

MIAMI BEACH

Energov

CAP and IVR Training Manual

Building Department
06/01/2016

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

A screenshot of a web interface showing a step indicator '1' in a blue circle followed by the text 'I Need to...'. Below this is a white rectangular box containing a drop-down menu with the word 'Request' selected and a small downward-pointing arrow on the right side.

3. Under step 2 "Request...", select **Building Inspections** from the drop-down menu

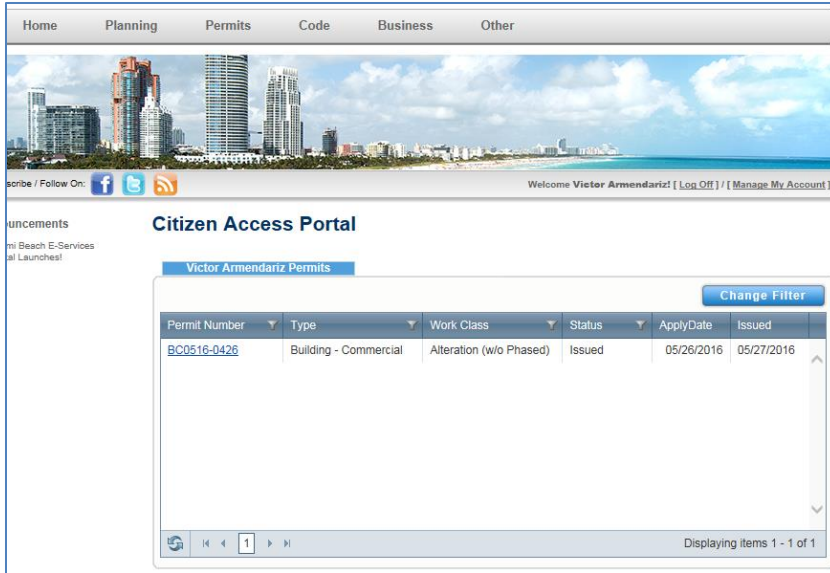
A screenshot of a web interface showing a step indicator '2' in a blue circle followed by the text 'Request...'. Below this is a white rectangular box containing a drop-down menu with the words 'Building Inspections' selected and a small downward-pointing arrow on the right side.

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

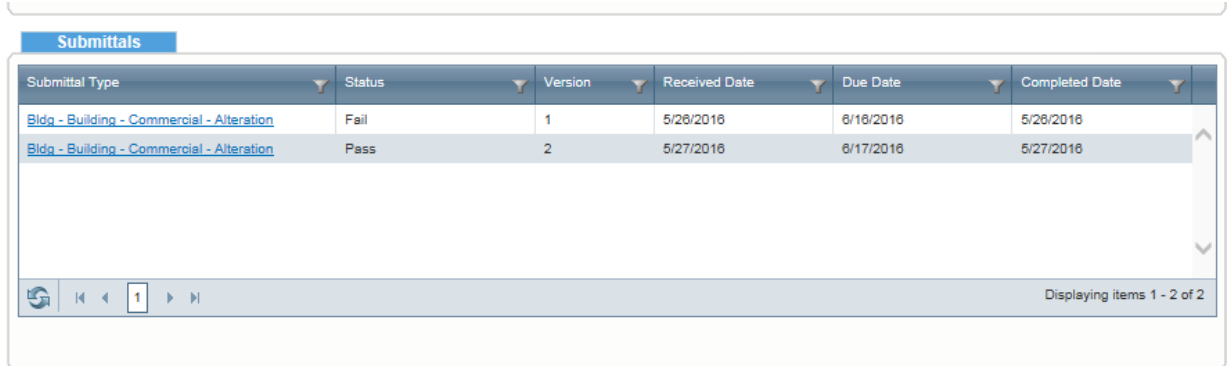
A screenshot of a web interface showing a step indicator '3' in a blue circle followed by the text 'Request Now'. Below this is a white rectangular box containing the text 'Schedule or cancel a building inspection' and a blue rectangular button with the text 'REQUEST NOW' in white capital letters.

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.

