Permit Submittals Frequently Asked Questions (FAQ's)

Q: **How do I change an address or lot number on an online permit?**

A: Call the Development Services Office at 480 644-4273 and provide them the permit number so they can fix and/or update the information on the permit.

Q: **How do I check the status of a permit application filed prior to June 12, 2017?**

A: The status of permit applications filed prior to DIMES going live can be found by going to https://buildingandcode.mesaaz.gov/tm_bin/tmw_cmd.pl?tmw_cmd=StatusQueryFormBSD&tmw_query=PublicCase.

Q: **How do I resubmit plans for a permit application filed prior to June 12, 2017?**

A: Hard copy resubmittals can be taken to the Development Services Office at 55 N Center St. Only new application submittals are required to be filed online by using the new DIMES System.

Q: **How can someone else pay a fee for a submittal I created?**

A: The payer will need to register with the City's DIMES System. Using their name and email address you can then delegate authority that allows them to pay the fees on the records you created. Delegation authority is found in Account Management.

Q: **How do I submit Fire Sprinkler Plans?**

A: Fire Sprinkler plans can be submitted as an *Addenda or Deferred* Permit Application Type.

Q: **How do I submit an addendum to an existing permit?**

A: Submit the new application using the DIMES System as an *Addenda or Deferred* Permit Application Type.

Q: **When does the turn-around-time start?**

A: The turn-around times start the same day the new application is submitted using the DIMES System.

Q: **What can I do if I am not able to see the entire DIMES window?**

A: Zoom the screen in (by pressing Ctrl and +) or zoom the screen out (by pressing Ctrl and –). Refresh your screen by pressing the F5 key. Try switching internet browsers to Chrome or Internet Explorer.

Q: **Will my application deposit change now that applications are filed online?**

A: Permit deposits and permit fees are not changing with the new DIMES System.

Q: **What forms of payment are accepted?**

A: We are currently accepting electronic check, direct debit, Visa, and MasterCard. At this time, we are not accepting American Express but we hope to in the near future.

Q: **How can I submit an application if my plans are on a flash drive and I don't have a computer?**

A: We have four kiosks available in the lobby of the Development Services Office that can be used to submit applications or check the status of an application. The Mesa Public Libraries also have public computers available.

Q: How do I obtain a hydrant meter?

A: Unfortunately, at this time we are not able to process hydrant meter requests online. We will need the applicant to visit the Development Services Office at 55 N Center St. with the location of the fire hydrant to be used.

Q: What do I need to do to perform a hydrant flow test?

A: Unfortunately, at this time we are not able to process hydrant flow test requests online. We will need the applicant to visit the Development Services Office at 55 N Center St.

Q: Why can't I upload documents?

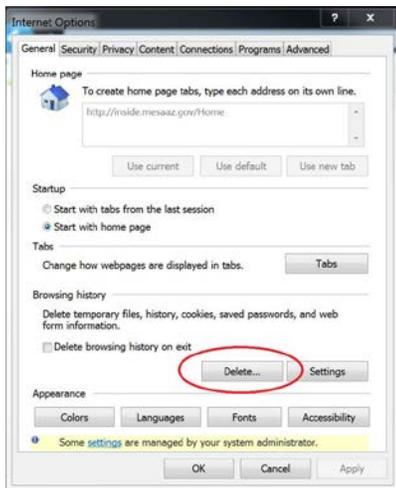A: If you are using Internet Explorer you may need to clear your cache, browsing history and cookies. Follow these the steps below:

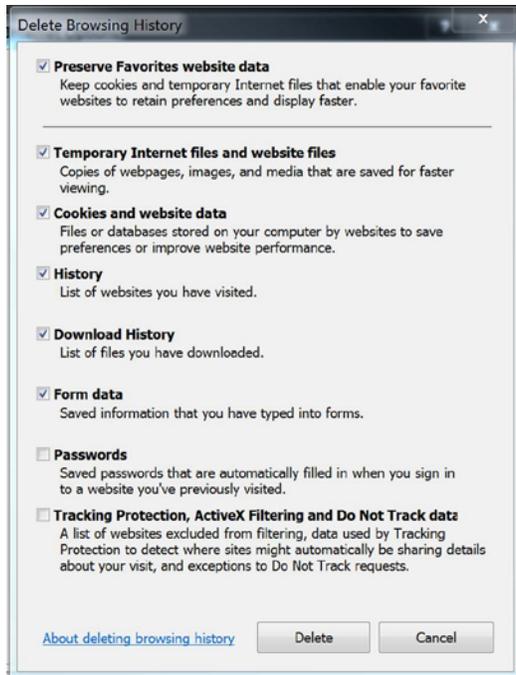1. Click on the settings wheel at the top right hand corner of their screen (circled in red below).

2. Select "Internet Options" which is the second to the last item on the list.
3. Click on "Delete…".

4. Check the boxes below (some may already be checked):

Delete Browsing History

☑ **Preserve Favorites website data**
Keep cookies and temporary Internet files that enable your favorite websites to retain preferences and display faster.

☑ **Temporary Internet files and website files**
Copies of webpages, images, and media that are saved for faster viewing.

☑ **Cookies and website data**
Files or databases stored on your computer by websites to save preferences or improve website performance.

☑ **History**
List of websites you have visited.

☑ **Download History**
List of files you have downloaded.

☑ **Form data**
Saved information that you have typed into forms.

☐ **Passwords**
Saved passwords that are automatically filled in when you sign in to a website you've previously visited.

☐ **Tracking Protection, ActiveX Filtering and Do Not Track data**
A list of websites excluded from filtering, data used by Tracking Protection to detect where sites might automatically be sharing details about your visit, and exceptions to Do Not Track requests.

About deleting browsing history | Delete | Cancel

5. After all boxes are checked click on "Delete".
6. Close Internet Explorer.
7. Open Internet Explorer again and log back in to DIMES.