

City of Greeley

eTRAKiT User Guide

A guide for using the online system, eTRAKiT



City of Greeley Community Development Department
1100 10th Street
Greeley, CO 80631

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1.0 GETTING STARTED

1.1 Welcome

Welcome to the City of Greeley's Community Development Web Portal called eTRAKiT. Through eTRAKiT, the public (non-registered users) can look up permits, projects, and code cases within the City of Greeley, CO.

Citizen Response Module (CRM) users will need to type in an email address to register complaints or concerns such as snow removal, property maintenance, and other possible code violations and issues that would need action by the City.

Public registered users, who create an account, will have the ability to pay fees, apply for a limited selection of permits and projects, schedule inspections, and view associated records in detail.

Registered users, contractors and engineers will be able to apply for land use projects and permits, view review comments, schedule and cancel inspections, view inspection detail, and pay fees online.

The eTRAKiT Web Portal enables customer access to permit, project, and code compliance information 24/7.

Key Features:

- Easy to use web interface
- Greater citizen satisfaction through 24/7 access to information
- Online permitting capabilities
- Permit information queries
- Inspection requests/results
- Fee payment capabilities
- Citizen Response Management

1.2 Contacting Us

For additional assistance with the eTRAKiT system, please contact:

City of Greeley Community Development Department:

Phone: 970-350-9388

Email: eTRAKiT@greeleygov.com

2.0 HOW TO ACCESS eTRAKiT

2.1 eTRAKiT Portal

The website address for eTRAKiT is <https://trakit.greeleygov.com/etrakit/> . You may also access eTRAKiT and other helpful information through the City of Greeley’s Community Development etrakit about page at <http://greeleygov.com/services/etrakit/about> .

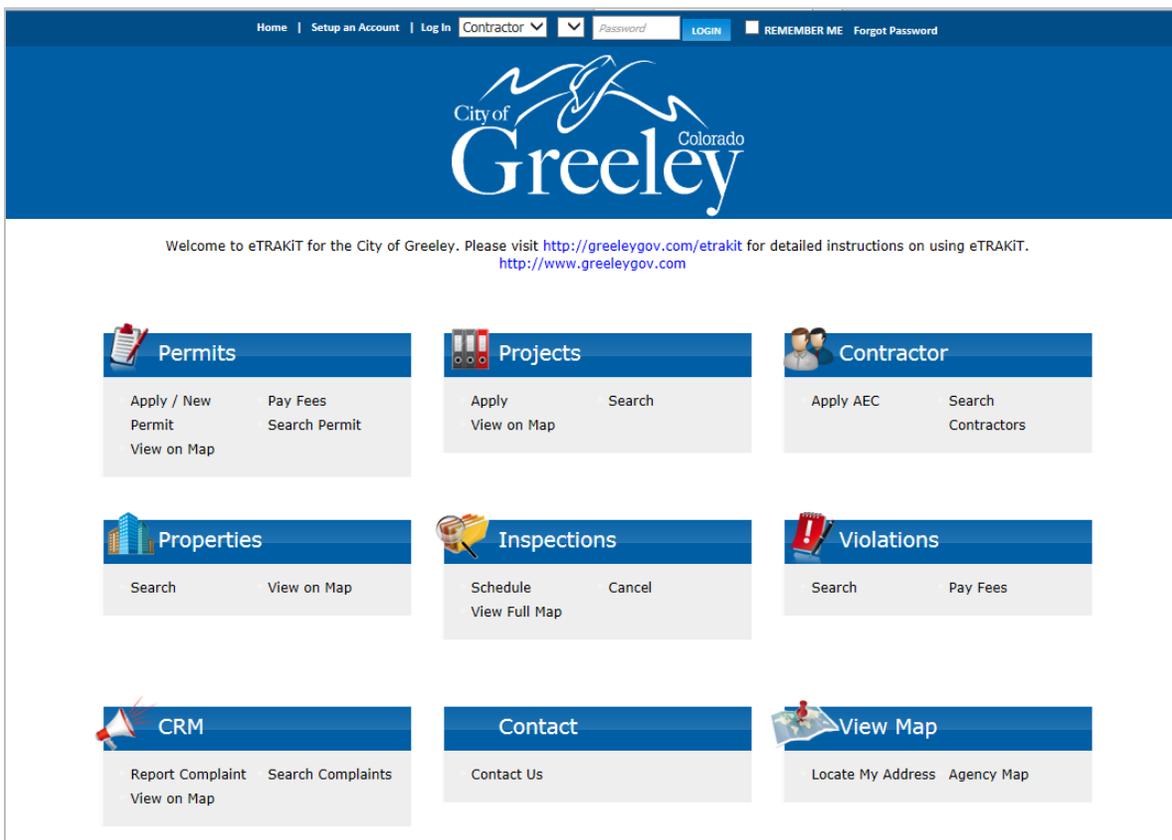


Figure 1: eTRAKiT Home Page

3.0 USER LOGIN

3.1 Public Login

1. Choose Setup an Account at the top of the page.
2. Enter the required information and click CREATE ACCOUNT



Figure 2: Public Log In

3.2 Professional Login (Contractors, Engineers, Architects, Developers)

3.2.1 Obtaining User Name and Password

First time users will need to contact the Community Development Department at 970-350-9388 to set up their company name and obtain a temporary password.

