



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.

The screenshot shows the Mesa AZ Citizen Portal homepage. At the top, there is a navigation bar with links: Home, Planning, Permits, Code Enforcement, Licenses, Transportation, and more. Below this is a search bar. The main content area is divided into two columns. The left column contains a welcome message and a list of services. The right column contains a login form with fields for User Name or E-mail and Password, and a Login button. A red box highlights the 'Register for an Account' link in the top right corner, with an orange arrow pointing to it.

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

The screenshot shows the Account Registration page. It includes a 'General Disclaimer' section and a checkbox labeled 'I have read and accepted the above terms'. A blue callout bubble points to the disclaimer with the text 'Recommend reviewing this section'. An orange arrow points to the checkbox with the text 'Check this box'. Another orange arrow points to the 'Continue Registration >' button.

Then select “Continue Registration”



All fields marked with a ★ require data

Password must have
8 to 21 characters

Once Step 4 is complete, you return to this

Example

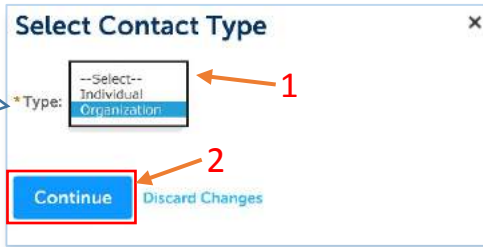
When finished with Step 3 AND Step 4 on next page, select “Continue Registration”

Mesa DIMES Citizens Access Program

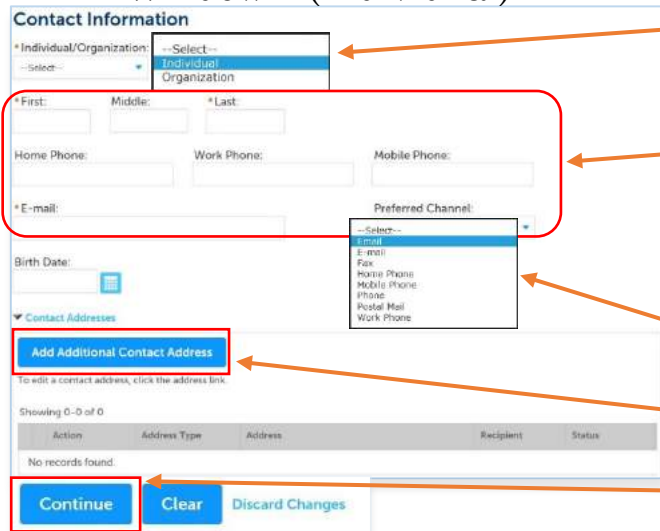
STEP 4 – Follow number sequence (11 sub-steps). Once complete, return to Step 3 (page 2).

Window 1

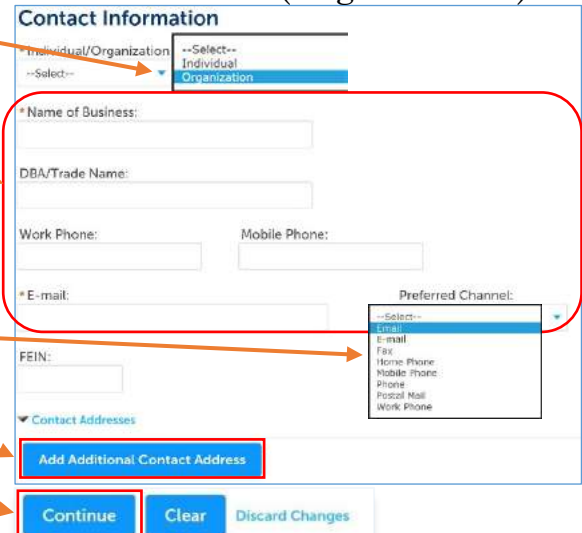
Window 2 views are based on contact type: individual or organization



