

Department of Regulatory and Economic Resources (RER)



Users Guide for **MeetQ**



MeetQ

- Effective July 14, 2020 you can access the new “**MeetQ Portal**” to access various services offered by the Miami-Dade County Permitting and Inspections Center.

MeetQ Portal

Information: Due to Coronavirus (COVID-19) restrictions, days and hours of services may differ. [Get the latest updates](#)

Miami-Dade Department of Regulatory & Economic Resources | Permitting and Inspections Center

MeetQ

Design Professional's Day Appointments and Queue Portal

This portal allows you to access various services offered by the Miami-Dade County Permitting and Inspections Center. Some of these services are offered on a first-come-first-serve basis while others are by appointment.

DESIGN PROFESSIONAL DAY APPOINTMENTS

Disciplines Available	When can I request the appointment?	What is the Appointment Day?
Building, Electrical, Roofing, Mechanical, Plumbing, Structural, Zoning and Impact fees	Friday	Monday
DERM Core and DERM Specialties	Wednesday	Thursday
Fire Engineering	Friday	Monday
	Wednesday	Thursday

QUEUE SERVICES

Service	What can I do?	Days	Times
Permit Services	Submit permit application, plan pick-up and submit reworks.	Monday - Friday	7:15 AM - 3:45 PM
Plan Reviewer Supervisors	Get clarification on plan review comments, discuss rework fees, extend process numbers, or resolve other issues by speaking with a Building, Electrical, Structural, Plumbing, Mechanical, Zoning, and/or Impact Fees Plan Review Supervisor.	Tuesday - Friday	7:15 AM - 11:45 AM
Plan Reviewer Supervisors	Get clarification on plan review comments, discuss rework fees, or resolve other issues by speaking with a DERM Core and/or DERM Specialties Plan Review Supervisor.	Monday - Wednesday and Friday	7:15 AM - 11:45 AM
Trade Inspectors Supervisors	Discuss inspection results or resolve issues by speaking with a Building, Electrical, Roofing, Plumbing, Mechanical Inspector Supervisor.	Monday - Friday	7:15 AM - 11:45 AM
Trade Inspectors Supervisors	Obtain clarification on work without permit cases, expired permit cases, and unsafe structures by speaking with a Building Code Enforcement Supervisor.	Monday - Friday	7:15 AM - 11:45 AM
Trade Inspectors	Discuss inspection results or resolve issues by speaking with a Building, Electrical, Roofing, Plumbing, or Mechanical Inspector.	Monday - Friday	7:15 AM - 7:45 AM

REGISTER AN ACCOUNT NEW!

Registration with miamidade.gov is currently required to use the MeetQ Services to sign up for queues and Design Professional appointments.

- if you already have a miamidade.gov account, sign in with your email and associated password.
- if you were previously a registered QMS user and did not have a miamidade.gov account, one was created for you. An email was sent from portal@miamidade.gov with instructions for activating your account or requesting that you update the password to meet security requirements. Please follow the instructions in the email.
- if you were previously a registered QMS user and did not receive the email, sign in with your email address and select "Forgot Your Password."
- if you were not a registered QMS user, select the link below to create a miamidade.gov account.

Access Your Account

Miami-Dade Home

Privacy Statement

Disclaimer

Contact

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in

to

@

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7/7/2020

RER Strategic Management Training

Getting Ready

- Registration with **miamidade.gov** is currently required to use **MeetQ** services such as signing up for meeting queues and Design Professional appointments.

REGISTER AN ACCOUNT NEW!

Registration with miamidade.gov is currently required to use the MeetQ Services to sign up for queues and Design Professional appointments.

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- If you were previously a registered QMS user and did not receive the email, sign in with your email address and select "Forgot Your Password."
- If you were not a registered QMS user, select the link below to create a miamidade.gov account.

