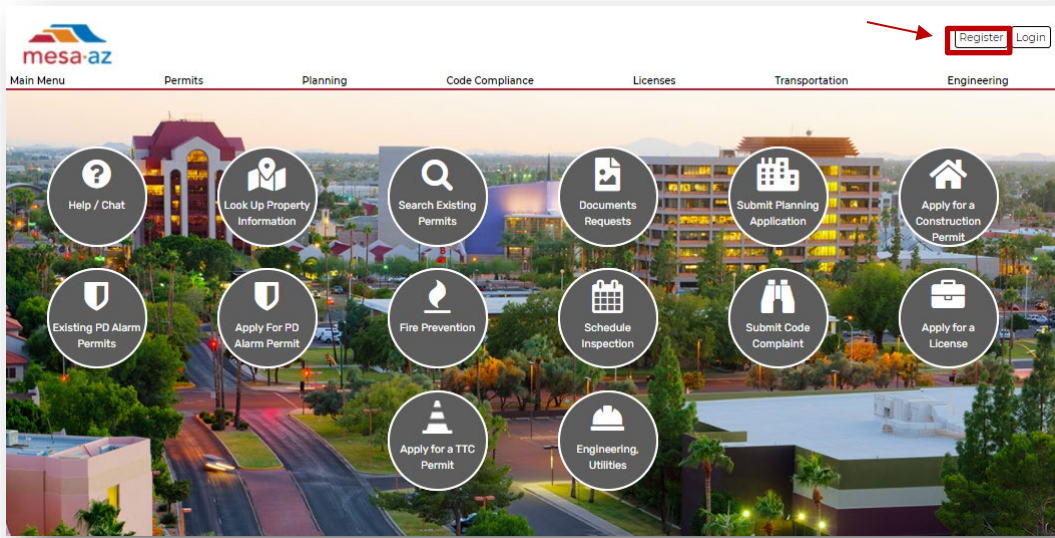




# Mesa DIMES Citizens Access Program

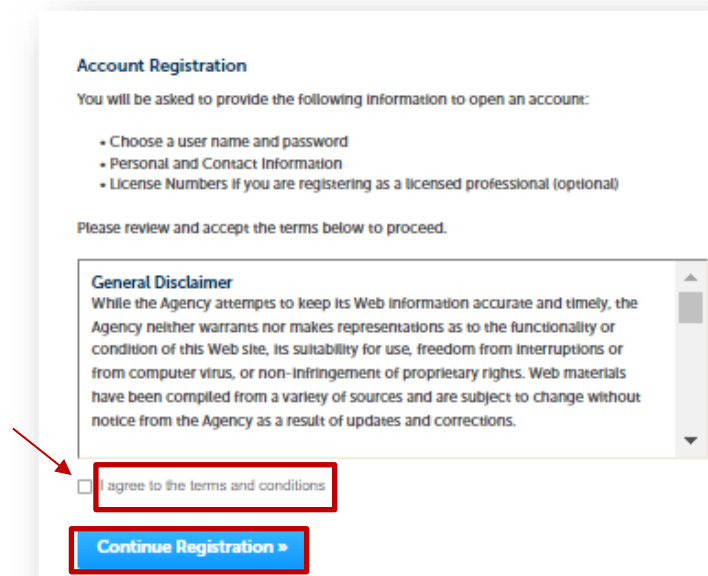
The City of Mesa welcomes you to Digital Innovation for Mesa's Electronic Services (DIMES), supported by Accela's Citizen Access (ACA). This fully integrated system provides 24-hour online Planning, Construction Permits, Code Enforcement, Licensing, Transportation, Engineering, and Animal Control support. The following steps will help with setting up an account.

STEP 1 – Navigate to <https://aca-prod.accela.com/mesa> From this main page, select “Register“. If you have already registered, skip to step 5.



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

Then select “Continue Registration”



# Mesa DIMES Citizens Access Program

STEP 3 – Create a username and password. Note: you must select “Add New” under “Contact Information”. This will immediately lead to Step 4. Once Step 4 is complete, you will return to this page to finish the registration process. After selecting “Continue Registration” on this page, skip to Step 5.

