

eTrac User Guide

October 5, 2022



Savannah Fire Marshal's Office



ETRAC QUICK-START GUIDE

First step, please make sure you are using your laptop/desktop **not a phone** to apply for a permit.

Apply for an account:

1. Go to this link: <https://etrac.savannahga.gov>
2. You should see a skinny picture of a construction site across the top. On the right you will see "Good Morning, Guest". Click on Guest. Select Register to create an account. Enter your company email. A link will automatically be emailed to that address. Open that email. Now you can finish your eTrac registration. When finishing your eTrac registration, you must have a company email address.

Once you get your registration complete,

Here are a few tips.

1. Click on GUEST again. This time pulldown LOGIN. Enter your email & password.
2. Click on APPLY in the black line at the top of the page. Then a list of permit types pops up. At the bottom of that list, click on ALL. Now you will get a page with all our permit types listed. Click on your permit type. The next screen will have the beginning of your permit information.

Permit application glitches

1. **LOCATION**- in the search box, only type the name of the project location address. For example, if you are working at 123 Washington Avenue, you only enter Washington. When the search results pop up, you will get a list of all the addresses on that street. If you do not see your address, go to the bottom of the screen, and change the "results per

page” from 10 to 100. Once you see your address #, click on the blue ADD button. Now hit the blue NEXT button on bottom right. Note: If your address does not show up on the list, call for help. You cannot apply without an address.

2. **PERMIT DETAILS**- Enter a **full detailed** project description. Note for Valuation & Square Footage- please enter ONLY the digits. **No \$ or commas or decimals.**
- 3.
4. **ADD CONTACTS** – Make sure to select “Enter Manually” instead of “Search”. Then you will need to enter the contact information for each person you add as a contact. Everything with a red asterisk beside it is required. Complete all **3 phone numbers** by entering the same number in all 3 blanks. You can also add contractors, architects, project mgrs., etc. to a permit.
5. **ATTACHMENTS**- The system requires you to attach documents. Please save them as separate files. Please attach copies as a **PDF ONLY.**
6. **MORE INFORMATION** – If the permit you’re applying for is under a building permit you must add this here. This is important because we will have to connect this to the building permit.
7. **FEES** – You must pay the fee before the permit will be submitted for review.

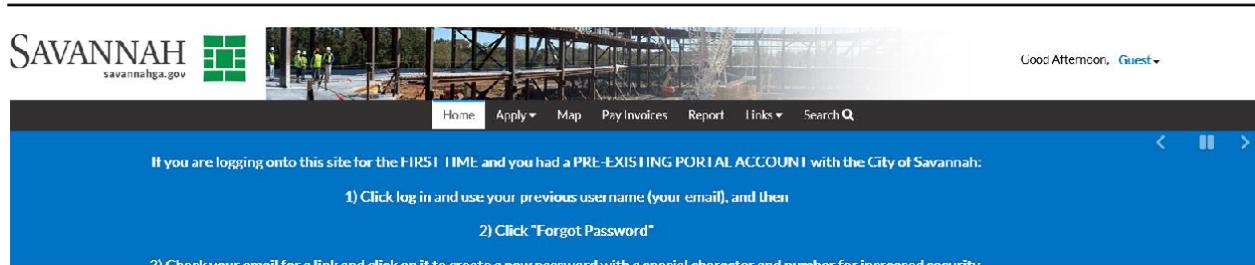
Need further assistance?

