eTRAKiT Process Manual
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1.0 GETTING STARTED

Welcome to the City of Cape Coral’s Community Development Web Portal called eTRAKiT. Through eTRAKiT, the public (non-registered users) can lookup permits, projects, contractors, licenses and code cases within the City of Cape Coral, Florida.

Action Center users will need to type in an email address to register complaints or concerns such as code violations, potholes, flooding and issues that would need action by the City. These types of users need only register their user name, email and password.

Registered users, contractors and engineers will be able to create permits, view their own permits, view inspection detail, schedule and cancel inspections, and even pay permitting fees online. A Universal PIN is required to schedule and cancel all inspections on all jobs (no more individual access codes) for contractors and engineers. Owner/builders need only to register in eTRAKiT as a user.

The eTRAKiT web interface system enables customer access to permit, project and code 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

2.0 ACCESS eTRAKiT

2.1 LET’S BEGIN

2.1.1 Access the internet through a web browser and type in the following address: http://etrakit.capecoral.net/etrakit2/. The eTRAKiT Splash Screen will appear. This page is best viewed with Internet Explorer version 6 or later. Other web browsers are not supported and may not produce desired results.

Save this site in your favorites on your web browser for quick access.
3.0 QUICK START INSTRUCTION FOR CONTRACTORS AND OWNER/BUILDERS

3.1 CONTRACTOR LOGIN

3.1.1 A notarized form must be completed to obtain a Personal Identification Number (PIN) and may be obtained at the Building or Licensing Division. Contractors must be a registered user of eTRAKit to log in using their name and a PIN.

Lost PINs will only be supplied to the PIN holder in person at City Hall, 1015 Cultural Park Blvd. REMEMBER: treat your Personal Identification Number as you would an ATM PIN.

3.1.2 Click on the CONTRACTOR link to the right of the eTRAKit splash screen under LOGIN.

3.1.3 The CONTRACTOR LOGIN screen will appear.

3.1.4 Click on the down arrow next the COMPANY field (The COMPANY field contains license holder names).

3.1.5 Type in the first few letters of the last name and click on the down arrow to finish the search if necessary.

3.1.6 Type the PIN in the PASSWORD field (Personal Identification Numbers must be obtained in person by the license holder at the Building or the Licensing Division located at 1015 Cultural Park Blvd.)

3.1.7 Click on the LOGIN button.

3.1.8 The contractor's name will appear on the upper right side of the screen: "Logged In As: J.Q.CONTRACTOR".

All CONTRACTORS must have a PIN to schedule (request) inspections, pay online or get detailed information on specific projects.

When a contractor is logged into eTRAKit and attempts to schedule (request) an inspection or pay a fee, and has not created a personal eTRAKit profile, he/she is redirected to the
"create profile" page. This information is used to pre-fill the shopping cart page and the inspection request form with name, address and e-mail information. The e-mail address is taken from the personal eTRAKiT profile account for that contractor and not tied directly to AECTrak. Information can be changed through EDIT PROFILE.

3.2 OWNER/BUILDER LOGIN

3.2.1 OWNER/BUILDERS are required to register in eTRAKiT in order to schedule (request) inspections, review inspection information and pay fees online.

3.2.2 Click on the PUBLIC LOGON button on the right side of the screen then click on the Click here to register link.

3.2.3 The CREATE NEW USER ACCOUNT screen will appear.

3.2.4 Fill in the required information and click CREATE ACCOUNT.

Figure 3 -Public Login

If an OWNER/BUILDER is having trouble requesting an inspection, click on the PUBLIC LOGON and register

4.0 EDIT PROFILE

4.1 Click on the EDIT PROFILE link to change information such as a telephone number and email address.

4.2 Click on the SAVE button when complete.

4.3 Click on the HOME LINK to the eTRAKiT splash screen page.
The e-mail address field serves as a communication tool between the contractor and inspector.

5.0 **QUICK PERMIT SEARCH**

5.1 At the main eTRAKiT splash screen, choose the PERMITS division or functional group.

5.2 Click on the SEARCH field and choose PERMIT NUMBER from the dropdown menu.

5.3 Choose CONTAINS in the OPERATOR field

5.4 Type all or part of the permit number in the SEARCH STRING field. A % (percent sign) can be used as a wildcard to retrieve all permits or all active permits under this login.

