

The following are step-by-step instructions to guide you through the online Mesa Short-Term Rental (STR) License Renewal process using the Accela Citizen Access (ACA) portal.

Access the DIMES-Accela Citizen Access (ACA) portal using the link below. ****For best results, use either Google Chrome or Microsoft Edge browsers.**

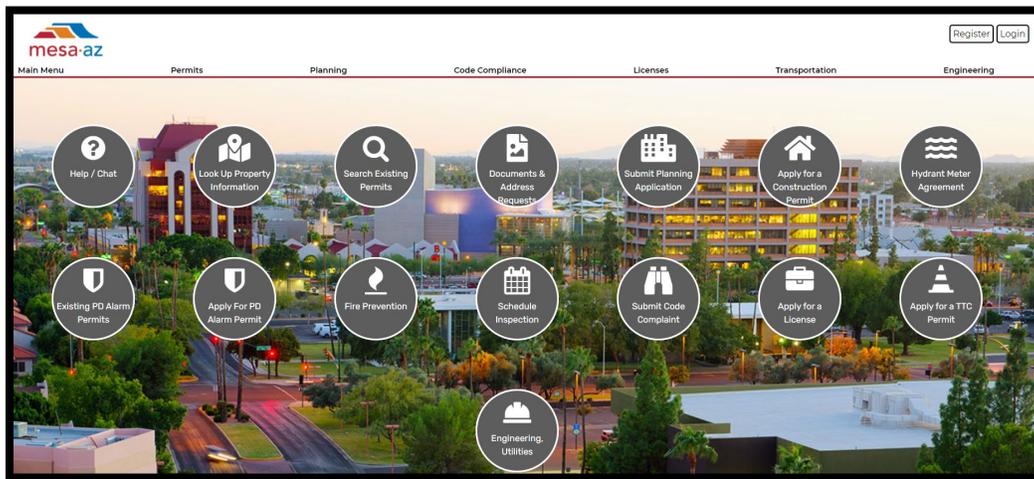
Before Getting Started...

You will need

- ✓ Computer or smart phone with Google Chrome or Microsoft Edge and scanning ability

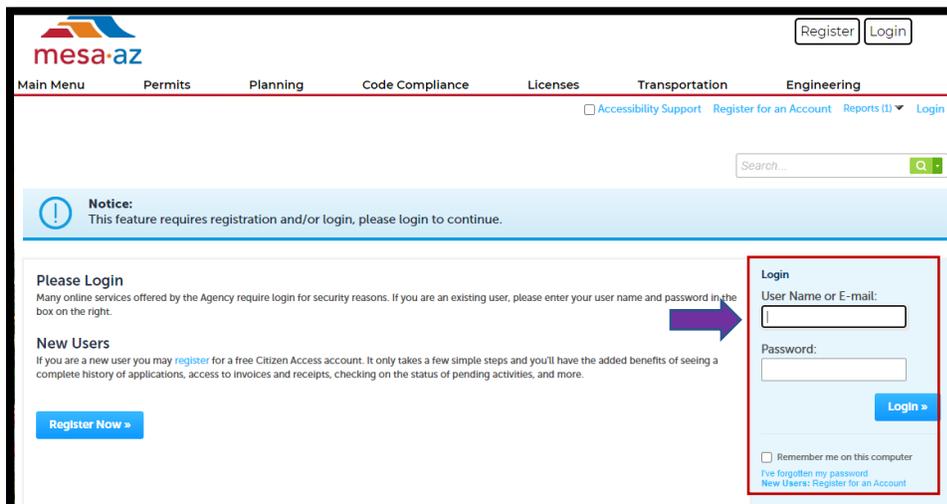
Accessing the Online Application

Go to: <https://aca-prod.accela.com/MESA/Default.aspx>

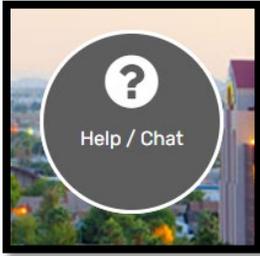


Logging In

- Login to your ACA account



Note: If you don't already have an account, you will first need to register for one before renewing. Instructions on completing the registration can be found by following this [link](#) or by clicking the *Help/Chat* icon on the Home screen.