Please contact Amy Collins at (912) 644-5960

HOW TO CREATE AN ETRAC ACCOUNT

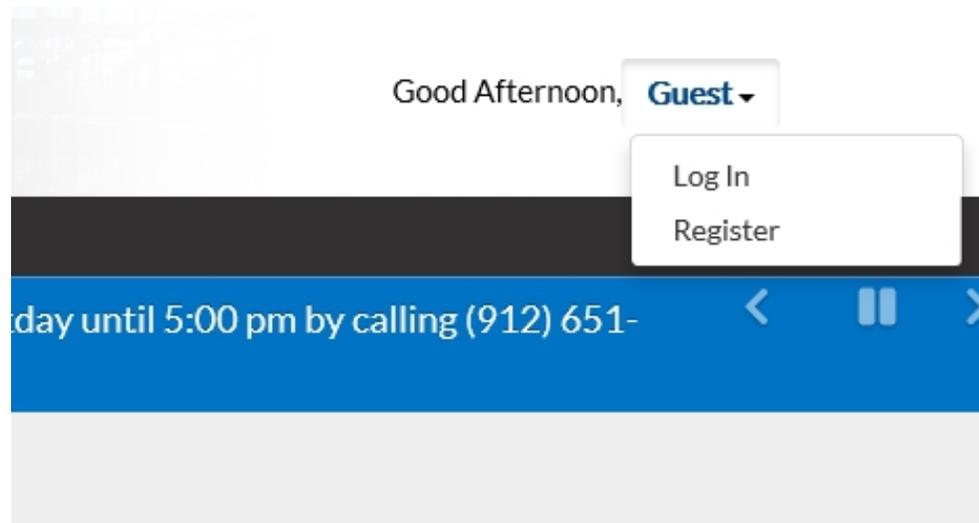
Go to this link: <https://etrac.savannahga.gov>

The initial screen looks like this:

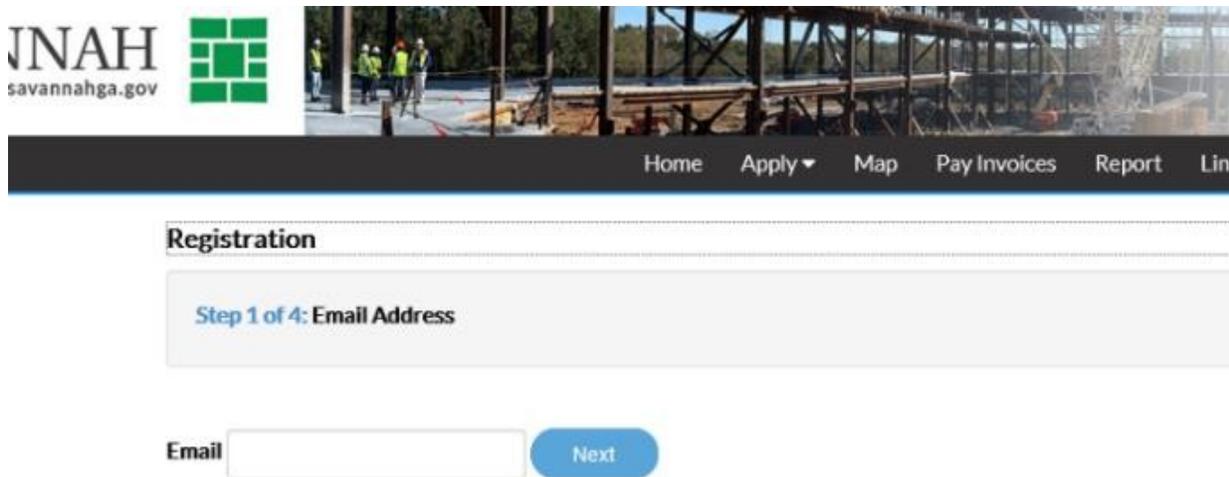


In the top right corner, you will see, "Good Morning, Guest".

- Click on Guest.
- Login & Register pops up.
- **Select Register** to create a new account.



THE NEXT SCREEN LOOKS LIKE THIS:



JNAH
savannahga.gov

Home Apply Map Pay Invoices Report Lin

Registration

Step 1 of 4: Email Address

Email Next

After you enter your company email, you will see this message beneath the box where you typed your email address.

- For security, an email is sent to you to confirm that your email account is active and that you applied for eTrac access.
- Check your email for a message from CSS
- **OPEN the email** and click on the link to confirm your email address.

NEXT – Return to eTrac website & log in. Now you will create a password.

<https://etrac.savannahga.gov>

The screen will look like this.

- Click on Guest
- Log In & Register pops up.
- Select Log In
- Enter your email address and set up a password.