5.4.1 Registered Contractors and Owner/Builders may choose ACTIVE PERMITS or ALL PERMITS from the dropdown in the RESULTS field located on the left of the screen.
6.0 REQUEST AN INSPECTION (schedule)

6.1 Only Contractors with PINs and registered Owner/Builders can request an inspection. In order to request a particular inspection, a Contractor must have that particular License Type stored in AEC TRAK that the Licensing Division will maintain.

6.2 Complete a permit search as described.

6.3 Double click the permit to open and view details.

6.4 Open the INSPECTIONS TAB and scroll down to find the inspection you are requesting. The number of inspections can be viewed on the tab in parenthesis.
Figure 7 – Permit Inspection Request

Figure 8 - Details tab
6.5 Find an underlined **INSPECTION TYPE** and click to open. Only types that are underlined or with a "0" under the # column can be scheduled.

6.6 **A PERMIT Inspection Request** form will appear and contains the following information:

6.6.1 **PERMIT NUMBER**

6.6.2 Contact Name (required field) see **EDIT PROFILE** to change.

6.6.3 Phone Number (required field) see **EDIT PROFILE** to change.

6.6.4 Site Address

6.6.5 Email Address (required field) taken from AECTrak.

6.6.6 Inspection type

6.6.7 Requested Date – Click on the down arrow to choose the requested inspection date.

6.6.8 Time – click on the down arrow to choose the requested inspection time.

6.6.9 Click **SUBMIT**

6.6.10 Inspection Types that are not underlined have already been scheduled or are out of sequence.

6.6.11 The **PLUS SIGN** at the end of the grid for each inspection expands to view more information such as the name of the inspector, scheduled time, completed time, notes and remarks. Click on the **MINUS SIGN** to close.

6.6.12 Click on the **PLUS SIGN** next to each inspection on the grid to open for more information.
6.6.13 Fill in all **REQUIRED FIELDS** on the **PERMIT INSPECTION REQUEST** screen and click on the **SUBMIT** button when complete.

**Figure 10 - Request an Inspection**

![Image of inspection sequence]

**Figure 11 - Permit Inspection Request**

![Image of permit inspection request form]

Inspections cannot be requested out of sequence or if prior fees are due. Contact Permitting at 574-0546 for further assistance.

Buildings finals must be scheduled through the CO Desk. A [CO Request Form](#) is located on the City web site at [www.capecoral.net](http://www.capecoral.net) under the Forms and Applications section and can be faxed or emailed (fax number and email address is located on the CO Request Form).
Only when an inspector's name appears under the expanded INSPECTIONS TYPE will your permit be ready for an inspection. "Building Inspector" DOES NOT mean your inspection is scheduled. This only means the inspection is now with the City and in the computer system. It is our expectation that once an inspector's name is listed; an inspection will be done on the day it appears with the exception of unforeseen or unexpected circumstances. Inspection status is updated by 8:00 AM each day.

7.0 CANCEL AN INSPECTION

7.1 Follow the quick permit search instructions above.

7.2 Double click the permit to view more information.

7.3 Find the Action box on the right side of the screen and click on the Cancel Inspections link.

7.4 Check off the select inspection in the grid to cancel.

7.5 Click on SUBMIT.
Figure 14 - Cancel Inspection step 2

You **CANNOT** cancel an inspection the day the inspection is scheduled to occur via eTRAKit. Please contact the assigned inspector or call the Permitting Division at 574-0547. Same day cancellations are not guaranteed.

If the inspection was not scheduled via eTRAKit, it cannot be cancelled via eTRAKit. Contact the Permitting Division.

8.0 **PAY FEES**

8.1 Application fees, permit fees and re-inspection fees can be paid online. We are unable to take partial payments at this time.

Contractors **MUST** have a PIN and **Owner/Builders** **MUST** register as a user in eTRAKit to be able to pay online.

8.2 Follow the quick permit search instructions.

8.3 Double click the permit for more information.

8.4 Double click on the **FEE TAB**. Total Fees, Balance Due and Paid Date appear in the **FEES TAB**.

8.5 Find the **ACTIONS** box in the bottom right corner and click on the **PAY FEES** link.
8.6 Check off the ITEM box to select each item to pay.

8.7 Check off SHOW PAID ITEMS (optional).

8.8 Enter

8.9 The next screen will be the SHOPPING CART screen.

8.10 Notice the TOTAL AMOUNT in the shopping cart. If this amount is incorrect, click on the RETURN TO SHOPPING CART link.

8.11 Click on the PROCEED TO CHECKOUT button if the TOTAL AMOUNT is correct.
8.12 Fill in each field of the **CARDHOLDER** information.

