eTRAC

ELECTRONIC TRACKING, REVIEW & APPROVAL CENTER

QUICK STEP-BY-STEP GUIDE

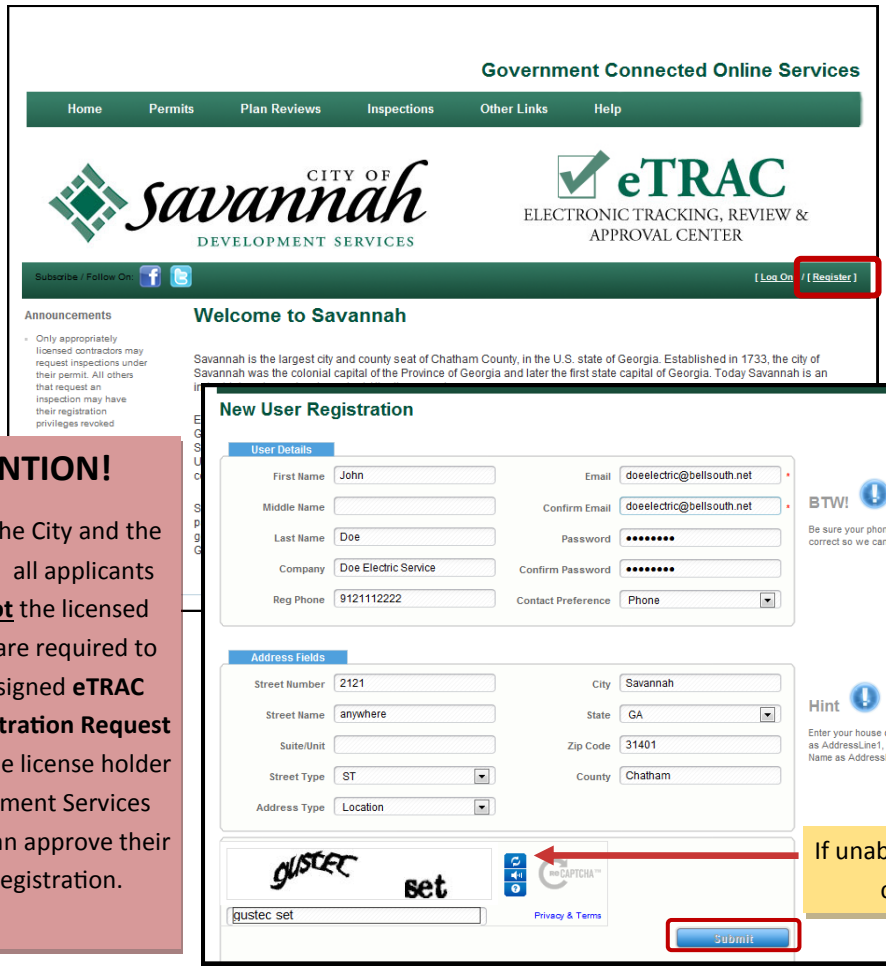
- How To Register in eTRAC
- How To Log On
- How To Complete an online "Standalone" Trades Permit Application
- How To Pay Permit Fees online

CITY OF savannah
DEVELOPMENT SERVICES

Series 9.6.1

How to Register in eTRAC

Go to eTRAC's homepage: **http://etrac.savannahga.gov**



TO REGISTER

On the eTRAC homepage, click "Register" on the upper right hand corner. Complete all fields on the registration form.

It may take at least 1-2 business days to approve registration. Once approved, you will be notified by email.

ATTENTION!

To protect the City and the Contractor, all applicants that are **not** the licensed contractor are required to present a signed **eTRAC Online Registration Request** form from the license holder to Development Services **before** we can approve their on-line registration.

If unable to read this message, click here to reset.

