WESTMINSTER

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City of Westminster Community Development Department

eTRAKiT
User Manual

A guide for using the online permitting system, eTRAKiT

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1.0   **Getting Started**

1.1   Welcome to the City of Westminster eTRAKiT.

Through eTRAKiT:

Permits
Public users have the ability to:
- Search permit records and View basic record information without logging in

Registered public users, who create an account, have the ability to:
- Search permit records and view records in detail
- Apply for limited permits
- Pay fees
- Schedule and Cancel limited inspections

Contractors registered with the city have the ability to:
- Search permit records and view records in detail
- Apply for permits
- Pay fees
- Schedule and cancel inspections

Projects
Public users have the ability to:
- Search project records and view basic record information without logging in

Registered public users, who create an account, will have the ability to:
- Search project records and view basic record information
- Apply for limited projects

Contractors registered with the city *must* **be linked to a project record** to have the ability to:
- Search project records and view record in detail
- Apply for limited projects
- Pay fees

1.2   Contacting Us

For assistance with Building Division inquiries, please contact:

Building Division
4800 West 92nd Avenue
Westminster, CO 80031
Phone: 303.658.2075
Email: permits@cityofwestminster.us

For assistance with Planning Division inquiries, please contact:

Planning Division
4800 West 92nd Avenue
Westminster, CO 80031
Phone: 303.658.2092
Email: planning@cityofwestminster.us

For assistance with Engineering Division inquiries, please contact:

Engineering Division
4800 West 92nd Avenue
Westminster, CO 80031
Phone: 303.658.2114
Email: engineering@cityofwestminster.us

For access to the latest version of this manual, eTRAKiT updates, and the link to eTRAKiT, please visit City of Westminster eTRAKiT home page at:

https://www.cityofwestminster.us/Government/Departments/CommunityDevelopment/ApplyforaPermitorproject.

2.0   Access eTRAKiT

Please note, eTRAKiT works best when using Internet Explorer instead of Chrome. To optimize program functions please make sure to open eTRAKiT using Internet Explorer.

2.1   The web site address for the Online Permit Manager is https://develop.cityofwestminster.us/etrakit/. You may also access eTRAKiT through the City of Westminster eTRAKiT homepage at https://www.cityofwestminster.us/Government/Departments/CommunityDevelopment/ApplyforaPermitorproject.

3.0 Registered Public User Login

3.1 Public Login: Enter your User Name and Password or Setup an Account.

3.2 Register for a Public Login: Enter the required information and click CREATE ACCOUNT.

Home | Setup an Account | Log In   Public ▼   Username Password   LOGIN   ☐ Remember Me   **Forgot Password**

Permits
▸ Apply / New Permit
▸ Search Permit
▸ Pay Fees
▸ View on Map

Projects
▸ Apply for New Project
▸ Search Projects
▸ Pay Fees
▸ View on Map

Professional
▸ Search Contractors
▸ Pay Fees

Properties
▸ Search Property
▸ View on Map

Inspections
▸ Schedule
▸ Cancel
▸ View on Map
▸ Scheduled

License
▸ Pay Fees
▸ Renew

Map
▸ View Map
▸ Locate My Address

Shopping Cart
▸ Pay All Fees
▸ Paid Items

Contact
▸ Contact us

Create New Public User Account
* Required fields

Your privacy is important to The City of Westminster. We ask for the minimum amount of information required to establish an account. Email information will be used for city purposes only. Accounts with any invalid contact information may be disabled.

User profile

Profile
* Company Name:
* First Name:
* Last Name:
* Address:
* City:
* State:
* Zip:
* Email:
* Phone: (__) __-___
Ext

Username and Password
* Log-In Name: (letters/numbers only)

Password Rules: Password Must be contain minimum 6 and maximum 25 characters.
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: What was your childhood nickname? ▼
* Secret Answer:
* Re-enter Secret Answer:

CREATE ACCOUNT

4.0 **Professional Login (Contractors, Architects, Engineers, Developers registered with the city)**

4.1 Contractor Login: First time users will need to use their city issued contractor registration number as the username and registered phone number as the password to set up an account. Contact Community Development at 303.658.2114 to obtain your contractor registration number. If there are multiple registrations with the city, each contractor type will have their own login.