**Login Information**

Enter your User Name and Password. You must also enter a unique email address.

\* User Name:

\* E-mail Address:

\* Password:

\* Type Password Again:

\* Enter Security Question:

\* Answer:

Mobile Phone:

Receive SMS Messages

**Contact Information**

Please select whether you are registering as an individual or as an organization (business) and enter your contact information.

Enter the words below

**Annotations:**

- All fields marked with a \* require data
- Sub-Step 1: Fill out these sections
- Sub-Step 2: Select “Add New” then skip to Step 4. Once Step 4 is complete, you return to this
- Sub-Step 3: Enter unique characters.
- NOTE: This is not case sensitive and no space between words is
- Password must have 8 to 21 characters
- 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

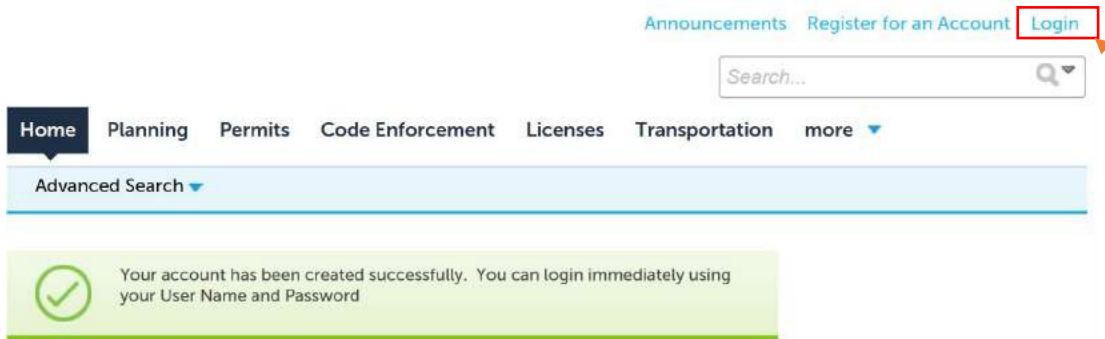
At minimum, a mailing address must be provided

## Window 4

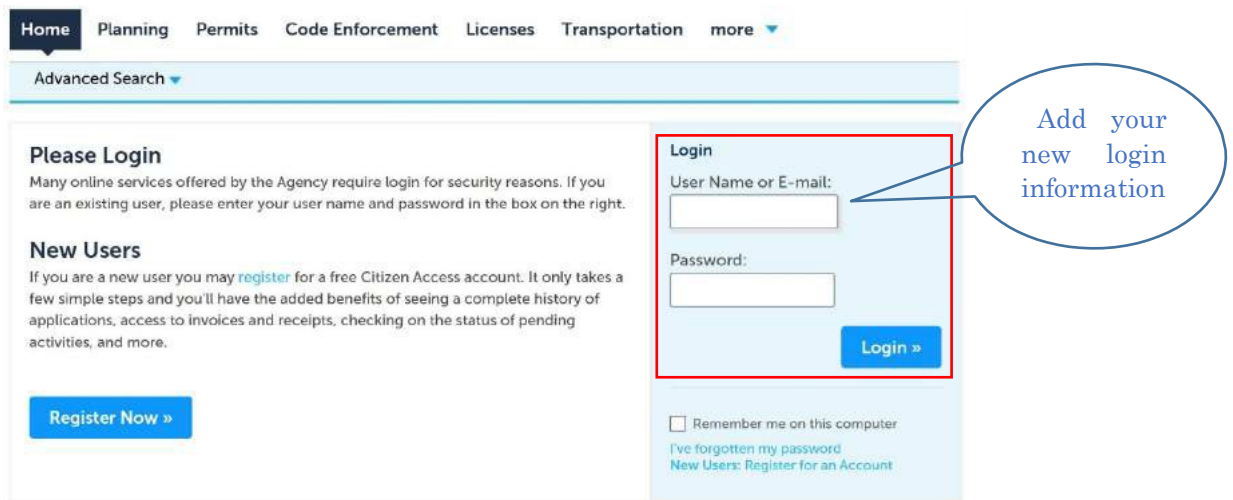
The information you entered is not found. Click Continue to create a new account. Click Cancel to change the information.