NOTE: Any trade required to be licensed, will need to provide proof of such licensure to the City to set up an account.

3.2.2 Creating a Secure Password

Select Contractor from the Login options, select your company name from the dropdown menu, and enter your temporary password. You will then be asked to create a secure password that you will use each time you log into eTRAKiT.

3.3 My Dashboard

Once logged in, the user dashboard will display all open and active permits, projects, violations, and inspections.

3.3.1 My Open Permit or Project Application

Applications that are not completed and submitted will show up in this section. You can choose to complete or delete the application.

My Dashboard

Permits

- » Apply / New Permit
- » Search Permit
- » Pay Fees
- » View on Map

Projects

- » Apply for New Project
- » Search Projects
- » View on Map

Contractor

- » Search Contractors

Properties

- » Search Property
- » View on Map

Inspections

- » Schedule
- » Cancel
- » View on Map

Violations

- » Search
- » Pay Fees

CRM

- » Report Complaint
- » Search Complaints
- » View on Map

Map

- » View Map
- » Locate My Address

Shopping Cart

- » Pay All Fees
- » Paid Items

Contact

- » Contact us

Hello .

Below is a Dashboard of your current activities.

My Open Permit Applications 2 total record(s).

Applications In Progress	Permit Type	Created Date	
Continue	OVER THE COUNTER	5/8/2018	Delete
Continue	COMMERCIAL NEW	5/8/2018	Delete

My Open Project Applications 1 total record(s).

Applications In Progress	Project Type	Created Date	
Continue		5/8/2018	Delete

My Active Permits 3 total record(s).

PERMIT NO.	ADDRESS	TYPE	STATUS	INSPECTION	FEES DUE		
BRX1805-0058	1500 29TH ...	RESIDENTIAL EXISTING	SUBMITTED	Request	\$0.00		
FLAT1805-0055	2500 1ST A...	FLATWORK	SUBMITTED		\$0.00		
ROW1805-0057	1313 10TH ...	RIGHT OF WAY PLANTING	SUBMITTED	Request	\$0.00		

My Active Inspections 9 total record(s).

REC NO	REC TYPE	REC STATUS	ADDRESS	INSPECTION	DATE	MAP
BRX1805-0058	PERMIT	SUBMITTED	1500 29TH ...	FLATWORK FINAL		
BRX1805-0058	PERMIT	SUBMITTED	1500 29TH ...	FLATWORK FORMS		
BRX1805-0058	PERMIT	SUBMITTED	1500 29TH ...	STRUCT FINAL	Schedule	
BRX1805-0058	PERMIT	SUBMITTED	1500 29TH ...	STRUCT ROUGH	Schedule	
BRX1805-0058	PERMIT	SUBMITTED	1500 29TH ...	STRUCT SETBACKS	Schedule	
FLAT1805-0055	PERMIT	SUBMITTED	2500 1ST A...	FLATWORK FORMS		
FLAT1805-0055	PERMIT	SUBMITTED	2500 1ST A...	FLATWORK FINAL**		
ROW1805-0057	PERMIT	SUBMITTED	1313 10TH ...	PLANNING FINAL**		
ROW1805-0057	PERMIT	SUBMITTED	1313 10TH ...	FINAL SITE INSPECTION PLAN	Schedule	

My Active Projects 1 total record(s).