8.13 Click on the **PROCESS PAYMENT** button to complete the payment process.

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**Figure 18 - Process Payment**

After payment and receipt printing, please wait for a redirect back to eTRAKiT. Failure to get back to eTRAKiT will result in a charge to your credit card, but payment not being credited to your account.

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9.0 **LOGOUT**

9.1.1 Click on **LOGOUT** box to the right just below your name.
10.0 RETURN TO START

10.1 Click on the **HOME LINK** located at the bottom of the screen to return to the eTRAKiT splash screen.

11.0 APPLY FOR A PERMIT

11.1 This feature will be available as a component of the ProjectDox implementation coming in the near future.

12.0 VIEW PERMIT DETAILS

12.1 Follow the basic search instructions then double click on permit search results. This will open up a details screen with tabs. The parenthesis next to the name of a tab indicates the number of contacts, inspections and reviews within each tab (tabs and tab information may differ per permit number).

12.2 Click NEXT or PREVIOUS at the bottom of the grid to advance the screen

**Permit Info tab contains:**

<table>
<thead>
<tr>
<th>Permit #</th>
<th>Type</th>
<th>Subtype (if applicable)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Status: Issued, Approved, Denied, etc.</td>
<td>Issued Date</td>
<td>Approved Date</td>
</tr>
<tr>
<td>Finaled Date</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Site Info tab contains:**

<table>
<thead>
<tr>
<th>Address</th>
<th>Map View via Microsoft Virtual Earth</th>
</tr>
</thead>
<tbody>
<tr>
<td>Parcel #</td>
<td>Lot</td>
</tr>
<tr>
<td>Block</td>
<td>Tract</td>
</tr>
<tr>
<td>Legal Description</td>
<td>Lot Sq. Ft.</td>
</tr>
</tbody>
</table>

**Contacts tab contains:**

<table>
<thead>
<tr>
<th>Owner</th>
<th>Contractor</th>
<th>Co-Owner</th>
</tr>
</thead>
<tbody>
<tr>
<td>Authorized Representative</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Fees tab contains:**

<table>
<thead>
<tr>
<th>Itemized list of paid fees</th>
<th>Total Fees</th>
<th>Balance Due</th>
</tr>
</thead>
</table>

**Inspections tab contains:**

<table>
<thead>
<tr>
<th>Lists all inspections</th>
<th>Schedule (request) Date</th>
<th>Sequence #</th>
</tr>
</thead>
<tbody>
<tr>
<td>Result</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Review tab contains:**

<table>
<thead>
<tr>
<th>Lists all reviews</th>
<th>Type</th>
<th>Date Sent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Status</td>
<td>Group</td>
<td></td>
</tr>
</tbody>
</table>

13.0 VIEW CASE DETAILS

13.1 Follow the basic search instructions then double click on the case in the search results grid for detailed information. The parenthesis next to the name of each tab indicates the
number of violations, inspections, contacts, etc. (tabs and tab information may differ per site address).

13.2 Click NEXT or PREVIOUS at the bottom of the grid to advance the screen

**Case Info tab contains:**

<table>
<thead>
<tr>
<th>Case Number</th>
<th>Case Name</th>
<th>Type</th>
</tr>
</thead>
<tbody>
<tr>
<td>Subtype</td>
<td>Officer</td>
<td>Referred To</td>
</tr>
<tr>
<td>Status</td>
<td>Opened</td>
<td>Closed</td>
</tr>
<tr>
<td>Last Action</td>
<td>Follow Up</td>
<td>Court</td>
</tr>
</tbody>
</table>

**Site Info tab contains:**

<table>
<thead>
<tr>
<th>Address</th>
<th>City, State, Zip</th>
<th>Parcel #</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lot</td>
<td>Block</td>
<td>Tract</td>
</tr>
</tbody>
</table>

**Contacts tab contains:**

<table>
<thead>
<tr>
<th>Contractor</th>
<th>Owner</th>
<th>Subcontractor</th>
</tr>
</thead>
</table>

Click on the PLUS SIGN at the end of the grid for detailed information.

**Fees tab contains:**

| Total Fees and Balance Due | Inspections |

**Chronology tab contains:**

| Violations |

Click on the PLUS SIGN at the end of the grid for detailed information.

14.0 **VIEW LICENSING DETAILS**

14.1 Follow the basic search instructions by clicking on the LICENSE function group at the eTRAKit splash screen then the SEARCH box. This module is available to the public and can be accessed without a login.