Now you are ready to officially sign in and apply for permits.

ONCE YOU LOGIN, THIS IS THE FIRST SCREEN

This is called the DASHBOARD.

It is a summary of your current permits & fees.

The dashboard features a navigation menu with the following items: Dashboard, Home, Apply, Map, Pay Invoices, Report, Links, and Search. A blue banner provides login instructions for first-time users.

My Permits

Attention	Pending	Active	Draft	Recent
0	0	0	6	3
			Residential Building... 4 Residential Interior... 1 Residential Swimm... 1	Residential Electric... 3

[View My Permits](#)

My Plans

Attention	Pending	Active	Draft	Recent
0	0	0	0	0

[View My Plans](#)

My Inspections

Requested	Scheduled	Closed
0	0	0

My Invoices

Current	0	\$0.00	Add To Cart
Past Due	2	\$90.00	Add To Cart
Total	2	\$90.00	Add To Cart

PERMIT SUMMARY

The screenshot shows the Savannah City Portal dashboard. At the top left is the Savannah logo with the URL savannahga.gov. A navigation menu includes Dashboard, Home, Apply, Map, Pay Invoices, Report, Links, and Search. A user greeting reads "Good Afternoon, Jo A. Hayes" with a shopping cart icon showing 2 items. A blue banner contains instructions for first-time users: "If you are logging onto this site for the FIRST TIME and you had a PRE-EXISTING PORTAL ACCOUNT with the City of Savannah: 1) Click log in and use your previous username (your email), and then 2) Click 'Forgot Password' 3) Check your email for a link and click on it to create a new password with a special character and number for increased security." Below this is the "My Permits" section with five cards: Attention (0), Pending (0), Active (0), Draft (6), and Recent (3). The Draft card lists: Residential Building... 4, Residential Interior... 1, and Residential Swimm... 1. The Recent card lists: Residential Electric... 3. A "View My Permits" link is at the bottom left.

Attention	Pending	Active	Draft	Recent
0	0	0	6	3
			Residential Building... 4 Residential Interior... 1 Residential Swimm... 1	Residential Electric... 3

GLOSSARY OF TERMS

Attention - an application that needs more info. Staff have asked for more info.

Pending – application has been submitted but not yet entered in the system.

Active – application has been approved & permit issued

Draft – an incomplete application that you can re-open and complete later

Recent – the last applications you accessed

HOW TO APPLY FOR A PERMIT

In the black line at the top, click on APPLY.

This pull-down menu automatically comes up with 5 types of permits.

 PERMITS	 PLANS
> Sign Attached to Building	> Zoning Cor
> Residential Electrical Stand Alone	> Special Use Exceptions Ap
> Commercial Mechanical Stand Alone	> Zoning Tex
> Residential Mechanical Stand Alone	> Rezoning a
> Commercial Plumbing Stand Alone	> Zoning Bo:
> All (46)	> All (6)

If you don't see the type of permit you need, click on **ALL (46)** at the bottom of the left list. A page opens with a list of every type of permit we issue.

The table below shows every available permit type & the order in which they appear in eTrac.

This is where you can look up your permit type.

Today's Inspections Home Apply Map Pay Invoices Report Links Search

Application Assistant

Search for application names and keywords

All Trending PERMITS PLANS

Show Categories

Antenna Co-Location
Category Name: Antenna Description: Permit application for Antenna Co-Location Apply

Antenna Equipment Upgrade
Category Name: Antenna Description: Permit for an Antenna Equipment Upgrade. Apply

Antenna, Temporary Cell on Wheels
Category Name: Description: Apply

Find your permit type & click on the blue APPLY button

Access/Egress Demolition
Category Name: Fire Marshalls Office Description: Access/Egress Demolition Apply

Access/Egress Installation/Renovation/Repair
Category Name: Fire Marshalls Office Description: Access/Egress Installation/Renovation/Repair Apply

Bonfire Application
Category Name: Fire Marshalls Office Description: Bonfire Application Apply

Click to Enter Demolition
Category Name: Fire Marshalls Office Description: Click to Enter Demolition Apply

Click to Enter Installation/Renovation/Repair
Category Name: Fire Marshalls Office Description: Click to Enter Installation/Renovation/Repair Apply

CONGRATULATIONS!

