

eTrakit Frequently Asked Questions (FAQs)

Q. I don't see my project type listed; do I select the closest option?

A. eTrakit lists specific permits that can be applied for using this portal. If your scope of work is not listed as an option, please fill out a [Building Application](#) and upload the completed application including any plans and supporting documents to the [Plan Review Filedrop](#) for processing.

Q. I have attached the Application Declaration page but was asked to upload it again, where do I go to upload?

A. When you log in, any active permits show on your dashboard. If you see the permit number, look for the Paperclip link on the right side under the attachment column.

A. You can also search for the permit number. There is a Paperclip Attachment link above the Permit Information tab where you can also upload documents.

Q. I received an email stating my permit has been issued but I am unable to locate or download the documents.

A. Click the link in the email, when logged in, and look for the Permit Info tab. Scroll down the page and you will find the links to the permit and any supplemental documents. Click the link and download the files to your computer for printing.

Q. I logged in to check on the application status and my project is showing additional fees due. I have already made the initial payment on the application but am unable to pay the additional fees due.

A. eTrakit requires payment to be made when applying for a permit. Additional fees may be due depending on the nature of the project. You are not able to make additional payments through this portal. A Permit Technician will email you an online payment link if additional fees are due prior to permit issuance.

Q. How do I schedule inspections?

A. When you log into the system, go to your dashboard and look for My Active Inspections. Locate your permit number and under the Date column click on Schedule. Fill out the contact information and select the date, then click Submit. You can also reference the [How to Schedule Inspections using eTrakit guide](#) for further assistance.

A. On your dashboard, you can also click Search for permit, type in the permit number, go to the Inspections tab and click Schedule next to the inspection you need. Fill in the contact information, select the date, and click submit.

*If the inspection you are looking to schedule isn't listed as an option, please call the Building Department for further assistance at (916)478-2235.

Q. My project was disapproved, how do I move forward?

A. On your dashboard, click on the permit number that was disapproved. **DO NOT CREATE A NEW PERMIT NUMBER.** Click on the paperclip attachment link and upload your response letter along with plans check 2 plans.