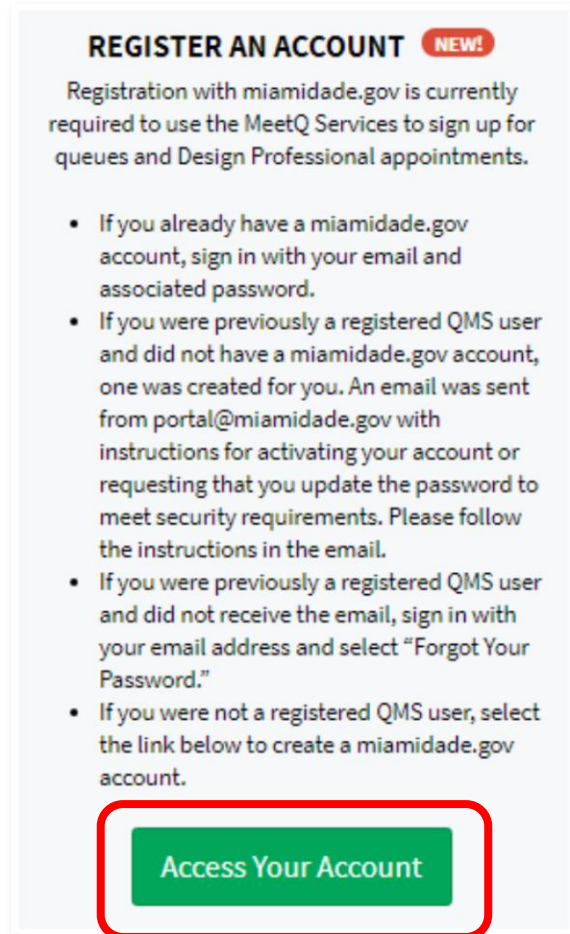
[Access Your Account](#)

Already have a miamidade.gov account?

- Select **Access Your Account** and sign in with your **email** and **associated password**.

Step 1

Select **Access Your Account**



REGISTER AN ACCOUNT NEW!

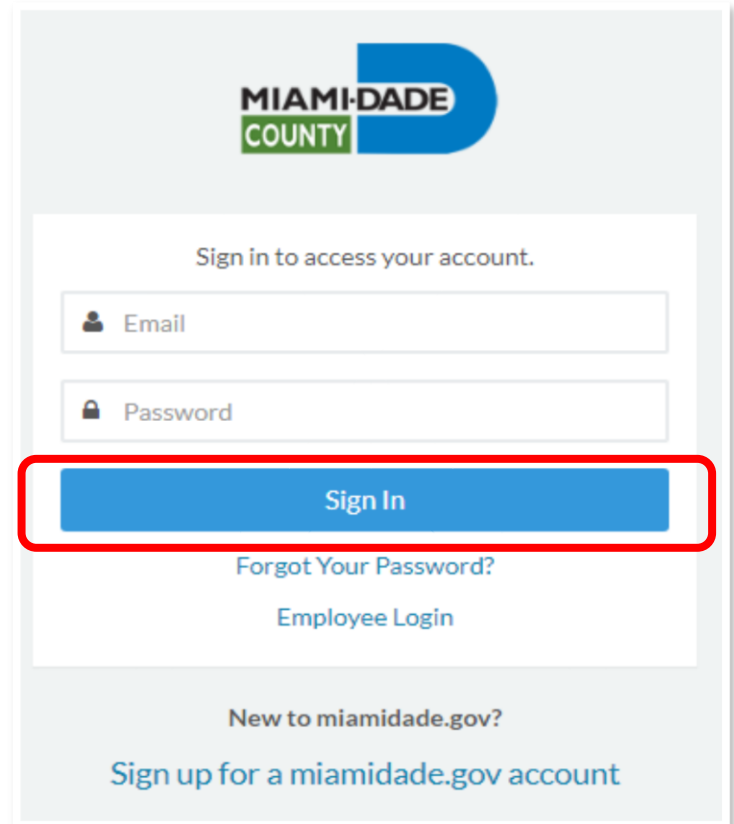
Registration with miamidade.gov is currently required to use the MeetQ Services to sign up for queues and Design Professional appointments.

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- If you were previously a registered QMS user and did not receive the email, sign in with your email address and select "Forgot Your Password."
- If you were not a registered QMS user, select the link below to create a miamidade.gov account.

Access Your Account

Step 2

Select **Sign In**.