YOU CAN NOW START YOUR PERMIT APPLICATION

Notice the circles at the top of this picture. There are 7 steps to complete a permit application. As you progress through eTrac, the blue circle will advance to the next step.

STEP 1: LOCATION

Click on the white PLUS mark.

The address you add here is where the work is going to take place. This is important for the Fire Marshal who is reviewing your permit; this will allow us to find and attach it to the building permit.

From this window you can search by address or by parcel number.



In the search box, type in the street name only. NOT THE STREET NUMBER!!!

Example:

Project address is

500 Washington Ave

Enter WASHINGTON in the box. Nothing else.

NEXT

Search

Address Information

Search WASHINGTON

Address

No records to display.

The little black circle at the bottom left should spin indicating that the system is searching for all addresses on that street.

The system will automatically bring up the first 10 addresses on the street.

Address Information

Search WASHINGTON 

Address	Action
1 WASHINGTON AVE	Add
10 WASHINGTON AVE	Add
101 WASHINGTON AVE	Add
107 WASHINGTON AVE	Add
11 WASHINGTON AVE	Add

If you do not see the address for your project, scroll down to bottom of screen.

1109 WASHINGTON AVE
1117 WASHINGTON AVE
112 WASHINGTON AVE
1121 WASHINGTON AVE

Results per page 1 - 10 of 148 << < 1 2 3

Change the Results per page from 10 to 100.

When you find your project address, click on the blue ADD button.

If you cannot find your project address, you can search by parcel number.

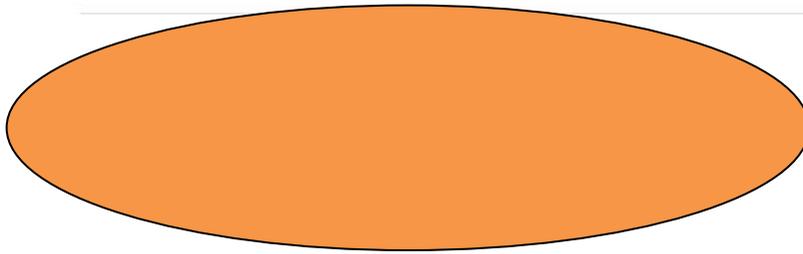


[◀ Back to Application](#)

Add Location

Address

Parcel



Parcel Information



Search

Note: Put a space after the first 5 numbers, then enter the next 5 numbers and press enter

Parcel Information

Search

Parcel Number	Section	Township	Range	Action
20053 29009				<input type="checkbox"/>

Results per page 1 - 1 of 1 << < 1 > >>

[Search Associated Addresses](#)

This is the next screen:

Click the blue NEXT button to move to the next step.

**If you do not see your address, call
The Fire Marshal's Office for help. 912-644-5960**

STEP 2: TYPE

PERMIT DETAILS

Submit the valuation and a FULL description of the work to being removed/altered below. When complete, click next.

* Permit Type

* Description

Square Feet

* Valuation

ENTER A FULL DESCRIPTION OF THE PROPOSED PROJECT

All boxes are required to be completed.

Description: FULL explanation of the job. This box has unlimited characters.

Example: "Install a new fire alarm system in Jenkins High School"

Square feet: square feet of the building or the area affected by construction, if you don't know this leave blank.

HINT: Only enter numbers. No commas.

Valuation: Total estimate for the labor + materials.

HINT: Only enter numbers. No commas, dollar signs, or periods/decimals.

Your completed description should look like this:

PERMIT DETAILS

Submit the valuation and a FULL description of the work to being removed/altered below. When complete, click next.

* Permit Type	<input type="text" value="Access/Egress Demolition"/>
* Description	<input type="text" value="Remove an existing delayed access controlled crash bar. A new mag lock and card reader will be installed."/>
Square Feet	<input type="text"/>
* Valuation	<input type="text" value="3600"/>

If everything looks correct, click on the blue NEXT button.