How To Guides for Using the DIMES system

We are in the process of redesigning and updating our DIMES Help page to make the citizen access portal and the online permitting system. Please be patient with us.

How to guides provided are in PDF format

- General System Help
- Planning
- Building Permits
- Alarm Permits
- Engineering
- Fire Safety Operational Permit
- Licensing**

[How to Register a New Account](#)

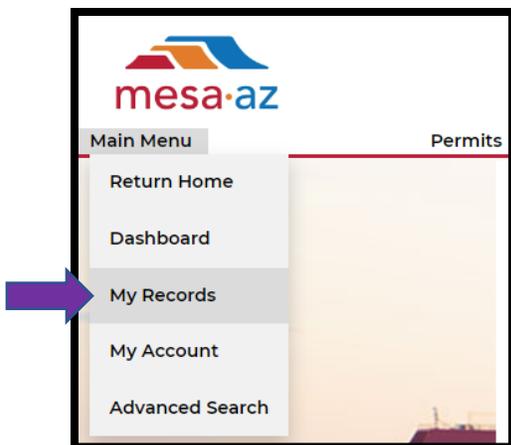
Mesa Business License

- [How to Apply for a Mesa Business License](#)

**** If you already have an account, but forgot your password, click the “Forgot Password” link to reset or contact the Licensing office at 480-644-2316 or Licensing.Info@mesaaz.gov for assistance.**

Starting your Renewal

- Once logged in, hover over **Main Menu** and select “My Records”



- Click the left-hand arrow next to the **Licenses** heading to view all account associated licenses



- Find the License you want to renew and click **Renew License** hyperlink



Step 1: Required Documents

- Review and gather all items needed to complete the renewal process. Check the box to acknowledge the requirements, then click **Continue Application**

A screenshot of a web form titled "Step 1: Required Documents > Acknowledgement". The form contains several sections of text, including "Annual Renewal Fee", "Short-term Rental (STR) Owner/Statutory Agent's Information", "Emergency Contact Information", and "Rental Unit Insurance". At the bottom, there is a "REQUIRED DOCUMENTS" section with a checkbox labeled "*Acknowledge Document Requirements:". A purple arrow points to this checkbox. Below the checkbox are two buttons: "Save and resume later" and "Continue Application".

Step 2: Location

- The address displayed on this screen is the physical location licensed for your short-term rental unit. If the address for the rental unit you wish to license differs from the address on the screen, then the existing license will need to be closed and a STR application must be submitted for the new location. STR licenses are non-transferrable.

Click **Continue Application**.

Step 3: Rental Unit

- Review the Rental Unit/Owner information on this page for accuracy and provide answers to any additional questions. If information in a locked field needs to be updated, please click “Save and resume later” and then contact the Licensing Office for further assistance.

Note: If the State TPT License field is blank, please make sure to upload a copy of your valid Arizona TPT License in the *Attachments* section of this application (Step 6).

When finished, click **Continue Application**.

Step 4: Emergency Contact Information

- In this step, you’ll provide the name and current contact information for the local designated emergency contact for the short-term rental unit. The emergency contact must be someone that is able to respond to the rental unit **IN PERSON and within one (1) hour** in the event of a complaint, incident, or emergency for which public safety personnel are dispatched.

When finished, click **Continue Application**.

Step 5: Acknowledgments (1 - 4)

- Carefully read through each statement, then check the box at the bottom of the screen to acknowledge your understanding and acceptance. There are four (4) acknowledgement statements.

When finished, click **Continue Application** at the bottom of each successive screen.

The screenshot displays the 'Step 5: Acknowledgments > 1st Acknowledgment' screen. At the top, there is a paragraph of text regarding compliance with laws and regulations, with a link to 'ARS 49-500.39'. Below this is a 'Custom Fields' section. The main content area is titled 'ACKNOWLEDGEMENTS 1 of 4' and contains the text '* I acknowledge and agree to the above:'. A blue checkbox with a white checkmark is positioned to the right of this text and is circled in red. A purple arrow points upwards from below the checkbox. At the bottom left, there is a blue button labeled 'Save and resume later'. At the bottom right, there is a green button labeled 'Continue Application »' with a right-pointing arrow. A purple arrow also points to the right, positioned between the two bottom buttons. A small asterisk note '* indicates a required field.' is located in the top right corner of the form area.

