

El Dorado County eTRAKiT Portal

eTRAKiT Frequently Asked Questions (FAQs)

Q. What services are available on El Dorado County's eTRAKiT Portal?

A. The eTRAKiT Portal lets the user view permit details such as inspections, reviews, and fees. You can also pay for fees, schedule inspections and view property details.

Q. Why should I create a registered user on El Dorado County's eTRAKiT Portal?

A. Some features and details are only available to a registered user. Functions such as paying fees and scheduling inspections are only possible once you register.

Q. What is the difference between a public user account and contractor account.

A. Public accounts can link any permit, project, or case to their account dashboard. Contractor accounts will automatically be linked to any permits, projects, and cases that are associated with their CSLB. Your CSLB needs to be current and in good standing to maintain your access.

Q. How to create a new account?

A. Select "Setup an Account" from El Dorado County's eTRAKiT Portal homepage. Then choose whether you need a Public or Contractor account. A public account is for a non-contractor to view/pay for permits/projects as well schedule inspections among other services. A contractor account is for contractors tracking permits and projects they are associated with. Both accounts will let you view details for permits and projects, schedule inspections and pay fees. However, a contractor's account is tied to a valid Contractors State License Board number. Contractors will need to enter this number at the time of registration. It will also serve as the Login ID.

Q. How to reset forgotten passwords?

A. For Public Account users: Select 'Forgot Password' from the home page. Then select 'Public Registered' button. Enter your Username at the prompt then select 'reset password'. This generates an email to your registered email address with a link to reset your password.

A. Contractor: Select 'Forgot Password' from the home page. Then select Contractor on the resulting page. Enter your State License # and select 'RESET PASSWORD'. This will generate an email to your registered email address with a link to reset your password. If instead you receive the following on screen message "**Unable to send email at this time**" it indicates your account doesn't have an email address associated with it. Please send email to etrakit@edcgov.us. Along with your CSLB#. We will then generate a reset link sent to your current email address. After resetting the password and logging in, the email address can be updated by selecting "View/Edit Profile from the top menu bar.

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Q. What should I do if I attempt to login, and I see a message that says my License is expired but I already renewed my license?

A. Send an email to etrakit@edcgov.us including your CSLB#. After we receive your request we will verify your license data, including CSLB and EDC Business License, and update your account accordingly.

Q. Where can I update my email address used on El Dorado County's eTRAKiT Portal.

A. After you log into the portal. Please Click view/Edit profile to update your email address. It is in the top menu bar. The resulting page will give you the opportunity to update your name, address, email address and phone number.

Q. How to apply for a permit?

A. Contractor permit applications for Trade Permits, Residential Solar and Electric Vehicle Charging Stations can be emailed to epermit@edcgov.us. All other permits must be applied for in person. For more information, go to the building department's website Building Services - El Dorado County @ https://www.edcgov.us/Government/building/Pages/building_main_info.aspx and scroll about halfway down the page. Look for the big blue buttons.

Q. How to Link a permit/project to your account.

A. Select Dashboard link in the top menu bar. Select "Link to Permits and Projects" button. Enter the permit number and click 'link'.

Q. How to check permit status on El Dorado County's eTRAKiT Portal?

A. Check your permit status @ <https://edc-trk.aspgov.com/eTRAKiT/Search/permit.aspx>
Login or register then do the following to check status details:
Select search Permit >> Enter Permit number >> Search. Click on the permit number to get more information. Select on Reviews >> More Info to get additional details.

Q. How to pay for inspections/permit fees on El Dorado County's eTRAKiT Portal?

A. Login or register then do the following: Go to your dashboard >> Select the "Link to Permits and Projects" link. Enter the permit number and select 'LINK'. Click on the permit number. Click on the fees tab (note the status of the permit must be 'approved for payment' to pay online. Click on 'Pay All Fees' link and follow the on-screen prompts to enter your payment details. If the permit status is not "approved for payment", Pay All Fees will not be available.

Q. How to schedule an inspection on eTRAKiT?

A. After logging into the portal select Dashboard from the top menu. If you haven't already done so, please select "Link to Permits and Projects". Enter your permit number in the space provided and select the link. This will add the permit to your dashboard. Now from your dashboard under Active Inspections Select "SCHEDULE" link on inspection. On the next page verify your contact information then choose a date in the Requested Date drop down.

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You will have the option of choosing a date between 3 to 10 days from today's date. On the date of your inspections the inspection schedule will be updated with AM or PM indicating the time of day for your inspection.

Please Note: Requests for AM or PM inspections are not guaranteed.

AM - on site between 8 am and 11:30 am

PM - on site between noon and 3:30 pm

Gate codes need to be entered into Remarks. Failure to provide the gate code can result in a failed inspection and a re-inspection fee. Cancellations, the distance between inspection requests, and unforeseen site conditions can affect your inspector's schedule. This may cause your inspection to be moved forward or delayed.

Q. Where can I view today's inspection schedule on El Dorado County's eTRAKiT Portal?

A. Link the permit to your account then click on the permit number from your dashboard. On the resulting page select the inspections tab and click 'more info' to the right of the inspection type to see the scheduled date. <https://edc-trk.aspgov.com/etrakit/ExistingInspections.aspx>