



Sidewalk Repair Program

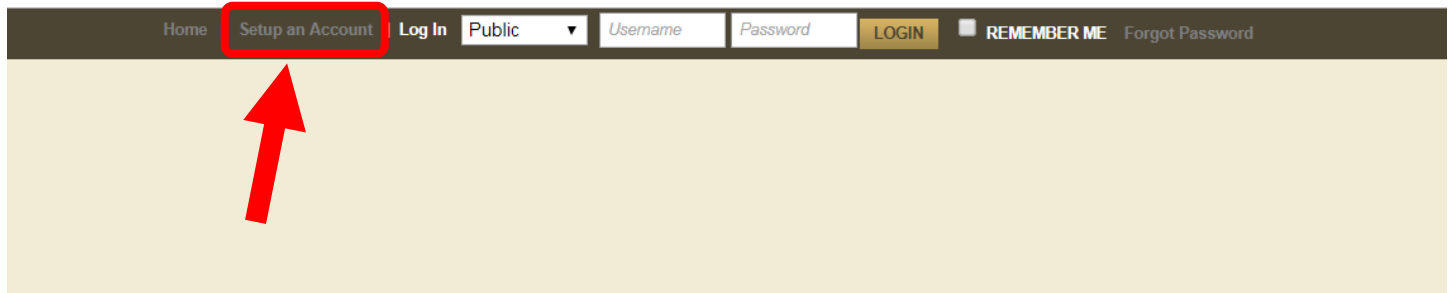
How to Pay Your Bill Online with a Credit Card

You have made it to the final step of the process. This guide will explain how to pay for your newly repaired sidewalk. These instructions are for online credit card payments only.

ACCOUNT SETUP

NEW USERS

Enter into your browser: <https://epermits.cityofsanrafael.org/etrakit3>. Next click on "Setup an Account" (see image below).



You will now be on the "Create New Public User Account" page and will be asked to provide your contact information (see image below). Please enter your mailing address. Your password must be at least 6 to 15 characters long using only letters/numbers. All fields must be entered before clicking "CREATE ACCOUNT."

Create New Public User Account
* Required fields

Profile

First Name:

Last Name:

Address:

City:

State:

Zip: -

Email:

Phone: -

Ext

Username and Password

Log-in Name:
(letters/numbers only)

Password:
(6 to 15 letters/numbers only)

Confirm Password:

CREATE ACCOUNT

Once you've created your account, you will be redirected to the main services page, proceed to [Step One](#).

EXISTING ACCOUNT MEMBER

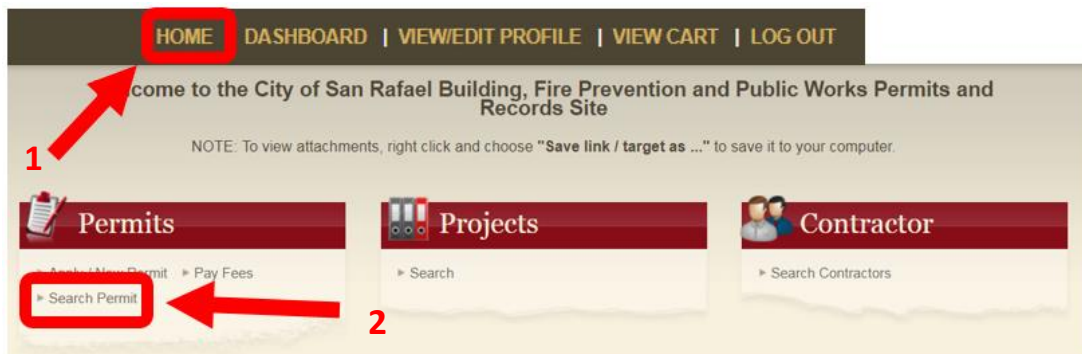
If you already have an existing account, you may login with your previously entered information. When logging into your existing account you please set the login type to “Public” (see image below). After doing so you may enter your username and password. Proceed to [Step One](#).



HOW TO PAY FOR SIDEWALK REPAIR

STEP ONE: SEARCHING FOR PERMIT

Once you have logged in, on the Main Permit Services Page, click “Home” tab (top of the page) then click on “Search Permit” under the “Permits” tab.



STEP TWO: HOW TO SEARCH

At this time, you will be directed to the search page (see image below). Please enter the address listed on your final agreement and click search.



STEP THREE: CHOOSING PERMIT

The next page will display all permits associated with your address (see image below). You will need to carefully review the information and select the permit number that **begins with EP1812**, as well as, a **description of "2018 Sidewalk Repair."** After verifying all the information click the permit.

Permits

[PRINT](#)[EXPORT TO EXCEL](#)

Permit Number	Address	Parcel Number (no dashes)	Issue Date	Status	Description
B0105-038	111 Morphew St	00929103	11/20/2001	ACTIVE	City Corporation Yard
EP1812-008	111 MORPHEW ST	00943001		UNDER REVIEW	2018 Sidewalk Repair Program



STEP FOUR: ADDING TO CART

Once you have verified the information is correct, click **"Add to Cart"** (see image below). If you have multiple addresses, repeat [steps one to four](#) for each address. When you have added the necessary payments to your cart proceed to step five.