# Mesa DIMES Citizens Access Program

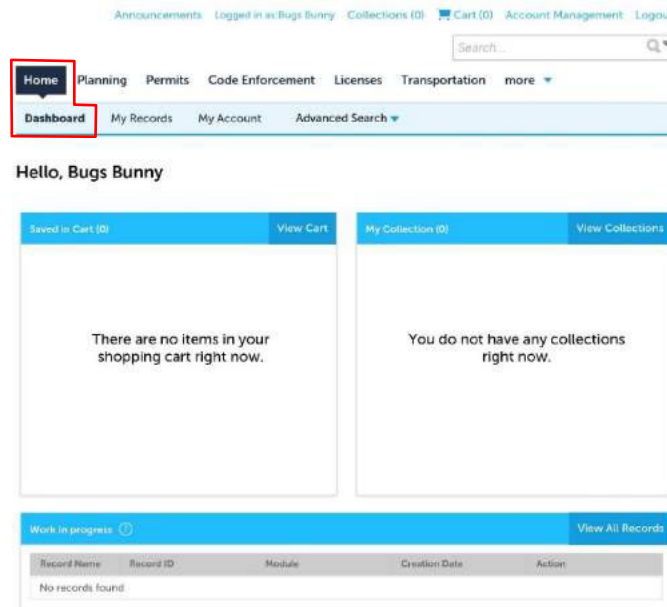
STEP 5 – Once your account is successfully created, select “Login”.



STEP 6 - Login

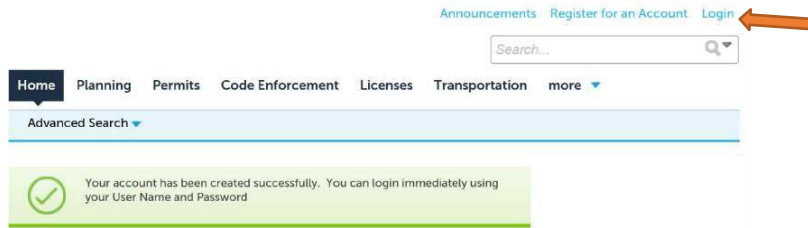


STEP 7 – The home screen or Dashboard provides a central forum for navigating through various services. This page shows open permits (Work in progress), saved projects (Saved in Cart), and fees due (My Collections).



# Mesa DIMES Citizens Access Program

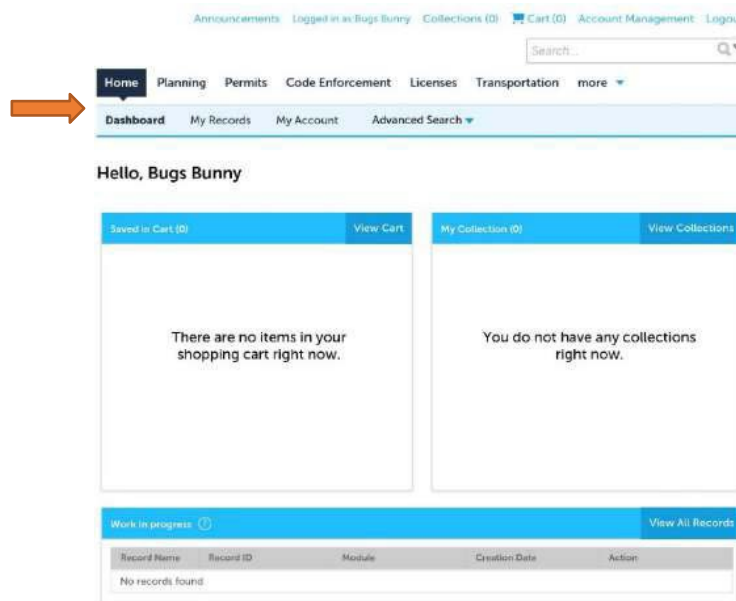
STEP 5 – Once your account is successfully created, select “Login”.