4.2 After you login as a Professional with your initial password, you will be prompted to change your password and add security questions.

5.0 Searching and Viewing Records

5.1 Enter Search Parameters- Choose the field you would like to search by, then select the parameter (i.e. contains, begins with, etc.) and enter the value to search for, then click on the SEARCH button. Note, when using search parameters start with less information, doing so may enhance your search results.

5.2 Search Results: Click on the row you would like to view details on.

5.3   Viewing Search Results: The record has tabs that can be clicked on for details, depending on your credentials (Public Users, Registered Public Users, and Contractors Registered with the City). The Search Results also appear to the left and can be navigated while viewing permit/project records.

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6.0 Paying Fees

6.1   Login: In order to pay fees, users must be logged in as a Public Registered User or a Registered Contractor.

6.2   Find: Search for the Permit or Project that has outstanding fees to pay. Click on the record number hyperlink to open the record. Note – the status of the permit must be set to READY TO ISSUE in order to pay fees.

6.3   Pay: Click on the Add To Cart or Pay All Fees hyperlink.

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6.4   Shopping Cart: In the My Dashboard column, click on Pay All Fees. Confirm the Permit or Project
       you are about to pay, and then click on the PROCEED TO CHECKOUT Button.

Shopping Cart

Please see below. Listed are the Permit(s) and or Project(s) you may pay online at
this time. Please make your selection(s).

	Item	Type	Site Address	Amount
☐	PERMIT (BLDG19-0098)	RESIDENTIAL SOLAR	4800 W 92nd Ave	$400.00
			Total:	$0.00

REMOVE SELECTED ITEMS   BACK TO DASHBOARD   VIEW PAID ITEMS   PROCEED TO CHECKOUT

PLEASE BE ADVISED WE OFFER 2 ONLINE PAYMENT METHODS. AN ECHECK
(ACH) PAYMENT BE MADE AT NO ADDITIONAL COST. A 2.85% CONVENIENCE FEE
WILL BE CHARGED WHEN USING VISA, MASTERCARD, DISCOVER, AND AMERICAN
EXPRESS CREDIT CARDS.

6.5   Click on the PAY BY CREDIT CARD or PAY WITH ECHECK button, depending on how you will be paying.

Checkout Summary
Please note choosing PROCEED TO PAYMENT will bring you to our secure payment site. We accept Visa, MasterCard, Discover, and American Express credit cards. A convenience fee of 2.85% will be added to the total charges. You may also pay by check (ACH/echeck) at no additional charge. Please see below.

PLEASE NOTE ACH DEBIT BLOCK INFORMATION Debit blocks protect your bank accounts from unauthorized electronic charges. If you authorize debit payments to City of Westminster from a bank account with a debit block, you must communicate with your bank to authorize these payments. Your bank will process only those authorized transactions if you make pre-authorization arrangements. To ensure your debit payments are successful, you should:

1. Confirm with your bank before setting up a debit payment.

2. Provide the Company ID: 9000306842 and Company Name: Fidelity, to your bank for the type of debit payment you are authorizing.

Note: If you don't provide the company ID and name, your bank may reject the payment and we may send you a bill for the amount due or suspend services immediately.

PERMIT BLDG19-0098   4800 W 92nd Ave

Description	Quantity	Amount
ADAMS RESIDENTIAL	1	**$400.00**
RESIDENTIAL SOLAR SYSTEM		*300.00*
SOLAR REMOVE AND REPLACE		*100.00*