MIAMI-DADE COUNTY

Sign in to access your account.

Email

Password

Sign In

[Forgot Your Password?](#)

[Employee Login](#)

New to miamidade.gov?

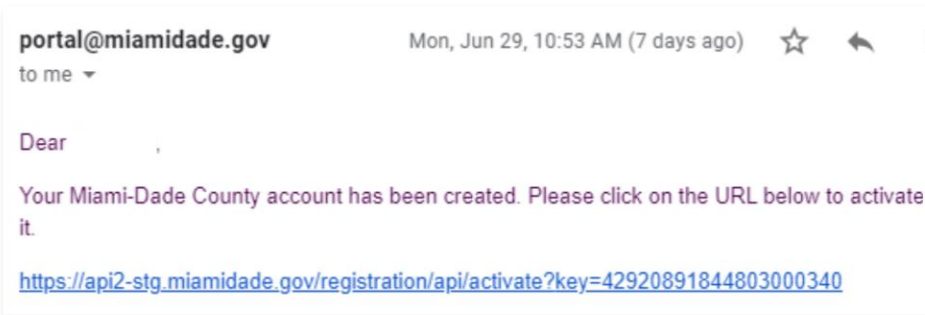
[Sign up for a miamidade.gov account](#)

Previously registered QMS user?

- If you were previously registered in QMS and did not have a **miamidade.gov account**, one was created for you.
- An email was sent from **portal@miamidade.gov** with instructions for activating your account or requesting that you update the password to meet security requirements.
- Please follow the instructions in the email.

Step 1

Click the link provided in the confirmation email to **activate your account**.



Step 2

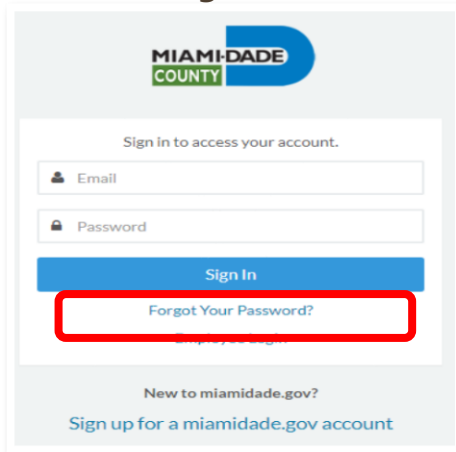
Select **Sign In**.

Previously registered QMS user and did not receive the email?

- Sign in with your email address and select “Forgot Your Password.”.

Step 1

Select sign up for a miamidade.gov account



MIAMI-DADE COUNTY

Sign in to access your account.

Email

Password

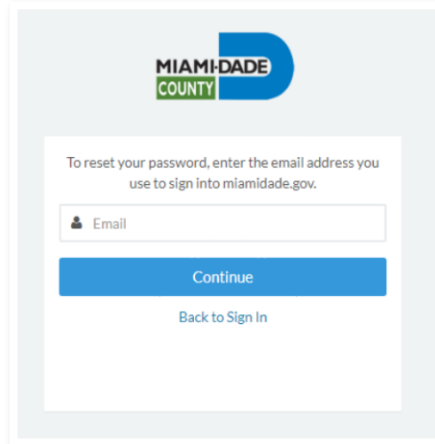
Sign In

Forgot Your Password?

New to miamidade.gov?
Sign up for a miamidade.gov account

Step 2

Type your email address.



MIAMI-DADE COUNTY

To reset your password, enter the email address you use to sign into miamidade.gov.

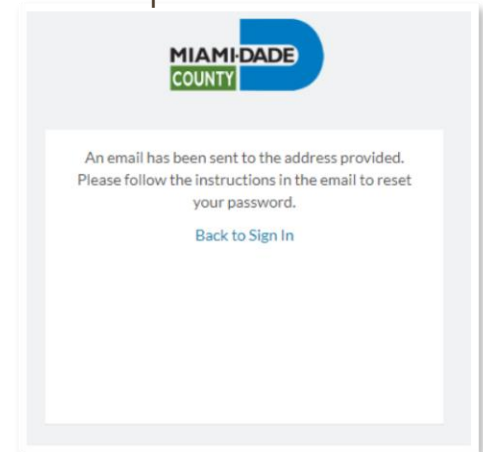
Email

Continue

Back to Sign In

Step 3

An email has been sent to the address provided.