Step 6: Attachments

- This is where you will upload the proof of liability insurance for your short-term rental unit. Insurance is required to cover bodily injury and property damage totaling no less than \$500,000 in the aggregate.
- As noted earlier in the renewal application (Step 3), if there is no TPT information on file for the rental unit, this is also where you'll upload a copy of the valid Arizona TPT License.
- Click the [How to Upload Rental Unit License Attachments](#) link for instructions on how to upload a document.

Attachment

Please Read

The following documents must be uploaded with this application: **Rental Unit Insurance**

****Proof of liability insurance covering bodily injury and property damage totaling no less than \$500,000 in the aggregate for each rental unit is required.**

[How to Upload Rental Unit License Attachments](#)

The maximum file size allowed is 1000 MB.
The following file types are NOT allowed: .ade;.adp;.bat;.chm;.cmd;.com;.cp1;.exe;.hta;.htm;.html;.ins;.isp;.jar;.js;.jse;.lib;.lnk;.mde;.mht;.mhtml;.msc;.msp;.mst;.php;.pif;.scr;.sct;.shb;.sys;.vb;.vbe;.vbs;.vxd;.wsc;.wsf;.wsh

Name	Type	Description	Document Status	Action
blank doc.pdf	Certificate of Insurance		Uploaded	Actions ▼

[Add](#)

[Save and resume later](#)

 [Continue Application »](#)

When finished, click **Continue Application**.

Step 7: Review

This screen is a summary of all information you entered during the application process. Please take a moment to review for accuracy.

- Click on the **Edit** button next to any section that needs to be updated or corrected.
- Once you're satisfied that all information entered is correct, scroll to the bottom of the screen, read the certification statement, and check the acknowledgement box.

When finished, Click **Continue Application**.

I certify that the statements made in this application are true, complete, and correct to the best of my knowledge. Any false misleading or incomplete information constitutes grounds for denial of this license. I understand that issuance of a short-term rental license shall in no way be construed as permission to operate a business in violation of any other law or regulation to which such activity may be subject. This license does not preclude the authority of other city agencies. I should contact the Mesa Planning Division at 480-644-2385, if I have questions concerning land use or zoning before engaging in the rental of my short-term rental unit(s). I also certify that I am familiar with the Code provisions governing the license that I am applying for.

By checking this box, I agree to the above certification.

Date:

Save and resume later

Continue Application »

Step 8: Pay Fees

- Verify the fees charges are correct
- If correct, click **Check Out**

**** Please contact the Licensing office if the fees charges are incorrect. The annual renewal fee is \$250.00.**

Step 8: Pay Fees

Listed below are the license application fees based upon the information you've entered. The following screen will display your total fees due at this time. This amount may not reflect your total amount due to the City of Mesa for any other outstanding invoices you may have.

Application/Renewal Fees

Fees	Qty.	Amount
License Fee	1	\$250.00

TOTAL FEES: \$250.00

Check Out »

- Verify fees, and click **Check Out** once more

Cart

1 Select item to pay

2 Payment information

3 Receipt/Record issuance

Step 1: Select item to pay

Click on the arrow in front of a row to display additional information. Items can be saved for a future checkout by later link.

PAY NOW

4858 S TUNE MESA, AZ 85212

1 Application(s) | \$25.00

Business License
LIC22-02269

Total due: \$25.00

Total amount to be paid at this time: \$25.00

Note: This does not include additional fees which may be assessed later.

Checkout »

Edit Cart »

Continue Shopping »

- After reading the information on the resulting screen, select the payment method and click **Submit Payment**

1 Select item to pay 2 **Payment information** 3 Receipt/Record issuance

Step 2: Payment information

Select a payment method and fill in all required information.

