

## Public Account Log In instructions

Enter into your browser: <https://epermits.cityofsanrafael.org/etrakit3>. You should be directed to the main page shown below. Make sure the log in type is set to **Public** (not Contractor). Next, click on "Setup an Account."



Please provide all requested information. All lines with an \*(asterisk) must be filled out before clicking "CREATE ACCOUNT." Use letters and/or numbers only when creating a "Log-in Name." Your password must be at least 6 to 15 characters long using only letters/numbers

The screenshot shows a registration form with the following fields: First Name (Marlena), Last Name (Gallegos), Address (1400 5th Ave), City (San Rafael), State (California), Zip (94901), Email (first last@cityofsanrafael.org), and Phone ((415) 485-3367). Asterisks are placed next to the First Name, Last Name, and Email fields, indicating they are required.

Once you've created your account, you will be redirected to the main services page:

### To Purchase a Permit

From the Main Permit Services Page, under the "Permits" tab, click on Apply. At this time, you will be directed to read and agree to a disclosure. Click "I Agree" to continue. (Note: If you click "I Disagree," you will be taken back to the Apply screen).



On the next page, select your "Permit Type": and choose one of the following ONLINE permits: BUILDING; ELECTRICAL; MECHANICAL; PLUMBING; OR RESALE.

The screenshot shows the "Permit Application" form, specifically the "Permit Type Information" section. It includes a progress indicator for "STEP 1 PERMIT INFORMATION" and a dropdown menu for "PERMIT Type" with the following options: BUILDING ONLINE, ELECTRICAL ONLINE, MECHANICAL ONLINE, PLUMBING ONLINE, and RESALE ONLINE. The "BUILDING ONLINE" option is currently selected.

For each of the PERMIT Types, there will be only certain PERMIT Subtype(s) available when applying for an ONLINE PERMIT. If you do not find the type of permit you desire, you will need to come into the Community Development Department in person to obtain other types. (Note: this includes Resale reports for Apartment Buildings)

Type in a \*Short Description and enter the \*Job Valuation. You only need to key in the numerals and first few letters of the street name, then click on the "Search" button. Then select the correct job address from the "select address below" list that will appear. Note, if the address is not in the box, it is possibly in the county and you will need to pull the permit with the County of Marin. For Resale Online only, enter 0 (zero) in the Job Value box.

Check the appropriate box to indicate your relationship to this Permit. If you are the owner, check only the Property Owner box. If you plan on doing the work yourself, check the Contractor box as well. If you are a realtor and this is for a Resale permit, check neither box. Click Next Step.

On the following page, verify that all the information is correct, if not click on Previous Step. If the information is correct, click on Next Step.

This page shows your Fee Information. As noted at the bottom, review the information prior to submitting. Click on the EDIT button to fix an area, if needed.

“Next Step” will take you to the Checkout Summary page. Click “Pay Now” to provide your credit card information. After entering your Credit Card Information, click on “Process Payment.”

Note: To print out your Permit from here, hit the **Print Permit** button now. If you hit the View Permit button first, it will take you to your Dashboard. Go to the Print Icon just above the ‘Permit Info’ tab, to print out a copy of the Permit.

*Payment Summary*

The Transaction is Approved.

**Use the 'PRINT PERMIT' button below to print your permit for your records.**


Credit Card number: \*\*\*\* \* 1111

Receipt No: WFR108  
Payment Method: CREDIT  
Amount Paid: \$319.37  
Paid Date: 3/18/2015

Name: Jane Doe  
Address: 1100 5th Ave  
City, State, Zip: San Rafael, CA 94901  
Phone: (415) 485-3367  
Email: jane.doe@cityofsanrafael.org

[VIEW PERMIT](#) [PRINT SUMMARY](#) [REQUEST INSPECTION](#) [PRINT PERMIT](#)

Sample of Building Permit below: Needs to be on JOB SITE for the INSPECTOR.

<b>PERMIT NO: B1503-003</b>		<b>ISSUED: 3/20/2015</b>	
<b>SITE ADDRESS:</b> <b>1400 5TH AVE</b>  SITE APN: 01120312	<b>PERMIT TYPE:</b> <b>BUILDING ONLINE</b>  <b>PERMIT SUB-TYPE:</b> <b>REROOFING</b>  <b>DESCRIPTION</b> Replace existing roof with same materials BUILDING PERMIT FEE \$234.00 SMIP-RESIDENTIAL \$1.30 CA GREEN BUILDING FUND \$1.00 LONG RANGE PLANNING GP2020 \$60.61 GENERAL PLAN MAINTENANCE FEE \$22.46 STREET MAINTENANCE FEE \$0.00 <b>Total Fees Collected: \$319.37</b>		
<b>PERMIT INFORMATION</b>		<b>INSPECTOR'S NOTES</b>	
<b>APPLICANT:</b> THOMAS AHRENS 1400 5TH AVE SAN RAFAEL CA 94901  <b>OWNER:</b> SAN RAFAEL CITY OF 1400 5th Ave SAN RAFAEL CA 94901  <b>CONTRACTOR:</b> THOMAS AHRENS 1400 5TH AVE SAN RAFAEL CA 94901	<p style="text-align: center; color: red; font-weight: bold;">*** PRINT THIS PERMIT FOR YOUR RECORDS ***</p> <p style="text-align: center;">This permit will expire if no inspection is performed within 180 days of issuance. To schedule an inspection you must call <b>485-3365</b> All inspection requests are scheduled for the NEXT BUSINESS DAY and must be submitted by 6:00 p.m. on the previous day. Please note: Inspections are only performed Monday through Thursday (no Friday inspections)</p> <p>When you call to schedule an inspection you will be asked to key in the following:</p> <ol style="list-style-type: none"> <li>1. Permit Number</li> <li>2. Contact number where you can be reached on inspection day</li> <li>3. Your preference for AM or PM inspection (AM is 9:00 to noon; PM is 1:00 to 4:00)</li> <li>4. Type of inspection - go to <a href="http://www.cityofsanrafael.org/inspections">http://www.cityofsanrafael.org/inspections</a> for a list of inspection codes</li> </ol> <p style="text-align: center;">For more information on how to schedule your inspection: Check our website at: <a href="http://www.cityofsanrafael.org/inspections">http://www.cityofsanrafael.org/inspections</a></p> <p style="text-align: center;">Construction Hours (includes deliveries):                  Mon – Fri: 7:00 am – 6:00 pm                  Saturday: 9:00 am – 6:00 pm                  Sundays/Holidays: Prohibited</p>		
OFFICIAL USE ONLY BELOW THIS LINE			
<p style="color: red; font-weight: bold; font-size: 1.2em;">INSPECTOR WILL SIGN THIS FORM AT TIME OF INSPECTION</p> <p><b>Final Date:</b> _____ <b>Inspector Name:</b> _____</p> <p style="margin-left: 100px;"><b>Signature:</b> _____</p>			

City of San Rafael  
 Community Development Department  
 1400 5th Avenue, San Rafael, CA 94901  
 Phone: 415-485-3367