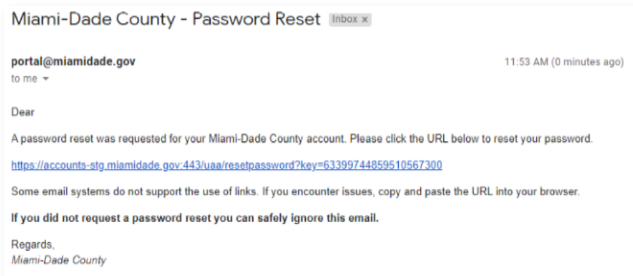
MIAMI-DADE COUNTY

An email has been sent to the address provided. Please follow the instructions in the email to reset your password.

Back to Sign In

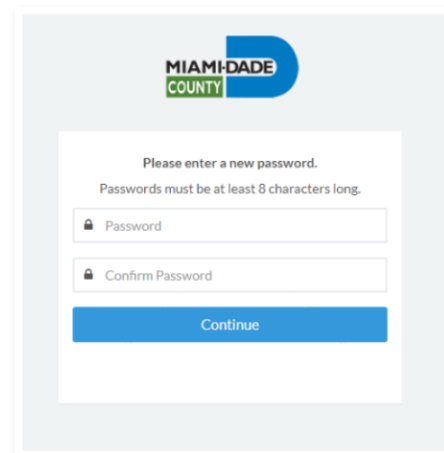
Step 4

Click the link provided in the confirmation email to **reset your password**.



Step 5

Enter a new password.



MIAMI-DADE COUNTY

Please enter a new password.

Passwords must be at least 8 characters long.

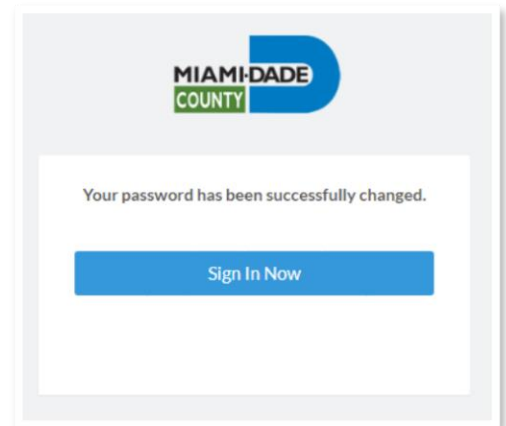
Password

Confirm Password

Continue

Step 6

Ready to Sign In.



MIAMI-DADE COUNTY

Your password has been successfully changed.

Sign In Now

Not registered in QMS and new to miamidade.gov?

- If you were not registered in QMS and are new to **miamidade.gov**, you must sign up for a **miamidade.gov** account.

Step 1

Select **sign up for a miamidade.gov** account

MIAMI-DADE COUNTY

Sign in to access your account.

Email

Password

Sign In

Forgot Your Password?

Employee Login

New to miamidade.gov?

Sign up for a miamidade.gov account

Step 2

Complete the registration process.

MIAMI-DADE COUNTY

Questions Services News Events

Login Create Account Translate

Address

City State ZIP Code

Mobile Phone Secondary Phone

Confirm Email *

Password *

(8 to 25 characters)

Confirm Password *

Content Preferences

Email Subscriptions

Weekly News ☐

Events ☐

Grants Mail ☐

Legal Notices ☐

Mobile Alerts

Recycling Alerts ☐

Marina Alerts ☐

Emergency Alerts ☐

Organizations of Interest

Agenda Coordination

Animal Services

Asian-American Advisory Board

Audit and Management Services

Aviation (Miami International Airport)

Black Affairs Advisory Board

Carlos A. Gimenez

Commissioner Auditor

Hold Ctrl to select multiple options

Topics of Interest

REGISTER

Step 3

After completion, click '**Confirm**' in the confirmation email to access the portal.