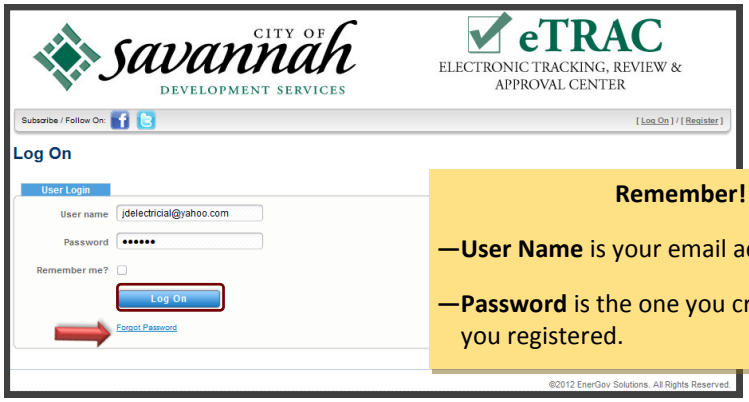
How to Log On

TO LOG ON

On the eTRAC homepage, click **"Log On"** on the upper right hand corner.

ATTENTION!

If you forget your password, click **Forgot Password** and eTRAC will automatically reset and create a new password for you. Your new password will be sent to your email address.

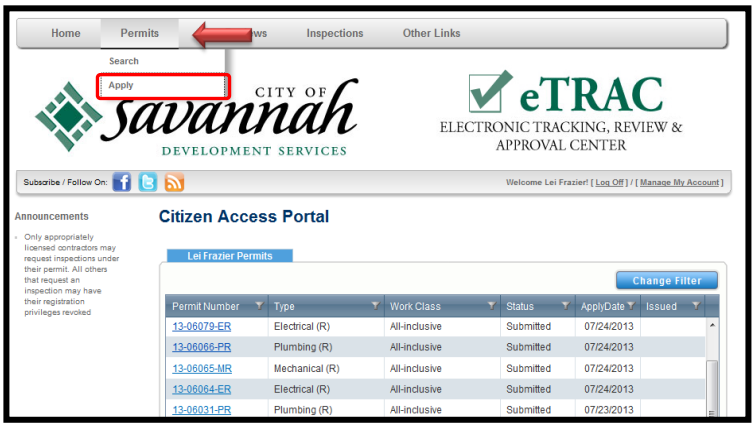


Remember!

—**User Name** is your email address.

—**Password** is the one you created when you registered.

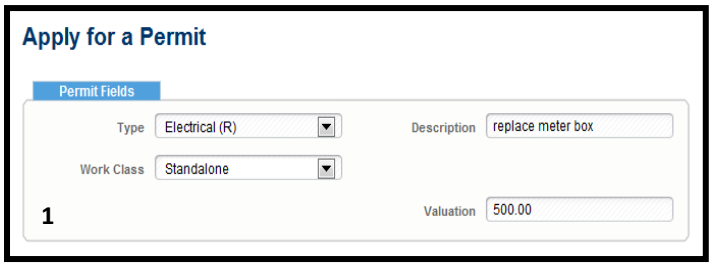
• How to Complete an Online Permit Application and Pay Permit Fees



You must log on to eTRAC To

apply for a permit

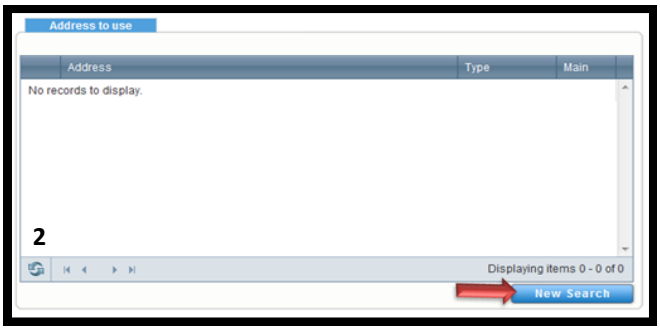
Once logged on, all permits and plan cases that are attached to you will appear in the **PERMIT TABLE** and **PLAN TABLE**.



COMPLETING THE ONLINE APPLICATION

You must be a licensed contractor to apply for a permit. Only **Standalone** and **Temporary** permits can be submitted online.

1. On the Menu Bar, place pointer over **PERMIT** and click **APPLY** from the drop-down window.
   - Select **TYPE** and **WORK CLASS** from the drop-down window.
   - Provide a complete description of work to be completed.
   - **DO NOT** add **$** or **,** when entering the valuation.

