

## ETRAC QUICK-START GUIDE

First step, please make sure you are using your laptop/desktop **not a phone** to apply for a permit.

### **Apply for an account:**

1. Go to this link: <https://eTRAC.savannahga.gov>. You should see a picture of a construction site across the top. On the right you will see “Good Morning, Guest” or “Good Afternoon, Guest”. Click on “Guest”. Select “Register” to create an account. Enter your email address. A link will automatically be emailed to that address. Open that email and click on the link. Now you can finish your eTRAC registration using the link provided.

### **Once your registration is complete,**

Here are a few tips.

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1. Click on GUEST again. This time pulldown LOGIN. Enter your email address & password.
2. Click on APPLY in the black line at the top of the page. Then a list of permit types pops up. At the bottom of that list, click on ALL. Now you will get a page with all of our permit types listed. Click on your permit type. The next screen will have the beginning of your permit information.

## Permit application glitches

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1. **LOCATION**- in the search box, only type the street name of the project location address. For example, if you are working at 123 Washington Avenue, you only enter Washington. When the search results pop up, you will get a list of all the addresses on that street. If you do not see your address, go to the bottom of the screen and change the “Results per page” from 10 to 100. Once you see your address #, click on the blue ADD button. Now hit the blue NEXT button on bottom right. Note: If your address does not show up in the list, call 912-651-6530 for help. You cannot apply for a permit without an address.
2. **PERMIT DETAILS**- Enter a brief project description. Note for Valuation & Square Footage- please enter ONLY the digits. **No \$ or commas or decimals.**
3. **ADD CONTACTS** – Make sure to select “Enter Manually” instead of “Search”. Then you will need to enter the contact information for each person you add as a contact. Everything with a red asterisk beside it is required. Complete all **3 phone numbers**. If you only have one phone number for a contact, please enter the same phone number in all 3 blanks. **Note that the property owner is required to be added as a contact.** You can also add contractors, architects, project managers., etc. to a permit.
4. **ATTACHMENTS**- You must attach the Building Permit Application & Checklist. The system requires you to attach 2 documents. Some people are scanning their application & checklist into one document. Please save them as separate files. Please note that the checklist says you must attach 2 set of plans. Please attach one copy as a PDF.
5. **MORE INFORMATION** – skip this. It is for office use only.
6. **APPROVAL** – no glitches

7. **CONFIRMATION**- no glitches
8. **FEES** – you cannot pay fees until an invoice is created by City staff. You will get an email when the invoice is ready to be paid.

## **Need further assistance?**

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Please call (912)651-6530. Dial extension 1817 for Nafeesah Andrews.