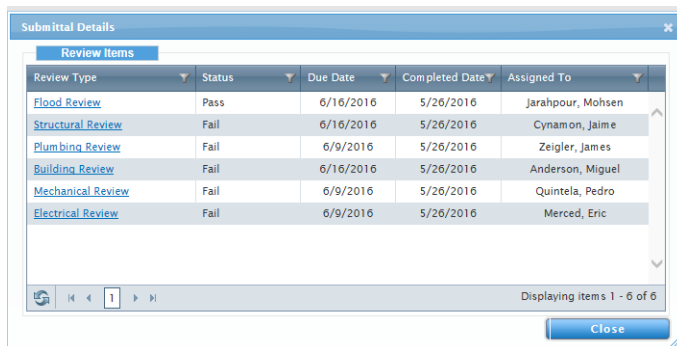
Note: If you do not see the permit you need, you must submit a notarized letter form the Contractor or Owner granting permission to access the permit.

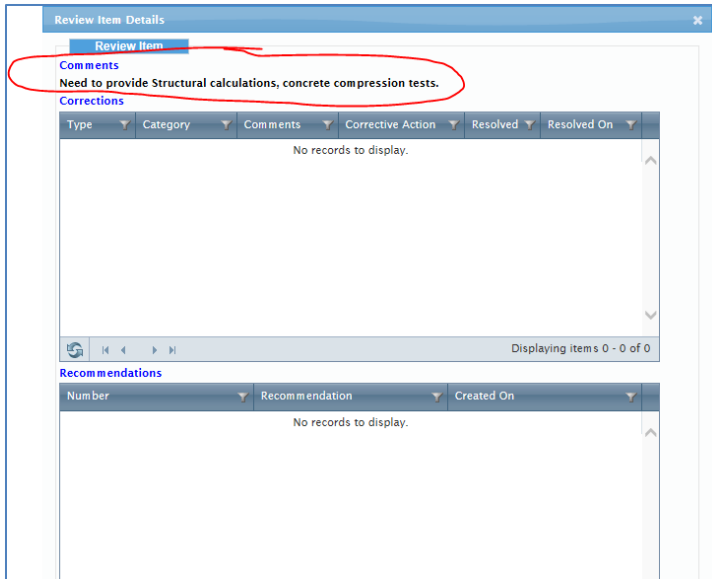


- To view Plan Review comments, go to the **Submittals** section and click on the latest workflow details.

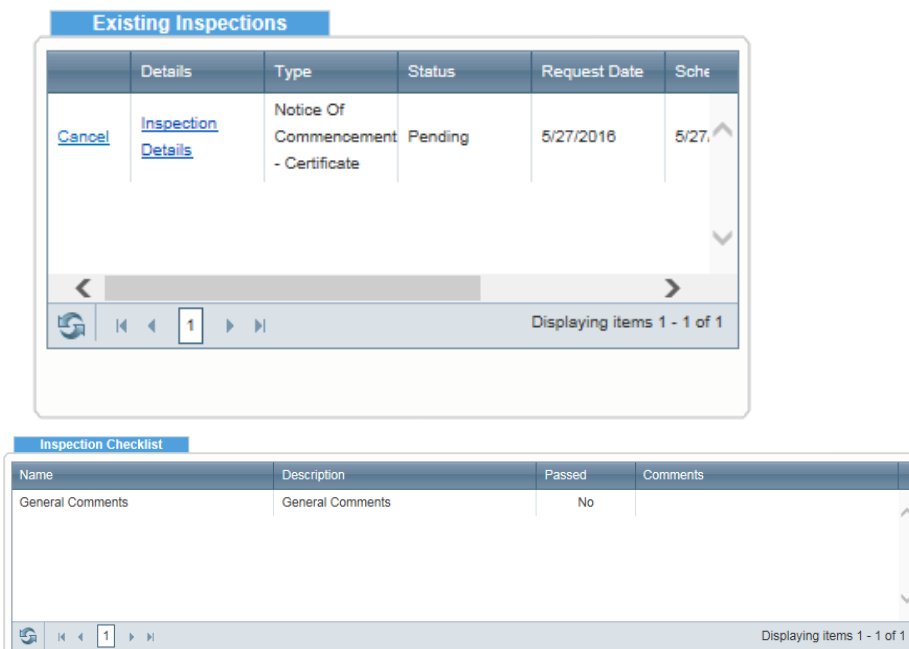


- Then, click on the desired discipline.