PROJECT NO.	ADDRESS	TYPE	STATUS	FEES DUE		
VAR2018-0009	7516 21ST ...	VARIANCE	SUBMITTED	\$150.00		

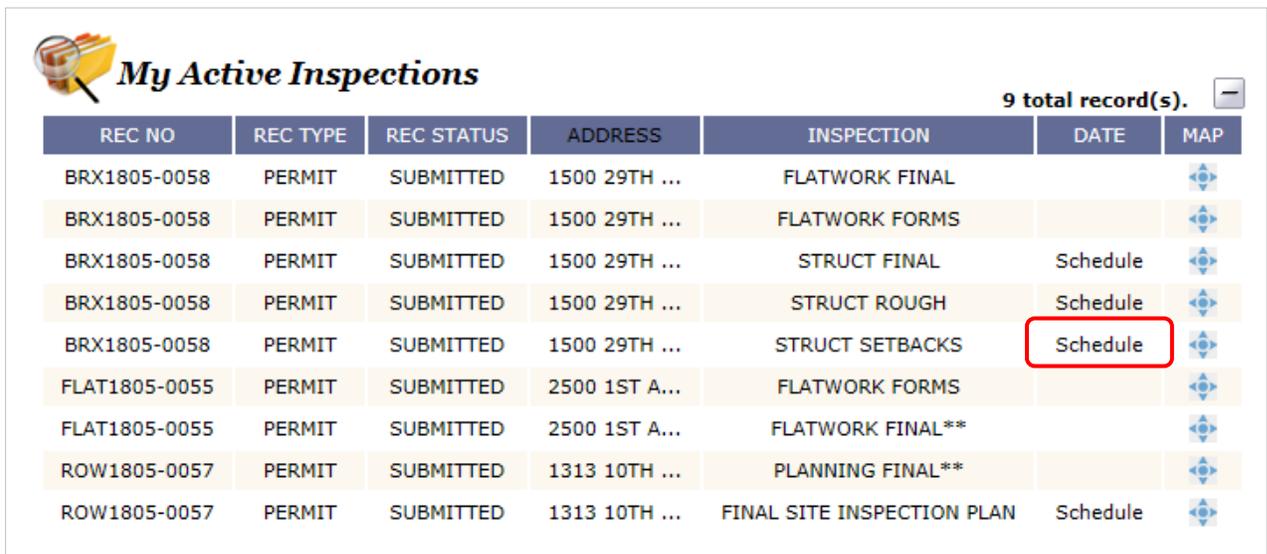
Figure 3: My Dashboard

3.3.2 My Active Permits or Projects

This section allows you to review the status of submitted permit and project applications. To review information, click on the Permit Number or Project Number in the far left column.

3.3.3 My Active Inspections

This section allows you to schedule, cancel, and review the status of inspections on previously issued permits. When all required fees have been paid you will be allowed to schedule inspections. Click on the Schedule hyperlink to request the inspection.

A screenshot of the 'My Active Inspections' interface. It features a title 'My Active Inspections' with a magnifying glass icon and a count of '9 total record(s)'. Below is a table with columns: REC NO, REC TYPE, REC STATUS, ADDRESS, INSPECTION, DATE, and MAP. The table lists various permits with their respective statuses and inspection types. The 'DATE' column for several rows contains a 'Schedule' link, with the link in the row for REC NO BRX1805-0058 and INSPECTION STRUCT SETBACKS highlighted with a red box.

REC NO	REC TYPE	REC STATUS	ADDRESS	INSPECTION	DATE	MAP
BRX1805-0058	PERMIT	SUBMITTED	1500 29TH ...	FLATWORK FINAL		
BRX1805-0058	PERMIT	SUBMITTED	1500 29TH ...	FLATWORK FORMS		
BRX1805-0058	PERMIT	SUBMITTED	1500 29TH ...	STRUCT FINAL	Schedule	
BRX1805-0058	PERMIT	SUBMITTED	1500 29TH ...	STRUCT ROUGH	Schedule	
BRX1805-0058	PERMIT	SUBMITTED	1500 29TH ...	STRUCT SETBACKS	Schedule	
FLAT1805-0055	PERMIT	SUBMITTED	2500 1ST A...	FLATWORK FORMS		
FLAT1805-0055	PERMIT	SUBMITTED	2500 1ST A...	FLATWORK FINAL**		
ROW1805-0057	PERMIT	SUBMITTED	1313 10TH ...	PLANNING FINAL**		
ROW1805-0057	PERMIT	SUBMITTED	1313 10TH ...	FINAL SITE INSPECTION PLAN	Schedule	

Figure 4: My Active Inspections

4.0 PERMIT & PROJECT APPLICATIONS

4.1 Apply Link

Permit and project application links can be found in two places in eTRAKiT. When first arriving at the website, before logging in, the link to apply for a permit is available in the top left Permits toolbar. The link to apply for a project is in the top middle Project toolbar.

