

Welcome to the City of Brentwood electronic submittal portal (eTRAKiT). Thank you for using this feature to submit permit applications and project submittals to the City. The following instructions will walk you through creation of your Contractor user account and how to submit applications through the portal. Additionally, this portal will accommodate the electronic processing of your permits and provide an alternative platform for the scheduling of inspections, in addition to the City's IVR. At this time, we do still need to take payment either via check mailed to our office or by credit card over the phone. On-line payment through the portal is a feature we are working to add in the future.

Should you need any assistance with these instructions, please contact:

Tim Nielsen
Development Services Manager
(925) 516-5151
tnielsen@brentwoodca.gov

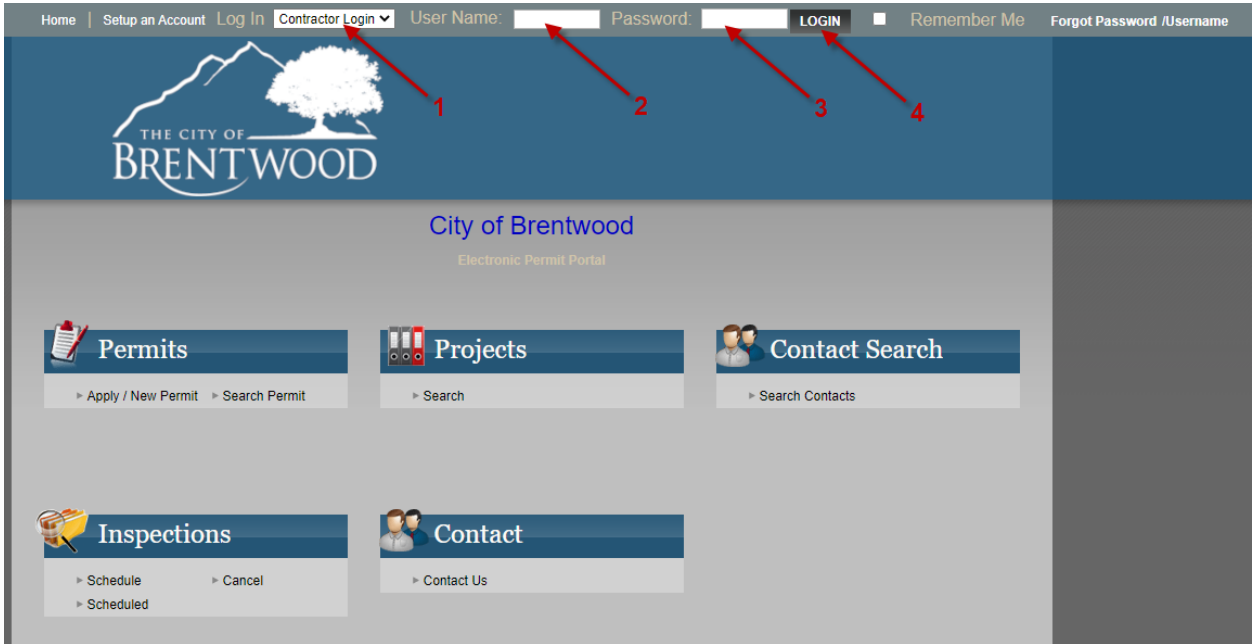
Directions for Contractor Account Creation

1. If you have never applied for a permit with the City of Brentwood before, please e-mail the following information to building@brentwoodca.gov:
 - a. e-mail title: NEW AEC ACCOUNT
 - b. full company name
 - c. company mailing address
 - d. company phone number
 - e. company fax number
 - f. name of the primary point of contact that will be responsible for electronic permitting
 - g. e-mail address of the primary point of contact
 - h. State contractor's license number
 - i. license issued date
 - j. license expiration date
 - k. classifications of licenses held
 - l. workers compensation policy number
 - m. workers compensation policy issuance date
 - n. workers compensation policy expiration date
2. Following establishment of your new AEC account, staff will create login credentials for you to access your eTRAKiT account. We will send those to the e-mail address provided as the primary point of contact for the account and these will include the User Name, the Password, and an answer to a secret question.
3. Once you receive confirmation from Development Services staff that your account has been established and you receive your login credentials, you can access Brentwood's eTRAKiT portal by following this link:

