Etrakit Project Application Process

The City’s permit tracking software, eTrakit, allows users to apply for and manage development projects online. This manual provides instructions for logging in to eTrakit, applying for a new project, and uploading attachments.

Logging In to eTrakit

Step 1 – Register your firm and get a PIN
To register your firm, contact Mia Gale at mgale@a2gov.org or 734.794.6000 x 42665. Once registered, your firm will be assigned a Personal Identification Number (PIN) to access a personalized dashboard for all of your active projects.

Step 2 – Go to: www.a2gov.org/permits (Internet Explorer 8 Recommended)
Step 3 – Log in using the ribbon at the top of the screen
Select “Developer” from the “Log In” list at the top of the screen. Select your company name from the drop down list. Enter your company’s PIN and click LOGIN.

Step 4 – Your company’s dashboard will display.
When logging in for the first time, the Dashboard will indicate there are no current activities.
Applying for a New Project

From the left bar of the Dashboard, click on “Apply for New Project” under the Projects heading.

Step 1 A - Entering Project Information

Select the Project Type from the drop down list.
Step 1 B – Enter Project Subtype (if applicable)
Choose the appropriate Project Subtype. If a Subtype is not required, the drop down list will not appear.

Step 1 C – Enter Project Name
Enter the name of the project in the Description text box – Planning staff will add the description.
Step 1 D – Enter Project Address
Under the Location heading, type in the address or part of the address for the project and click Search. Search results will be listed in the text box. If you do not know the address, contact Planning at 734.794-6265.

Step 1 E – Select Project Address
Select the correct address from the list. The screen will update as illustrated below. If the address is incorrect, choose the Address Lookup link to return to the address selection process.
**Step 1 F – Project Property Owner**
If you are not the property owner, skip this step. Otherwise click the checkbox.

*Your Relation to this Project*

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

**Step 1 G – Uploading Attachments**
Application materials should be uploaded as PDF files.

Plan sets should be uploaded as a single PDF. If the file size exceeds 30 MB, please divide the plan set into related sections (e.g., civil, architectural)

To add attachments:

- Click the Browse button and navigate to the file on your local computer
- Enter a description of the attachment in the Description field
- Click the UPLOAD button

The file will be uploaded to eTrakit. Check your browser’s status bar for an indication of the progress. It may take several minutes depending on the size of the file and your connection speed.

**Attachments**

<table>
<thead>
<tr>
<th>Filename</th>
<th>C:\Project\Share111118_</th>
<th>Browse...</th>
</tr>
</thead>
<tbody>
<tr>
<td>Description</td>
<td>Lost Acres Project Plan</td>
<td></td>
</tr>
</tbody>
</table>
Once the attachment has been uploaded, the file will be listed to the right, under the Attachments heading.

**Attachments**

<table>
<thead>
<tr>
<th>Filename</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

![Attachment Preview]

The process may be repeated to add additional files. Or, if the wrong file was uploaded, it may be deleted using the associated Delete button.

**Step 1 H – Continuing Application**

Click the NEXT STEP button to proceed to STEP 2 continue the application process.
Step 2 - Entering Contact Information
When the Step 2 page loads, contact information from the City’s database will pre-populate the contact information for the project application.

Please review the contact information for correctness and completeness. If any changes are necessary, they may be entered directly on this screen.

Click the NEXT STEP button to continue the application process to proceed to STEP 3
Step 3 – Review and Submit

Step 3 provides a review of the project application. Please review all of the application information for accuracy. To edit any part of the application, click the EDIT button associated with the relevant heading (i.e. Project Information, Location, Contacts, etc.)

Click the NEXT STEP button to submit the application process to proceed to STEP 4
**Step 4 – Confirmation**

A confirmation message will be displayed to indicate the status of the application submission. Please note that fees are not added automatically by eTrakit and will be assessed upon review.

Click VIEW PROJECT to view the submitted project or choose My Dashboard for a summary of all activity.
How to add a file attachment to an existing Project or Permit

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File attachments can be added during the Project or Permit application process.

Once the application is complete, the Dashboard must be used to add additional file attachments.

To add a file attachment to a Project or Permit:

1. Login to eTrakit using the Developer account
2. Locate the Project or Permit that you wish to add an attachment to on the Dashboard.

3. Click the paper clip icon associated with the Project or Permit.

4. The Attachment Upload window will appear.

![Attachment Upload Window]

5. Click to Select and specify the file on your local computer.

6. Enter a description in the Description field (i.e. “SP13-0345 Site Plan Revision 2”)

7. Click the Upload button.

8. The Status message will indicate the upload status.

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Status: File uploaded successfully.
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and the uploaded file will be listed in the Attachments section.

9. If the upload is successful, click the close button to return to the Dashboard.

10. To verify that the attachment has been submitted, click the Project or Permit number on the Dashboard.

11. On the Project Info or Permit Info screen, your attachment should be listed there with the Description and filename.
**Troubleshooting Notes**

If your Project or Permit is not visible on the Dashboard.

On the eTRAKiT left navigation, use Permits > Search or Projects > Search and search for the record using the Permit Number (i.e. BLDG13-1234 or SP13-456).

If the record is found, verify that on the Contacts tab that the Developer account (used to login to the Dashboard) corresponds to the Petition Agent, Applicant, or other field).

If the Developer account is not listed, the project may not be related to the Developer. Contact Planning and Development staff to make appropriate changes to the record.

If the record is visible within eTrakit and the Developer account is associated with the record Contact Info, please submit a Help Desk ticket to the Applications team that includes the Project or Permit Number, the Developer Account name and a problem description.

If the record is not found in eTrakit, submit a Help Desk ticket to the Applications team that includes the Project or Permit Number, the Developer Account name and a problem description.