Department of Regulatory and Economic Resources (RER)

Users Guide for MeetQ

Prepared by RER Administrative Services Division - Strategic Initiatives Management Team
• 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.
Getting Ready

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

![Image of register an account](image_url)
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**

**Step 2**
Select **Sign In.**
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

**Step 2**
Type your email address.

**Step 3**
An email has been sent to the address provided.

**Step 4**
Click the link provided in the confirmation email to reset your password.

**Step 5**
Enter a new password.

**Step 6**
Ready to Sign In.
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**

**Step 2**
Complete the registration process.

**Step 3**
After completion, click 'Confirm' in the confirmation email to access the portal.
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.
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.
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.

Side Bar Menu

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).
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).
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).
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.
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.

Side Bar Menu

Enter #
Your Profile
MeetQ Guide
MeetQ Portal – Your Profile

- Profile allows you to access a link to update 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.

*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.
MeetQ Portal – Help & Links

**Side Bar Menu**

- Home
- Permit Services
- Plan Reviewer Supervisors
- Trade Inspectors
- Trade Inspector Supervisors
- Appointments
- Profile
- Help
  - User Guide
  - Status of Process Number
  - Pay Fees Online
  - Using Microsoft Teams

**Links**

- Link to this guide.
- Link to the Plan Status & Application Submittal Portal.
- Link to Pay Fees Due Online
- Link to Guides on how to use Microsoft Teams for Virtual Appointments (English & Spanish)