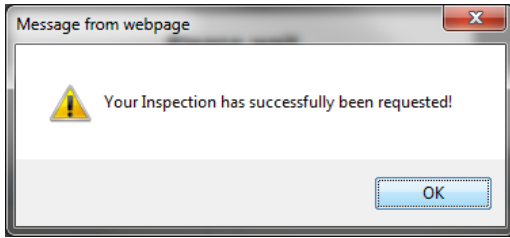




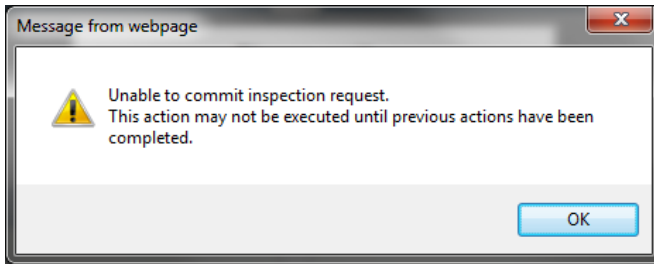
10. To view Inspection results, go to the Existing Inspections section and click on Inspection Details.



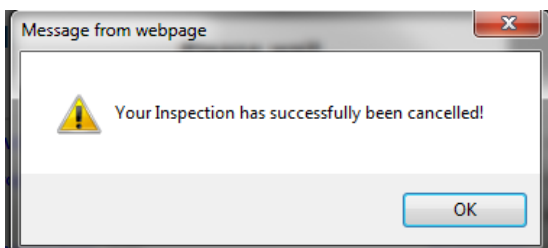
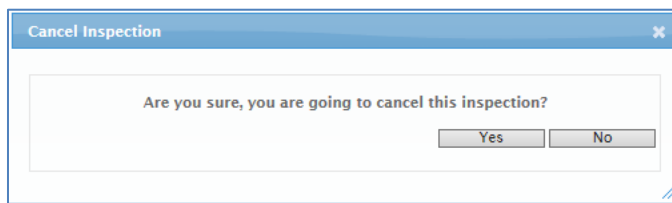
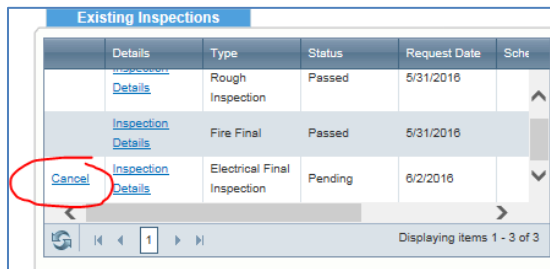
11. To schedule an inspection, go to the **Schedule Inspections** section and click **Schedule** on the first inspection in the row. Inspections can only be scheduled in sequence therefore; the inspection at the top of the row is the only one available to be scheduled.



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**.

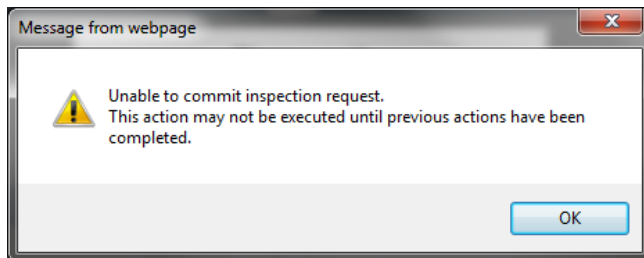


13. To view details on SubPermits that are attached to the Master, go to the **Existing SubPermits** section and click on the SubPermit.

Existing SubPermits			
Permit Number	Type	WorkClass	Status
ELC0516-0178	Electrical - Commercial	Alteration	
MEC0516-0042	Mechanical - Commercial	New	
PLC0516-0148	Plumbing - Commercial	Alteration	

Displaying items 1 - 3 of 3

14. Once all Subpermits have been **Final**ed, you may request final inspections on the Master permit. Unless all SubPermits have been **Final**ed, 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 you call back 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.