<https://brent-trk.aspgov.com/eTRAKiT/>

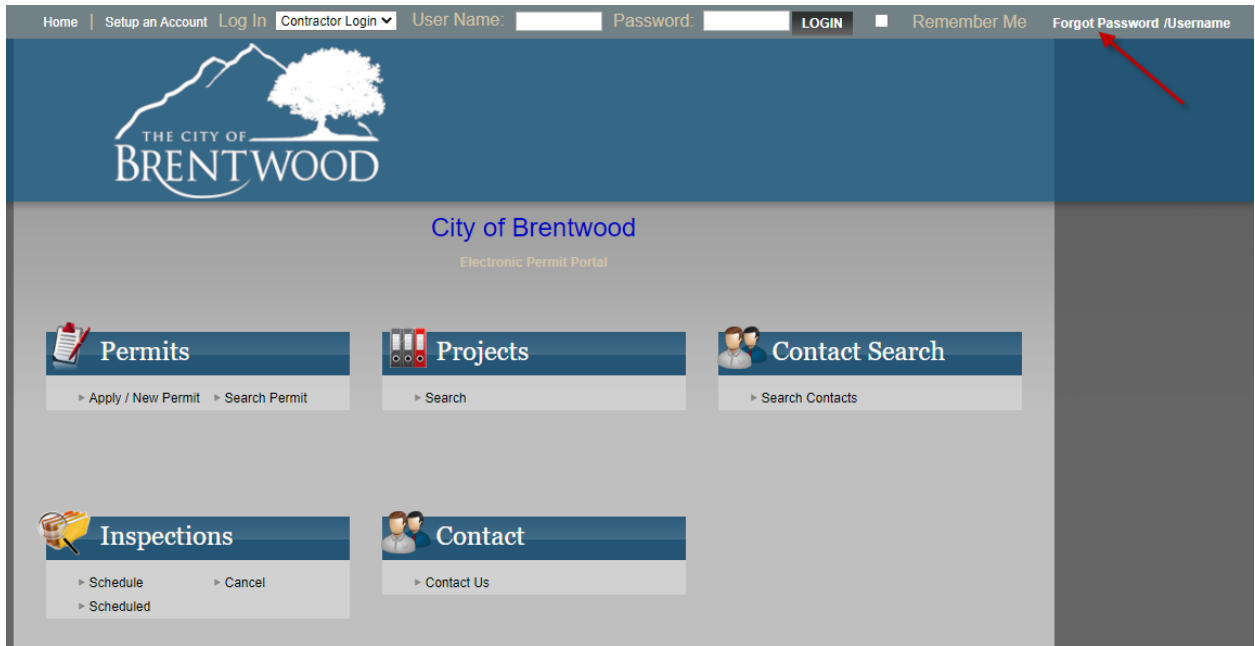
Directions for Contractor Account Login

1. Access Brentwood's eTRAKiT portal here: <https://brent-trk.aspgov.com/eTRAKiT/>
2. From the main screen be sure to: 1) select "Contractor Login" from the drop-down menu, 2) enter your contractor's license number as the User Name, 3) enter the password associated with the primary point of contact, and 4) select the "Login" button

