

eTRAC Quick Reference Guide

Site Development Permits & Subdivision Plats

<http://etrac.savannahga.gov>

❖ **Search for Permits and Plan Reviews – No Registration Needed:**

Non-registered users can access and review permits. Click “**Search**” under “**Permits**” or “**Plan Reviews**” at the top of the eTRAC homepage to search and review permit records or plan reviews. Some detailed information and plan review comments connected to a permit or plan review cannot be viewed unless you are logged in and listed as a contact for the permit.

❖ **To Register and Log On:**




Click the “**Register**” button in the upper right hand corner of the eTRAC homepage, provide the required information and submit. Your registration must be approved before you can log on. You may be contacted to provide additional information prior to being approved. Registration approvals will be sent via email within two business days from submission. To log on, click the “**Log On**” button in the upper right hand corner of the eTRAC homepage. Enter your User Name (email address) and password.

❖ **Your Permits and Plan Reviews:**

Once logged on, at the Citizen Access Portal page, eTRAC will automatically upload all permits, plan reviews and inspections that are attached to the registered user.

❖ **To View and/or Print Site Plan Review Comments:**

You can view plan review comments one of two ways:

- 1) From the home page, click the Permit Number, scroll down to “**Existing SubPlans**” and click the Plan Number, then click the  icon at the top right of the page.
- 2) From the homepage, scroll down to plans and click the Plan Number, then click the  icon at the top right of the page. To **Print** the Plan Review Comments report, click the  icon in the upper left hand corner of the report.


❖ **Inspections:**

For site development projects, inspections **cannot** be requested through the eTRAC site. Please contact Tiffani Smashum at Development Services at (12) 651-651, ext. 1926 or tsmashum@savannahga.gov to request a Preconstruction Meeting or inspection. “Inspections” in the menu bar at the top of the page shows only scheduled building or trades inspections, but only shows site inspections after they are completed.

❖ **Manage My Account**

Manage My Account allows users to update and change their contact information or password. Click the “**Manage My Account**” button in the upper right hand corner. (Note: you must be logged in to access Manage My Account).

❖ **Subscribe**

Subscribe is a tool that allows users to compile a list of permits or plans they wish to track. To subscribe, at the Permit Number record window or at the Plan Number record window, click the “**Subscribe**” button on the upper right hand corner of the page. To view subscribed records, you must be logged on. Once logged on, click the  icon below the city’s logo to view your subscribed records. Note: Subscribed permits or plans that have **not** been updated will not appear on the list. To view non-updated items, click “**Change Filter**”, select “**Included Non-updated**” and click “**Apply Changes**.”