# eTRAKiT User Guide

Village of Hoffman Estates

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# Helpful Tips

▶ Access to the eTRAKiT portal is through the Building Permits web page at www.hoffmanestates.org/permits

▶ Google Chrome is the best web browser to use while working in the eTRAKiT portal.

▶ To search for an address on the permit application – start by only entering the address numbers without the street name in the search box. This will broaden your search to help find your address.

▶ Check your DASHBOARD to see all active permits. If you have to exit the portal in the middle of a submittal check the DASHBOARD first when you return, the system will save your previous entered information.

▶ Building permit fees must be paid through the eTRAKiT portal only. If a payment is accidently made on the Village's webpage, please contact the Building Division directly at 847-781-2631 ASAP.

▶ If you receive an error that your account does not exist while logging on, verify that you are in the eTRAKiT portal and not the Village's website login page.

▶ A contractor or public account can be created at any time. If you are anticipating an upcoming permit, feel free to create your account ahead of time. This is especially useful for contractors who also need to complete the contractor license process.

▶ As a reminder, contractors follow a different process to create an account and must first contact the Building Division directly.
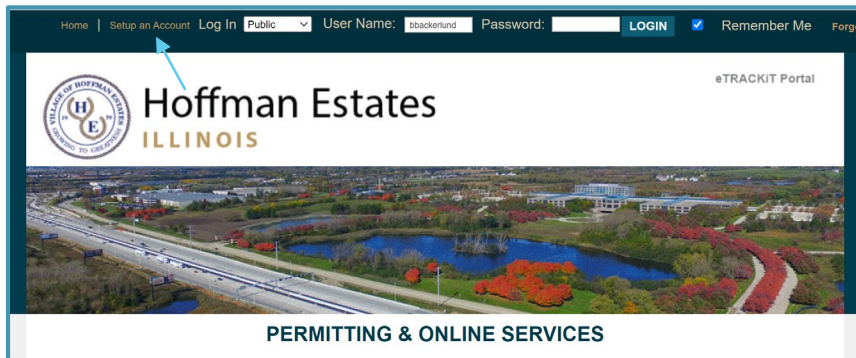
# How to set up a contractor account

▶ All first-time users must contact Building & Code Enforcement to setup their contractor account initially. 847-781-2631 or buildingpermits@hoffmanestates.org

▶ If you already have a VOHE contractor's license we will provide you with an AEC# to reset your password.

▶ If you do not have a VOHE contractor's license yet, you will be required to register prior to submitting a permit. Upon registration staff will provide you with an AEC# to reset your password.

▶ Once you have your AEC# continue to the eTRAKiT homepage and click Forgot Password in the top right corner and select CONTRACTOR. Enter your full AEC#, including the letters, and an email will be sent to you with steps to reset your password.

▶ Go to the eTRAKiT homepage and select Contractor from the Log In dropdown. You can now login with your Username (company name) and Password.



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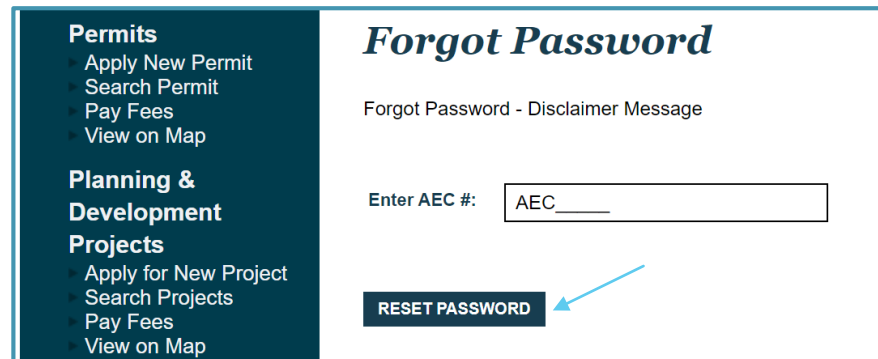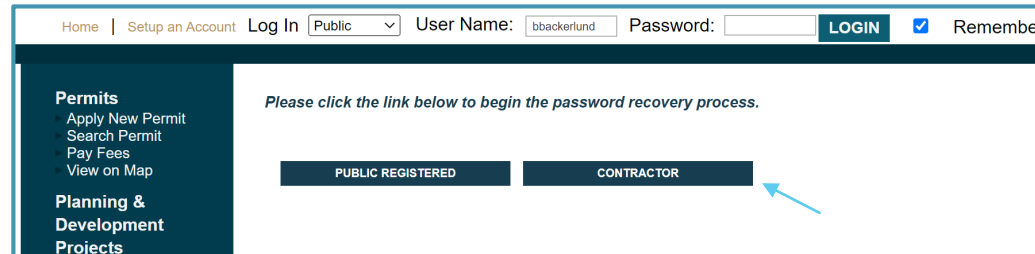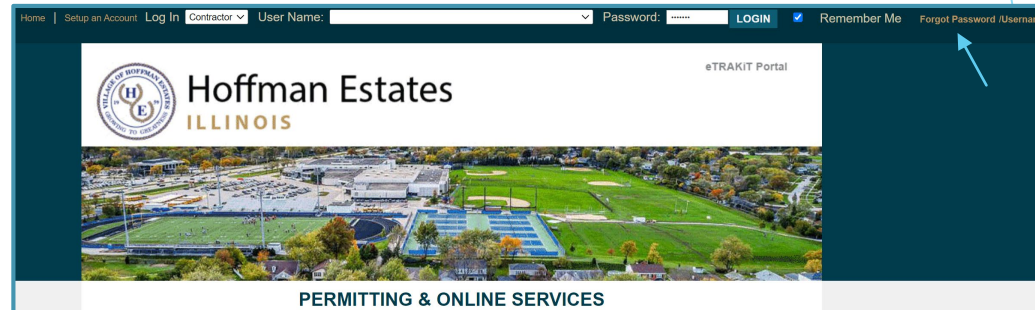
# How to set up a public user account

▶ If you are a public user or homeowner, you will create your account by clicking Setup an Account on the eTRAKiT homepage.