14.2 Double click on the License in the search results grid for detailed information.
Figure 19 - License Search

Lic Info tab contains:

<table>
<thead>
<tr>
<th>License #</th>
<th>License Issue</th>
<th>License Issued by</th>
</tr>
</thead>
<tbody>
<tr>
<td>License Expire</td>
<td>License Expire By</td>
<td>Status</td>
</tr>
<tr>
<td>Status By</td>
<td>Condition</td>
<td></td>
</tr>
</tbody>
</table>

Bus tab contains:

<table>
<thead>
<tr>
<th>Business #</th>
<th>Company</th>
<th>Business Type</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ownership Type</td>
<td>Address</td>
<td>City, State, Zip</td>
</tr>
<tr>
<td>State License Issue</td>
<td>State License Expire</td>
<td></td>
</tr>
</tbody>
</table>

Contacts tab contains:

<table>
<thead>
<tr>
<th>Owner</th>
<th>Bus Owner</th>
</tr>
</thead>
</table>

Fees tab contains:

<table>
<thead>
<tr>
<th>Total Fees</th>
<th>Balance Due</th>
</tr>
</thead>
</table>

15.0 VIEW PROJECTS DETAILS

15.1 Follow the basic search instructions then double click on the case in the search results grid for detailed information. The parenthesis next to the name of each tab indicates Project
Information, Contacts, and Inspections etc. (tabs and tab information may differ per project).

15.2 Click NEXT or PREVIOUS at the bottom of the grid to advance the screen

**Project Info tab contains:**

<table>
<thead>
<tr>
<th>Project Number</th>
<th>Type</th>
<th>Subtype</th>
</tr>
</thead>
<tbody>
<tr>
<td>Planner</td>
<td>Status</td>
<td>Applied Date</td>
</tr>
<tr>
<td>Approved Date</td>
<td>Closed Date</td>
<td>Expired Date</td>
</tr>
<tr>
<td>Description</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Site Info tab contains:**

<table>
<thead>
<tr>
<th>Address</th>
<th>City, State, Zip</th>
<th>Parcel #</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lot</td>
<td>Block</td>
<td>Tract</td>
</tr>
<tr>
<td>Subdivision</td>
<td>Legal Description</td>
<td>Lot Sq. Ft.</td>
</tr>
<tr>
<td>Building Sq. Ft.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Contacts tab contains:**

<table>
<thead>
<tr>
<th>Contractor</th>
<th>Owner</th>
<th>Subcontractor</th>
</tr>
</thead>
</table>

**Fees tab contains:**

<table>
<thead>
<tr>
<th>Total Fees</th>
<th>Balance Due</th>
</tr>
</thead>
</table>

16.0 **VIEW CONTRACTORS DETAILS**

16.1 Follow the basic search instructions then double click on the case in the search results grid for detailed information. The parenthesis next to the name of each tab indicates AEC Information, Contacts, Business License, License Types, etc. (tabs and tab information may differ per project).

16.2 Click NEXT or PREVIOUS at the bottom of the grid to advance the screen. This module is available to the public and can be accessed without a login.

**AEC Info tab contains:**

<table>
<thead>
<tr>
<th>Registration #</th>
<th>Issue</th>
<th>Expire</th>
</tr>
</thead>
<tbody>
<tr>
<td>Type</td>
<td>Status</td>
<td>Company</td>
</tr>
<tr>
<td>Address</td>
<td>City, State, Zip</td>
<td>Phone</td>
</tr>
<tr>
<td>Cell</td>
<td>Fax</td>
<td>Owner Name</td>
</tr>
</tbody>
</table>

**Bus Lic tab contains:**

<table>
<thead>
<tr>
<th>License No</th>
<th>Agency</th>
<th>Issue</th>
</tr>
</thead>
<tbody>
<tr>
<td>Expire</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Building Sq. Ft.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Contacts tab contains:**
Contractor

Click on the PLUS SIGN at the end of the grid for detailed information.

Inn Info tab contains:

Click on the PLUS SIGN at the end of the grid for detailed information.

Fees tab contains:

<table>
<thead>
<tr>
<th>Total Fees</th>
<th>Balance Due</th>
</tr>
</thead>
</table>

17.0 VIEW PARCELS DETAILS

17.1 Follow the basic search instructions then double click on the case in the search results grid for detailed information. The parenthesis next to the name of each tab indicates address, Restriction Details, Land Use, etc. (tabs and tab information may differ per parcel).

17.2 Click NEXT or PREVIOUS at the bottom of the grid to advance the screen. This module is available to the public and can be accessed without a login.

