

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

## Fire Prevention Division

### Logging into the System

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 log in to your account. This account will allow you to submit plans, pay fees, and check the status of your project as it goes through the review and acceptance process.

#### Important Information

Internet Explorer and Microsoft Silverlight must be installed on your computer in order to use the Citizen Access Portal.

Only pdf files shall be uploaded to the Citizen Access Portal (CAP). The uploaded pdf files must not be password protected.

When you are creating a permit application, there is a section at the bottom of the page that indicates "Upload Attachments". **DO NOT** upload attachments using this option. Documents and plans that are uploaded at this location **WILL NOT** be reviewed. You will be able to upload documents in another section of the program.

When uploading documents, each required document should be upload separately. Each file when uploaded and resubmitted to the Citizen Access Portal should have the same name and format as the previous uploaded file. If the submitted files do not have the same name or the same format, the permit application **WILL NOT** be reviewed.

## Logging in to Your Account

A new permit application is required for a project to be reviewed by the Fire Department. A permit application must be submitted and approved prior to conducting activities requiring a permit. Please do not make duplicate permit 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 conformation.

Once your Citizen Access Portal (CAP) account has been created and approved, you may log on to the Citizen Access Portal and fill in the information on your project, submit plans, pay fees, and receive permits.

Go to <https://energov.cityofmesquite.com> and click the “Log On” link located on the right side of the screen.

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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 and Permits Launches  
<https://goo.gl/nh7KZP>
- 04/07/17 Environmental code brochure provides guidance on property maintenance:  
<https://goo.gl/ZyoOPv>
- 04/27/16 Mesquite offers new Quarterly Development Activity Reports:  
<https://goo.gl/AHz238>
- 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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You will automatically be taken to the following page. Fill in the fields and click the “Log On” button.

## Log On

**User Login**

Email address

Password

Remember me?

[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. On this page you may choose to submit for permits, submit plans, as well as view the status of your plans. You are also able to manage your account. A professional license **is not** required to obtain a fire department permit.



## City of Mesquite Energov Portal

- Home
- Permits
- Planning
- Prof. License
- Code
- Other



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Welcome John Doe! [ [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

Thank you for using the EnerGov system.