ATTENTION: Beginning Monday, April 30th, 2018 a 2.37% service fee will be applied to all credit and debit card transactions submitted through the DIMES Portal. The fee will not apply to e-check transactions. For more information regarding the service fees please click [here](#). If you have question regarding the service fee please email servicefee@mesaaz.gov.

PAYMENT DISCLAIMER:
Please refer to the [Privacy Policy](#) and [Terms of Use/Disclaimers](#). The City of Mesa takes reasonable steps to protect your personal information from unauthorized parties. The payment and billing options are on secure servers and use Secure Sockets Layering (SSL) to encrypt your personal credit information including your credit card number, before it travels over the Internet.

CREDIT CARD DISCLAIMER: When making a payment by credit card you agree, and specifically authorize the City of Mesa to charge your credit card for the services provided. You further agree that in the event your credit card becomes invalid, you will provide a new valid credit card upon request, to be charged for the payment of any outstanding balances owed. If for any reason, the City of Mesa is unable to obtain funds associated with the credit card provided, you authorize us to charge a returned payment fee of \$25.00 per transaction.

RETURNED E-CHECK PAYMENT DISCLAIMER: When you make a payment by electronic check, you authorize us to make a one-time electronic fund transfer from your checking account. If there are insufficient funds in your checking account, or we are unable to obtain funds due to an error in the routing and/or the account number entered, you authorize us to charge a returned payment fee of \$25.00 per transaction. The City of Mesa is not responsible for any additional bank fees that may accrue due to the returned item.

To minimize the chances of being charged the return payment fee please do the following:

- Ensure your bank account has sufficient funds.
- Take care in entering your routing and account numbers to make sure they are correct.
- If using the same account to make multiple payments on multiple items, please wait 2-3 minutes between transactions. This will minimize the chances of the payment being rejected as fraudulent.

If payment is returned for any reason, no further action will be taken on your application until the issue is resolved.

By proceeding you understand and agree to the terms set forth in this agreement.

* indicates a required field.

Payment Options

Amount to be charged: \$250.00

Pay with Credit Card
 Pay with Bank Account

Submit Payment » ←

- On the next screen, select the appropriate Payment Type dropdown box option, then click **Select Type**.

Payment Information

Note: We accept eCheck payments from US banks only.

Transaction ID 1147511	Payment \$10.00
Full Name ALICIA BRAVO	Payment Type Business eCheck ▼
Email alicia.bravo@mesaaz.gov	Cancel Select Type ←

- Unless marked optional, all fields on the next screen are required. Complete all fields then click **Submit Payment**

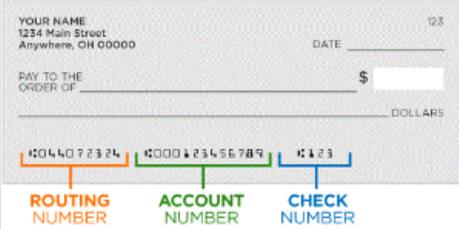
Account Information

Routing Number

Account Number

Confirm Account Number

Check Number (optional)



YOUR NAME
1234 Main Street
Anywhere, OH 00000

DATE _____

PAY TO THE ORDER OF _____ \$ _____

_____ DOLLARS

⑆044077324⑆ ⑆000423456789⑆ ⑆423⑆

ROUTING NUMBER **ACCOUNT NUMBER** **CHECK NUMBER**

Account Holder Information

Business Name

First Name

Street Address

State

Phone

Last Name

City

Zip Code

Email

Cancel Submit Payment 

- If payment was successful, you will be redirected to a screen that confirms the successful submission of your application.
- You will also receive an emailed payment receipt. You can generate a receipt to save or print for your records by clicking the **Print/View Receipt**

1 Select item to pay
2 Payment information
3 Receipt/Record issuance

Step 3: Receipt/Record issuance
****Not All invoices may be displayed****

Receipt

Your application(s) has been successfully submitted. Please print your record(s) and retain a copy for your records.

