

Register for City Access Portal (CAP)

Before applying online, you first need to have an account registered with the City of West Des Moines City Access Portal (CAP). If you've already created a CAP account, you can skip this guide and login to your account.

CAP registration is a one-time process. Once you have created your CAP account, you can apply for multiple permits, plans and licenses under that same account. For the best experience through this process, we recommend using Google Chrome as your web browser.

1. Visit the website to access the City Access Portal.
https://energov.wdm.iowa.gov/energov_prod/selfservice#/home
 Click on "Guest" in the top-right corner of the webpage or the bottom of the mobile menu and then select "Register" to create your account.
2. Enter your email address for your account and click "Next" to receive a New User Account verification email.

Check your email account for the verification email. Once you have received it, click "Confirm" in the email to begin selecting a username and password for your account. Do not share your verification email, as your confirmation link is unique to your account.

3. After clicking the "Confirm" link in your verification email, your web browser will open a new page to establish your login information.

Click the "I'm not a robot" box to verify you're a person.

Set your username and a password for your account. Don't reuse a password you've used elsewhere and use the strength gauge to evaluate how strong your password is.

Confirm your new password, then click "Next" to continue.

4. After you've set a username and password, enter your first and last name. You may ignore the Middle Name and Company fields.

NOTE: Click "Additional Contact Information" and enter at least one phone number.

Use the "Contact Preference" menu to select how you prefer City staff to contact you regarding questions about your applications for licenses, permits and plan reviews. This setting applies to all services available on CAP. Click "Next" to continue.

5. Finally, enter your physical address. Unlike other online accounts you may have, CAP requires you to enter your street address in pieces.

Address Line 1: Building/House Number (2111 SE 11th ST)
Pre-Direction: If any, direction shown before Street Name (2111 SE 11th ST)
Address Line 2: Street Name, without including Street Type (2111 SE 11th ST)
Street Type: Select AVE, DR, ST, etc., from the dropdown list (2111 SE 11th ST)
Post Direction: If any, direction shown after Street Type (3333 BIRCH ST SW)
Unit or Suite: Apartment or Unit Number

Enter your City, State, Postal Code and County. Select "Mailing" as your address type. Click "Submit" to finish creating your CAP account.

Keep your username and password saved in a safe location. You will need it each time you want to apply or renew a permit or license online.