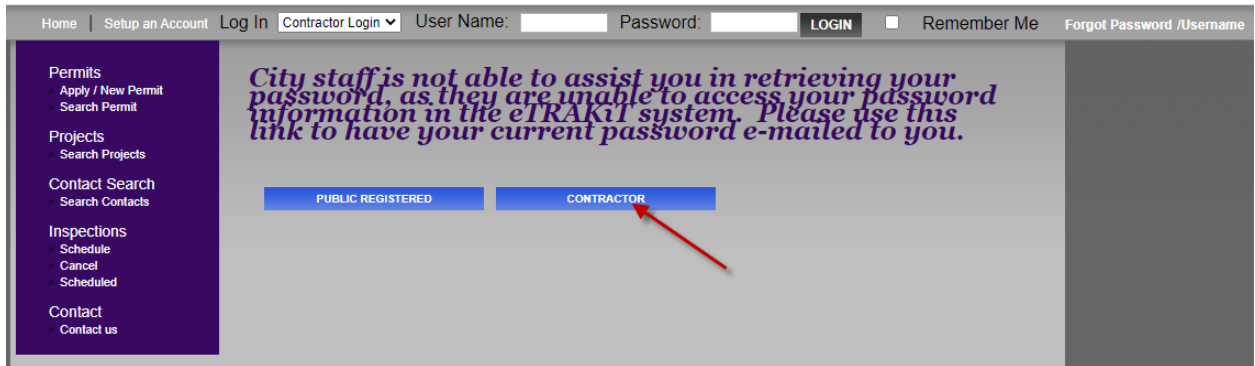


Directions for Contractor Account Password Reset

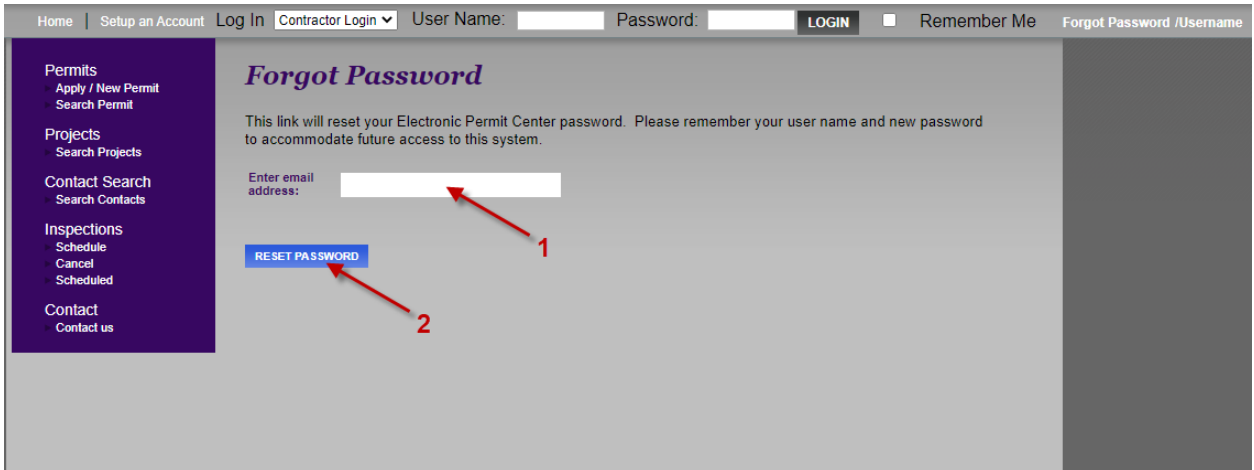
1. From the Home screen (<https://brent-trk.aspgov.com/eTRAKiT/>) click the “Forgot Password” link



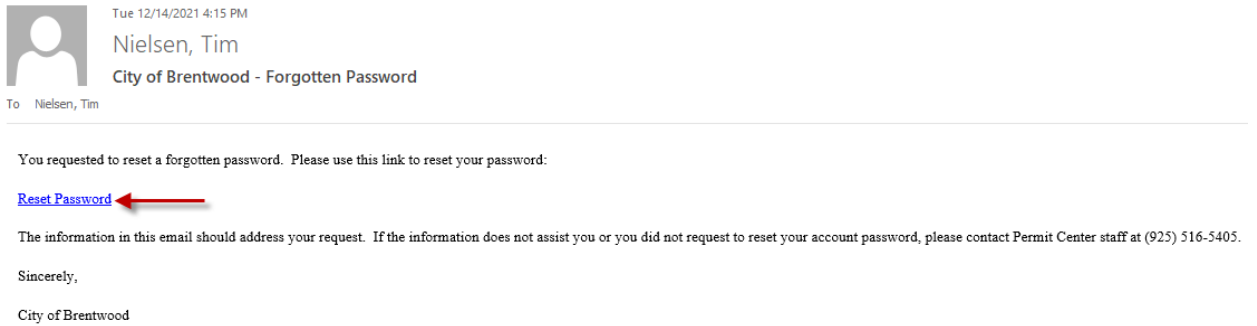
2. Click the “Contractor” button



- 1) Enter the e-mail address associated with the primary point of contact listed on the account and
- 2) press the “Reset Password” button



4. A link to set/reset your password will then be e-mailed to the address associated with the primary point of contact for the account – click on the “Reset Password” link



- At the Reset Password page, 1) enter the answer to the security question you chose during account setup, 2) choose a password that adheres to the password rules and enter it the same way in both required fields, and 3) click the "Submit" button