Print/View Receipt

55 N CENTER ST MESA, AZ 85201

LICA22-04106
[View Receipt](#)

Print/View Receipt

Example Receipt

**City of Mesa Licensing
Office**
 P.O. Box 1466
 55 North Center Street
 Mesa, Arizona 85211-1466
 480-044-2310

Receipt Number: **111568**
 Receipt Date: **12/20/2021**
 Submittal Date: **12/20/2021**

RECEIPT

RECORD INFORMATION

Record ID: LICA21-03099
 Record Type: Business License Application
 Application Name:
 Property Address: MESA, AZ 85201
 13837005
 Description of Work:
 Applicant:
 Contractor: License No:

PAYMENT DETAIL

Date	Method	Reference	Cashier	Comments	Amount
12/20/2021	Check		PUBLICUSER301 724	Payment by business eCheck was successful! ACA TransactionID = 996426. Transaction Code = 201221ED4-BA2F78AC-52D8-488D-966B-C4212CFD8680.	\$10.00

Paid by:

FEE DETAIL

Fee Description	Accounting Nbr	Cashier Pay	Invoice #	Fee Amount	Current Paid
Application Fee	ACC	0570	1033841	\$10.00	\$10.00
				\$10.00	\$10.00

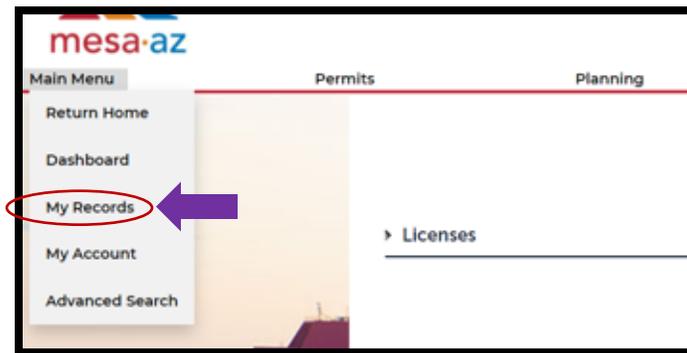
Balance Due: \$0

- Once your payment is completed, your renewal application will be immediately forwarded to the Mesa Licensing staff for review.
- If additional information is needed to complete the application process, you will be contacted by the Licensing staff via email. Make sure to keep a close eye on your inbox and junk mail.

Tracking the Status of your Application

Follow these steps to track the progress of your application.

- Access the dashboard and hover your mouse over **MAIN MENU**, then click **My Records**



- Click on the arrow next to the heading **Licenses** to expand the view of the licenses associated with your profile

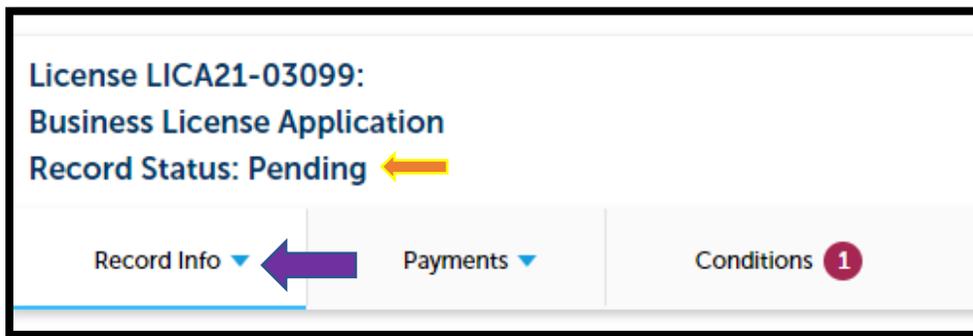


- Find the application that you'd like further information on and click on the **blue Record Number** hyperlink.



<input type="checkbox"/>	Date	Record Number	Record Type	Address	Status	Action	Module
<input type="checkbox"/>	12/20/2021	LCA21-03099	Business License Application	55 N CENTER ST MESA, AZ 85201	Pending		Licenses

- Hover your mouse over **Record Info** then click on the **Processing Status** option in the drop-down menu



- You will be able to track the status of your application here at any time.

NOTE: If additional information is needed the Licensing staff will also send you an email directly.