

# eTRAKiT User Guide

Village of Hoffman Estates

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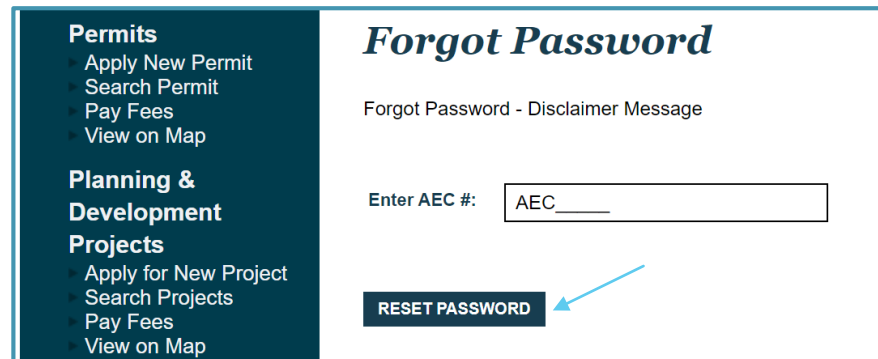
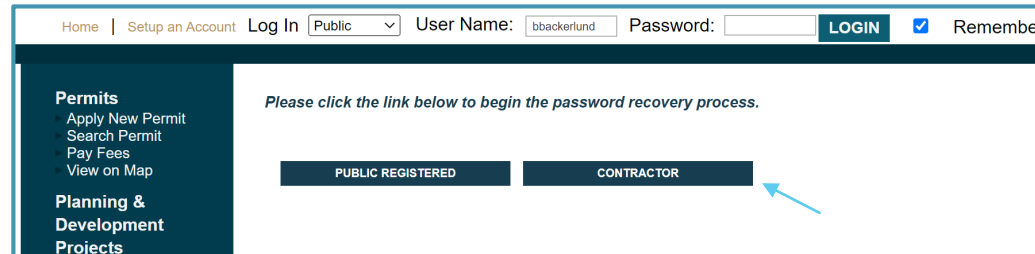
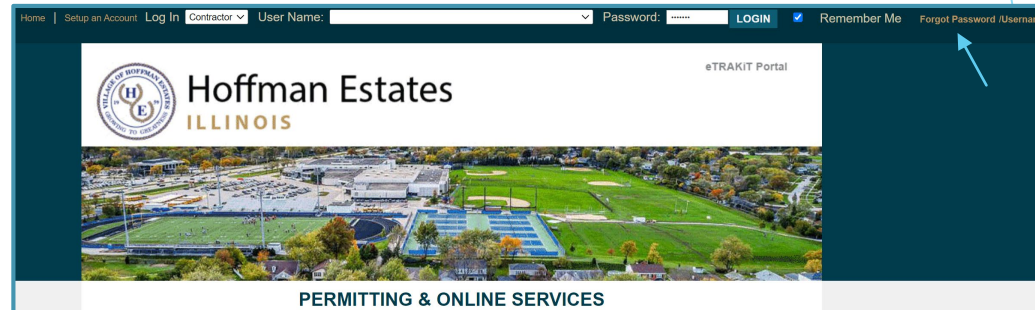
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# Helpful Tips

- ▶ Access to the eTRAKiT portal is through the Building Permits web page at [www.hoffmanestates.org/permits](http://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 accidentally 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.

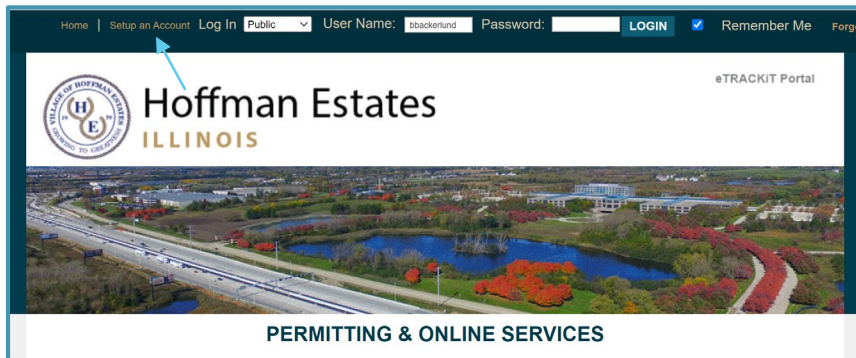
# How to set up a contractor account

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



# 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.



### Create New **Public** User Account

\* Required fields

Please complete the following form to create a public profile only. Contractors must contact Building & Code Enforcement to set up their account by calling 847-781-2631 or email [buildingpermits@hoffmanestates.org](mailto:buildingpermits@hoffmanestates.org).

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#### Profile

Company Name:

\* First Name:

\* Last Name:

\* Address:

\* City:

\* State:

\* Zip:

\* Email:

\* Phone: ( ) - -  
Ext

License #

---

#### Username and Password

\* Log-In Name:   
(letters/numbers only)

Password Must be contain minimum 6 and maximum 25 characters.

**Password Rules:**  
At least one number.  
At least one lower & upper case letter.  
At least one special character.  
Note: Password is case sensitive.

