

# ETRAKIT USER GUIDE

## INSTRUCTIONS FOR CONTRACTORS AND DESIGN PROFESSIONALS

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**INSTRUCTIONS  
ON THE USE OF  
THE CITY OF  
ROANOKE'S  
ETRAKIT  
ONLINE  
PERMITTING  
SYSTEM**



# GETTING STARTED IN ETRAKIT

## Initial Log In

Home | Setup an Account | Log In | Contractor | eTRAKIT Test Co | Password | LOGIN | REMEMBER ME | Reset Password

**Welcome to the City of Roanoke**

This site provides access to community development services, allowing citizens to search for information and complete many common tasks over the Internet. Online permitting will be available for licensed contractors and registered public users in 2017.

New public users, click on [Setup an Account](#) to register.

[Electronic Submission Guidelines](#)

Please note: To schedule an inspection click on "Schedule" in the "Date" column. If you do not see "Schedule," call 540/853-1142 to schedule an inspection. Thank you for your patience during this software transition.

Home | Setup an Account | Log In | Contractor | eTRAKIT Test Co | Password | LOGIN | REMEMBER ME | Reset Password

**Permits**  
Search Permit  
Pay Fees

**Projects**  
Search Projects  
Pay Fees

**Contractor**  
Search Contractors

**Properties**  
Search Property

**Inspections**  
Schedule  
Cancel  
Scheduled

**Code Enforcement**  
Search

**Shopping Cart**  
Pay All Fees  
Paid Items

**Contact**  
Contact us

Security Question:

Secret Answer:

Re-enter Secret Answers:

Password:

Confirm Password:

**CONTINUE**

You will need to create a Security Question and Answer.

Here you will use the Temporary password given to you by the City of Roanoke.

**Password Rules:**  
Minimum of 6 characters  
Maximum of 25 characters  
At least one letter and 1 number  
Note: Password is case sensitive

The City of Roanoke Planning, Building, & Development, VA makes every effort to produce and publish the most current and accurate information possible. No warranties, expressed or implied, are provided for the data herein, its use, or its interpretation. Utilization of this website indicates understanding and acceptance of this statement.

# View/Edit Profile

# Change Password

HOME | DASHBOARD | **VIEW/EDIT PROFILE** | VIEW CART | LOG OUT | LOGGED IN AS: D&T

*Hello D&T Construction.*  
*Below is a Dashboard of your current activities.*

**My Active Permits** 5 total record(s)

PERMIT NO.	ADDRESS	TYPE	STATUS	EXPIRED	INSPECTION	FEES DUE	
CELE17-0005	215 CHURCH...	COMMERCIAL ELECTRICAL	ISSUED	7/11/2017		\$74.50	
CMR17-0027	2401 JOHNS...	COMMERCIAL REPAIR REMODEL	REVIEW			\$80.40	
RADD16-0128	1716 DEYER...	RESIDENTIAL ADDITION	ISSUED	6/10/2017		\$0.00	
SIGN16-0054	2220 WESTO...	SIGN	APPROVED			\$80.00	
ZTU17-0001	1802 ARLIN...	ZONING TEMPORARY USE	APPROVED			\$0.00	

**My Active Inspections** 39 total record(s)

REC NO	REC TYPE	REC STATUS	ADDRESS	INSPECTION	DATE
CELE17-0005	PERMIT	ISSUED	215 CHURCH...	LIGHTING	
CELE17-0005	PERMIT	ISSUED	215 CHURCH...	SCREENING	
CELE17-0005	PERMIT	ISSUED	215 CHURCH...	BONDING/ GROUNDING	
CELE17-0005	PERMIT	ISSUED	215 CHURCH...	GROUNDWORK ELECTRIC	
CELE17-0005	PERMIT	ISSUED	215 CHURCH...	ELECTRIC SERVICE LAT	
CELE17-0005	PERMIT	ISSUED	215 CHURCH...	ELECTRIC SERVICE	
CELE17-0005	PERMIT	ISSUED	215 CHURCH...	FINAL ELECTRIC**	

After your first log in, you will want to change your password. Click [View/Edit Profile](#).