The screenshot shows the 'Reset Password' page. At the top, there is a navigation bar with 'Home', 'Setup an Account', 'Log In', 'Contractor Login', 'User Name: [input]', 'Password: [input]', 'LOGIN', 'Remember Me', and 'Forgot Password /Username'. On the left, there is a purple sidebar menu with categories: 'Permits' (Apply / New Permit, Search Permit), 'Projects' (Search Projects), 'Contact Search' (Search Contacts), 'Inspections' (Schedule, Cancel, Scheduled), and 'Contact' (Contact us). The main content area has the heading 'Reset Password' and a sub-heading 'This link will reset your Electronic Permit Center password. Please remember your user name and new password to accommodate future access to this system.' Below this, there are three main sections: 1) 'Security Question' with the question 'What was your childhood nickname?' and an input field for the 'Secret Answer'. 2) 'Password Rules' with the text: 'Password Must be contain minimum 6 and maximum 25 characters. At least one number. At least one lower & upper case letter. At least one special character. Note: Password is case sensitive.' 3) Two input fields for 'New Password' and 'Confirm Password'. At the bottom, there is a blue 'SUBMIT' button. Red arrows with numbers 1, 2, and 3 point to the 'Secret Answer' field, the password fields, and the 'SUBMIT' button respectively.

- When a screen confirming the resetting of your password is displayed, click "Continue"

The screenshot shows the 'Reset Password' page after the password has been reset. The navigation bar and sidebar menu are the same as in the previous screenshot. The main content area has the heading 'Reset Password' and a sub-heading 'Thank you. A password reset link has been sent to the e-mail address associated with this account. After you reset your password and return to this page, select "Continue" below.' Below this, there is a blue 'CONTINUE' button. A red arrow points to the 'CONTINUE' button.

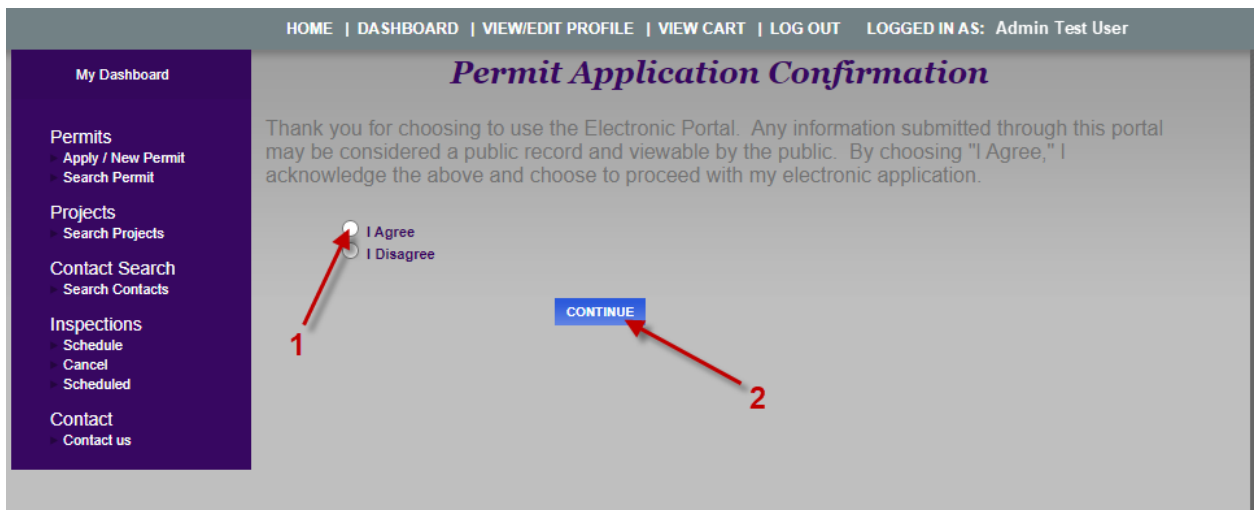
- You are now logged in to eTRAKiT

Directions for Submitting Permit Applications from a Contractor Account

1. Once logged in, from the Home screen, click on the “Apply / New Permit” link



2. Read the confirmation statement and, if you consent, 1) select the circle next to “I Agree” and 2) click “Continue”



3. Complete Permit Application screen (1 of 4):

The screenshot shows the 'Permit Application' screen, Step 1: Permit Information. The page has a dark purple sidebar on the left with navigation options: My Dashboard, Permits (Apply / New Permit, Search Permit), Projects (Search Projects), Contact Search (Search Contacts), Inspections (Schedule, Cancel, Scheduled), and Contact (Contact us). The main content area is titled 'Permit Application' and features a progress bar with four steps: Step 1 (active), Step 2, Step 3, and Step 4. Below the progress bar is the 'Permit Type Information' section, which includes:

- PERMIT Type: A dropdown menu with 'EPM' selected (arrow a).
- PERMIT Subtype: A dropdown menu with 'PLUMBING' selected (arrow b).
- *Short Description: A text input field containing 'Replace water heater' (arrow c).
- Notes: A text input field containing 'TEST PERMIT APPLICATION' (arrow d).
- *Job Value: A text input field containing '\$2,500.00' (arrow e).

 Below this is the 'Location' section, showing the address '150 CITY PARK WAY BRENTWOOD, CA 94513-1364' (arrow f) and a link for 'Address Lookup'. The 'Attachments' section follows, with instructions on file formats and a size limit. It includes:

- Filename: A text input field and a 'Select' button (arrow g).
- Description: A text input field (arrow g).
- UPLOAD: A blue button (arrow h).

 At the bottom of the screen are two buttons: 'CANCEL' and 'NEXT STEP' (arrow i).

- PERMIT Type** – Please refer to the City’s Electronic Submittal Portal web page (<https://www.brentwoodca.gov/government/community-development/development-services/electronic-submittal-portal>) for a list of the appropriate permit type and subtype combinations associated with each scope of work and make your selections during permit submittal accordingly
- PERMIT Subtype** – once the PERMIT Type is chosen, a list of available subtypes will appear. Select the one that corresponds to your project description per the Electronic Submittal Portal web page
- Short Description** – enter a description sufficient to characterize the work being completed
- Notes** – provide any pertinent information that was not included in the description. This field is optional and is not visible to City staff

- e. **Job Value** – enter the valuation for the project (materials plus labor)
- f. **Location** – at this time, only the address can be entered to establish the project location. Please make sure that you are able to link the project to the correct address. The search value must either match the address exactly, or match the first portion of the address as it appears in our address database. Use abbreviations for the street name suffix (Dr instead of Drive). If there is a directional designation in the address, try using a single letter, a letter and a period, or spelling the directional designation out (W Country Club, W. Country Club, West Country Club). If the address you are looking for is not populating, try just searching on the numeric portion of the address and choosing from the available results. If your address is still is not available, e-mail building@brentwoodca.gov
- g. **Attachments** – upload necessary attachments (submittal requirements are listed on our website) and provide an accurate description of each attachment. Upon selecting each file name and providing a description, click the “Upload” button. Repeat this step to upload additional files. **Follow these criteria for uploading attachments:**
 - i. All attachments, including plans, are required to be in a flattened, non-secure, PDF format
 - ii. The maximum size of each attachment is 35 MB
 - iii. Each document must be saved/attached with the document title as the file name. Some examples of common document names may include:
 1. Declarations Form
 2. CalGREEN Compliance Forms
 3. Title 24 Forms
 4. Geotechnical Report
 5. Pad Certification
 6. Compaction Report
 7. Structural Calculations
 8. Truss Calculations
 9. Project Plans
 10. Manufacturer Specifications (include reference to equipment type)
 11. Special Inspection Form
 - iv. Each document must be saved/attached as a separate attachment (do not combine distinct documents into a single file to upload)
 - v. All pages within a document must be oriented correctly on the screen prior to uploading (plans must be in a landscape orientation)

Attachments that DO NOT follow these criteria will be rejected and the applicant will be directed to upload new files that do comply
- h. **Upload** – after selecting each attachment and entering in a description of that attachment, click the UPLOAD button. This will need to be done to upload each attachment
- i. When all information is filled out and all attachments are provided, choose “Next Step”

4. Complete Permit Application screen (2 of 4):

Permit Application

Step 1 **Step 2 Contact Information** Step 3 Step 4

Application for a EPM Permit

Applicant Information ← a

*Name	ADMIN TEST USER	*Phone	(925) 867-5309
*Address	80 APPLE STREET	*Email Address	nemo@contactemail.de
*City	BRENTWOOD	License#	
*State	CA	*Zip	94513