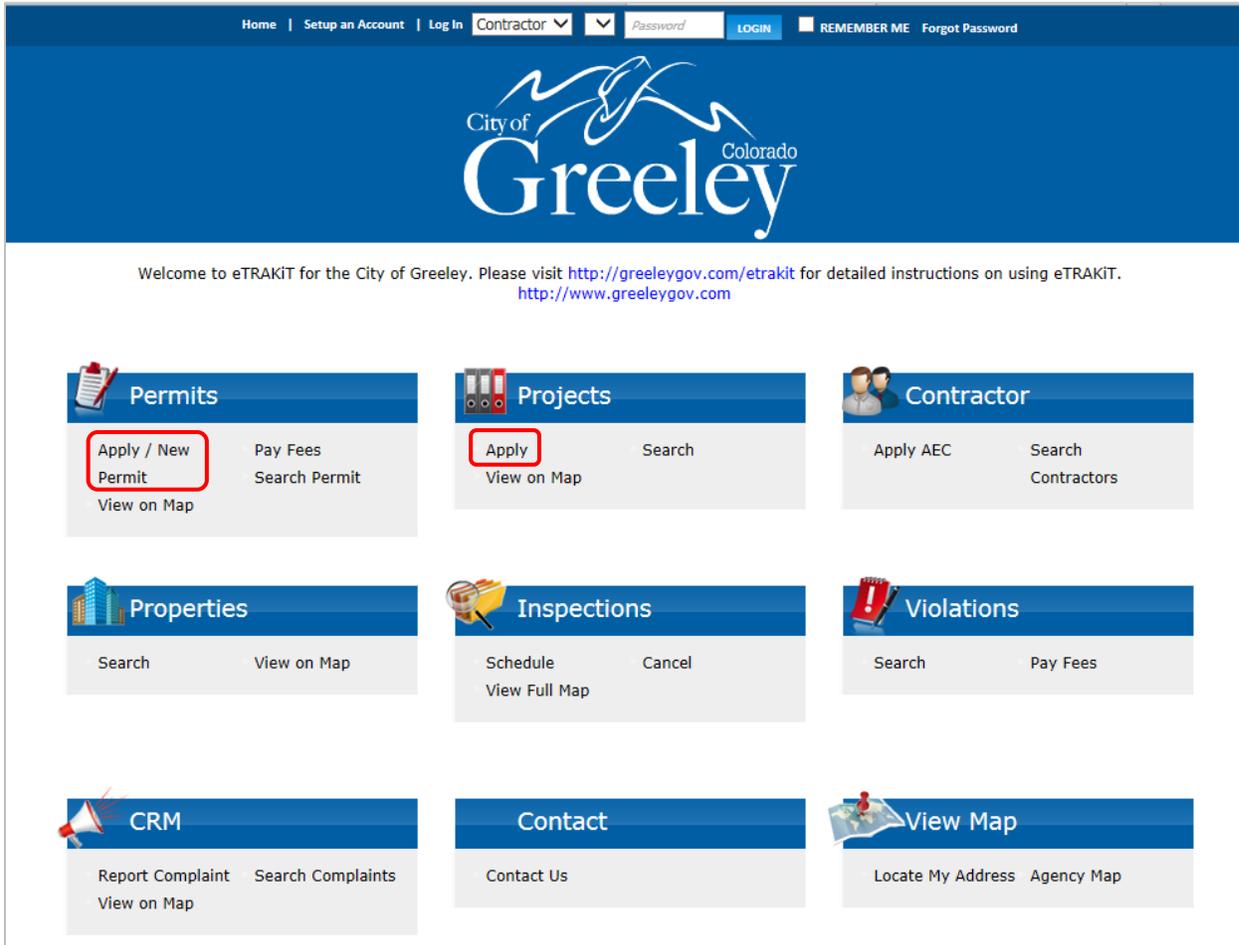


Figure 5: Applying for Permits & Projects via the eTRAKIT Homepage

If logged in as a user the links are available in the navigation bar in the left column of the screen.

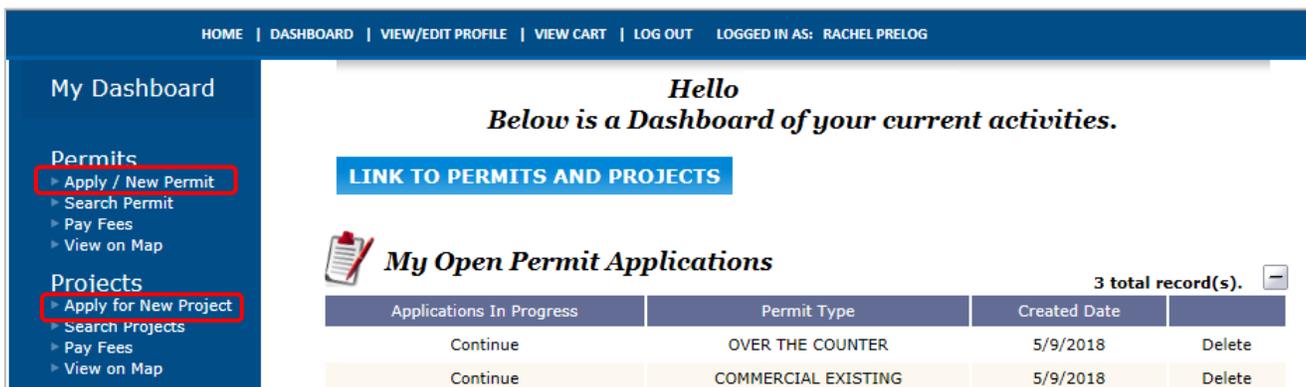


Figure 6: Applying for a Permit & Project via My Dashboard

4.2 Entering Permit & Project Information

4.2.1 Permit Type Information

Select the permit type, enter the permit type and job valuation (labor and materials). Each permit type may have different required Additional Information.

4.2.2 Project Type Information

Select the project type and subtype. Each project type may have different required Additional Information.

NOTE: If there is any question about what type/subtype a land use request is, please contact the Planning Division 970-350-9780.