MIAMI-DADE COUNTY

Questions Services News Events Agencies

Almost Done

A confirmation email has been sent to vanessa.collazomdc@gmail.com.

To complete your registration please click the link in your confirmation email.

If you do not receive the confirmation email please check your spam folders.

You can request another confirmation email by entering your email address and password on the sign in screen.

MeetQ Portal – Home

- Use the Side Bar Menu to navigate through the MeetQ pages.
 - View the status of your appointments and queues registrations
 - Sign up for queue services and schedule appointments.

The screenshot displays the MeetQ Portal Home page. The header is blue with 'MEETQP' on the left and a user profile icon on the right. A 'Home' button is highlighted in the top navigation bar. The sidebar on the left is dark blue and contains the following menu items: Home, Permit Services, Plan Reviewer Supervisors, Trade Inspectors, Trade Inspector Supervisors, Appointments, Profile, and Help. The main content area is white and features two sections: 'Appointments' and 'Queues'. Both sections have a table header with columns: Status, Time, Reviewer, Type, Location, Representative, Reference, Registered By, and Actions. Both sections currently display 'No records to show.'

Side Bar Menu

MeetQ Portal – Home

- **Appointments:** A list of the appointments you have scheduled.
- **Queues:** A list of the queues where you are registered for same day services.

Side Bar Menu



Queues

MeetQ Guide

MeetQ Portal – Permit Services

- Register to:
 - Submit a permit application
 - For plan pick up or submit rework
-by selecting Permit Services on the side bar menu.

The screenshot shows the MeetQ Portal interface. On the left is a dark sidebar menu with the 'MEETQP' logo at the top. The menu items are: Home, Permit Services (highlighted with a red box), Plan Reviewer Supervisors, Trade Inspectors, Trade Inspector Supervisors, Appointments, Profile, and Help. The main content area has a blue header with a hamburger menu icon and the word 'Registration'. Below the header, there's a section titled 'Permit Services' with two options: 'Submit Permit Application' (checked with a blue box) and 'Plan Pick up or Submit Rework' (unchecked). A red arrow points from the 'Permit Services' menu item in the sidebar to this section. Another red arrow points from the 'Submit Permit Application' option to a green notification banner at the top right that says 'Plan Pickup or Submit Rework Registration for service successful.' and is signed by Vanessa Collazo. A third red arrow points from a red-bordered box at the bottom containing the text 'Check on the service(s) that you need.' to the 'Permit Services' section. At the bottom right of the main content area is a green button labeled 'Submit Permit Services'.

MEETQP

≡ Registration

Home

Permit Services

Plan Reviewer Supervisors

Trade Inspectors

Trade Inspector Supervisors

Appointments

Profile

Help

Permit Services

☐ Submit Permit Application

☐ Plan Pick up or Submit Rework

Submit Permit Application

Plan Pick up or Submit Rework

Submit Permit Services

Plan Pickup or Submit Rework
Registration for service successful.
Vanessa Collazo

Check on the service(s)
that you need.

MeetQ Portal – Plan Review Supervisors Queue

- Sign up to meet with a Plan Review Supervisor by selecting Plan Review Supervisors on the **Side Bar Menu**
 - Select the trade/discipline with which you need to meet.
 - Choose a reference you need to discuss from the **Select** list (**address, case#, folio#, general** or **permit#**).
 - Enter the selected information.
 - Enter any comments (optional).

The screenshot shows the MeetQ Portal interface. On the left is a dark sidebar menu with the following items: Home, Permit Services, Plan Review Supervisors (highlighted with a red box), Trade Inspectors, Trade Inspector Supervisors, Appointments, Profile, and Help. The main content area has a blue header with 'MEETQP' and 'Registration'. Below the header, a red box highlights the 'Plan Reviewer Supervisors' link. The main content area contains an 'Information' section with details for DERM and other disciplines. Below this are two dropdown menus for 'Trade / Discipline' and 'Select', both currently showing '--Select--'. There is an 'Enter' field, a 'Validate' button, and a 'Comments' text area. At the bottom right is a green button labeled 'Submit Plan Review Supervisors'.