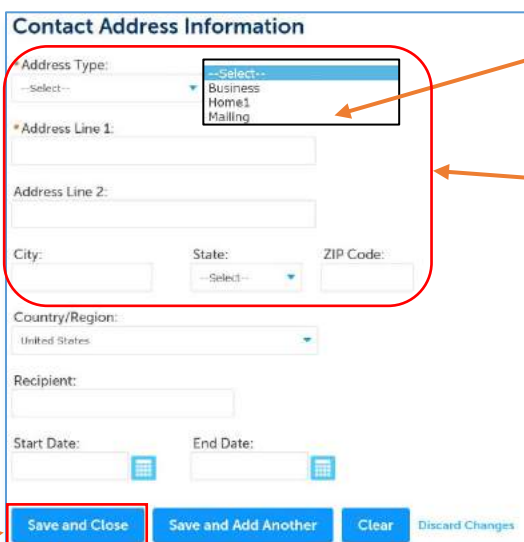
Window 2 (Individual)



Window 2 (Organization)

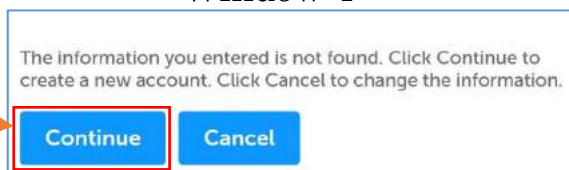


Window 3



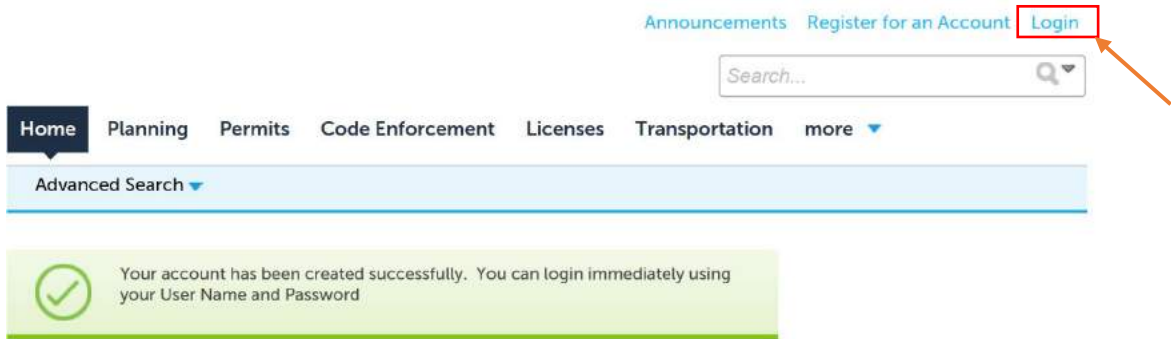
At minimum, a mailing address must be provided

