



eTRAKiT Development Portal Guide for public accounts

Building Division • 100 N. Wilcox St., Castle Rock, CO 80104
720-733-3527 • buildingcounter@CRgov.com



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Creating a public log-in

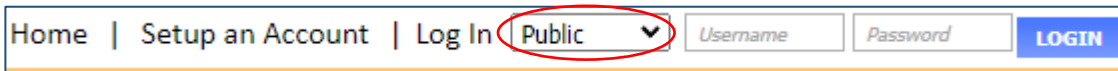
1. [Go to the online eTRAKiT Development Portal](#)
2. Select “Setup an Account” at the upper left of the page and fill out the required information.



3. Select the “Create Account” button at the bottom of the screen.

Logging in to your account

1. [Go to the online eTRAKiT Development Portal](#)
2. Go to “Log In” at the upper left of the screen.
3. Change the drop down menu to “Public” and enter your username and password



Your public account dashboard

Your dashboard provides a view of your active permits and corresponding inspections along with their status and calculated fees. If an active permit is missing from the “My Active Permits” section, you can link to the permit yourself. You’ll find the instructions on how to locate a permit and link it to your page can be found on page 3 of this Guide.

Please note, permits expire 180 days after they have been issued. If your permit has expired, it will no longer be visible on your dashboard. You can re-open an expired permit or extend a permit by emailing the building counter to make a request.

My Dashboard

Hello Castle Rock Resident.
Below is a Dashboard of your current activities.

My Active Permits (2 total records)

PERMIT NO.	ADDRESS	TYPE	STATUS	INSPECTION	FEES DUE
-0001	100 N WILC...	RESIDENTIAL TRACT	APPROVED		\$9311.72
21-4988		RESIDENTIAL FURNACE	CANCELLED		\$50.00

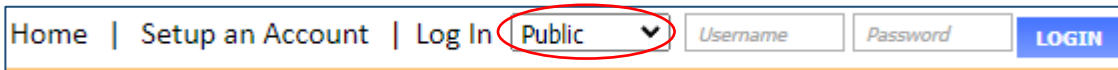
My Active Inspections (3 total records)

REC NO	REC TYPE	REC STATUS	ADDRESS	INSPECTION	DATE
-0001	PERMIT	APPROVED	100 N WILC...	R.CAISONS	
-0001	PERMIT	APPROVED	100 N WILC...	REQUEST PRE CON MEETING	
-0001	PERMIT	APPROVED	100 N WILC...	B.BLDG DEMO	11/08/2022

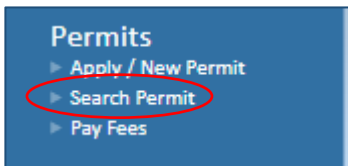


Searching for a permit or project

1. [Go to the online eTRAKiT Development Portal](#)
2. Go to “Log in” at the upper left of the screen.
3. Change the drop down menu to “Public” and enter your username and password

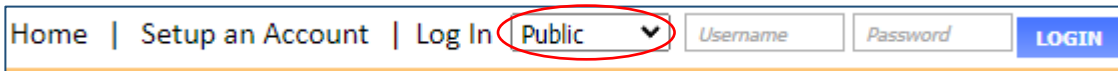


4. Select “Search Permit” under the Permits section in the left hand menu. Enter your address in the search box. Locate your permit number from the results and write it down. You will need this number to link the permit to your dashboard.



Linking to permits and projects

1. [Go to the online eTRAKiT Development Portal](#)
2. Go to “Log In” at the upper left of the screen.
3. Change the drop down menu to “Public” and enter your username and password

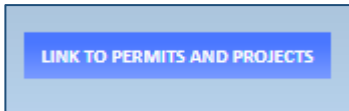


4. Select “Search Permit” under the Permits section in the left hand menu. Enter your address in the search box.
5. Find your permit number from the results and write it down. You will need this number to link the permit to your dashboard. If you already know your permit number, *skip to step 5.*





- Return to your dashboard by selecting “My Dashboard” at the top left of the screen. Select “Link to Permits and Projects.” Enter your permit number in the form, and select “link.” Your permit should now be linked to your account and is visible in your dashboard.

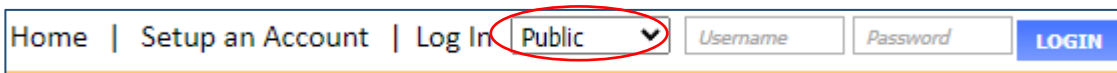


Expired permits

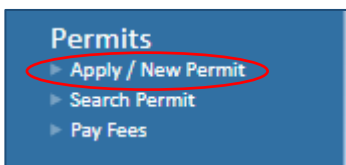
Permits expire 180 days after they have been issued. If your permit has expired, it will no longer be visible on your eTRAKiT dashboard. You can re-open an expired permit or extend a permit by emailing the building counter at buildingcounter@CRgov.com to make a request.

Applying for a new permit

- [Go to the online eTRAKiT Development Portal](#)
- Go to “Log In” at the upper left of the screen.
- Change the drop down menu to “Public” and enter your username and password



- Select “Apply / New Permit” under the Permits section in the left hand menu.



- A *Terms of Conditions* page will appear. Read the terms, select “I agree”, then select “Continue.”
- Fill in the requested information on the form. If you have any questions, please reach out to the Building Counter for help. We are available by phone M-F, 8 a.m. to 5 p.m. at 720-733-3527. You may also email us at buildingcounter@crgov.com.
- If you are the homeowner and are performing the work yourself, please fill out the [Homeowners Affidavit \(PDF\)](#). **The Homeowners Affidavit must either be notarized by an outside party and uploaded with your permit application, or have it initialed in-person at the Building Counter located at Town Hall. If you are submitting your application in-person, please bring your driver's license so that we may confirm proof of ownership.** Town Hall is located at 100 N. Wilcox St. and is open M-F 8 p.m. to 5 p.m. (excluding federal holidays).