[v/etrakit/dashboard.aspx](#)

My Dashboard

Permits

- ▶ Search Permit
- ▶ Pay Fees

Projects

- ▶ Search Projects
- ▶ Pay Fees

Contractor

- ▶ Search Contractors

Properties

- ▶ Search Property

Inspections

- ▶ Schedule
- ▶ Cancel
- ▶ Scheduled

Code Enforcement

- ▶ Search

Shopping Cart

- ▶ Pay All Fees
- ▶ Paid Items

Contact

- ▶ Contact us

Edit Information

\* Required fields

Profile

Company Name: **D&T Construction**

State License #: **AEC10**

\* Address: 215 Church Ave. SW

\* City: Roanoke

\* State: Virginia

\* Zip: 24011 -

\* Email: tommy.hahn@roanokeva.gov

\* Phone: (540) 853-1090

Cell Phone: ( ) - -

Fax: ( ) - -

Verify this information is correct.

Here is where you change your password.

Change Password

Password Rules:

- Minimum of 6 characters
- Maximum of 25 characters
- At least one letter and 1 number
- Note: Password is case sensitive

\* Password:

(6 to 15 letters/numbers only)

\* Confirm Password:

Security Question

Security Question

Current Security Question: What is your favorite sports team

\* Enter Current Secret Answer:

\* Enter New Security Question:

\* Enter Secret Answer:

\* Re-enter New Secret Answer:

Enter the answer to your security question. Then create a new security question and answer.



SAVE






# Identifying and Navigating the Dashboard

## First: My Active Permits

HOME | DASHBOARD | VIEW/EDIT PROFILE | VIEW CART | LOG OUT    LOGGED IN AS: D&T

*Hello D&T Construction.  
Below is a Dashboard of your current activities.*

 **My Active Permits** 5 total record(s) 

PERMIT NO.	ADDRESS	TYPE	STATUS	EXPIRED	INSPECTION	FEE DUE	
CELE17-0005	215 CHURCH...	COMMERCIAL ELECTRICAL	ISSUED	7/11/2017		\$74.50	
CMR17-0027	2401 JOHNS...	COMMERCIAL REPAIR REMODEL	REVIEW			\$80.40	
RADD16-0128	1716 DEYER...	RESIDENTIAL ADDITION	ISSUED	6/10/2017		\$0.00	
SIGN16-0054	2220 WESTO...	SIGN	APPROVED			\$80.00	
ZTU17-0001	1802 ARLIN...	ZONING TEMPORARY USE	APPROVED			\$0.00	

You can click on your permit number to take you to that permit.  
See page 7.

Click on the address to take you to the Geo record for the property.  
See page 15.

Click on the blue fees to add to shopping cart and to pay fees.  
See page 11.

Click the blue paper clip to take you to attachments where you may download or upload files.  
See page 13.

## Second: My Active Inspections



### *My Active Inspections*

39 total record(s).