Window 4

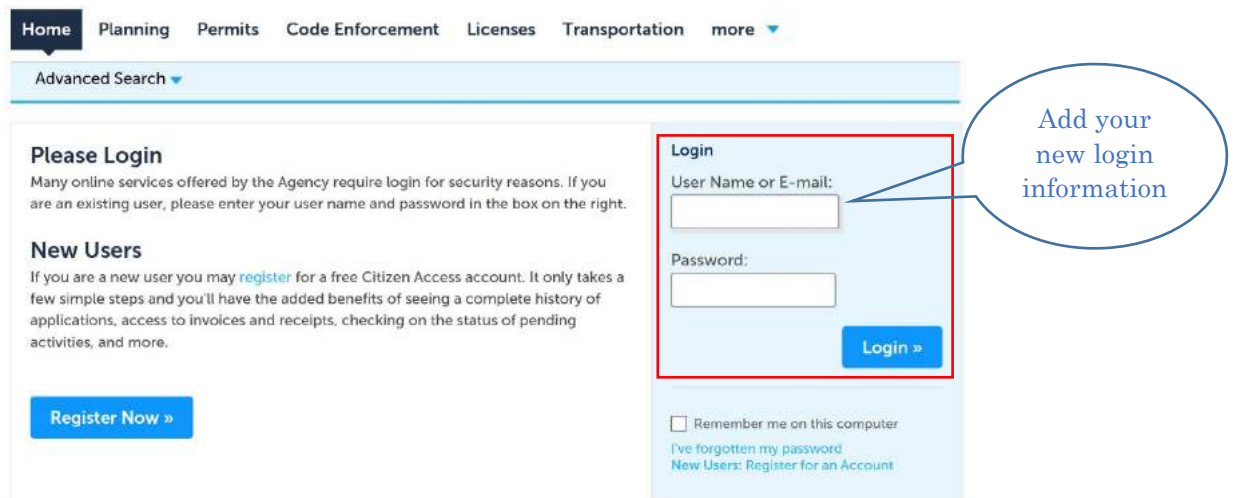


Mesa DIMES Citizens Access Program

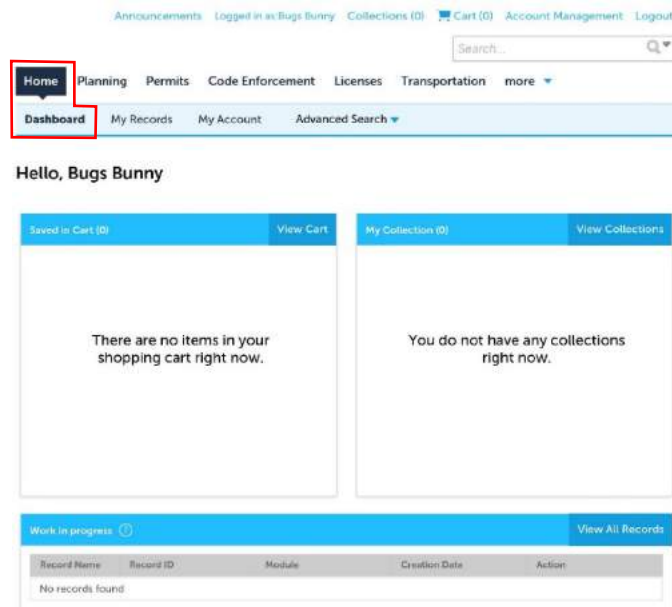
STEP 5 – Once your account is successfully created, select “Login”.



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).





Mesa DIMES Citizens Access Program

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

Announcements Logged in as: Bugs Bunny Collections (0) Cart (0) **Account Management** Logout

Search...

Home Planning Permits Code Enforcement Licenses Transportation more

Dashboard My Records **My Account** Advanced 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

Login Information

Edit (Edits login settings)

User Name: bugs_bunny
E-mail: bugs@icloud.com
Password: *****
Security Question: Favorite Food
Mobile Phone:
Receive SMS Message: NO

License Information

Add a License (Add License credentials. Mesa staff will authenticate license before allowing usage)

You may add professional license(s) to your public user account by clicking the Add a License button. Your professional license(s) will 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.						

Contact Information

Add a Contact (Allows account holder to add multiple contacts. Follow the same process outlined in Step 4.)

Showing 1-1 of 1

Action	First Name	Middle Name	Last Name	Business Name	FEIN	Contact Type	Status
Actions	Bugs		Bunny			Individual	Approved

Attachments

The maximum file size allowed is 160 MB.
html/htm:mht:mhtml are disallowed file types to upload.

Name	Entity Type	Type	Size	Latest Update	Description	Document Status	Sta
No records found.							

Add (Attach documents directly to a particular individual or organization. i.e. tax exempt form)

Trust Account Information

Showing 1-1 of 1

Account ID	Agency	Balance	Description	Status	Ledger Account
1743111	MESA	\$0.00		Active	

Delegates

Add a Delegate (Allows account holder to provide others access to various account functions while maintaining overall control. NOTE: Delegate must be a registered user)

People who can access my account
None

People whose account I can access
None

Add a Delegate

Enter the name and email address of the person to whom you would like to grant delegate access to your account.

* Name: * E-mail Address:

Set Delegate Permission

Delegate can view records, attach all categories, attach you (checkboxes) and (checkboxes) them to specific categories. View Records in all categories (Change)

For the following permissions, the delegate (checkboxes) has access to the data and you have granted the delegate access to your records:

- ☐ Create Applications in all categories (Change)
- ☐ Renew Records in all categories (Change)
- ☐ Amend Records in all categories (Change)
- ☐ Manage Documents in all categories (Change)
- ☐ Make Payments in all categories (Change)

Add Personal Note

Enter the words below:

PRIVATE

Invite a Delegate Cancel