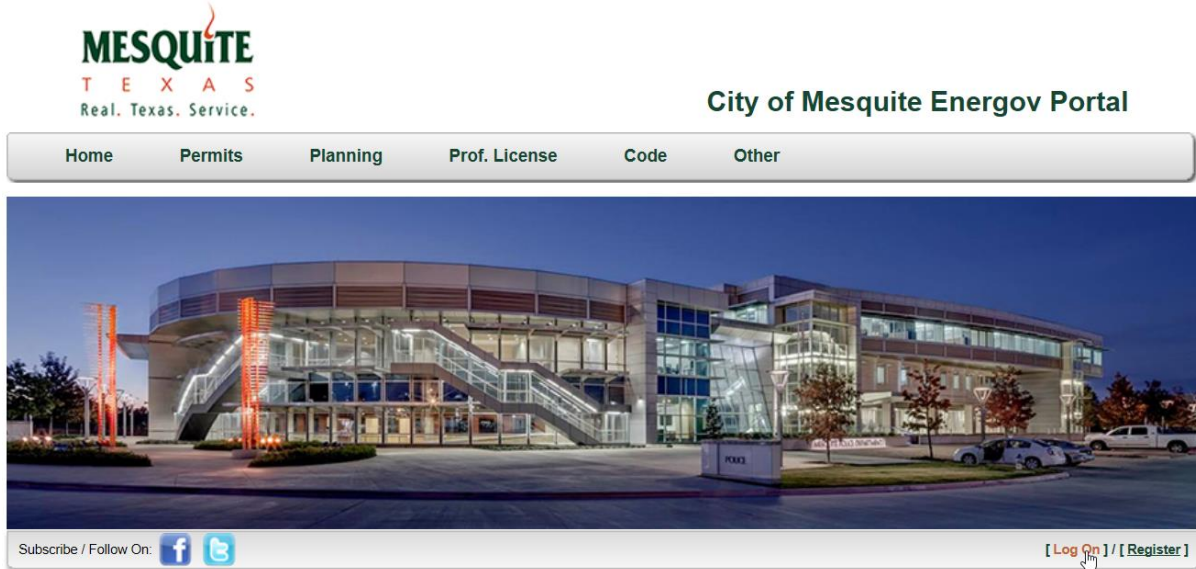
- Address Type-
- Billing
- Home
- Location
- Mailing
- Shipping

The fields under the “Address Fields” are to be filled in with the information of the location you choose. There is the option for the address information entered to be for the following:

- “Billing Address” is the location for payment information to be sent to
- “Home” is the address of the applicant’s residence
- “Location” is the address for a project
- “Mailing” is the address is only for information and/or goods to be mailed to
- “Shipping” is the address is only for information and/or goods to be shipped to

After you have filled out all required information, click “Submit”. This will send your account information, minus your password, to be reviewed.

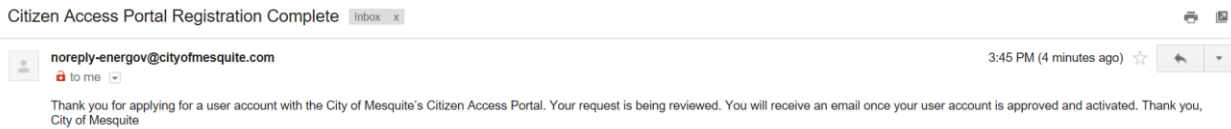
After the “New User Registration” is complete and submitted, you will automatically be taken to the following page:



User Successfully Created

You will receive an email once your user account is approved and activated.

You will also receive an email stating that your account is under review. Until the review is completed, you will not be able to log in to the Citizen Access Portal. Please allow time for your account to be approved.



You will receive confirmation once your account has been approved, then you may log in for further actions, such as creating a permit, submitting plans, and reviewing plans.

Thank you for using the new EnerGov system!