HOME | DASHBOARD | VIEW/EDIT PROFILE | VIEW CART | LOG OUT | LOGGED IN AS: RACHEL PRELOG

My Dashboard

- Permits
 - Apply / New Permit
 - Search Permit
 - Pay Fees
 - View on Map
- Projects
 - Apply for New Project
 - Search Projects
 - View on Map
- Contractor
 - Search Contractors
- Properties
 - Search Property
 - View on Map
- Inspections
 - Schedule
 - Cancel
 - View on Map
- Violations
 - Search
 - Pay Fees
- CRM
 - Report Complaint
 - Search Complaints
 - View on Map
- Map
 - View Map
 - Locate My Address
- Shopping Cart
 - Pay All Fees
 - Paid Items
- Contact
 - Contact us

Permit Application

STEP 1 PERMIT INFORMATION | STEP 2 | STEP 3 | STEP 4

Permit Type Information

PERMIT Type

*Short Description:

*Job Value

Location

*Enter part or all of your address and press search

Attachments

Filename

Description

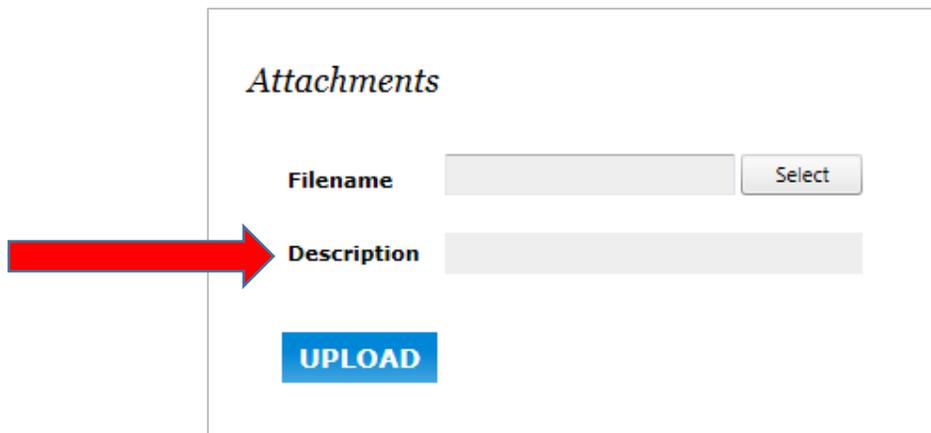
Figure 7: Permit Application Page

4.3 Attachments

4.3.1 Uploading Attachments

Upload all required attachments. Add a descriptive title in the Description box in the following format: (Submittal #_Document Name_Date)

e.g., Submittal 1_Construction Documents_4.10.2019
Submittal 1_Project Narrative_4.10.2019



The screenshot shows a web form titled "Attachments". It contains two input fields: "Filename" with a "Select" button next to it, and "Description" with a text input area. A red arrow points to the "Description" field. Below the fields is a blue "UPLOAD" button.

Figure 8: Uploading Attachments

4.4 Entering Contact Information

4.4.1 Your Relationship to the Permit/Project

Check the Property Owner box only if you are applying for the permit or project as the property owner; otherwise check the applicant box.

4.4.2 Other Permit/Project Contacts

Enter as many permit/project contacts as necessary. Please note that these individuals will be alerted to status changes and receive review comments automatically.

4.5 Review & Submit

This area allows you to review the application, make changes or corrections, pay an application fee (if necessary) and submit an application. To make corrections to a section, select the EDIT button adjacent to the section header. Complete changes and select NEXT STEP.

My Dashboard

Permits

- Apply / New Permit
- Search Permit
- Pay Fees
- View on Map

Projects

- Apply for New Project
- Search Projects
- View on Map

Contractor

- Search Contractors

Properties

- Search Property
- View on Map

Inspections

- Schedule
- Cancel
- View on Map

Violations

- Search
- Pay Fees

CRM

- Report Complaint
- Search Complaints
- View on Map

Map

- View Map
- Locate My Address

Shopping Cart

- Pay All Fees
- Paid Items

Contact

- Contact us

Project Application

STEP 1

STEP 2

STEP 3 REVIEW AND SUBMIT

STEP 4

Application for a DESIGN REVIEW Project

Review the information below prior to submitting the application

Project Information EDIT

Type DESIGN REVIEW

Subtype MAJOR DESIGN REVIEW

Description Drive thru coffee shop

Location EDIT

7521 19TH ST

Contacts EDIT

Applicant Information

General User (970) 555-5555

1100 10th Street GeneralUser@gmail.com

Greeley, CO 80634

Developer Representative Information

Owner Information

Jane Citizen

7621 W 19TH ST

GREELEY, CO 80634 - 4863

Fee Information

Type	PLANNING
Amount	\$500.00
Total Fees	
	\$500.00

Attachments

Attachments:

Submittal 1_Architectural Elevations_5.10.2018 DELETE

Submittal 1_Photometric Plan _5.10.2018 DELETE

Submittal 1_Site Plan_5.10.2018 DELETE

To upload additional attachments click [Here](#)

CANCEL PREVIOUS STEP SUBMIT

Figure 9: Review & Submit Screen

4.5.1 Permit Fees

Plan check fees are due at the time of application for permits requiring review. All other fees are paid after the review is complete and before the permit will be issued.

NOTE: You will be notified of the approval of your permit by email. Log into your eTRAKiT account to pay the required fees.

4.5.2 Project Fees

Project Fees are due at the time of application. All applicable recording fees are due upon land use approval.

NOTE: Incorrect fees paid due to applying for the wrong project type/subtype will delay the review process; subsequent reviews will not be scheduled until the correct project fees are paid.