REC NO	REC TYPE	REC STATUS	ADDRESS	INSPECTION	DATE
<a href="#">CELE17-0005</a>	PERMIT	ISSUED	<a href="#">215 CHURCH...</a>	LIGHTING	
<a href="#">CELE17-0005</a>	PERMIT	ISSUED	<a href="#">215 CHURCH...</a>	SCREENING	
<a href="#">CELE17-0005</a>	PERMIT	ISSUED	<a href="#">215 CHURCH...</a>	BONDING/ GROUNDING	
<a href="#">CELE17-0005</a>	PERMIT	ISSUED	<a href="#">215 CHURCH...</a>	GROUNDWORK ELECTRIC	
<a href="#">CELE17-0005</a>	PERMIT	ISSUED	<a href="#">215 CHURCH...</a>	ELECTRIC SERVICE LAT	
<a href="#">CELE17-0005</a>	PERMIT	ISSUED	<a href="#">215 CHURCH...</a>	ELECTRIC SERVICE	
<a href="#">CELE17-0005</a>	PERMIT	ISSUED	<a href="#">215 CHURCH...</a>	FINAL ELECTRIC**	
<a href="#">CELE17-0005</a>	PERMIT	ISSUED	<a href="#">215 CHURCH...</a>	FINAL SITE	
<a href="#">CELE17-0005</a>	PERMIT	ISSUED	<a href="#">215 CHURCH...</a>	HISTORIC FINAL	
<a href="#">CMR17-0027</a>	PERMIT	REVIEW	<a href="#">2401 JOHNS...</a>	FINAL BUILDING	
<a href="#">CMR17-0027</a>	PERMIT	REVIEW	<a href="#">2401 JOHNS...</a>	BUILDING CO SIGN OFF	
<a href="#">CMR17-0027</a>	PERMIT	REVIEW	<a href="#">2401 JOHNS...</a>	FIELD CO SIGNOFF	
<a href="#">CMR17-0027</a>	PERMIT	REVIEW	<a href="#">2401 JOHNS...</a>	FINAL CO SIGNOFF**	
<a href="#">CMR17-0027</a>	PERMIT	REVIEW	<a href="#">2401 JOHNS...</a>	ZONING CO SIGN OFF	
<a href="#">RADD16-0128</a>	PERMIT	ISSUED	<a href="#">1716 DEYER...</a>	FINAL SITE	<a href="#">Schedule</a>
<a href="#">RADD16-0128</a>	PERMIT	ISSUED	<a href="#">1716 DEYER...</a>	LIGHTING	<a href="#">Schedule</a>
<a href="#">RADD16-0128</a>	PERMIT	ISSUED	<a href="#">1716 DEYER...</a>	R BUILDING WRAP	<a href="#">Schedule</a>
<a href="#">RADD16-0128</a>	PERMIT	ISSUED	<a href="#">1716 DEYER...</a>	R DRAFT STOP/FIRE STOP	<a href="#">Schedule</a>
<a href="#">RADD16-0128</a>	PERMIT	ISSUED	<a href="#">1716 DEYER...</a>	R DRANTILE/FND COATING	<a href="#">Schedule</a>
<a href="#">RADD16-0128</a>	PERMIT	ISSUED	<a href="#">1716 DEYER...</a>	R FINAL BUILDING**	<a href="#">Schedule</a>
<a href="#">RADD16-0128</a>	PERMIT	ISSUED	<a href="#">1716 DEYER...</a>	R FINAL ELECTRIC	<a href="#">Schedule</a>
<a href="#">RADD16-0128</a>	PERMIT	ISSUED	<a href="#">1716 DEYER...</a>	R FINAL GAS	<a href="#">Schedule</a>
<a href="#">RADD16-0128</a>	PERMIT	ISSUED	<a href="#">1716 DEYER...</a>	R FINAL HVAC	<a href="#">Schedule</a>
<a href="#">RADD16-0128</a>	PERMIT	ISSUED	<a href="#">1716 DEYER...</a>	R FINAL PLUMBING	<a href="#">Schedule</a>
<a href="#">RADD16-0128</a>	PERMIT	ISSUED	<a href="#">1716 DEYER...</a>	R FINAL RADON	<a href="#">Schedule</a>

1

2

Under the Active Inspections screen you can click the permit number to take you to that permit or the address to take you to the Geo screen for parcel information. From here you may also schedule your inspection by clicking on [Schedule](#) next to the inspection you need, you may only schedule an inspection on issued permits any other status, such as review or approved as examples you can not schedule inspections. If [Schedule](#) is not there for an issued permit, please call 540-853-1142.

### Third: My Active Projects



## My Active Projects

2 total record(s).

PROJECT NO.	ADDRESS	TYPE	STATUS	FEES DUE	
<a href="#">CP16-0111</a>	<a href="#">SALEM TP N...</a>	COMPREHENSIVE DEVELOPMENT PLAN	CONTINUED	\$0.00	
<a href="#">SU16-0054</a>	<a href="#">4562 FRANK...</a>	SUBDIVISION PLAT	APPLIED	\$0.00	

You can click on the Project number to take you to that Project.

See page 7.

Click on the address to take you to the Geo record for the property.

See page 15.

Click on the blue fees to add to shopping cart and to pay fees.

See page 11.

Click the blue paper clip to take you to attachments where you may download or upload files.


See page 13.