Do you need to stop here to look up the information? If yes, save a draft by clicking on the grey SAVE DRAFT button.

STEP 3: CONTACTS

This is where you can add other people to the permit.

Example: Low voltage contractor, Sprinkler contractor, owner, and/or general contractor.

Whoever is added to the contacts page will be able to see the permit in eTrac if they have an account.

Click on “Enter Manually”

The screen switches to this:

Note: Everything with a **red *** is required. If you only know one phone number for a contact, put the same number in each box.

ENTER CONTACT:

Add Contact

Add Contact As

Enter Manu

Search

tes

- Additional Contact
- Applicant
- Architect**
- Architectural Firm
- Authorized Agent
- Current Owner
- Designer
- Designer Firm
- General Contractor
- Owner Occupant
- Residential Basic
- Residential Light
- Specialty Contractor
- Tax Assessor Owner
- Tenant

First Na

From this pulldown menu, select the type of contact you are adding. In this example, the architect, Mickey Mouse is being added.

Add Contact

Add Contact As Architect

Search **Enter Manually** My Favorites

Enter Manually

First Name Mickey

Last Name Mouse

Company Name Mouse Works Architecture

Email

Home Phone (912) 555-1212

Mobile Phone (912) 555-1212

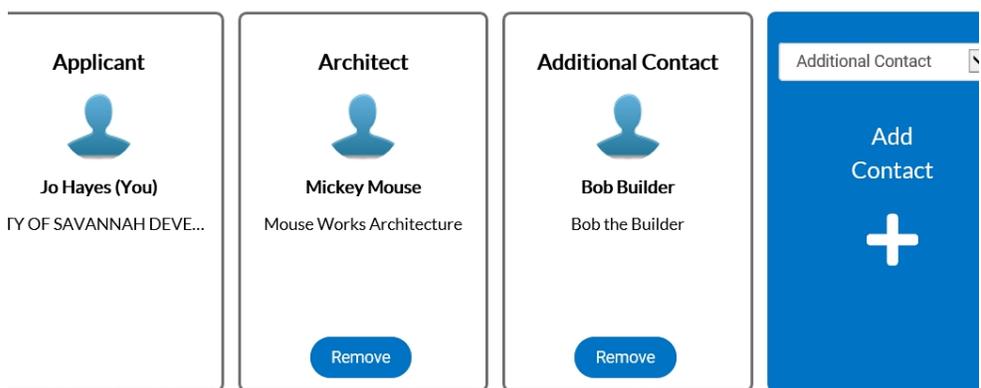
Business Phone (912) 555-1212

After adding architect Mickey Mouse & General Contractor Bob the Builder, this is what it looks like:

Locations Type **Contacts** More Info Attachments Sign

TACTS

By default, you as the applicant are added to this application. The property owner is a required contact and additional contacts such as a general contractor should also be entered if known at this time.



The screenshot displays a contact management interface with four main sections:

- Applicant:** Shows a profile for Jo Hayes (You) with the role of Applicant. Below the name is the text "PROPERTY OF SAVANNAH DEVELOPMENT".
- Architect:** Shows a profile for Mickey Mouse with the role of Architect and the company name "Mouse Works Architecture". A blue "Remove" button is located at the bottom of this card.
- Additional Contact:** Shows a profile for Bob Builder with the role of Additional Contact and the company name "Bob the Builder". A blue "Remove" button is located at the bottom of this card.
- Additional Contact Panel:** A blue vertical panel on the right side with a white header "Additional Contact" and a large white plus sign (+) in the center, labeled "Add Contact".

When you are finished adding contacts to your project, click the blue NEXT button.

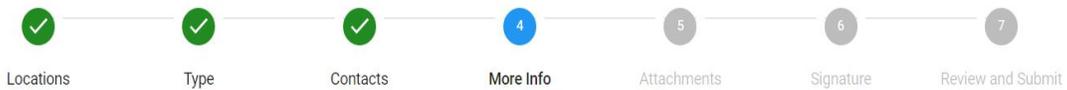
Note: There is no limit to the number of contacts you can add.