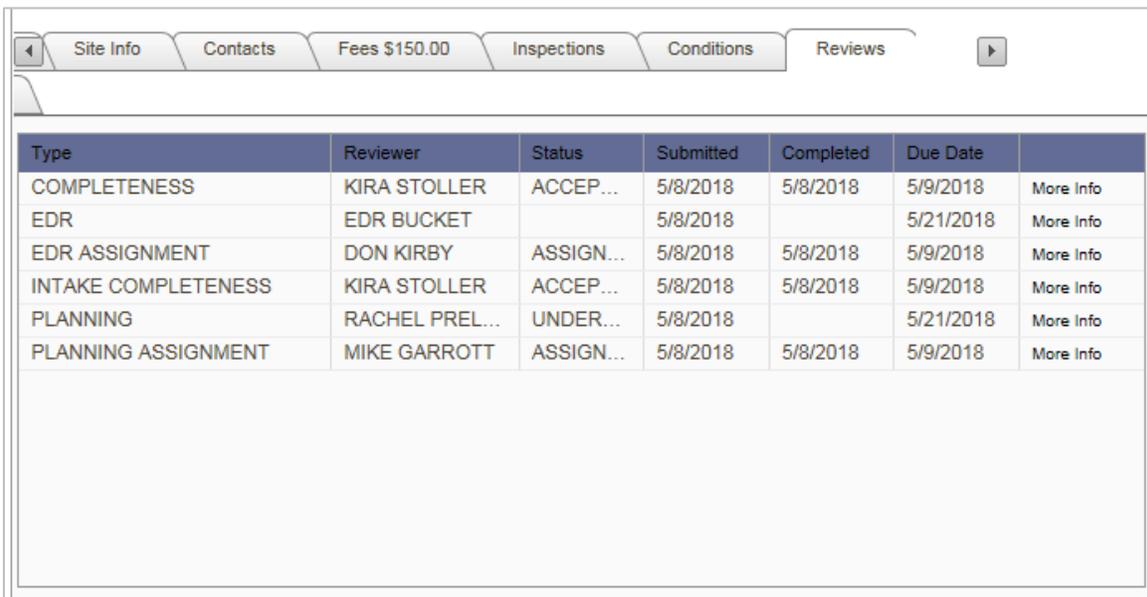
4.6 View Permit/Project Summary

Once your application is submitted, a summary page will appear. Informational tabs are selectable to review application information such as property information, contact information, fees, inspections, reviews, chronology items, and conditions. The Permit or Project will now appear in your dashboard under My Active Permits or My Active Projects.

4.6.1 Review Status

The Review tab displays information regarding review status and comments.

NOTE: An official comment letter is emailed to all contacts once all reviews have been completed and once action is required of the applicant.



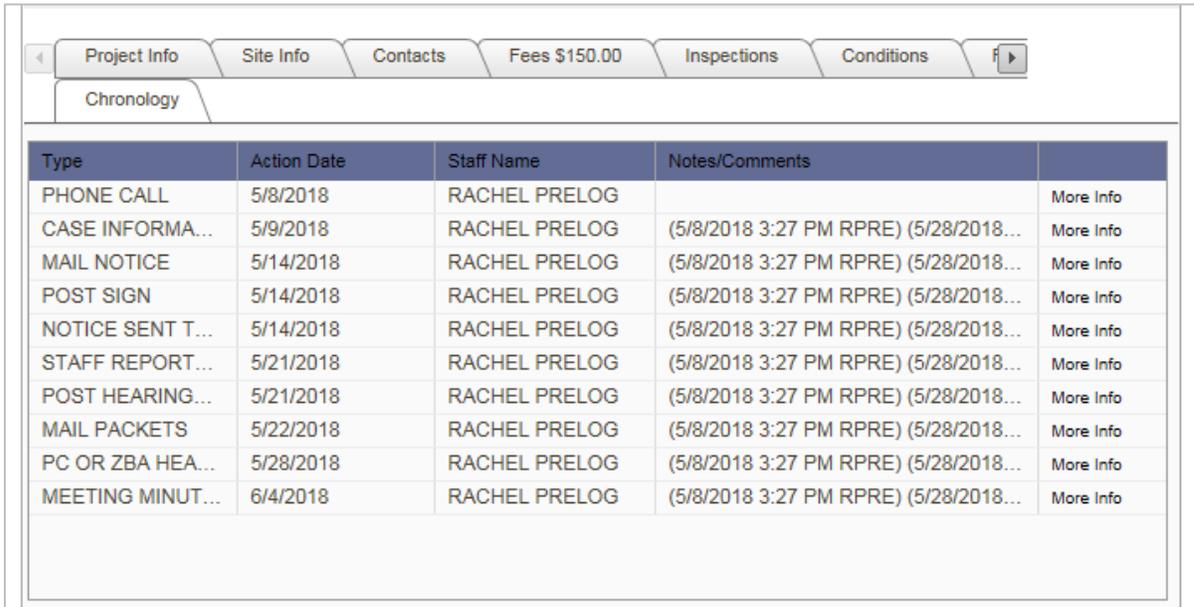
The screenshot shows a web interface with a navigation bar at the top containing tabs for Site Info, Contacts, Fees \$150.00, Inspections, Conditions, and Reviews. The Reviews tab is active. Below the navigation bar is a table with the following data:

Type	Reviewer	Status	Submitted	Completed	Due Date	More Info
COMPLETENESS	KIRA STOLLER	ACCEP...	5/8/2018	5/8/2018	5/9/2018	More Info
EDR	EDR BUCKET		5/8/2018		5/21/2018	More Info
EDR ASSIGNMENT	DON KIRBY	ASSIGN...	5/8/2018	5/8/2018	5/9/2018	More Info
INTAKE COMPLETENESS	KIRA STOLLER	ACCEP...	5/8/2018	5/8/2018	5/9/2018	More Info
PLANNING	RACHEL PREL...	UNDER...	5/8/2018		5/21/2018	More Info
PLANNING ASSIGNMENT	MIKE GARROTT	ASSIGN...	5/8/2018	5/8/2018	5/9/2018	More Info

Figure 10: Review Tab

4.6.2 Viewing Chronology Items

The chronology tab lists actions related to a project that have taken place e.g., phone calls, emails, meetings or events that are scheduled to take place in the future e.g. Planning Commission, Historic Preservation, and City Council Hearings.



The screenshot shows a web interface with a navigation bar containing tabs: Project Info, Site Info, Contacts, Fees \$150.00, Inspections, and Conditions. The 'Chronology' tab is selected. Below the navigation bar is a table with the following data:

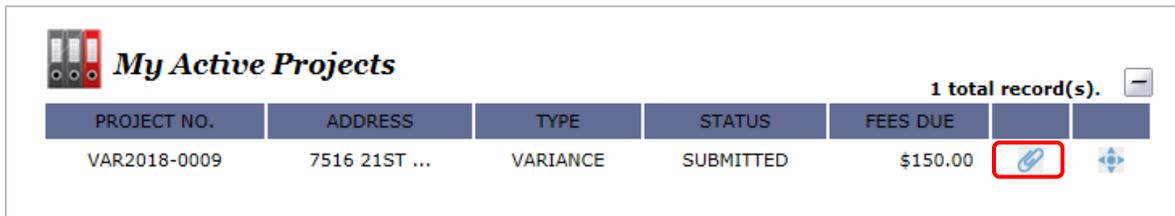
Type	Action Date	Staff Name	Notes/Comments	
PHONE CALL	5/8/2018	RACHEL PRELOG		More Info
CASE INFORMA...	5/9/2018	RACHEL PRELOG	(5/8/2018 3:27 PM RPRE) (5/28/2018...	More Info
MAIL NOTICE	5/14/2018	RACHEL PRELOG	(5/8/2018 3:27 PM RPRE) (5/28/2018...	More Info
POST SIGN	5/14/2018	RACHEL PRELOG	(5/8/2018 3:27 PM RPRE) (5/28/2018...	More Info
NOTICE SENT T...	5/14/2018	RACHEL PRELOG	(5/8/2018 3:27 PM RPRE) (5/28/2018...	More Info
STAFF REPORT...	5/21/2018	RACHEL PRELOG	(5/8/2018 3:27 PM RPRE) (5/28/2018...	More Info
POST HEARING...	5/21/2018	RACHEL PRELOG	(5/8/2018 3:27 PM RPRE) (5/28/2018...	More Info
MAIL PACKETS	5/22/2018	RACHEL PRELOG	(5/8/2018 3:27 PM RPRE) (5/28/2018...	More Info
PC OR ZBA HEA...	5/28/2018	RACHEL PRELOG	(5/8/2018 3:27 PM RPRE) (5/28/2018...	More Info
MEETING MINUT...	6/4/2018	RACHEL PRELOG	(5/8/2018 3:27 PM RPRE) (5/28/2018...	More Info

Figure 11: Chronology Tab

5.0 RESUBMITTALS

5.1 Uploading Document

Resubmit revised materials through your My Active Permits and My Active Projects dashboards. Use the attachment link in the project summary.



The screenshot shows the 'My Active Projects' dashboard. It features a table with the following data:

PROJECT NO.	ADDRESS	TYPE	STATUS	FEES DUE		
VAR2018-0009	7516 21ST ...	VARIANCE	SUBMITTED	\$150.00		

At the top right of the table area, it says '1 total record(s)' with a minus sign icon.