Total Fees:	**$400.00**
Total:	$400.00

BACK TO SHOPPING CART   PAY BY CREDIT CARD   PAY WITH ECHECK

6.6   Enter your Credit Card Information

City of Westminster DEV

Secure Payment Form

Billing Information

Bill Name

Transaction Details

Amount*

400

Payment Information

Payment Type   ⦿ Credit Card   ○ Check

Card Number*   VISA MasterCard DISCOVER

Expiration*   CVV

12 ⌄   19 ⌄

Subtotal: $400
Service Fee: $11.40 (2.85%)
Total: $411.40

Process Payment

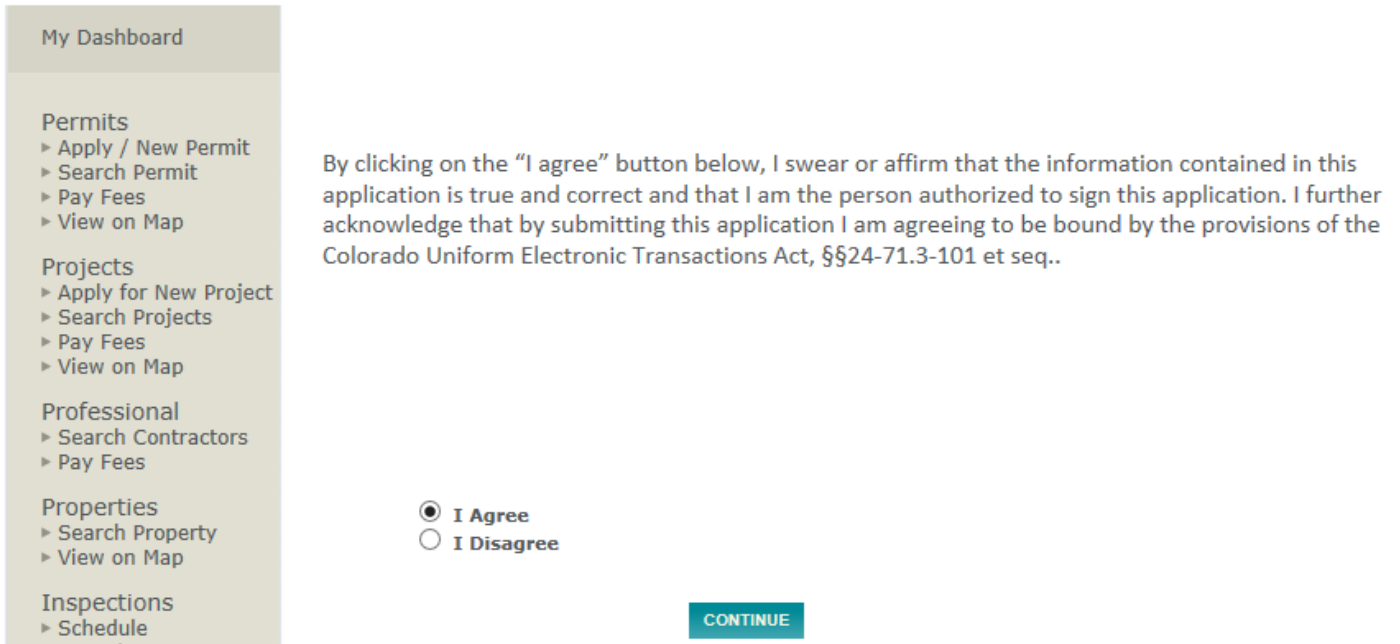**Cancel**

Required Field Meter™   »Highlight fields

50%

6.7   Click on the Process Payment button.

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7.0 **Permit/Project Application**

7.1 Login: In order to apply for permits or projects, users must be logged in as a Public Registered User or a Registered Contractor.

7.2 Select the Apply for a New Permit or Project menu option under the appropriate menu.

Permit Declaration: For permits only, please read the Permit Declaration and click CONTINUE.

7.3 Step 1: Choose Permit or Project type and Subtype

- Description: Enter a brief description of the permit or project.

- Additional Information: These fields will vary depending on the type of permit or project being applied for. Note, fields with asterisks must be completed.

- Locations: If applying for a permit, search by Address. Enter part or all of the address and click SEARCH. Remember, less is more – if you do not get a hit for the address try typing in just the address number, not the street name.