STEP 6 – Login



STEP 7 – The home screen or Dashboard provides a central forum for navigating through various services. This page shows open licenses (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.

Home Search Create Schedule

Announcements Logged in as: jelevan Collections (0) Cart (0) Account Management Logout

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 [Edit](#)

#### Login Information [Edit](#)

User Name: jelevan  
 E-mail: [REDACTED]  
 Password: \*\*\*\*\*  
 Security Question: Favorite Color  
 Mobile Phone:  
 Receive SMS Message: NO

#### License Information [Add a License](#)

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

Showing 1-3 of 3

Action	First Name	Middle Name	Last Name	Business Name	FEIN	Contact Type	Status
Actions				MESSAGE FOR YOU		Organization	Approved
Actions	Janet		[REDACTED]			Individual	Approved
Actions	Janet		[REDACTED]			Individual	Approved

#### Delegates [Add a Delegate](#)

People who can access my account  
None

People whose account I can access  
None

Edit login settings

Add License Credentials – used for permitting

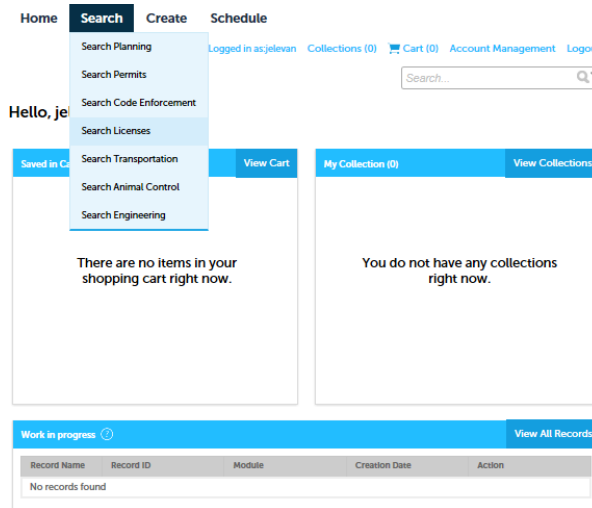
Allows account holder to add multiple contacts. Follow the same process outlined in step 4

Allows account holder to provide others access to various account functions while maintaining overall