Address tab contains:

<table>
<thead>
<tr>
<th>APN</th>
<th>Address</th>
<th>Unit#</th>
</tr>
</thead>
<tbody>
<tr>
<td>City</td>
<td>State</td>
<td>Zip</td>
</tr>
<tr>
<td>Land Value</td>
<td>Improved Value</td>
<td></td>
</tr>
</tbody>
</table>

Restriction Details tab contains:

<table>
<thead>
<tr>
<th>Type</th>
<th>Notes/Comments</th>
<th>Other</th>
</tr>
</thead>
</table>

Land Use tab contains:

<table>
<thead>
<tr>
<th>Zoning Code 1</th>
<th>Zoning Code 2</th>
<th>General Plan</th>
</tr>
</thead>
<tbody>
<tr>
<td>Census Code</td>
<td>School District</td>
<td>Tax Rate Area</td>
</tr>
</tbody>
</table>

Building tab contains:

<table>
<thead>
<tr>
<th># Units</th>
<th># Stories</th>
<th># Bedrooms</th>
</tr>
</thead>
<tbody>
<tr>
<td># Bathrooms</td>
<td>Year Built</td>
<td></td>
</tr>
</tbody>
</table>

Legal tab contains:

<table>
<thead>
<tr>
<th>Subdivision</th>
<th>Lot</th>
<th>Block</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tract</td>
<td>Sec-Twp-Rng</td>
<td>Lot Size</td>
</tr>
<tr>
<td>Description</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

18.0 ACTION CENTER

18.1 The Action Center function group may only be accessed by registered users.
19.0 VIEW CART

19.1 Click on the VIEW CART link to view items in your cart
19.2 Check the box for SHOW PAID ITEMS
19.3 Click on the underlined (linked) item for details on each item.
19.4 Click on the HOME link to return to previous page.

Figure 20 - Logout

20.0 NON-REGISTERED USER SEARCHES (public searches)

20.1 Division or Function Group

20.1.1 Select a division or function group by clicking in one of the boxes, example: Click on the box entitled CASE as a DIVISION or FUNCTION GROUP. The following DIVISION or FUNCTION GROUPS are available to the public and do not need log-ins or registrations to access:

<table>
<thead>
<tr>
<th>PERMITS</th>
<th>PARCELS</th>
<th>PROJECTS</th>
</tr>
</thead>
<tbody>
<tr>
<td>CASE (Code cases)</td>
<td>CONTRACTORS</td>
<td>LICENSE</td>
</tr>
</tbody>
</table>

20.1.2 All searches are done the same way.
20.1.3 The Case Search screen will open.

20.1.4 Click on the down arrow in the SEARCH field and choose **CONDITIONS** from the dropdown menu. **CONDITIONS** include Site Address, Status, Type, etc.

20.1.5 Next, click on the down arrow and choose an **OPERATOR** (such as contains, begins with, equals, and so on).

20.1.6 Type the particulars in the **SEARCH STRING** box. i.e., if you choose Site Address as your **CONDITION**, and contains as your **OPERATOR**, type in part of the address and click on the **SEARCH** button.

Wildcards are not permitted for public searches.
21.0 FAQs

Q: I am having trouble locating my permit number when I conduct a search.
A: Be sure to enter the permit number exactly as it appears on your permit. The number needs to be entered in the SEARCH FOR field.

Q: Why can't I locate the job address when I do a search?
A: The first drop down box needs to say "Site Address". Do not include the Street, Avenue (Ave.) or Road (Rd) at the end of the address.

Q: Why can't I pick a date for my inspection?
A: You have to click "Add Inspection" before the date drop down box will appear.

Q: Can I request what time I want the inspector to conduct the inspection?
A: No, particular times cannot requested, only a date. The City of Cape Coral will do its best to accommodate requested dates, depending on the inspector's schedule, we may not always be able to honor your request.

Q: How am I able to view/check when the inspector is scheduled to perform the inspection?
A: Conduct a search using a permit or site address and find the appropriate permit. Scroll down to "Inspection Information". Click/select "Click Here for Details". This will give you a two-hour time frame for the inspector's estimated time of arrival.
Q: Can I cancel an inspection from eTRAKiT?
A: Yes, but only if you scheduled the inspection through eTRAKiT, otherwise you will cancel the inspection through the IVR phone system at 239-574-0550 or call the Permitting Division at 239-574-0546.

Q: I am having trouble scheduling an inspection.
A: Make certain the inspection you need to schedule is underlined and is in the proper sequence.

If you have any questions regarding the content of this manual, please contact 239-573-3076.