

# ETRAKIT USER GUIDE

INSTRUCTIONS FOR CONTRACTORS AND  
DESIGN PROFESSIONALS

INSTRUCTIONS ON  
THE USE OF THE  
CITY OF HEMET'S  
ETRAKIT ONLINE  
PERMITTING  
SYSTEM

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## GETTING STARTED IN ETRAKIT INITIAL LOG-IN

**\*\*\*Please note that you must have a pin number issued to you by the City of Hemet for your initial log-in. Please email [bldgstaff@hemetca.gov](mailto:bldgstaff@hemetca.gov) to request this pin number.**

*Contractor Login* 

LOG IN BELOW TO ENTER THE CONTRACTOR PORTAL

Contractor Login is restricted to contractors with a valid license through the California State License Board. Contractors must register with the Building Division in person to obtain a log-in.

Company

Password

**LOGIN**

[Forgot your password?](#)

Note: Your privacy is important to the City of Hemet. We ask for the minimum amount of information required to establish an account. Email information will be used for city purposes only. Please contact us at (951) 765-2475 with any questions. Accounts with invalid contact information may be disabled.

1. Select the drop-down menu of the “Company” name and select your contractor’s name.
2. Enter your password issued by the City of Hemet. After initial log-in you will want to change your password.

# VIEW/EDIT PROFILE

## CHANGE PASSWORD

HOME | DASHBOARD | **VIEW/EDIT PROFILE** | LOG OUT | LOGGED IN AS: CITY OF HEMET

My Dashboard

Permits & Reviews  
Search Permits & Plan Reviews

Inspections  
Schedule  
Cancel

Contact  
Contact us

*Permit Search*

Search By:   |

[Click here for search examples](#)

After your first log in, you will want to change your password. Click [View/Edit Profile](#).

The City of Hemet, CA makes every effort to produce and publish the most current and accurate information possible. No warranties, expressed or implied, are provided for the data herein, its use, or its interpretation. Utilization of this website indicates understanding and acceptance of this statement.

### 1. Select View/Edit Profile

# CHANGE PASSWORD CONT.

HOME | DASHBOARD | VIEW/EDIT PROFILE | LOG OUT    LOGGED IN AS: CITY OF HEMET

**My Dashboard**

- Permits & Reviews
  - Search Permits & Plan Reviews
- Inspections
  - Schedule
  - Cancel
- Contact
  - Contact us

## Edit Information

*\* Required fields*

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### Profile

Company Name: CITY OF HEMET

State License #: TEST

\* Address:

\* City:

\* State:

\* Zip:  -

\* Email: sretmier@cityofhemet.org

\* Phone: ( ) - -

Cell Phone: ( ) - -

Fax: ( ) - -

Failed Inspection Notification:

### Change Password

Password:   
(6 to 15 letters/numbers only)

Confirm Password:

**SAVE**

Verify this information is correct.

Change your password here.

2. Verify the Profile information is correct. If not please update as necessary.
3. Change Password and Confirm Password.
4. Click "Save"

# UNDERSTANDING THE DASHBOARD

## 1. MY ACTIVE PERMITS

HOME | **DASHBOARD** | VIEW/EDIT PROFILE | LOG OUT | LOGGED IN AS: CITY OF HEMET

My Dashboard

- Permits & Reviews
  - Search Permits & Plan Reviews
- Inspections
  - Schedule
  - Cancel
- Contact
  - Contact us

Hello CITY OF HEMET.  
Below is a Dashboard of your current activities.

**My Active Permits** 1 total record(s)

PERMIT NO.	ADDRESS	TYPE	STATUS	EXPIRED	INSPECTION	FEES DUE
A1806-065		ACCESSIBILITY	ACTIVE		Request	\$0.00

**My Active Inspections** 1 total record(s)

REC NO	REC TYPE	REC STATUS	ADDRESS	INSPECTION	DATE
A1806-065	PERMIT	ACTIVE		FINAL**	2/01/2019

**My Expired Permits** 1 total record(s)

PERMIT NO.	ADDRESS	TYPE	STATUS	EXPIRED	FEES DUE
B1906-174	3800 THORN...	ELECTRICAL	ACTIVE	12/22/2019	\$0.00

1. From any screen click “dashboard”.

**My Active Permits** 1 total record(s)

PERMIT NO.	ADDRESS	TYPE	STATUS	EXPIRED	INSPECTION	FEES DUE
A1806-065		ACCESSIBILITY	ACTIVE		Request	\$0.00

You can click on your permit number to more detailed information regarding this permit.

Click on the address will take you to the parcel information.

Click on Request to request an inspection. If the word is not shown, contact the City of Hemet.

This column will show any fees due on your permit, if the fees are allowed to be paid there will be an invoice attached in the documents.