MEETQP Registration

Home
Permit Services
Plan Reviewer Supervisors
Trade Inspectors
Trade Inspector Supervisors
Appointments
Profile
Help

Plan Reviewer Supervisors

Information:
DERM: Available Monday, Tuesday, Wednesday and Friday from 7:15 AM to 11:45 PM.
ALL OTHER DISCIPLINES: Available Tuesday through Friday from 7:15 AM to 11:45 PM.

Trade / Discipline
--Select--

Select
--Select--

Enter

Comments:

Validate

Submit Plan Review Supervisors

Side Bar Menu

MeetQ Portal – Trade Inspectors Queue

- Sign up to meet with an Inspector by selecting Trade Inspectors on the **Side Bar Menu**
 - Select the Inspector you need to meet with from the Inspector name list.
 - Choose a reference you need to discuss from the **Select** list (**address, case#, folio#, general** or **permit#**).
 - Enter the selected information.
 - Enter any comments (optional).

The screenshot displays the MEETQP Registration page. On the left is a dark sidebar menu with the following items: Home, Permit Services, Plan Reviewer Supervisors, Trade Inspectors (highlighted with a red box), Trade Inspector Supervisors, Appointments, Profile, and Help. The main content area has a blue header with 'MEETQP' and 'Registration'. Below the header, there is a red box around the 'Trade Inspectors' link. The main form area contains an 'Information' section with a blue background stating: 'Available Monday through Friday between the hours 7:15 AM to 7:45 AM, excluding legal holidays.' Below this are three dropdown menus labeled 'Inspector', 'Select', and 'Enter', each with '--Select--' as the current selection. To the right of the 'Enter' dropdown is a 'Validate' button. Below these is a 'Comments:' section with a text area. At the bottom right of the form is a green button labeled 'Submit Trade Inspectors'.

Side Bar Menu

MeetQ Portal – Trade Inspector Supervisors Queue

- Sign up to meet with an Inspector Supervisor by selecting Trade Inspectors Supervisors on the **Side Bar Menu**
 - Select the trade with which you need to meet from the list.
 - Choose a reference you need to discuss from the **Select** list (**address, case#, folio#, general** or **permit#**).
 - Enter the selected information.
 - Enter any comments (optional).

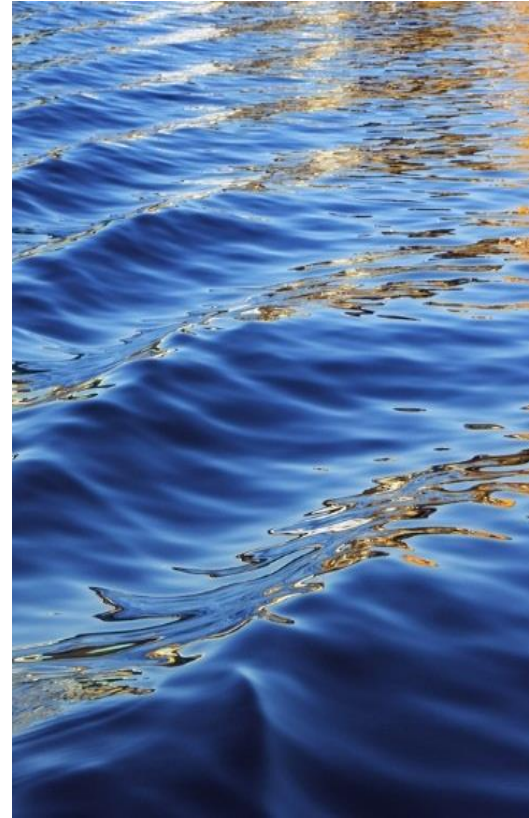
The screenshot shows the MeetQ Portal interface. On the left is a dark sidebar menu with the 'MEETQP' logo at the top. The menu items are: Home, Permit Services, Plan Reviewer Supervisors, Trade Inspectors, Trade Inspector Supervisors (highlighted with a red box), Appointments, Profile, and Help. The main content area has a blue header with a hamburger menu icon, the word 'Registration', and a user profile icon. Below the header, there is a red-outlined box containing a bell icon and the text 'Trade Inspector Supervisors'. Underneath this is a blue information banner with a white 'i' icon and the text 'Information: Available Monday through Friday between the hours 8:00 to Noon, excluding legal holidays.' The form contains three sections: 'Trade' with a dropdown menu showing '--Select--'; 'Select' with a dropdown menu showing '--Select--'; and 'Enter' with a text input field and a blue 'Validate' button. Below these is a 'Comments:' section with a large text area. At the bottom right of the form is a green button with a white arrow icon and the text 'Submit Inspector Supervisors'.