## Identify and Navigate the Permit Link

Click the paper clip to access your attachment as well as to upload any attachments for review.

Permit #SIGN16-0054

 Attachment

 Add To Cart

You may click [Add To Cart](#) to add any remaining fees to the shopping cart to pay.

Permit Info

Site Info

Contacts

Fees \$83.00

Inspections

Chronology

Conditions

Reviews

**Type:** SIGN

**Subtype:** TEMPORARY SIGN

**Short Description:** test CC payment

**Status:** APPROVED

**Applied Date:** 10/20/2016

**Approved Date:**

**Issued Date:**

**Finalized Date:**

**Expiration Date:**

**Notes:** 10/21/2016 7:57:04 AM this is a test permit to run through payment process

On this page you can view all your permit information. By clicking on the various tabs above you can view your Site Info, Contacts, Fees, Inspections, Chronology, Conditions, and Reviews. For example, under the [Inspection Tab](#) you can see inspection results as well as schedule your inspections, and under your [Review Tab](#) you can see your review comments in real time, see who is performing the review and when it is due.

**Attachments:**

[Chrysanthemum.jpg](#)

Attachments that are viewable or available for download will be displayed here.



Permit #SIGN16-0054

Attachment  Add To Cart

Permit Info Site Info Contacts Fees \$83.00 Inspections Chronology Conditions Reviews

Description	Amount	Paid Date
SIGN	\$1.00	10/20/2016
SIGN	\$1.00	11/4/2016
SIGN	\$30.00	\$30.00
SIGN	\$50.00	\$50.00
SIGN	\$1.00	1/6/2017

If you have paid, you will see the paid date here. If the fee is in blue you may click on it to pay or click the blue [Pay All Fees](#) below.

Total Fees: \$83.00 Balance Due: \$80.00 [Pay All Fees](#)

Attachment

Permit Info Site Info Contacts Fees \$172.90 Inspections Chronology Conditions Reviews

Type	SEQ#	Result	Scheduled Date	Time	Completed	Time	More Info
R FOOTING POST/PIER	0	APPROVED	12/12/2016	Any	12/12/2016	09:45...	More Info
LIGHTING	0		<a href="#">Schedule</a>				More Info
R BUILDING WRAP	0		<a href="#">Schedule</a>				More Info
R DRAFT STOP/FIRE...	0		<a href="#">Schedule</a>				More Info
R DRANTILE/FND CO...	0		<a href="#">Schedule</a>				More Info
R FINAL BUILDING**	0		<a href="#">Schedule</a>				More Info
R FINAL ELECTRIC	0		<a href="#">Schedule</a>				More Info
R FINAL GAS	0		<a href="#">Schedule</a>				More Info
R FINAL HVAC	0		<a href="#">Schedule</a>				More Info
R FINAL PLUMBING	0		<a href="#">Schedule</a>				More Info
R FINAL RADON	0		<a href="#">Schedule</a>				More Info
R FOOTING PERIMETER	0		<a href="#">Schedule</a>	Any			More Info
FINAL SITE	0		<a href="#">Schedule</a>				More Info

Once your inspection has been completed the results will be displayed here.

Here you will see the date the inspection was scheduled. To schedule an inspection from here just click on [Schedule](#) next to the inspection you need.

Clicking [More Info](#) after your inspection is complete will show the inspector's notes.

**Permit #RADD16-0128**

Attachment

- Permit Info
- Site Info
- Contacts
- Fees \$172.90
- Inspections
- Chronology
- Conditions
- Reviews

Type	Reviewer	Status	Submitted	Completed	Due Date	
APPLICATION REVIEW	Taylor Dowe	Approved	11/30/2016	11/30/2016	12/1/2016	<a href="#">More Info</a>
RESIDENTIAL BUILDING REVIEW	Taylor Dowe	Approved	11/30/2016	11/30/2016	12/5/2016	<a href="#">More Info</a>
ZONING - PLANNER	Taylor Dowe	Approved	11/30/2016	11/30/2016	12/12/2016	<a href="#">More Info</a>

Under the review tab you can see the name of your reviewer, the status of your review, the date it was submitted, the date it was completed, and the date it is due. Clicking the [More Info](#) tab you will find the reviewers notes. **You can sort the reviews by clicking the column header title. The best way to get the latest reviews is to sort by the [Submitted Date](#).**

## Scheduling an Inspection

### *Schedule LIGHTING PERMIT Inspection - RADD16-0128*

Please ensure this is the correct information. This is who the inspector will contact if there are questions.