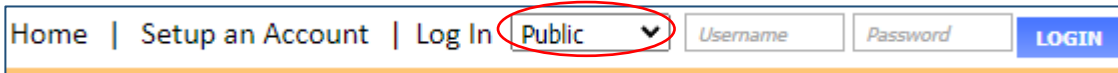


- If you are hiring a contractor(s), they must hold a [current contractor’s registration with the Town](#). We will verify their registration before permit approval. Check to see if your contractor is registered by going to the home page of the [eTRAKiT Development Portal](#) and selecting “Search contractors” under the Contractor section. When filling out your permit application, make certain you have provided the Town with the requested contractor details. Please contact the Building Counter at 720-733-3527 or email us at buildingcounter@crgov.com if you need further assistance.



Paying for permit fees

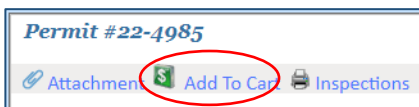
- Go to the [online eTRAKiT Development Portal](#)
- Go to “Log In” at the upper left of the screen.
- Change the drop down menu to “Public” and enter your username and password.



- Select your desired permit number under the “My Active Permits” section. If an active permit is missing from the list, you can link to the permit yourself. Please see the instructions on “Searching for a Permit or Project” and “Linking to Permits or Projects” located on page 3 of this Guide.

PERMIT NO.	ADDRESS	TYPE	STATUS	INSPECTION	FEES DUE		
-0001	100 N WILC...	RESIDENTIAL TRACT	APPROVED		\$9311.72		
-0002	4962 COULE...	CONSTRUCTION	UNDER REVIEW		\$141.52		
22-4985		RESIDENTIAL FURNACE	CANCELLED		\$50.00		

- Click the green “Add to cart” link.



- Before proceeding, confirm that the fees you want to pay are selected with a blue check mark.



7. Select "Proceed to checkout."

	Item	Type	Site Address	Amount
<input checked="" type="checkbox"/>	PERMIT (22-4985)	RESIDENTIAL FURNACE		\$50.00
				Total: \$50.00

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

8. Select, "Proceed to payment."

PERMIT (22-4985)	RES FURNACE FEE	\$50.00
Total Fees:		\$50.00
Total:		\$50.00

BACK TO SHOPPING CART **PROCEED TO PAYMENT**

9. Select a payment method (credit / debit card or echeck) and select, "Make payment".

Reference * WEB23000649

Amount * \$50.00

Payment Method CREDIT / DEBIT CARD
 ECHECK

Make Payment

10. Enter your payment details and select, "Submit payment"

Card Number * Enter Card Number

Card Type * Displayed after Card entered.

Name on Card * Enter Name on Card

Expiration Date (MM/YY) * Enter Expiration Date

CVV Number * Enter CVV Number

Amount \$50.00

Convenience Fee Displayed after Card entered.

Total Amount Displayed after Card entered.

Previous **Submit Payment**



Searching for a contractor

1. [Go to the online eTRAKiT Development Portal](#)
2. Go to “Log in” at the upper left of the screen.
3. Change the drop down menu to “Public” and enter your username and password.

Home | Setup an Account | Log In **Public** Username Password LOGIN

4. Select “Search contractors” on the left hand menu. You can search for contractors by the company name, contractor type, the date of registration, date of expired registration, or by the contractor license number.



Scheduling an inspection

1. [Go to the online eTRAKiT Development Portal](#)
2. Go to “Log in” at the upper left of the screen.
3. Change the drop down menu to “Public” and enter your username and password.

Home | Setup an Account | Log In **Public** Username Password LOGIN

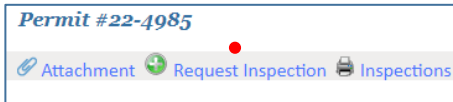
4. Select your desired permit number under the “My Active Permits” section. If an active permit is missing from the list, you can link to the permit yourself. Please see the instructions on “Searching for a Permit or Project” and “Linking to Permits or Projects” located on Page 3 of this Guide.

My Active Permits 3 total record(s) [Filter]

PERMIT NO.	ADDRESS	TYPE	STATUS	INSPECTION	FEES DUE		
-0001	100 N WILC...	RESIDENTIAL TRACT	APPROVED		\$9311.72		
-0002	4962 COULE...	CONSTRUCTION	UNDER REVIEW		\$141.52		
22-4985		RESIDENTIAL FURNACE	CANCELLED		\$50.00		



- Click the green 'Request Inspection' button.



- Before proceeding, confirm that the pre-filled information on the form is correct. From the dropdown menus, select your "Inspection Type", "Requested Date", and preferred "Time" for your inspection.
- Select, "Add inspection."
You will receive an email confirmation of your scheduled inspection. If you *do not* receive an email confirmation, your request was not successfully completed. Please try again. If you continue to have problems submitting your request, contact the Building Counter at 720-733-3527 or email us at buildingcounter@crgov.com.

Forgot your password?

- From the [eTRAKiT home page](#) select, "Forgot password."
- Select 'Public' login.
- Enter the email address linked to the account. You will automatically be sent an email with a link to reset your password. Please note: **The email link will expire after 15 minutes.**
- Check your email and select the link to reset your password.
- The eTRAKiT system will log you in and prompt you to change your password.

If you forgot your security questions, please email the buildingcounter@crgov.com and include your username to request a full account reset.