Figure 12: Attachment Link

Add a descriptive title in the Description box in the following format: (Submittal #_Document Name_Date)

e.g., Submittal 2_Construction Documents_5.10.2019

Submittal 2_Project Narrative_5.10.2019

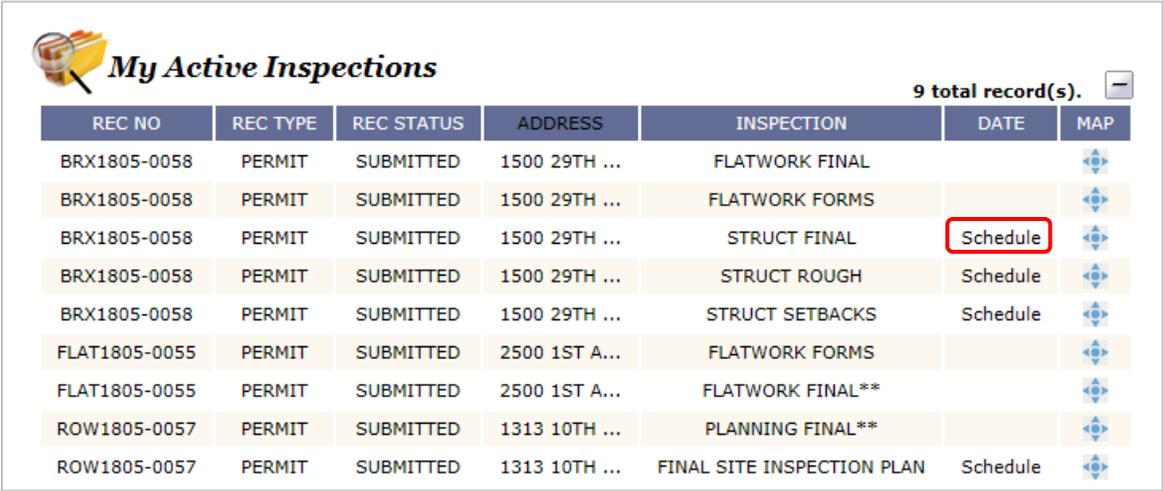
5.2 Notifying the City

Once all required document have been uploaded, email the Project Manager and/or city contact to let them know a complete resubmittal is ready for review.

6.0 PERMIT INSPECTIONS

6.1 Scheduling a Permit Inspection

Once the status of the permit has been changed to Issued, an inspection can be scheduled. To schedule an inspection, select the SCHEDULE link. Complete the required information, including contact information, and the requested inspection date.



The screenshot shows a web interface titled "My Active Inspections" with a magnifying glass icon. It displays a table of 9 records. The table has columns for REC NO, REC TYPE, REC STATUS, ADDRESS, INSPECTION, DATE, and MAP. The "DATE" column for the third record, "STRUCT FINAL", contains a "Schedule" link that is highlighted with a red rectangular box. Other records in the table include "FLATWORK FINAL", "FLATWORK FORMS", "STRUCT ROUGH", "STRUCT SETBACKS", "FLATWORK FORMS", "FLATWORK FINAL**", "PLANNING FINAL**", and "FINAL SITE INSPECTION PLAN".

REC NO	REC TYPE	REC STATUS	ADDRESS	INSPECTION	DATE	MAP
BRX1805-0058	PERMIT	SUBMITTED	1500 29TH ...	FLATWORK FINAL		
BRX1805-0058	PERMIT	SUBMITTED	1500 29TH ...	FLATWORK FORMS		
BRX1805-0058	PERMIT	SUBMITTED	1500 29TH ...	STRUCT FINAL	Schedule	
BRX1805-0058	PERMIT	SUBMITTED	1500 29TH ...	STRUCT ROUGH	Schedule	
BRX1805-0058	PERMIT	SUBMITTED	1500 29TH ...	STRUCT SETBACKS	Schedule	
FLAT1805-0055	PERMIT	SUBMITTED	2500 1ST A...	FLATWORK FORMS		
FLAT1805-0055	PERMIT	SUBMITTED	2500 1ST A...	FLATWORK FINAL**		
ROW1805-0057	PERMIT	SUBMITTED	1313 10TH ...	PLANNING FINAL**		
ROW1805-0057	PERMIT	SUBMITTED	1313 10TH ...	FINAL SITE INSPECTION PLAN	Schedule	

Figure 13: Schedule Inspection Link

6.2 Canceling a Permit Inspection

To cancel an inspection, select the x under the Cancel column for the inspection you wish to cancel.

 **My Active Inspections** 9 total record(s). 

REC NO	REC TYPE	REC STATUS	ADDRESS	INSPECTION	DATE	MAP	CANCEL
BRX1805-0058	PERMIT	SUBMITTED	1500 29TH ...	FLATWORK FINAL			
BRX1805-0058	PERMIT	SUBMITTED	1500 29TH ...	FLATWORK FORMS			
BRX1805-0058	PERMIT	SUBMITTED	1500 29TH ...	STRUCT ROUGH	Schedule		
BRX1805-0058	PERMIT	SUBMITTED	1500 29TH ...	STRUCT SETBACKS	Schedule		
BRX1805-0058	PERMIT	SUBMITTED	1500 29TH ...	STRUCT FINAL	5/09/2018		
FLAT1805-0055	PERMIT	SUBMITTED	2500 1ST A...	FLATWORK FORMS			
FLAT1805-0055	PERMIT	SUBMITTED	2500 1ST A...	FLATWORK FINAL**			
ROW1805-0057	PERMIT	SUBMITTED	1313 10TH ...	PLANNING FINAL**			
ROW1805-0057	PERMIT	SUBMITTED	1313 10TH ...	FINAL SITE INSPECTION PLAN	Schedule		

Figure 14: Cancel Inspection Link