Owner Information ← b

*Name	BRENTWOOD CITY OF	*Phone	(925) 987-6543
*Address	150 CITY PARK WAY	*Email Address	owner@ownercontact.de
*City	BRENTWOOD	*Zip	94513 1164

Contractor Information ← c

*Name	QUALITY WORX	*Phone	(925) 911-8872
*Address	144 BIRCH WAY	*Email Address	anon@worxbox.de
*City	BRENTWOOD	*License#	024002
*State	CA	*Zip	94513

Contact Information ← d

Name		Phone	() -- --
Address		Email Address	
City			
State		Zip	-

- a. **Applicant Information** – if you are using a **Public** account, this will be pre-populated with the information in your eTRAKiT account. If you are using a **Contractor** account, these fields will be blank and you will need to fill this out
- b. **Owner Information** – this will be pre-populated with the information contained in the City’s land ownership database. This is updated periodically based on third-party information and may not be up-to-date if the property recently sold. Please update this and provide missing information as needed
- c. **Contractor Information** – if you are using a **Public** account, these fields will be blank and you will need to fill this out. If you are using a **Contractor** account, these fields will be pre-populated with the contact information contained in your AEC account
- d. **Contact Information** – if there is an additional point of contact you would like to have included on communication related to this permit, add their information here
- e. When all information is filled out and all attachments are provided, choose “Next Step”

5. Complete Permit Application screen (3 of 4):

Permit Application

Step 1 Step 2 **Step 3 Review and Submit** Step 4

Application for a EPM Permit

Permit Information EDIT

Type	EPM
Subtype	ELECTRICAL
Description	TEST Application vi...
Job Value	\$2,500.00

Location EDIT

150 CITY PARK WAY
BRENTWOOD, CA 94513-1364

Contacts EDIT

Applicant Information
ADMIN TEST USER (925) 867-5309
80 APPLE STREET nemo@contactemail.de
BRENTWOOD, CA 94513

Owner Information
BRENTWOOD CITY OF (925) 987-6543
150 CITY PARK WAY owner@ownercontact.de
BRENTWOOD, CA 94513 - 1164

Contractor Information
QUALITY WORX (925) 911-8872
144 BIRCH WAY anon@worxbox.de
BRENTWOOD, CA 94513

Contact Information

Fee Information

Type	BUILDING FOR OTHERS
Amount	\$1.00
<hr/>	
Total Fees	\$1.00

Attachments

To upload additional attachments click [Here](#)

Review the information prior to submitting.

CANCEL
PREVIOUS STEP
SUBMIT

- a. **Permit Information** - verify that all permit information is accurate; select the Edit button if any changes need to be made.
- b. **Contacts** - verify that the contact information is accurate for each contact type included in the application; select the Edit button if any changes need to be made.

- c. **Location** – ensure that the address for which you are applying for a permit is accurate. Select the Edit button to make any changes. PLEASE ENSURE THIS IS ACCURATE – NO CHANGES WILL BE POSSIBLE AFTER SUBMITTAL.
 - d. **Fee Information** – This section **can be ignored** at this time. A Permit Technician will provide an invoice to you and collect payment either via credit card (Mastercard or Visa) or you may mail in a check. We are working to make on-line payments through this portal available in the future.
 - e. **Attachments** – Verify that any required attachments are uploaded properly and add any that are still needed (follow criteria in 3.g above)
 - f. When all information is filled out and all attachments are provided, choose “Submit”
6. Complete Permit Application screen (4 of 4):

You will receive a confirmation message and then, click the View Permit button. Once you click that link, you will see a Permit Search feature and the permit information for the specific permit you just submitted. Depending on your browser settings, you may need to scroll down to view your permit information

Permit Application

Step 1 Step 2 Step 3 **Step 4 Checkout/Confirmation**

Confirmation

This system is configured to accept permit applications without payment of fees at this time. Additionally, permit fee payments cannot currently be accepted through this electronic system. Prior to initiation of plan-check, a staff member will contact you to submit payment of plan-check fees (if applicable) by alternative means. If no plan-check fees are due, staff will contact you to collect permit fees prior to issuance. We do look forward to bringing you online payment functionality in the near future.

[VIEW PERMIT](#)