Search Results

Permit Number
B0105-038

Permit #EP1812-008

 Add To Cart  Inspections

Permit Info | Site Info | Contacts (3) | Fees \$6,194.00 | Inspections(1) | Chi

STEP FIVE: CHECK OUT

Next you will be prompted to look at the information again (see image below). Please verify the "Site Address" and "Amount." If correct click on "Proceed to Check Out."

Shopping Cart

	Item	Type	Site Address	Amount
<input checked="" type="checkbox"/>	PERMIT (EP1812-008)	ENCROACHMENT PERMIT	111 MORPHEW ST	\$6,194.00
				Total: \$6,194.00

[REMOVE SELECTED ITEMS](#) [BACK TO DASHBOARD](#) [VIEW PAID ITEMS](#) [PROCEED TO CHECKOUT](#)

STEP SIX: CHECK OUT SUMMARY

You will get one last confirmation page (see image below) before proceeding to payment.

- Verify your total cost of Sidewalk Repair
- Verify the address of property



Checkout Summary


PERMIT (EP1812-008)	111 MORPHEW ST	
	SIDEWALK REPAIR PROPERTY OWNER	\$6,194.00
	COST	
Total Fees:		\$6,194.00
Total:		\$6,194.00

[BACK TO SHOPPING CART](#) [PROCEED TO PAYMENT](#)

Once all information has been verified, click “Proceed to Payment” tab.

STEP SEVEN: MAKING PAYMENT

You will now have the ability to enter in payment information (see image below). Please enter all required information and click the “Pay Now” tab **once**. Please be patient, **clicking “Pay Now” more than once may incur multiple charges.**

Order Information	* Required Fields
Description:	Invoice Number: 20190213130212
Total: \$3740.00 (USD)	
Payment Information	
	
Card Number:	<input type="text"/> * (enter number without spaces or dashes)
Expiration Date:	<input type="text"/> * (mmyy)
Billing Information	
First Name:	<input type="text"/> *
Last Name:	<input type="text"/> *
Company:	<input type="text"/>
Address:	<input type="text"/> *
City:	<input type="text"/> *
State/Province:	<input type="text"/> *
Zip/Postal Code:	<input type="text"/> *
Country:	<input type="text"/>
Email:	<input type="text"/> *
Phone:	<input type="text"/> *
Fax:	<input type="text"/>
<input type="button" value="Pay Now"/>	

STEP EIGHT: PRINTING RECEIPT

After you have submitted your payment you will receive confirmation of this transaction on the "Payment Summary" page. Here you will have the option to print or save this receipt for your records by simply clicking the "Print Summary" button (see image below).

Note: A receipt will not be provided by Public Works.

Payment Summary

The Transaction is Approved

Receipt No: WEB3214
Paymethod:CREDIT
Amount Paid: \$0.01
Paid Date: 2/15/2019

Name: KARL-JASON MADAYAG
Address: 111 Morphew Street
City, State, Zip: San Rafael, CA 94901
Phone: (707) 704-7658
Email: jason.madayag@cityofsanrafael.org

Type	Activity No.	Paid Amount	
Permit	EP1812-008	\$0.01	VIEW

[PRINT SUMMARY](#)

After clicking the "Print Summary" a new page will be displayed (see image below) along with your printer's options. Continue with your printers options then proceed to print a copy of the receipt.

2/15/2019 eTRAKIT

[HOME](#) | [DASHBOARD](#) | [VIEW/EDIT PROFILE](#) | [VIEW CART](#) | [LOG OUT](#) | LOGGED IN AS: KARL-JASON MADAYAG

My Dashboard

- Permits**
Apply / New Permit
Search Permit
Pay Fees
- Projects**
Search Projects
- Contractor**
Search Contractors
- Properties**
Search Property
- License**
Search Licenses
- Citation Payments**
Search
Pay Fees
- Shopping Cart**
Pay All Fees
Paid Items
- Contact**
Contact us

Payment Summary

The Transaction is Approved

Receipt No: WEB3214
Paymethod:CREDIT
Amount Paid: \$0.01
Paid Date: 2/15/2019

Name: KARL-JASON MADAYAG
Address: 111 Morphew Street
City, State, Zip: San Rafael, CA 94901
Phone: (707) 704-7658
Email: jason.madayag@cityofsanrafael.org

Type	Activity No.	Paid Amount	
Permit	EP1812-008	\$0.01	VIEW

[PRINT SUMMARY](#)

CONGRATULATIONS YOU HAVE NOW PAID FOR YOUR SIDEWALK REPAIR!

Thank you for participating in the 2018 Sidewalk Repair Program. If you haven't already, please fill out the survey that was emailed to you. We'd love to hear from you!