

# Online Permits FAQ

The informational materials and building division online features listed below are intended to aid you in the building permit process. To ensure you have the correct information and required forms, always download them prior to beginning the permitting process as they are updated frequently.

## eTRAKiT Online Permits FAQ Page

### Frequently Asked Questions

**Q: I have forgotten my Public Login Username and/or Password.**

**A:** Please [Click Here](#) to retrieve your username and password.

**Q: I am having trouble locating my permit number when I conduct a search.**

**A:** Be sure to enter the permit number exactly as it appears on your permit. The number needs to be entered in the “search for” field. For example, ST15-1234

**Q: Why can't I locate the job address when I do a search?**

**A:** The first drop down box next to Search By should indicate: “Address.” Do not include the street type, Avenue (Ave.) or Road (RD.) at the end of the address. For example: **Enter** 1301 Georgia **NOT** 1301 Georgia st. Alternatively, if you leave the first drop down box at “Address,” and change the second drop down box to “Contains” you may enter just the street name or the street number in the “search for” field to maximize your search. For example: **Enter** 1301 **OR** Georgia.

**Q: Why can't I pick a date for my inspection?**

**A:** You have to click “Add Inspection” before the date drop down box will appear.

**Q: Can I choose what time I want the inspector to conduct the inspection?**

**A:** You can pick A.M. or P.M. or ANY from the drop down list. The City of Vallejo will do it's best to accommodate this request, but depending on the inspector's schedule, we may not always be able to honor your request.

**Q: How will I know the system accepted my request for an inspection?**

**A:** You will receive an e-mail confirmation that automatically verifies the information you submitted.

**Q: How am I able to view/check when the inspector is scheduled to perform the inspection?**

**A:** Conduct a search using a permit or site address and find the appropriate permit. Scroll down to “Inspection Information”. Click/select “Click Here for Details.” This will give you a two-hour time frame for the inspector's estimated time of arrival.

### How to use eTRAKiT to schedule an inspection

Use our e-TRAKiT online permitting system to access building records and general information. Search by permit number and contractor records.

[Click here for how to guides for using eTRAKiT](#)