STEP 4: MORE INFO

This is where, if you have an issued building permit number, it must be added here.

Apply for Permit - Access/Egress Demolition

*REQUIRED



MORE INFO

Please complete the relevant and required information fields below. When complete, click the 'Next' button to continue.

[Top](#) | [Main Menu](#)

If this work is being completed under an issued building permit, please provide the issued building permit number so permit can be attached.

[Back](#) [Create Template](#)

[Save Draft](#) [Next](#)

This is where you enter the issued building permit number. Please use this format.
Ex: 22-12345-BC

When you have entered the building permit number click the "Next" button.

STEP 5: ATTACHMENTS

This is where you attach the required paperwork.

Read and follow the required documents that some permits might require. If the required documents are not included, it will slow the review process.

ALL ATTACHMENT MUST IN PDF FORMAT!!!

Click on the white PLUS mark to add a file.



Attachments

The signed [Complete Application Checklist](#) and a [completed Application](#) must be uploaded to start the application process. Additional documents at this time such as: [Complete Set of Construction Drawings in one PDF file](#) or other support documentation.

IMPORTANT: [Please attach ONLY PDF FILE OF ALL DOCUMENTS AND DRAWINGS WHEN APPLYING FOR Development Services Permits.](#)

The screenshot shows a document upload interface. On the left, there are two document cards. The first card is titled "Application - CSS" and contains the file "Checklist-R.pdf" with a size of 261.89 KB. The second card is titled "Application Checklist - CSS" and contains the file "Building-Permit-Application-C&R.pdf" with a size of 1.39 MB. Both cards have a "Remove" button at the bottom. To the right of these cards is a third box, which is currently empty. A blue dropdown menu is open over this box, listing the following items: "Application - CSS", "Application Checklist - CSS", "Business License/Business Tax Certificate (if applicable) - CSS", "Drawings - CSS", "Home Owner Affidavit (if applicable) - CSS", "Other Documents - CSS", and "Site Plan (if applicable) - CSS". Below the dropdown menu, there is a list of supported file formats: pdf, jpg, png, jpeg, gif, tiff, doc, docx, xls,xlsx, txt, dwg, zip, csv, rtf, dxf, dwf, dwfx.

Click on the white plus sign to add a document. The 3rd. box can be used for other documents.

In this example, construction drawings are being added.

STEP 6: SIGNATURE

This is where you prepare an electronic signature. Type your name in the 1st rectangle. Then click on the button next to “Enable Type Signature”

Signature is added as you type your name in the box which appears when you click on “Enable Type Signature”.

STEP 7: REVIEW & SUBMIT

This is the final step.

Apply for Permit - Residential Building Renovations *REQUIRED

Progress: ✓ Locations ✓ Type ✓ Contacts ✓ More Info ✓ Attachments ✓ Signature 7 Review and Submit

Locations

Location	500 WASHINGTON AVE
Parcel Number	20087 12001

Basic Info

Type: Residential Building Renovations

Description: renovation of 2 bathrooms & kitchen with State Law and local ordinances. Further, I understand that any permit issued, based upon false information or misrepresentation pro and void and subject to penalty as provided by law and ordinance.

* Please type your name as consent to electronically sign this application.

Enable Type Signature

Jo A. Hayes
June, 18 2021

Jo A Hayes



This is the final chance to review this permit application. Once you click the blue submit button, the permit enters the eTrac system.

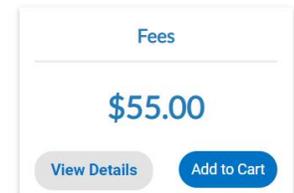
Click the blue submit button.

Once you click the submit button, the permit will be submitted, and you will see a success page.

✔ Your application was successfully submitted!

IMPORTANT: This application will not be processed until payment has been received. You MUST add to cart and submit payment. Once payment is received, allow up to 2 weeks for your application to be reviewed. Fees are non-refundable.