Location

*Enter part or all of your address and press search

Search By [Address ▾] 4800 [SEARCH]

Select address below

4800 W 112th Cir - ADDRESS
4800 W 80th Ave - ADDRESS
4800 W 92nd Ave - ADDRESS

If applying for a project, search by Parcel (APN). Enter the parcel number *exactly* as it appears from the Assessor, and click SEARCH.
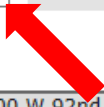
Location

Enter all or part of the APN and press search

Search By [APN ▾] 1719 19 3 27 020 [SEARCH]

Select address below

1719 19 3 27 020 - 4800 W 92nd Ave - ADDRESS

In the address window select the correct address or parcel by clicking on the highlighted row.

Select address below

4800 W 112th Cir - ADDRESS
4800 W 80th Ave - ADDRESS
4800 W 92nd Ave - ADDRESS

- Your Relation to this Permit/Project: Check the Property Owner box if you are applying for the permit or project as the homeowner. Check the Contractor box if you are applying for the permit or project as the contractor.

- Attachments: Select all necessary attachments – do not use special characters in your file naming convention as eTRAKiT does not support files containing special characters, such as $,%,@,#...etc. Insert a description, and click UPLOAD. *Please only hit UPLOAD once*

- Click NEXT STEP.

Step 2: Enter Contact Information

- Enter the applicable Applicant, Owner, Contractor, Electrical, Mechanical, and Plumbing contacts as necessary. City staff will complete the City Staff Contact Information section.

- Click NEXT STEP.

7.4 Step 3: Review and Submit

- Review all information for accuracy.

- Click NEXT STEP.

7.5   Step 4: Payment

- The Checkout Summary displays the fee amount(s) that you are about to proceed with.   Click the PAY BY CREDIT CARD or PAY WITH ECHECK button to pay and complete the application. Note – not all permits/projects will have fees due at the time of application.

Permit Application

Step 1	Step 2	Step 3	Step 4 Checkout/Confirmation

Checkout Summary

Please note choosing PROCEED TO PAYMENT will bring you to our secure payment site. We accept Visa, MasterCard, Discover, and American Express credit cards. A convenience fee of 2.85% will be added to the total charges. You may also pay by check (ACH/echeck) at no additional charge. Please see below.

PLEASE NOTE ACH DEBIT BLOCK INFORMATION Debit blocks protect your bank accounts from unauthorized electronic charges. If you authorize debit payments to City of Westminster from a bank account with a debit block, you must communicate with your bank to authorize these payments. Your bank will process only those authorized transactions if you make pre-authorization arrangements. To ensure your debit payments are successful, you should:

1. Confirm with your bank before setting up a debit payment.

2. Provide the Company ID: 9000306842 and Company Name: Fidelity, to your bank for the type of debit payment you are authorizing.

Note: If you don't provide the company ID and name, your bank may reject the payment and we may send you a bill for the amount due or suspend services immediately.

SPECIAL EVENT TEMPORARY USE Permit

Description	Quantity	Amount
SPECIAL EVENT TEMPORARY USE PERMIT FEE FOR ANY TYPE	1	$100.00

Fees Due: $100.00

Total: $100.00

BACK TO STEP ONE   PAY BY CREDIT CARD   PAY WITH ECHECK

7.6 Enter Payment Information and click on PROCESS PAYMENT. We accept credit cards or e-check/electronic funds transfer. Please be advised, a 2.85% convenience fee will be charged when using Visa, Mastercard, Discover, and American Express credit cards. *When using a credit card, note the service fee on the page, as the service fee will not appear on the transaction receipt.* There is no charge for e-checks.

7.7 If desired, print receipt for your records.

7.8   For permit records, print the permit form: Click on My Dashboard to open the dashboard where the record can be found. Under My Active Permits, search for the permit record number. Choose the permit and click the PRINT button.

My Dashboard

Hello Katie Test Electrical.
Below is a Dashboard of your current activities.