Side Bar Menu



Design Professional's Day Appointments

MeetQ Guide



MeetQ Portal – Appointments

- You must **accept** the guidelines to start scheduling your appointment. Once you accept the guidelines, the system will not ask you again, unless there is a change. Guidelines will be different based on the disciplines selected.
- Use the Side Bar Menu to navigate through the available professional appointments.

The screenshot shows the MEETQP portal interface. On the left is a dark blue sidebar menu with the following items: Home, Permit Services, Plan Reviewer Supervisors, Trade Inspectors, Trade Inspector Supervisors, Appointments (highlighted with a red circle), Building, DERM, Fire, Impact Fees, Zoning, Profile, and Help & Links. The main content area is titled 'Etiquette Guidelines for Design Professional's Day'. It contains a table with appointment details and a list of guidelines.

Disciplines Available	What can I do?	When can I request the appointment?	What is the Appointment Day?
Building, Electrical, Roofing, Mechanical, Plumbing, Structural, Zoning and Impact fees	Get clarification on plan review comments, have minor corrections approved, or resolve other issues.	Friday	Monday
DERM Core and DERM Specialties		Wednesday	Thursday

The following are guidelines and procedures that should be followed to ensure optimal service for all our patrons. Once you have read the following guidelines, click on the link "I Accept" at the bottom of this page to proceed.

- Appointment times are limited to twenty (20) minutes.
- Appointments during the hours of 8:25 a.m. to 9:40 a.m. are reserved for scheduling on the appointment day on a first come, first serve basis.
- All outstanding rework or process number extension fees must be paid prior to scheduling or attending an appointment. If fees are not paid prior to the appointment, check in will not be allowed and your appointment time may be reduced/cancelled.
- For in-person appointments, arrive and check-in at least 10 minutes in advance of your scheduled appointment. Remember that your appointment is for twenty (20) minutes. If you arrive late, you will only be granted the remainder of your scheduled appointment. If you arrive more than ten (10) minutes after your scheduled appointment, you will be required to reschedule.
- For virtual or telephone appointments, please be available at the scheduled time. If meeting via Microsoft Teams, please be sure to review the guides in the Help & Links Section, have the software installed and be logged in by appointment time.
- Please silence your mobile device during your meeting. This will ensure you receive the full benefit of your twenty (20) minute appointment.
- If you miss your scheduled appointment you may attempt to reschedule for the same day based on appointment availability.
- If you are meeting in-person, please do not interrupt other appointments that may be in progress.
- Please ensure your account is up to date with a valid phone number and e-mail address in the event we need to contact you regarding your appointment.
- If you need assistance by phone or would like to schedule/cancel an appointment by phone, please call (786) 315-2100.

Following these guidelines will ensure a pleasurable visit for you as well as all patrons of the department. Thank you for your cooperation.

[✔ Accept](#)

Side Bar Menu

MeetQ Portal – Appointments

- Select the Plan Reviewer, Appointment Time and Appointment type.
- You must provide a valid tracking or process number to be able to schedule your appointment.

The screenshot shows the 'Appointment' form in the MeetQ Portal. The left sidebar menu is highlighted with a red box, and the 'Appointments' option is selected. The main form area contains several fields: 'Appointment Date:', 'Plan Reviewer' (dropdown), 'Appointment Time' (dropdown), 'Appointment Type' (dropdown), 'Professional Representative' (dropdown), 'Select Reference Type' (dropdown), 'Enter #' (text input), 'Comments:' (text area), and a 'Create Appointment' button at the bottom right. Red boxes highlight the 'Appointment Type' and 'Select Reference Type' dropdowns, and red arrows point to their respective dropdown menus. The 'Appointment Type' menu shows options: '--Select--', 'In Person', 'Phone Call', and 'Virtual-Teams'. The 'Select Reference Type' menu shows options: 'Process #', '--Select--', 'Process #', and 'Tracking #'. The 'Create Appointment' button is also highlighted with a red box.

