#### Go to the County Website : <u>http://www.co.walla-walla.wa.us/index.shtml</u>



# **Offices & Departments**



**Click on Community Development** 



## **Community Development**

Community Development Home

Building

**Burn Control** 

Code Compliance

Comprehensive Plan and **Development Regulations** Amendments

County Code

eTRAKiT web portal

**Fireworks Stands** 

Hearing Examiner

Planning/Zoning

**Public Notices** 

Public Records

Staff Directory

Home | Offices & Departments | Community Development

# **Community Development Department BUILDING | PLANNING | CODE COMPLIANCE**

Tom Glover, AICP, Director Second Floor, Suite 200 310 W. Poplar Street Walla Walla, WA 99362

#### Staff Directory

509-524-2610 Main 509-524-2611 Inspection Requests 509-524-2612 Daily Burn Decision Send general email to commdev@co.walla-walla.us Submit documents/applications by email to permits@co.walla-walla.wa.us eTRAKiT web portal

**Click on eTRAKiT web portal** 

#### **Click on Return and Data Privacy Policy for Credit Card Payments to review**

#### Once you have reviewed the policy, then click back arrow on your browser and click on Continue to eTRAKiT



# eTRAKiT web portal

Community Development Home

Building

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FAQ's

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#### Home | Offices & Departments | Community Development | eTRAKIT web portal

The eTRAKIT website is a publicly accessible web portal linked directly to our office permit tracking software. Through the eTRAKIT website you are able to schedule/cancel inspections, check on the status of permits/projects, apply for certain types of permits, pay for your permits/projects with a credit card, submit a code complaint (issue), and search for information on recent permitting activity. Use the link below to access the eTRAKIT website.

Currently, you can submit the following types of applications online: siding/windows, reroof, plumbing/mechanical, residential burn permit renewal. Once you have submitted your application online it will be forwarded to staff for review. Once your application has been approved, you will be notified so you can pay your fees and your permit can be issued.

Before paying fees through the eTRAKIT website, please review our Return and Data Privacy Policy for Credit Card

#### \*\*eTRAKiT Upgrade\*\*

We are now able to take payments via the eTRAKIT portal. Please see the walk through instructions link below.

#### Return and Data Privacy Policy for Credit Card Payments



Walk-thru instructions for Public Records Search Walk-thru Instructions for Public Login Walk-thru Instructions for Contractor Login Walk-thru Instructions for Inspection Scheduling Walk-thru Instructions for Completing Payments



**Click on the down arrow and select Contractor** 



#### Select the **YOUR** Contractor name from the drop-down list



### Enter your password and click login



You can also click in the Remember me box and it will select your name next time you log in, you will only have to enter your password.



#### You are now logged in and ready to go.

HOME   DASHBOARD   VIEWIEDIT PROFILE   VIEW CART   LOG OUT LOGGED IN AS: COMMUNITY DEVELOPMENT									
My Dashboard	Hello COMMUNITY DEVELOPMENT. Below is a Dashboard of your current activities.								
Permits Apply Search Pay Fees	l	🔰 My Acti	ve Permit	s			1 tot	tal record(s).	
Projects		PERMIT NO.	ADDRESS	TYPE	STATUS	INSPECTION	FEES	S DUE	
Pay Fees		CRW-PERMIT		E SIDING WINDOWS	ISSUED	Request		\$0.00 🖉	
Contractor Search Contractors Pay Fees	¢	👯 My Acti	ve Inspec	tions				=	1
Properties ▶ Search Property		REC NO	REC TYPE	REC STATUS	ADDRESS	INSPECTION	N	DATE	
Inspections		CRW-PERMIT	PERMIT	ISSUED		WINDOWS/SID	ING		
Schedule Cancel		CRW-PERMIT	PERMIT	ISSUED		OTHER		6/01/2016	
Violations ▹ Search									
CRM Report Issue Search Issues									
Shopping Cart Pay All Fees Paid Items									
Contact ► Contact us									

You can now pay fees, check the status of the review process, then once issued, request an inspection and get inspection results. You can also print from the attachments.

If you have any questions, please feel free to call Lauri @ 509-524-2614 or email @ <u>lwithers@co.walla-walla.wa.us</u> for more assistance.