\* **Contact Name:** D&T Construction  
\* **Phone Number:** (540) 853-1090  
\* **Site Address:** 1716 DEYERLE RD SW  
\* **Email Address:** tommy.hahn@roanokeva.gov

This is notes section for the inspector. Keep in mind any notes here are viewable to the general public, [so you will want to refrain from lock box codes or hidden key locations.](#)

**Notes:**

**Inspection Type:** LIGHTING

**Requested Date:** 1/30/2017

**Time:** Any

Verify this is the correct Inspection Type.

You will need to submit your inspection request before 4pm for the next business day. You can request an Inspection date up to 10 business days in the future.

Time - you may pick am or pm.

SUBMIT

CANCEL

RESET

Inspection City Policy

## Canceling an Inspection



### *My Active Inspections*

41 total record(s)

REC NO	REC TYPE	REC STATUS	ADDRESS	INSPECTION	DATE	CANCEL
CELE17-0005	PERMIT	ISSUED	215 CHURCH...	LIGHTING		
CELE17-0005	PERMIT	ISSUED	215 CHURCH...	SCREENING		
CELE17-0005	PERMIT	ISSUED	215 CHURCH...	BONDING/ GROUNDING		
CELE17-0005	PERMIT	ISSUED	215 CHURCH...	GROUNDWORK ELECTRIC		
CELE17-0005	PERMIT	ISSUED	215 CHURCH...	ELECTRIC SERVICE LAT		
CELE17-0005	PERMIT	ISSUED	215 CHURCH...	ELECTRIC SERVICE		
CELE17-0005	PERMIT	ISSUED	215 CHURCH...	FINAL ELECTRIC**		
CELE17-0005	PERMIT	ISSUED	215 CHURCH...	FINAL SITE		
CELE17-0005	PERMIT	ISSUED	215 CHURCH...	HISTORIC FINAL		
CMR17-0027	PERMIT	REVIEW	2401 JOHNS...	FINAL BUILDING		
CMR17-0027	PERMIT	REVIEW	2401 JOHNS...	BUILDING CO SIGN OFF		
CMR17-0027	PERMIT	REVIEW	2401 JOHNS...	FIELD CO SIGNOFF		
CMR17-0027	PERMIT	REVIEW	2401 JOHNS...	FINAL CO SIGNOFF**		
CMR17-0027	PERMIT	REVIEW	2401 JOHNS...	ZONING CO SIGN OFF		
RADD16-0128	PERMIT	ISSUED	1716 DEYER...	FINAL SITE	Schedule	
RADD16-0128	PERMIT	ISSUED	1716 DEYER...	LIGHTING	Schedule	
RADD16-0128	PERMIT	ISSUED	1716 DEYER...	R BUILDING WRAP	2/01/2017	
RADD16-0128	PERMIT	ISSUED	1716 DEYER...	R DRAFT STOP/FIRE STOP	Schedule	

If you need to cancel your inspection, click the x to cancel as late as 6am the day of your inspection. If you cancel after 4:15pm the day before your inspection it is recommended that you call your inspector to let him know.

# Paying Fees

**Shopping Cart**

Click here to uncheck or check all fees.