[Continue to permit](#)



Congratulations, you have successfully submitted your permit!

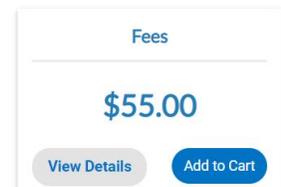
**You're not done yet
You will still need to pay the fee for your permit!**

HOW DO I PAY THE INVOICE?

✔ Your application was successfully submitted!

IMPORTANT: This application will not be processed until payment has been received. You MUST add to cart and submit payment. Once payment is received, allow up to 2 weeks for your application to be reviewed. Fees are non-refundable.

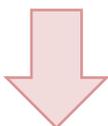
[Continue to permit](#)



To pay for your permit click the "Add to Cart"



Once you're in your cart click on the permit invoice number to pay.



Invoice: 00085010
Due Date: 07/20/2022

Description: 22-04872-AL

\$900.00

Case Number	Project	Case Address	Amount Due
22-04872-AL		10 W 33RD ST	\$900.00

Remove

[Top](#) | [Main Menu](#)

Invoice Number: 00085010

Pay Now



Invoice Total: \$900.00

Status: Due

Invoice Date: 07/19/2022

Due Date: 07/20/2022

Description: 22-04872-AL

Once you're in your invoice click the "Pay Now" blue button.

- Primary Fees
- Misc Fees
- Payments
- Attachments
- Contacts

Primary Fees

Sort Fee Name

Fee Name	Fee Total	Amount Due	Case Number	Case Type	Notes
FIRE: Fire Protection	\$900.00	\$900.00	22-04872-AL	Permit	

Results per page 10 1 - 1 of 1 << < 1 > >>

Your final step to pay for your permit is here!!

MyGovPay™ [Contact Us](#)
Wednesday, October 5, 2022

Order Summary
Agency Name: City of Savannah, GA (CSS - Train)
Order Number: 24

Invoice #	Item Description	Quantity	Unit Price	Total Price
00085010	22-04872-AL	1	\$900.00	\$900.00

Item Total: \$900.00
Service Fee: \$0.00
Tax: \$0.00
Order Total: \$900.00

Payment Details

Cardholder Name: * Billing Street: * Billing Zipcode: *

Card Type: * Card Number: * Expiration Date: * CVV Code: *

Email Address: *
thomassimmons530@gmail.com

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powered by 

The final step is done!!

You can now follow the status of the permit from your dashboard.

Thank you, if you have any questions, please contact the Fire Marshal's Office at 912-644-5960

The next page will have the top 10 frequently asked questions.

FREQUENTLY ASKED QUESTIONS

1. **Are eTrac accounts free?**

Yes

2. **Does my company need an account?**

Yes, if you plan to apply for permits through eTrac

3. **Can everyone in my office share one eTrac account?**

No. Every employee needs their own personal account.

4. **Who can access the company account?**

Only those individuals are authorized by the company. Consider adding project managers, administrative personnel, and those authorized to pay fees.

5. **Who can see my permits?**

Anyone who has an eTrac account and is added to the contact's page.

All permit information is considered a matter of public record.

6. **Is eTrac the only method to apply for permits?**

All commercial project permits must be applied for using eTrac. We do not accept paper permit applications for commercial projects.

7. **How do I pay for a permit fee?**

If you apply through eTrac, you may pay online with credit or debit or deliver/mail a check or money order. If you

apply in person or mail in your application, you can only pay by company check or money order made payable to "City of Savannah."

Debit & credit cards & cash cannot be accepted in the office.

8. **Can I cancel the permit?**

Yes. Call The Fire Marshal's Office (912) 644-5960 and speak to Amy Collins. You cannot do it through eTrac.

9. **How can I change information on my permit such as adding a new contractor?**

Call The Fire Marshal's Office (912) 644-5960 and speak to Amy Collins. You cannot do it through eTrac.

10. **How can I update my contact information?**

Call The Fire Marshal's Office (912) 644-5960 and speak to Amy Collins.