▶ Follow the steps to enter your information, username, password, and security question. You will receive an email to confirm your account.

▶ Go to the eTRAKiT homepage and select Public from the Log In dropdown. You can now login with your Username and Password.

# How to submit a permit

▶ Once logged in, select Apply New Permit on the left-hand side of your dashboard or from the homepage.

▶ Follow the steps to enter the information pertaining to your project. Required fields will have an *. If certain fields do not apply to your project, they can be left blank.

▶ Search for the property address by entering part or all of the address. If the address is not populating, broaden your search by entering only the building numbers to locate the address from the list of options.

▶ Select if you are the property owner or contractor. If you are anything but the contractor, you can select property owner.

▶ Upload any attachments for your project e.g., plans, documents, specifications, etc. and click next step.

▶ On the next page, add any additional contractor's information and click next step.

▶ Finally, review your permit application and click SUBMIT.

▶ Actual permit fees will be calculated upon review and will be paid once the permit is APPROVED.

# How to submit permit revisions

▶ At the bottom of your eTRAKiT dashboard you will see My Submittals Awaiting Response. Once all reviews are conducted, if you see a REVIEW COMMENTS review type that means there is additional information needed to approve your permit review. You should also receive an email notifying you that corrections are needed.

▶ Click the permit number associated with that permit review and you will see the document Permit Reviews-VOHE. This is your review letter and will inform you of the corrections needed.

▶ Once you have your revisions ready, go back to your dashboard and click Respond next to the REVIEW COMMENTS review, attach all necessary documents, add any comments, and click SUBMIT.

# How to pay your permit fees

▶ Once you receive notification that your permit has been approved and all contractors are registered, you will login to pay your permit fees.

▶ From your dashboard you will see FEES DUE under My Active Permits. Click the fee amount to take you to your shopping cart. You can also access the shopping cart from the list on the left-hand side menu of the dashboard.

▶ From the shopping cart you will see your itemized list of permit fees. Click PROCEED TO CHECKOUT. All fees must be paid in order to issue the permit.

▶ You will then see your Checkout Summary. Click PAY NOW to continue to the billing page and enter your payment information and submit your payment.

# How to access your permit conditions, placard, etc.

▶ Once your permit is issued, you will be able to access your permit conditions, permit placard, and any other documents pertaining to your permit. Your conditions are specific to your permit and **MUST** be reviewed so you know what is required.

▶ Your documents can be accessed in multiple ways. 1) From your dashboard, you can click the paperclip icon under ATTACHMENT for any of your active permits. 2) Click the permit number and it will take you to the details of that permit. At the bottom you will see all your attachments.

▶ You must print out your permit placard and display it in the front window/door of your home or business.

# How to schedule an inspection

- Once your permit has been ISSUED, you will be able to schedule inspections from your dashboard or within the permit.

- Inspections which can be scheduled will show as SCHEDULE, whereas inspections that are not available yet will show as UNAVAILABLE. This is because some inspections have prerequisite inspections which must be approved first.

- To schedule an inspection, click SCHEDULE and a window will pop-up. Follow the steps to select a date, AM, PM, or ANY (which is anytime), add a preferred time in the notes, and click SUBMIT.

- After your request is received, staff will assign a specific time to your inspection, however, the inspector may arrive within 1 hour before or after the listed time. Times will be assigned by 5pm on the day the request was made and will be visible within the portal inspection tab of your permit. Inspections are NOT scheduled until you see a confirmed specific time in the portal.

- If an inspection is not on your list, you can look through a list of all inspections types and proceed with a request. This is done by selecting Request Inspection from within the permit, next to the green clock icon.

**My Active Inspections**

10 total record(s).

| REC NO | REC TYPE | REC STATUS | ADDRESS | INSPECTION | DATE | MAP |
|---|---|---|---|---|---|---|
| BLDG2212-0131 | PERMIT | ISSUED | 1900 HASSE... | FINAL | Unavailable | |
| BLDG2212-0131 | PERMIT | ISSUED | 1900 HASSE... | FINAL PERMIT CLOSE OUT** | | |
| BLDG2212-0131 | PERMIT | ISSUED | 1900 HASSE... | ELECTRIC ROUGH | Schedule | |
| BLDG2212-0131 | PERMIT | ISSUED | 1900 HASSE... | FRAMING ROUGH | Schedule | |
| BLDG2212-0131 | PERMIT | ISSUED | 1900 HASSE... | HVAC MECHANICAL ROUGH | Schedule | |

**Schedule ELECTRIC ROUGH PERMIT Inspection - BLDG2212-0131**

* Contact Name: John Doe
* Phone Number: (847) 648-0214
* Site Address: 1900 HASSELL RD
* Email Address: bryan.ackerlund@hoffmanestates.org
: Maximum limit: 40 characters
Notes:
Inspection Type: ELECTRIC ROUGH
Requested Date: 1/5/2023
Time: AM

SUBMIT    CANCEL    RESET

**Permit #BLDG2212-0131**

Attachment   Permit   Request Inspection

| Permit Info | Site Info | Contacts ** | Fees $0.00 | Inspections(10) | Chronology ** | Conditions ** |

| Reviews(5) | FLOOR RATIO | BUILDING DATA | CONTRACTOR TYPES | OCCUPANCY DATA |

Type: RESIDENTIAL PRIMARY STRUCTURE
Subtype: SINGLE FAMILY ALTERATION
Short Description: Kitchen remodel

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