<input checked="" type="checkbox"/>	Item	Fee Description	Amount Due
<input checked="" type="checkbox"/>	PERMIT (CELE17-0005)	ELECTRIC	74.50
<input checked="" type="checkbox"/>	PERMIT (CMR16-0115)	CERTIFICATE OF OCCUPANCY	30.00
<input checked="" type="checkbox"/>	PERMIT (CMR16-0115)	BUILDING	49.50
<input checked="" type="checkbox"/>	PERMIT (CMR16-0115)	STATE SURCHARGE	0.90
<input checked="" type="checkbox"/>	PERMIT (CMR17-0027)	BUILDING	49.50
<input checked="" type="checkbox"/>	PERMIT (CMR17-0027)	STATE SURCHARGE	0.90
<input checked="" type="checkbox"/>	PERMIT (CMR17-0027)	CERTIFICATE OF OCCUPANCY	30.00
<input checked="" type="checkbox"/>	PERMIT (SIGN16-0054)	SIGN	30.00
<input checked="" type="checkbox"/>	PERMIT (SIGN16-0054)	SIGN	50.00

Total: **\$315.30**

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

If you experience any issues completing payment, please log off and try again after five minutes. If the problem persists please e-mail [permitcenter@roanokeva.gov](mailto:permitcenter@roanokeva.gov)

You can use these check boxes to uncheck or check individual fees.

Proceed to checkout This will give you a chance to verify the fees being paid before proceeding to official payments.

## Checkout Summary

<b>PERMIT</b> (SIGN16-0054)	<b>2220 WESTOVER AVE SW</b>	
	<b>SIGN</b>	
	<i>TEMPORARY SIGN FEE</i>	\$30.00
	<b>SIGN</b>	
	<i>ZONING PERMIT FEE FOR SIGNS</i>	\$50.00
<hr/>		
	Total Fees:	\$80.00
	Total:	\$80.00

[BACK TO SHOPPING CART](#)

[PROCEED TO PAYMENT](#)

This will redirect you from [eTRAKiT](#) to [Official Payments](#). You will need to follow the instructions to complete payment. Please print and save a copy of the receipt for your records.

## Uploading of Documents

The screenshot shows the 'eTRAKiT Attachment Upload' window. At the top, there is a title bar with the text 'eTRAKiT Attachment Upload' and a close button. Below the title bar, the interface is divided into several sections. The first section is labeled 'Upload Permit Attachment:' and contains a text input field and a 'Select' button. A callout box with an arrow pointing to the 'Select' button contains the text: 'Click select to go to your computer to search for the document to upload. Preferred type of file is PDF; WORD docs are not accepted.' Below this section is a 'Description:' label followed by another text input field and a yellow 'UPLOAD' button. The next section is labeled 'Attachment(s):' and contains a list of files. One file is listed as 'RADD16-0128 application.pdf' with a blue link icon next to the filename. A callout box with an arrow pointing to the filename contains the text: 'When submitting plans please submit as a file not as individual pages. Please see the [Electronic Submission Guidelines](#) link on the home page of eTRAKiT.' At the bottom of the window, there is a yellow 'CLOSE' button.

**eTRAKiT Attachment Upload**

Upload Permit Attachment:

Description:

**UPLOAD**

Attachment(s):

RADD16-0128 application.pdf [RADD16-0128 application.pdf](#)

**CLOSE**

Click select to go to your computer to search for the document to upload. Preferred type of file is PDF; WORD docs are not accepted.

When submitting plans please submit as a file not as individual pages. Please see the [Electronic Submission Guidelines](#) link on the home page of eTRAKiT.

**eTRAKiT Attachment Upload**

Upload Permit Attachment: ● 0F6618.pdf ✕ Remove

**0F6618.pdf** Description:  
RADD16-0128 plans building ✕

Attachment(s):

RADD16-0128 application.pdf [RADD16-0128 application.pdf](#)

Under Description rename the file:  
Permit number first then the description of Document.  
Building plans, site plans or third party inspection results are just a few examples. [Please see the Electronic Submission Guidelines link on the home page of eTRAKiT.](#)

Once you have selected your file and entered a description, click the upload button to upload to your permit / project.



# Parcel Link

## Parcel #2311025

Parcel Info

Land Use

Building

Address: [2401 JOHNSON AVE NW](#) 

City/State/Zip: ROANOKE, VA, 24017

Property Type: PARCEL

TAX MAP#: 2311025

Subdivision:

Zoning: I-1: Light Industrial

Ordinance: NO

Neighborhood: Shenandoah

Code Insp: 8

Lot Size (SF): 40982.82

This is a link to view the property on a map.

eTRAKit Map - Microsoft Virtual Earth