\* Password:

\* Confirm Password:

---

#### Security Question

Security Question:

\* Secret Answer:

\* Re-enter Secret Answer:

**CREATE ACCOUNT**

# 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.

**Permit Application**

Step 1 Permit Information Step 2 Step 3 Step 4

Permit Type Information

PERMIT Type: RESIDENTIAL PRIMARY STRUCTURE

PERMIT Subtype: SINGLE FAMILY ALTERATION

\*Short Description: Kitchen remodel

\*Job Value: \$30,000.00

*Please check all your entries before proceeding to the next step.*

**Permit Application**

Step 1 Step 2 Contact Information Step 3 Step 4

Application for a RESIDENTIAL PRIMARY STRUCTURE Permit

**Applicant Information**

\*Name: John Doe \*Phone: (847) 648-0214

\*Address: 1900 Hassell Rd \*Email Address: bryan.ackerlund@hoffmanestates.c

\*City: Hoffman Estates

\*State: IL \*Zip: 60169

**Permit Application**

Step 1 Step 2 Step 3 Review and Submit Step 4

Application for a RESIDENTIAL PRIMARY STRUCTURE Permit

**Permit Information** **Location**

Type: RESIDENTIAL PRIMARY STRUCTURE Location: 1900 HASSELL RD

Subtype: SINGLE FAMILY ALTERATION Location: HOFFMAN ESTATES, IL 60169 BARRINGTON MANOR

Description: Kitchen remodel

Job Value: \$30,000.00

**Contacts** **Fee Information**

Type	Amount
<b>BUILDING FEES</b>	<b>\$0.00</b>
Total Fees	<b>\$0.00</b>

**Attachments**

BuildingDesignCriteria.pdf **DELETE**

Building plans

To upload additional attachments click [Here](#)

**Applicant Information**

John Doe (847) 648-0214  
1900 Hassell Rd bryan.ackerlund@hoffmanestates.org  
Hoffman Estates, IL 60169

**Owner Information**

John Doe (847) 648-0214  
1900 Hassell Rd bryan.ackerlund@hoffmanestates.org  
Hoffman Estates, IL 60169

**Contractor Information**

Hoffman Estates (847) 882-9100  
1900 Hassell Rd buildingpermits@hoffmanestates.org  
Hoffman Estates, IL 60169

**Architect Information**

**Engineer Information**

Review the information prior to submitting.

**CANCEL PREVIOUS STEP SUBMIT**

# 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.

**Hello John Doe.**  
Below is a Dashboard of your current activities.

**LINK TO PERMITS, PROJECTS, AND LICENSES**

**My Active Permits** 1 total record(s).

PERMIT NO.	ADDRESS	TYPE	STATUS	INSPECTION	FEES DUE	ATTACHMENT	MAP	PRINT	UNLINK
BLDG2212-0131	1900 HASSE...	RESIDENTIAL PRIMARY STRUCTURE	UNDER REVIEW		\$0.00				

**My Active Inspections** 10 total record(s).

REC NO	REC TYPE	REC STATUS	ADDRESS	INSPECTION	DATE	MAP
BLDG2212-0131	PERMIT	UNDER REVIEW	1900 HASSE...	ELECTRIC FINAL		
BLDG2212-0131	PERMIT	UNDER REVIEW	1900 HASSE...	ELECTRIC ROUGH		
BLDG2212-0131	PERMIT	UNDER REVIEW	1900 HASSE...	FINAL		
BLDG2212-0131	PERMIT	UNDER REVIEW	1900 HASSE...	FINAL PERMIT CLOSE OUT**		
BLDG2212-0131	PERMIT	UNDER REVIEW	1900 HASSE...	FRAMING ROUGH		
BLDG2212-0131	PERMIT	UNDER REVIEW	1900 HASSE...	HVAC MECHANICAL FINAL		
BLDG2212-0131	PERMIT	UNDER REVIEW	1900 HASSE...	HVAC MECHANICAL ROUGH		
BLDG2212-0131	PERMIT	UNDER REVIEW	1900 HASSE...	INSULATION OR FIRESTOPPING		
BLDG2212-0131	PERMIT	UNDER REVIEW	1900 HASSE...	PLUMBING FINAL		
BLDG2212-0131	PERMIT	UNDER REVIEW	1900 HASSE...	PLUMBING ROUGH		

**My Submittals Awaiting Response** 1 total record(s).

Record Group	Record No.	Address	Record Type	Review Type	Respond
PERMIT	BLDG2212-0131	1900 HASSELL RD	RESIDENTIA...	REVIEW COMMENTS	Respond

**Permit #BLDG2212-0131**

Attachment Permit

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

Reviews(3) FLOOR RATIO BUILDING DATA CONTRACTOR TYPES OCCUPANCY DATA

Type: RESIDENTIAL PRIMARY STRUCTURE  
Subtype: SINGLE FAMILY ALTERATION

Short Description: Kitchen remodel  
Status: UNDER REVIEW  
Applied Date: 12/30/2022  
Approved Date:  
Issued Date:  
Final Date:  
Expiration Date:

**Attachments:**  
Permit Reviews-VOHE Permit Reviews-VOHE.pdf   
Building plans BuildingDesignCriteria.pdf

**Review Response**

Review Group: AUTO  
Review Type: REVIEW COMMENTS  
Status: COMMENTS SENT  
Date Sent: 12/30/2022  
Date Due: 1/11/2023  
Date Returned: 12/30/2022  
Reviewer: Tricia Morandi

**Notes:**

**Response or Comment**

Press "Submit" only when you are ready to transmit your response to the Reviewer

**SUBMIT** **CANCEL**

# 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.

**Hello John Doe.**  
Below is a Dashboard of your current activities.

[LINK TO PERMITS, PROJECTS, AND LICENSES](#)

**My Active Permits** 1 total record(s)

PERMIT NO.	ADDRESS	TYPE	STATUS	INSPECTION	FEES DUE	ATTACHMENT	MAP	PRINT	UNLINK
BLDG2212-0131	1900 HASSE...	RESIDENTIAL PRIMARY STRUCTURE	APPROVED		\$577.50				

**Shopping Cart**

Village of Hoffman Estates Permit and Project

**Shopping Cart**

Once your permit is approved you may Pay Selected Items, Delete Selected Items, or add additional fees from other permits and projects.

\*Fees are not final until your permit is approved for issue\*

<input checked="" type="checkbox"/>	Item	Fee Description	Amount Due
<input checked="" type="checkbox"/>	PERMIT (BLDG2212-0131)	PLAN REVIEW FEES	52.50
<input checked="" type="checkbox"/>	PERMIT (BLDG2212-0131)	BUILDING FEES	525.00

**Total: \$577.50**

[REMOVE SELECTED ITEMS](#)
[BACK TO DASHBOARD](#)
[VIEW PAID ITEMS](#)
[PROCEED TO CHECKOUT](#)

A 2.38% convenience fee will be accessed on all credit/debit transactions.

**Checkout Summary**

By clicking **Pay Now** you authorize the Village of Hoffman Estates to charge your credit card for the amount indicated. Permission is for a single transaction and does not provide authorization for any additional debits or credits pertaining to your application, fees, fines or account balances. A 2.38% convenience fee will be accessed on all credit/debit transactions.

**PERMIT BLDG2212-0131 1900 HASSELL RD**

Description	Quantity	Amount
<b>PLAN REVIEW FEES</b>	<b>1</b>	<b>\$52.50</b>
PLAN REVIEW RESIDENTIAL ADDITIONS ALTERATIONS		52.50
<b>BUILDING FEES</b>	<b>1</b>	<b>\$525.00</b>
ELECTRIC GENERAL		75.00
HVAC DUCTWORK ALTERATIONS		75.00
PLUMBING GENERAL		75.00
RESIDENTIAL ADDITIONS OR ALTERATIONS OR REMODELS OR REPAIRS		300.00
<b>Total Fees:</b>		<b>\$577.50</b>
<b>Total:</b>		<b>\$577.50</b>

[BACK TO SHOPPING CART](#)
[PAY NOW](#)



# 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.

**My Active Permits** 1 total record(s)

PERMIT NO.	ADDRESS	TYPE	STATUS	INSPECTION	FEES DUE	ATTACHMENT	MAP	PRINT	UNLINK
<a href="#">BLDG2212-0131</a>	1900 HASSE...	RESIDENTIAL PRIMARY STRUCTURE	ISSUED	Request					

**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  
Status: ISSUED  
Applied Date: 12/30/2022  
Approved Date: 12/30/2022  
Issued Date: 1/1/2023  
Finalized Date:  
Expiration Date: 1/1/2024

**Attachments:**

- PERMIT PLACARD TEMPLATE PERMIT PLACARD TEMPLATE.doc
- Permit Reviews for Contractor - VOHE.pdf
- Permit Reviews for Contractor - VOHE.pdf
- Permit Conditions-VOHE.pdf
- Permit Reviews-VOHE.pdf
- Building plans BuildingDesignCriteria.pdf

The construction in progress on these premises is covered by:

## PERMIT NO. BLDG2212-0131

### VILLAGE OF HOFFMAN ESTATES

EXPIRATION DATE: 1/1/2024

ADDRESS: 1900 HASSELL RD

ISSUE DATE: 1/1/2023

**RESIDENTIAL PRIMARY STRUCTURE**

**TYPE OF WORK**

**PENALTY:** Any Person, Firm or Corporation, who violates, disobeys, omits, neglects, or, who resists enforcement of any of the provisions of the Building Ordinance, including provisions adopted by reference, violation of any such provision or to remedy a hazard of fire, explosion, collapse, contagion or spread of infectious disease found to exist and duly ordered eliminated, shall be fined not more than \$500.00 for each offense, and each day upon which such a violation continues shall constitute a separate offense.

Building Official

This notice must be posted to be visible from the street and must remain until  
After completion of this project and shall not be used for any other building.

# 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:

\* Phone Number:

\* Site Address:

\* Email Address:

Notes:

Inspection Type:

Requested Date:

Time:

Maximum limit: 40 characters

**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