Permits
▸ Apply / New Permit
▸ Search Permit
▸ Pay Fees
▸ View on Map

Projects
▸ Apply for New Project
▸ Search Projects
▸ Pay Fees
▸ View on Map

Professional
▸ Search Contractors
▸ Pay Fees

Properties
▸ Search Property
▸ View on Map

Inspections
▸ Schedule
▸ Cancel
▸ View on Map
▸ Scheduled

License
▸ Pay Fees
▸ Renew

My Open Permit Applications — 2 total record(s). [+]

My Open Project Applications — 1 total record(s). [+]

My Active Permits — 70 total record(s). [−]

PERMIT NO.	ADDRESS	TYPE	STATUS ▲	INSPECTION	FEES DUE			
BLDG17-2402	5681 W 95t...	RESIDENTIAL NEW	ISSUED		$0.00	📎	✛	🖨
BLDG19-0022	4800 W 92n...	COMMERCIAL NEW	ISSUED	Request	$0.00	📎	✛	🖨
BLDG19-0033	11564 Eato...	COMMERCIAL NEW	ISSUED	Request	$0.00	📎	✛	🖨
BLDG19-0035	4800 W 92n...	COMMERCIAL NEW	ISSUED	Request	$0.00	📎	✛	🖨

7.9   For permit records, print the approved plans set: Click on My Dashboard to open the dashboard where the record can be found. Under My Active Permits, search for the permit record number. Choose the permit and click the ATTACHMETS button. Print the approved plans set to have available onsite for inspectors.

My Dashboard

Hello Katie Test Electrical.
Below is a Dashboard of your current activities.

Permits
▸ Apply / New Permit
▸ Search Permit
▸ Pay Fees
▸ View on Map

Projects
▸ Apply for New Project
▸ Search Projects
▸ Pay Fees
▸ View on Map

Professional
▸ Search Contractors
▸ Pay Fees

Properties
▸ Search Property
▸ View on Map

Inspections
▸ Schedule
▸ Cancel
▸ View on Map
▸ Scheduled

License
▸ Pay Fees
▸ Renew

My Open Permit Applications — 2 total record(s). [+]

My Open Project Applications — 1 total record(s). [+]

My Active Permits — 70 total record(s). [−]

PERMIT NO.	ADDRESS	TYPE	STATUS ▲	INSPECTION	FEES DUE			
BLDG17-2402	5681 W 95t...	RESIDENTIAL NEW	ISSUED		$0.00	📎		
BLDG19-0022	4800 W 92n...	COMMERCIAL NEW	ISSUED	Request	$0.00	📎	✛	🖨
BLDG19-0033	11564 Eato...	COMMERCIAL NEW	ISSUED	Request	$0.00	📎	✛	🖨
BLDG19-0035	4800 W 92n...	COMMERCIAL NEW	ISSUED	Request	$0.00	📎	✛	🖨

7.10   For permit records, request an inspection: Click on My Dashboard to open the dashboard where the record can be found. Under My Active Permits, search for the permit record number. Choose the permit and click the REQUEST hyperlink under the INSPECTIONS column. Note – inspections can only be requested for permits that have an ISSUED status.

7.11   The permit type will determine which types of inspections you can choose from. All asterisks * require a response. Choose the Inspection Type from the dropdown list and choose the Requested Date from the dropdown list. Click ADD INSPECTION.

You will have the ability to:

- Schedule inspections up to five business days in advance.
- Cancel inspections up until 6 a.m. the day of the inspection.
- Check inspection results 24 hours a day, seven days a week.
- View your window of time for your inspection.
  - 8 a.m. to noon = AM
  - Noon to 5 p.m. = PM

Inspections are primarily performed between 8 a.m. and 5 p.m., Monday through Thursday. The deadline to schedule a same day inspection is 6 a.m., the day of the inspection. Most inspections will be conducted the next business day, with the exception of roofing inspections. NOTE: Inspection window is not guaranteed.

8.0   My Dashboard

8.1   My Open Permit Applications: Applications that are not completed will show up in this section. You can choose to complete or delete the application.

8.2   My Active Permits: This section allows you to print the permit, print attachments, or go to the permit record.

8.3   My Active Inspections: This section allows you to schedule an inspection or go to the permit record.

8.4   My Active Projects: This section allows you to go to the project record.

8.5   My Expired Permits: This section allows you to go to the expired permit record.