Citizen’s Access Portal (CAP)

**Important:** Prior to accessing permit information in CAP, you must be added to each Master permit for which you seek access to. In order to be added to a master permit, you must submit a notarized letter, from the Contractor or the Owner, granting permission to be added as a Contact.** CAP only contains data from 2009 to the present.

1. Go to the City of Miami Beach’s website at http://miamibeachfl.gov/
2. Click on Under step 1 “I Need to…”, select Request from the drop-down menu

3. Under step 2 “Request…”, select Building Inspections from the drop-down menu

4. Under step 3, click on the Request Now button.

5. If you are not registered, you must do so by clicking the new CAP account link.
6. Once registered, you can log on to access permit details, schedule inspections, pay fees, etc.
7. At the Home screen, you will see the list of permits for which you have access to. Click on the permit to view the permit details.

   **Note:** If you do not see the permit you need, you must submit a notarized letter from the Contractor or Owner granting permission to access the permit.
8. To view Plan Review comments, go to the **Submittals** section and click on the latest workflow details.

9. Then, click on the desired discipline.
10. To view Inspection results, go to the Existing Inspections section and click on Inspection Details.

11. To schedule an inspection, go to the Schedule Inspections section and click Schedule on the first inspection in the row. Inspections can only be scheduled in sequence therefore; the inspection at the top of the row is the only one available to be scheduled.
Note: If you attempt to schedule an inspection out of order, you will receive an error.

12. To cancel a scheduled inspection, go to the **Schedule Inspections** section and click **Cancel**. At the **Cancel Inspection** prompt, click **Yes** and then click **OK**.

13. To view details on SubPermits that are attached to the Master, go to the **Existing SubPermits** section and click on the SubPermit.
14. Once all Subpermits have been **Finaled**, you may request final inspections on the Master permit. Unless all SubPermits have been **Finaled**, you will not be able to schedule a Final inspection on the Master.

15. Certificate of Occupancy must be requested at the Building Department’s Administration Office.

**Interactive Voice Response System (IVR)**

1. To request an inspection, dial 305-673-7370. When prompted press 1 for **English** or 2 for **Spanish**.
2. When prompted, enter the pin number assigned to the permit and then press 1 to continue.
3. The next prompt has 5 choices:
   - **Press 1** for Permit Status
   - **Press 2** for Inspection Status
   - **Press 3** to Schedule an Inspection
   - **Press 4** to Cancel an Inspection
   - **Press 5** to Change the date of a requested inspection
**Scheduling an Inspection**

4. If you are scheduling an inspection, press 2. Then, you will be given the type of inspection available to be requested along with a number to enter in order to confirm the request.

5. When prompted, enter the number given for the inspection type.

6. When prompted, enter the number for the desired date of the inspection. If after 4pm, you will need to select the day after tomorrow.

7. Next, you will be prompted to enter 1 for **Morning** or 2 for **Afternoon**.

8. Make your selection and press 1 to continue.

9. Next, enter your callback number and press 1 to confirm.

10. Next, you will hear a confirmation: “Your inspection has been processed successfully and will be reviewed.”

**Cancelling an Inspection**

11. If you are canceling a requested inspection, press option 4.

12. Then, you will be given the type of inspection available to be requested along with a number to enter in order to confirm the request.

13. When prompted, enter the number given for the inspection type.

14. When prompted, press 1 to continue.

15. Next, press 1 to confirm.

**Change the Date of a Requested Inspection**

16. If you are scheduling an inspection, press 5. Then, you will be given the type of inspection available to be requested along with a number to enter in order to confirm the request.

17. When prompted, enter the number given for the inspection type.

18. When prompted, enter the number for the desired date of the inspection. If after 12pm, you will need to select the day after tomorrow.

19. Next, you will be prompted to enter 1 for **Morning** or 2 for **Afternoon**.

20. Make your selection and press 1 to continue.

21. Next, you will hear a confirmation: “Your inspection has been processed successfully and will be reviewed.”

**Note:** If you experience difficulties requesting or canceling an inspection, please call 305.673.6619.