## 2. MY ACTIVE INSPECTIONS



**My Active Inspections**

1 total record(s)

REC NO	REC TYPE	REC STATUS	ADDRESS	INSPECTION	DATE
A1806-065	PERMIT	ACTIVE		FINAL**	2/01/2019

1. This will provide you with the date of your scheduled inspection and if the inspection is scheduled for AM or PM. Generally, inspections scheduled in the “AM” are performed between 8:30am – 12:00pm. “PM” scheduled inspections are performed between 1:00am and 5:00pm.
2. By clicking on the “REC NO” you will have access to the permit details. Here you will be able to :
  - a. See permit details
  - b. Attachments of the permits, ie. Correction notices
  - c. Inspections performed on the site and the results.

**Permit #A1806-065**

 Request Inspection  Inspections

Permit Info | Site Info | Contacts (1) | Inspections(1) | Conditions | Reviews

Type: ACCESSIBILITY

Subtype:

Description:

Status: ACTIVE

Applied Date: 6/27/2018

Approved Date:

Issued Date:

Final Date:

Expiration Date:

Notes:

**Attachments:** IMG\_5427.JPG IMG5427.JPG

## PLAN REVIEW and PERMIT LINK



1 total record(s)

PERMIT NO.	ADDRESS	TYPE	STATUS	EXPIRED	INSPECTION	FEE DUE	
A1806-065		ACCESSIBILITY	ACTIVE		Request	\$0.00	



My Active Permits is also used by the system to show your pending permits and plan reviews.

Once you select the Plan Check number, select the “Reviews” tab. Here you will find information regarding the status of your current plan review. By clicking the [More Info](#) tab you will find the reviewers notes, if any. You can sort the reviews by clicking on the column header title. The best way to get the latest reviews is to sort by the [Submitted Date](#).

## SCHEDULING AN INSPECTION

From your dashboard select the applicable permit number under My Active Permits.

 **My Active Permits** 1 total record(s).

PERMIT NO.	ADDRESS	TYPE	STATUS	EXPIRED	INSPECTION	FEE DUE
A1806-065		ACCESSIBILITY	ACTIVE		Request	\$0.00

**Permit #A1806-065**

 Request Inspection  Inspections

Permit Info | Site Info | Contacts (1) | Inspections(1) | Conditions | Reviews

Type: ACCESSIBILITY  
Subtype:  
Description:  
Status: ACTIVE  
Applied Date: 6/27/2018  
Approved Date:  
Issued Date:  
Finaled Date:  
Expiration Date:  
Notes:

**Attachments:** IMG\_5427.JPG IMG5427.JPG

1. Select Request Inspection

## My Dashboard

Permits & Reviews  
Search Permits & Plan  
ReviewsInspections  
Schedule  
CancelContact  
Contact us*PERMIT Inspection Request - A1806-065*

\* Contact Name: CITY OF HEMET

\* Phone Number: ( ) - -

\* Site Address:

\* Email Address: sretmier@cityofhemet.org

Notes:

Inspection Type: 1ST LIFT

Requested Date: 8/17/2020

ADD INSPECTION

CANCEL

Add Inspections by selecting Inspection Type, Request Date, Time and pressing 'Add Inspection'

Any items with an \* are REQUIRED fields and must be populated to complete inspection scheduling.

~ Inspections can be scheduled up to 7 days in advance from the current date.

~ Inspections are active once an inspector's name has been assigned. Inspection status is updated daily by 7:30am.

~ You can cancel inspections up to 7:00am the day of the inspection using eTRAKit. If you need to cancel your inspection after this time, please call (951) 765-2475 after 7:30am.

~ You will not receive a call from the inspector to set-up a time or receive a confirmation.

1. Complete all required fields. Once complete select "Add Inspection"
2. Please note:
  - a. Inspections can be scheduled up to 7 days in advance from the current date.
  - b. You can cancel inspections up to 7:00am the day of the inspection using eTRAKit. If you need to cancel your inspection after this time, please call (951) 765-3872 after 7:30am.
  - c. You will not receive a call from the inspector to set-up a time or receive a confirmation.

## APPLYING FOR A NEW PERMIT

### PERMIT APPLICATION



1. From your Dashboard. Select "Apply for New Permit/Plan Review" in the upper left-hand corner of the screen.
2. You will need to read and agree to the terms of use to continue with the process.

The first section requests information regarding the type of permit you are applying for.

A screenshot of the "Permit Application" form. At the top, the title "Permit Application" is displayed in a blue, italicized font. Below the title is a progress bar with four steps: "STEP 1 PERMIT INFORMATION" (highlighted in dark blue), "STEP 2", "STEP 3", and "STEP 4". The main form area is titled "Permit Type Information" in a blue, italicized font. It contains four input fields: "PERMIT Type" (a dropdown menu), "\*Description of Work:" (a text area), "Notes:" (a text area), and "\*Job Value" (a text input field).

Currently there are three (3) permit types you can choose from. Online, Plan Revision and Fire. Below are the permit types that would be selected for each type. Please ensure you choose the correct type. If there are any questions, please reach out to us.

**PERMIT TYPE:**

**Fire:** Fire Sprinklers; Fire Alarms; Underground Fire; or any other permits where the Fire Department is the only department that inspects the work.