MEETQP **Appointment**

Home
Permit Services
Plan Reviewer Supervisors
Trade Inspectors
Trade Inspector Supervisors
Appointments
Building
DERM
Fire
Impact Fees
Zoning
Profile
Help

Appointment Date:

Plan Reviewer
--Select--

Appointment Time
--Select Plan Reviewer--

Appointment Type
--Select Type--

Professional Representative
--Select Representative--

Select Reference Type
--Select--

Enter #

Comments:

[See Etiquette/Availability](#)

--Select--
In Person
Phone Call
Virtual-Teams

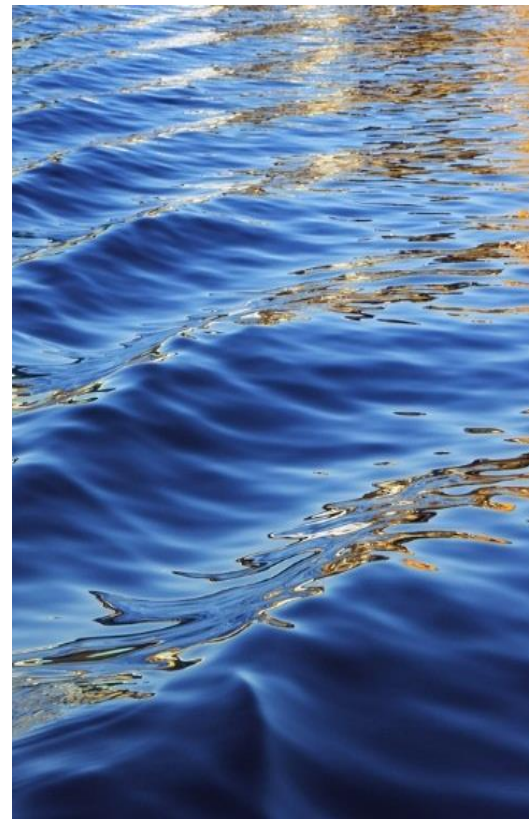
Select
Process #
--Select--
Process #
Tracking #

Side Bar Menu



Your Profile

MeetQ Guide



MeetQ Portal – Your Profile

- Profile allows you to access a link to up-date your contact information at MiamiDade.gov.
- You can also opt-in or opt-out text messaging.
- Once your profile is updated, please log out and log back in to see changes.

MEETQP Profile

Home
Permit Services
Plan Reviewer Supervisors
Trade Inspectors
Trade Inspector Supervisors
Appointments
Profile
General
Representatives
History
Help & Links

User

First Name: Vanessa
Last Name: Collazo
Email Address: vanessa.collazomdc@gmail.com
Cell Phone: (787) 647-6809
Alternate Phone:
Accepts Texts: No
Last Login: 7/7/2020 3:53:02 PM

By clicking Edit Profile a new tab will open to update your profile. Once your profile is updated, please log out and log back in to see changes.

[Edit Profile](#)

Side Bar Menu

Please, Opt-in (switch to Yes) to accept text notifications when being called..

MeetQ Portal – Your Profile – Representatives

- To add a representative to your profile, click the Add Representative button and enter their contact information in the window.
- A representative is someone who may attend the appointment on your behalf or along with you.

MEETQP **Representatives**

Search first name, last name, email, professional name

Representatives

View	Professional Name	First Name	Last Name	Email	Cellphone	Action
Details	Vanessa Collazo Testing Company	Vanessa	Collazo	vanessa.collazomdc@gmail.com	(786) 717-1720	Remove

[+ Add Representative](#)

Enter Representative Information

Professional Name

First Name

Last Name

Email Address

Cell Phone Number

Alternate Phone Number

[Go back to List](#)

Side Bar Menu

MeetQ Portal – Help & Links