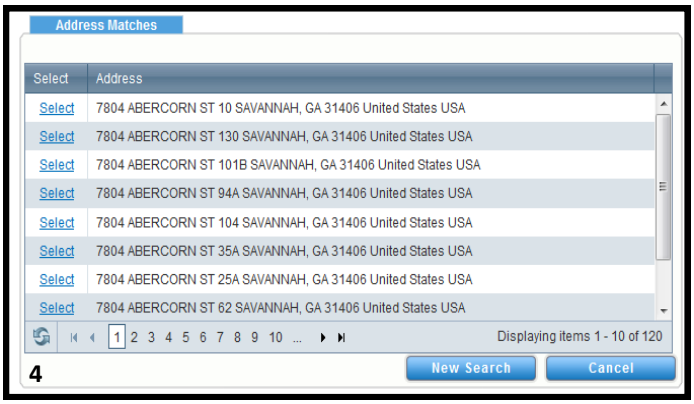


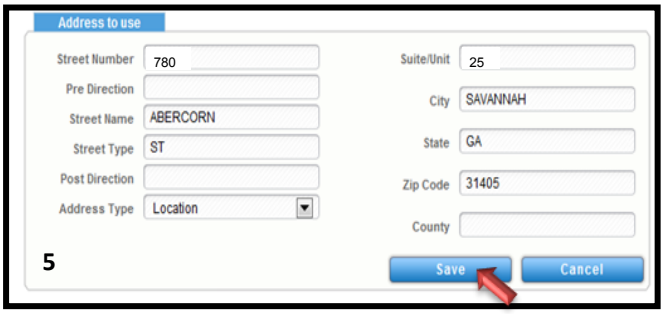
ADD ADDRESS:

2. At the **Address Search** module, click **NEW SEARCH.**
3. Enter only the **street number** and **street name**. **DO NOT** enter street type Road, Street, etc. Leave remaining fields blank. Click **SEARCH**. This will pull all addresses including apartment units, shopping center and office suites.

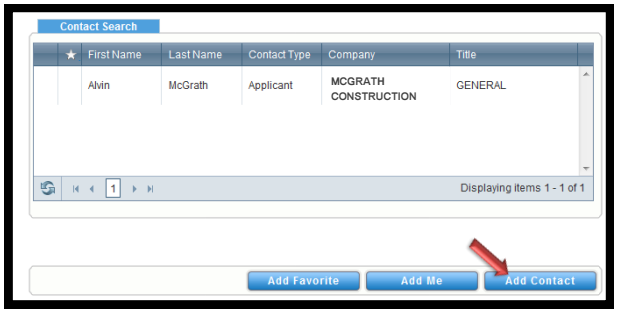
To search for a Specific Unit or Suite, follow the above steps and enter the unit /suite letter or number in the **Suite/Unit field**.

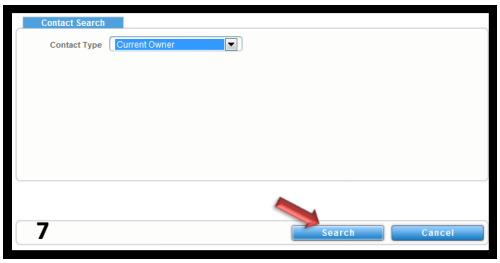
4. **SELECT** the correct address from the returned addresses. If no address is found, start a **NEW SEARCH** by entering only the street name or abbreviate the name.
5. **SAVE** the address into the application.