## To pay fees: Click on the permit number or the amount in the fees due column

HOME	DASHBOARD   VIEW/EDIT PROFILE   VIEW	V CART   LOG OUT LOG	GED IN AS: COMMUNITY DE			
My Dashboard	Hello COMMUNITY DEVELOPMENT. Below is a Dashboard of your current activities.					
Permits • Apply / New Permit • Search Permit • Pay Fees	My Active Permi	its		1 total record(s).		
Projects	PERMIT NO. ADDRESS	TYPE	STATUS	INSPECTION FEES DUE		
<ul> <li>Apply for New Project</li> <li>Search Projects</li> </ul>	CRW-PERMIT 1234 SOME	1 FAM RESIDENCE	AWAITING PAYMENT	\$2.00		
Contractor ou should have reacted the second s	d the Credit card policy on th is you want to pay and then	ne main page, if y click on proceed	you haven't, it wil to checkout	ll not let you make payment,		
My Dashboard	Shopping Cart					
Permits Apply / New Permit Search Permit Pay Fees	Item	Fee Description		Amount Due		
Projects			GENERAL	1.00		
<ul> <li>Apply for New Project</li> <li>Search Projects</li> </ul>			GENERAL	Total: \$2.00		
Contractor Search Contractors Pay Fees	REMOVE SELECTED ITEMS Your privacy is critically i	BACK TO DASHBOARD	VIEW PAID ITEMS	PROCEED TO CHECKOUT		
Properties	Depa	rtment we have a fe	w fundamental princ	Iples:		
Inspections	We do not ask you for personal information unless we truly need it. We do not share your personal information with anyone except to comply with the law, develop our permits, or protect our rights. We do not store personal information on our servers unless required for the ongoing					
<ul> <li>Schedule</li> <li>Scheduled</li> </ul>						
Violations Search	operation of one of our services. We aim to make it as simple as possible for you to control what is visible to the public, seen by search engines, kept private and permanently.					
CRM Report Issue Search Issues	You can find our detailed Return and Data Privacy policies on the WWCCDD website in the eTRAKiT portal link.					
Shopping Cart	Please read th	is information caref	ully before proceedir	ig to checkout.		
► Pay All Fees ► Paid Items	By clicking "Proceed to checkout" you are accepting all the terms and conditions of the policies posted on our website. If you do not agree to these terms and policies, you may not use this					
Contact		si	ite.			

## Verify this information then click on proceed to payment.

Permits Apply / New Permit Search Permit Pay Fees	PERMIT CRW-PERMIT 1234 SOME DR		
Projects	Description	Quantity	Amount
<ul> <li>Apply for New Project</li> <li>Search Projects</li> </ul>	COUNTY BUILDING - GENERAL	1	\$1.00
Contractor	DIRECTENTRY		1.00
Search Contractors	COUNTY BUILDING - GENERAL	1	\$1.00
► Pay Fees	DIRECTENTRY		1.00
Search Property	Total Fe	es:	\$2.00
Schedule			
Scheduled	To	ital:	\$2.00
Violations	BACK TO SHOPPING CART PROCEED TO PAYMENT		

Fill in your credit/debit card information here Then click on Pay Now

You will get a transaction report showing your payment. I will receive an email telling me it is paid, I will issue the permit and send you an email that it is issued with a few other details.

		Invoice N	umber:	E162
Description:				
		Total:	\$2.00	(USE
Payment Information				
Card Number:	* (enter number without space	s or dashes)		
Expiration Date:	* (mmyy)			
Billing Information				
Customer ID:				
First Name:	Last Name:			
Company:				
Address:				
City:				
State/Province:	Zip/Postal Code:			
Country:				
Email:				
Phone:				
Fax:				
Shipping Information				
Copy Billing Informatio	n to Shipping Information			
First Name:	Last Name:			
Company:				
Address:				
City:				
State/Province:	Zip/Postal Code:			
Country				

#### To schedule inspections:

You can click on the blue request link under the inspection tab or click on <u>Schedule</u> under the Inspections heading on the left side of the page.



Once you click on request this is the next screen you will see. This is an example, but your screen would have the site address in the information below.

Click on inspection type, it will automatically be set to **\*\*Final**.

My Dashboard	PERMIT Inspection Request - CRW-PERMIT
Permits ► Apply ► Search ► Pay Fees	* Contact Name: Lauri Withers
Projects ▶ Search Projects ▶ Pay Fees	* Phone Number: (509) 524-2614 * Site Address:
Contractor <ul> <li>Search Contractors</li> <li>Pay Fees</li> </ul>	Email Address:     Iwithers@co.walla-walla.wa.us       Notes:
Properties ▶ Search Property	Inspection Type:     **FINAL       Requested Date:     5/11/2016 -
Inspections <ul> <li>Schedule</li> <li>Cancel</li> </ul>	Time: Any -
Violations ▹ Search	ADD IN SPECTION CANCEL
CRM ▶ Report Issue ▶ Search Issues	Add Inspections by selecting Inspection Type, Request Date, Time and pressing 'Add Inspection'.
Shopping Cart ≻ Pay All Fees ≻ Paid Items	
Contact ▶ Contact us	

Click on the down arrow to select the inspection you are requesting. The permit type will determine the allowable inspections to choose from.