**Plan Revision:** This type is to be used when you already have an approved permit where you need to make a revision to the approved plans.

**Tract:** Tracts is not a permit type, but your rules vary slightly from the others. If you are submitting a master plan, ie. Structural for the SFRs, Master Fire Sprinkler Plan, Master Solar Plan, Master Block Wall or Fence Plan; any plan that you will be submitting applications for the individual lots, but building off this master plan, you will select Plan Revision. Plan Revision type just allows the computer to assign a “non-permit” number, but we will recognize that it is not a plan revision by your description.

**Online:** This Permit type should be used when you do not fit into any of the other categories.

**1. DESCRIPTION OF WORK:**

This is a short description of the work

**2. NOTES:**

This is where you would expand on the work. Please see examples below:

**3. DESCRIPTION OF WORK**

**NOTES**

Roof Mounted Photovoltaic

3.420 (KW), 9 (Panels), 9 (Inverters)

Block Wall and Fence

30’ Return Block Wall, 100’ Vinyl Fence

Plan Revision-Module Layout

Change location of modules on Permit B2021-XXX

**4. JOB VALUE:**

This is the value of the work being performed.

## LOCATION

*Location*

\*Enter part or all of your address and press search

Search By

### 5. LOCATION:

In order for you to apply for a permit, the address must be in our database. On occasion this will return no results. When it does, please email us at [bldgstaff@hemetca.gov](mailto:bldgstaff@hemetca.gov) and let us know the address you are trying to use and the APN numbers. We will have to research it and get back with you.

When entering the address, you will need to leave the direction of the street. For example, if you are searching for 445 E. Florida Ave.; you would search 445 Florida Ave. If you are having difficulties you can enter less information, for example 445 F. This will return you a broader list, but in the even you have misspelled the street name or other reason you'll be able to find the address. You can also search by the APN for a more accurate return.

## RELATION TO THE PERMIT

### *Your Relation to this Permit*

**Property Owner**  
Check this box if you are the Property Owner

**Contractor**  
Check this box if you are the Contractor

#### 6. RELATION TO THIS PERMIT

Currently the system only allows for Contractors to apply for permits. Therefore, this will be your default choice.

## ATTACHMENTS

*Attachments*

Please be sure to include required attachments with your application. Failure to do so may delay in the processing of your permit application.

Filename

Description

### Attachments:

7. FILE NAME: This will populate with whatever the file is named on your system. Click the "Select" button and select the file you wish to upload. A green circle will appear if the file meets the upload requirements. A red circle will appear if the file is incorrect.
8. DESCRIPTION: This description needs to be updated with the name of the file. On the initial submittal there are only 3 file names we accept:

Application

Plans

Supplemental

Filename

APPROVED SUPPLEMENTAL B.pdf

APPROVED SUPPLEMENTAL B.pdf

Description:

Please refer to our Electronic Plan Submittal Requirements handout for a more detailed explanation of file types. Without naming the description your file shows blank on our system.

9. UPLOAD:

Once you select Upload, the file will appear to the right.

**Attachments:**

APPROVED SUPPLEMENTAL B.pdf

SUPPLEMENTAL

## CONTACTS

### Permit Application

STEP 1

STEP 2 CONTACT INFORMATION

STEP 3

STEP 4

### Application for a ONLINE Permit

#### Applicant Information

*Name	CITY OF HEMET	*Phone	( ) -
*Address	445 E FLORIDA AVE.	*Email Address	sretmier@HEMETCA.GOV
*City	HEMET		
*State	CA	*Zip	92544 -

#### Owner Information

*Name	CITY OF HEMET,	*Phone	( ) -
*Address	450 E LATHAM AVE	*Email Address	bldgstaff@hemetca.gov
*City	HEMET		
*State	CA	*Zip	92543 -

#### Contractor Information

*Name	CITY OF HEMET	*Phone	( ) -
*Address	445 E FLORIDA AVE.	*Email Address	sretmier@HEMETCA.GOV
*City	HEMET	License or ID	TEST
*State	CA	*Zip	92544 -

10. The Applicant, Owner and Contractor must be completely filled out to move to the next step. The information entered here is what we have in our system. If you would like to update it to reflect differently in this page in the future, please email the information to [bldgstaff@hemetca.gov](mailto:bldgstaff@hemetca.gov) otherwise any changes can be manually made on this page.

## REVIEW AND SUBMIT

The next page will allow you to review the whole application and make any changes necessary. Once you move onto the next step, it will provide you a confirmation.

### *Confirmation*

Your application has been received. There are no fees due at this time. Once City staff reviews, accepts and calculates your fees your application status will be updated. Please review your account regularly to see which projects are pending payment, ie. Status = Fees Due

[VIEW PERMIT](#)

These permits are reviewed by our staff as soon as we can. You will receive an email with the status or be sent an invoice for you to pay to move forward with the project. Please remember, the permit status can be viewed on this online portal.