

## eTRAKiT Permit Payments

\*\*\*Please note, you must use Edge or Chrome for this website. Other browsers are not supported\*\*\*

### **Contractors:**

- If this is your first time logging in
  - Click Forgot Password top-right side of page
  - Click Contractor
  - Enter email address that was entered on your initial application for setup
    - If you cannot remember this, please email [plancheck@cityoftracy.org](mailto:plancheck@cityoftracy.org) to request the email used for setup
  - Click Reset Password
  - Follow instructions in password reset email to finalize your account setup
  - Select Security Question and provide answer
  - \*\*\*NOTE\*\*\* We recommend you keep this information in a safe place as we will not have access to your password or security question.

- If already registered:
  - Select Contractor from the dropdown
  - Select your Company Name
  - Enter Password > Click Login



- Your active permits will be listed on this main screen

- **To Pay just the Plan Check Fee**

- Click on Pay All Fees (left-hand side of screen under Shopping Cart)
- UNCHECK the box ONLY for the Plan Check Fee(s)
- Click on Remove Selected Items
  - The page will refresh and leave just the item for the Plan Check Fee
- Click on Proceed to Checkout
- Click Proceed to Payment
- Enter Payment Information
- Click Pay Now
- Once you have paid the Plan Check fees, you must email [plancheck@cityoftracy.org](mailto:plancheck@cityoftracy.org) to let them know. Be sure to provide your permit#.



- **To Pay All Fees Due**

- Click on the Amount under "FEES DUE" on the permit detail line
- Click Proceed to Checkout
- Click Proceed to Payment
- Enter Payment Information
- Click Pay Now

- **Print Permit**

- Click back to your dashboard and find the permit under "My Active Permits".
- On the right-hand side of the permit summary, click the printer icon
- The permit will open in a new tab or window.
- Click File > Print

PERMIT NO.	ADDRESS	TYPE	STATUS	EXPIRED	INSPECTION	FEES DUE			
[REDACTED]	[REDACTED]	REMODEL	ISSUED	4/30/2021	Request	\$0.00			

**Public Users:**

- If you have not registered:
  - Click on Setup an Account
  - Enter all required Profile information
  - Create a Username & Password following guidelines on page
  - Select Security Question and provide answer  
 \*\*\*NOTE\*\*\* We recommend you keep this information in a safe place as we will not have access to your password or security question.
  - Click Create Account
- If already registered:
  - Select Public from the dropdown (see image above)
  - Enter Username and Password > Click Login
- Your active permits will be listed on this main screen
  - If your permit is not shown, click 'Link to Permits' at the top of the screen
  - Enter your permit# > click Link
- **To Pay just the Plan Check Fee**
  - Click on Pay All Fees (left-hand side of screen under Shopping Cart)
  - UNCHECK the box ONLY for the Plan Check Fee
  - Click on Remove Selected Items
    - The page will refresh and leave just the item for the Plan Check Fee
  - Click on Proceed to Checkout
  - Click Proceed to Payment
  - Enter Payment Information
  - Click Pay Now
    - Once you have paid the Plan Check fees, you must email [plancheck@cityoftracy.org](mailto:plancheck@cityoftracy.org) to let them know. Be sure to provide your permit#.
- **To Pay All Fees Due**
  - Click on the Amount due under "FEES DUE"
  - Click Proceed to Checkout
  - Click Proceed to Payment
  - Enter Payment Information
  - Click Pay Now
- **Print Permit**
  - Click back to your dashboard and find the permit under "My Active Permits".
  - On the right-hand side of the permit summary, click the printer icon
  - The permit will open in a new tab or window.
  - Click File > Print



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