My Dashboard	PERMIT Inspection Request - CRW-PERMIT
Permits  Apply Search Pay Fees Projects Search Projects Pay Fees Contractor Search Contractors Pay Fees Properties Search Property Inspections Schedule Cancel	* Contact Name:       Lauri Withers         * Phone Number:       (509) 524-2614         * Site Address:       123 Anywhere         * Email Address:       lwithers@co.walla-walla.wa.us         Notes:
Violations > Search CRM > Report Issue > Search Issues Shopping Cart	ADD IN SPECTION CANCEL Add Inspections by selecting Inspection Type, Request Date, Time and pressing 'Add Inspection'.
<ul> <li>Pay All Fees</li> <li>Paid Items</li> <li>Contact</li> <li>Contact us</li> </ul>	Inspection Policy

#### If you have information you would like to include, you can enter it in the notes section.



# Click on requested date down arrow and select the date you want the inspection. Only the dates that come up are available.



## Now click on the time frame and Select the time frame you want.

Permits   Apply   Search   Pay Fees   * Phone Number:   (509) 524-2614   * Phone Number:   (509) 524-2614   * Site Address:   123 Anywhere   * Pay Fees   * Email Address:   Notes:   Pay Fees   Properties
Search Property       Inspection Type:       **FINAL         Inspections       Requested Date:       5/11/2016 -         Schedule       Cancel       Time:       PM -         Violations       Search       ADD IN SPECTION       CANCEL         CRM       Report Issue       Add Inspections by selecting Inspection Type, Request Date, Time and pressing 'Add Inspection'.
Shopping Cart ▶ Pay All Fees ▶ Paid Items
Contact us Inspection Policy

## **Click on ADD INSPECTION**

# My Dashboard

# **PERMIT Inspection Request - CRW-PERMIT**

Permits				
▶ Apply ▶ Search ▶ Pay Fees	* Contact Name:	Lauri Withers		
Drojocte	* Phone Number:	(509) 524-2614		
► TOJECTS Search Projects Pay Fees	* Site Address:	123 Anywhere		
Contractor	* Email Address:	lwithers@co.walla-walla.wa.u	us	
<ul> <li>Search Contractors</li> <li>Pay Fees</li> </ul>	Notes:	Insp card in tube. Please ca access 509-524-2614 Lau	all 30 ahead for ri	
Properties				i -
Search Property	Inspection Type:	**FINAL 🚽		
Inspections	Requested Date:	5/11/2016 🗸		
<ul> <li>Schedule</li> <li>Cancel</li> </ul>	Time:	PM 🗸		
Violations ▹ Search	_			
CRM	A CONTRACTOR OF	CANCEL		
<ul> <li>Report Issue</li> <li>Search Issues</li> </ul>	Add Inspections by selecting Insp	pection Type uest Date, Tip	me and pressing '	Add Inspection'.
Shopping Cart				
Paid Items				
Contact ► Contact us	Inspection Policy			

If you would like to add another inspection for this same permit, Click on the inspection type down arrow and select it, then click add inspection again. As you can see there is already a final inspection selected. Now, if you are done selecting the inspections you want, click on SUBMIT. DON'T FORGET TO CLICK THE SUBMIT BUTTON OR THE INSPECTION WILL NOT BE SCHEDULED.



Once the inspection is scheduled, it will bring you back to the Dashboard and you can see that it has been scheduled. You will also receive an email confirmation at the email address that was entered above.

#### My Dashboard Hello Lauri Withers. Below is a Dashboard of your current activities. Permits LINK TO PERMITS AND PROJECTS Apply Search Pay Fees **My Active Permits** Projects 1 total record(s). Search Projects Pay Fees ADDRESS STATUS FEES DUE PERMIT NO. TYPE INSPECTION Contractor 3 Ø CRW-PERMIT E SIDING WINDOWS \$0.00 ISSUED Request Search Contractors Pay Fees Properties Wy Active Inspections Search Property -1 total record(s). REC STATUS REC NO REC TYPE ADDRESS INSPECTION DATE CANCEL Inspections Schedule 23 CRW-PERMIT PERMIT ISSUED \*\*FINAL 5/11/2016 Cancel Violations

Search

#### CRM

- Report Issue
- Search Issues

#### Shopping Cart

- Pay All Fees
- Paid Items

#### Contact

Contact us

the second s

#### You will also receive an email confirmation at the email address that was entered above.

From:Community DevelopmentTo:Lauri WithersSubject:Online Inspection RequestDate:Tuesday, May 10, 2016 9:41:51 AM

Your inspection request has been received and scheduled. This is the information sent:

Permit Number: CRW-PERMIT Inspection(s): \*\*FINAL 5/11/2016 PM 5/10/2016 9:41 AM Lauri Withers Insp card in tube. Please call 30 ahead for access 509-524-2614 Lauri Contact Name: Lauri Withers Site Address: 123 Anywhere Phone: 5095242614 e-Mail: lwithers@co.walla-walla.wa.us

Once the inspection has been completed, it will drop off the dashboard. You can click on the permit number then the tab for inspections to see the results.

You will also receive an email from the inspector with the results of your inspections.

If you have any questions, please feel free to call Lauri @ 509-524-2614 or email @ <u>lwithers@co.walla-walla.wa.us</u> for more assistance.