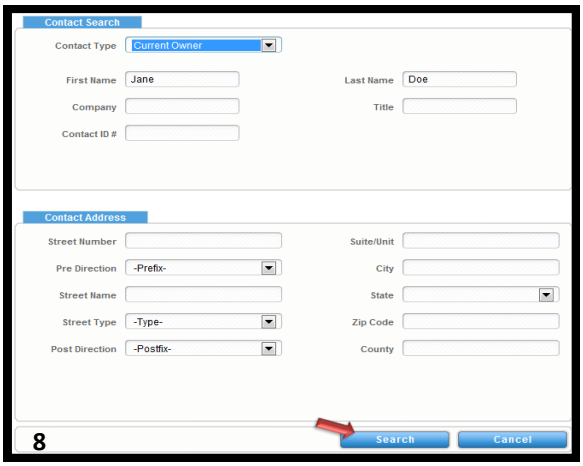


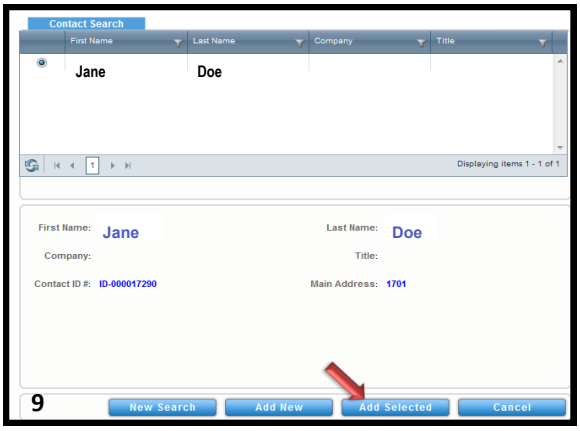


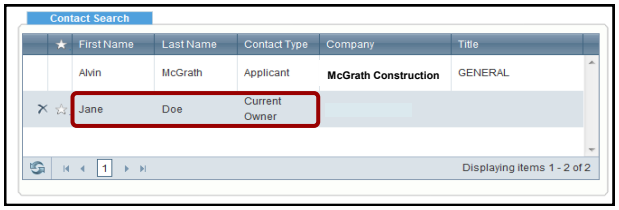
Add CURRENT OWNER'S Information :











6. At the **Contact Search** Module, click **ADD CONTACT.**

7. From the drop-down window select **Current Owner**, click **SELECT**.

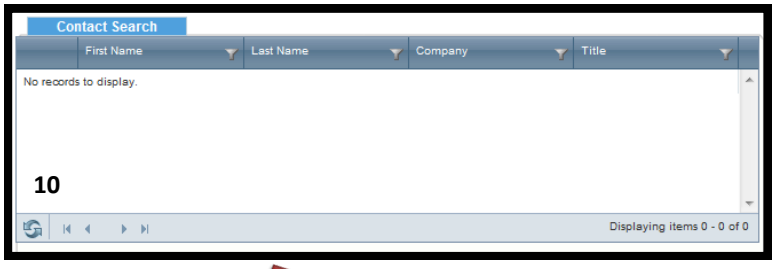
8. To find the current owner OR your contact for this job, search <u>either</u> by the name (using **<u>first initial</u>** and **<u>last name</u>**) **OR** address (using **<u>street number</u>** and **<u>street name</u>**). When done, click **SEARCH.**

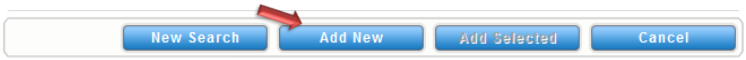
9. **IF the owner or contact's name is displayed**, select by clicking the circle, then click **ADD SELECTED**. The name will appear in the contact table. Click **SUBMIT** to complete the application process. The permit number will appear at the top of the application.

10. **IF no record is displayed**, click **ADD NEW**.

11. Manually add the contact or current owner's information. If you don't know the email address, type **<u>noemail@yahoo.com</u>**. For Company Name enter **na,** if not applicable. Provide only **<u>one</u>** of the three requested phone numbers. When done, click **ADD**.

12. From the drop-down window select **Current Owner**, click **SET CONTACT TYPE**. The name will appear in the contact table. Click **SUBMIT** to complete the application process.





How to Pay Permit Fees online: After successfully submitting the application and receiving the permit number, on the same page, scroll down to the bottom and click **Pay Fees** . In the Invoice Record, on the upper right hand corner, click **Make Payment** . At ***MyGovPay*** , enter the **credit card information** and click process payment.
Note: Check payments are currently not accepted.