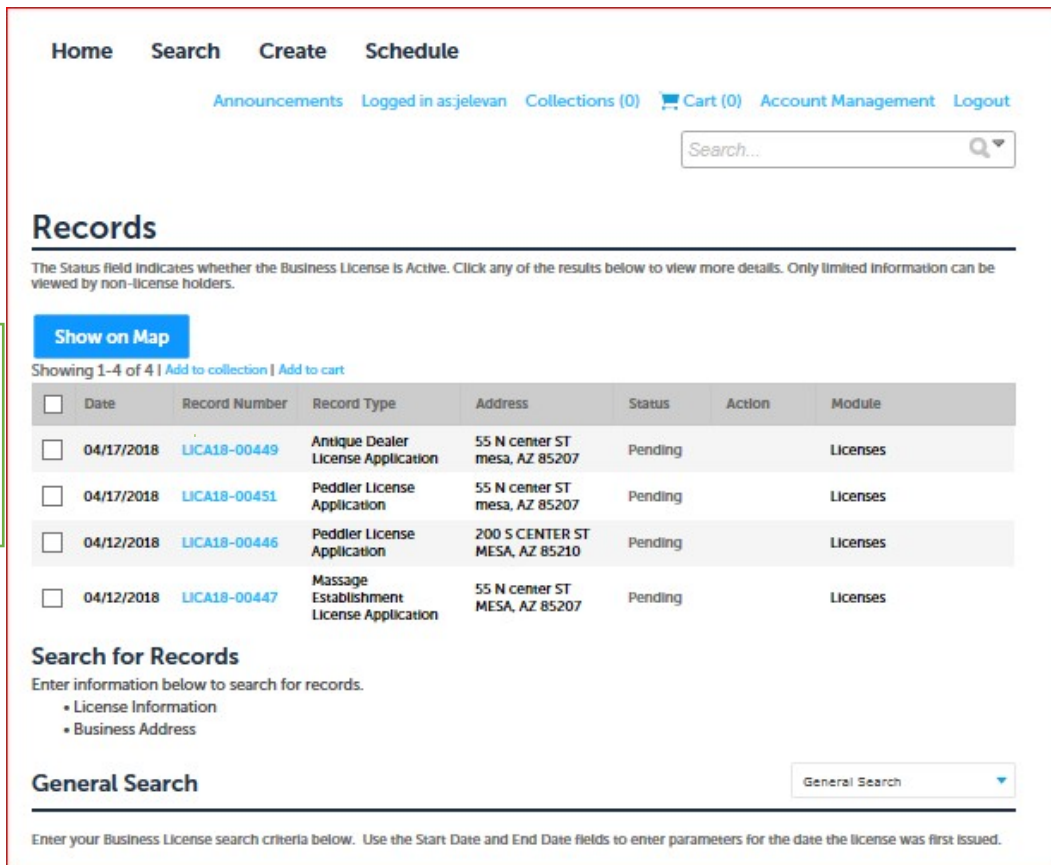
NOTE: Delegate must be a registered user.

# Mesa DIMES Citizens Access Program

STEP 9 – To access an existing license record select “Search” and then select “Search Licenses”.



The screenshot shows the user interface with the 'Search' menu open. The 'Search Licenses' option is highlighted. The user is logged in as 'jelevan'. There are two empty boxes for 'Saved in Cart' and 'My Collection (0)'. A table at the bottom shows 'No records found'.



The screenshot shows the 'Records' page. It includes a navigation bar with 'Home', 'Search', 'Create', and 'Schedule'. Below the navigation bar, there are links for 'Announcements', 'Logged in as: jelevan', 'Collections (0)', 'Cart (0)', 'Account Management', and 'Logout'. A search bar is present. The main content area is titled 'Records' and includes a 'Show on Map' button. Below this, it says 'Showing 1-4 of 4 | Add to collection | Add to cart'. A table lists four records with columns for Date, Record Number, Record Type, Address, Status, Action, and Module. Below the table, there is a 'Search for Records' section with a dropdown menu set to 'General Search'.

Date	Record Number	Record Type	Address	Status	Action	Module
04/17/2018	LICA18-00449	Antique Dealer License Application	55 N center ST mesa, AZ 85207	Pending		Licenses
04/17/2018	LICA18-00451	Peddler License Application	55 N center ST mesa, AZ 85207	Pending		Licenses
04/12/2018	LICA18-00446	Peddler License Application	200 S CENTER ST MESA, AZ 85210	Pending		Licenses
04/12/2018	LICA18-00447	Massage Establishment License Application	55 N center ST MESA, AZ 85207	Pending		Licenses

Click on the record number to make a payment or view license details.



# Mesa DIMES Citizens Access Program

Home Search Create Schedule

Announcements Logged in as: jelevan Collections (0) Cart (0) Account Management Logout

Search...

**License LICA18-00449:**  
**Antique Dealer License Application**  
**Record Status: Pending**

[Add to cart](#)  
[Add to collection](#)

Record Info Payments

**Fees**

**Paid:**

Date	Invoice Number	Amount	
04/17/2018	63167	\$100.00	<a href="#">View Details</a>
04/17/2018	63167	\$25.00	<a href="#">View Details</a>
04/17/2018	63167	\$2.00	<a href="#">View Details</a>

Total paid fees: \$127.00

To view the license information or view the approval processing status, select "Record Info". To make a payment or view payments made, select "Payments".