

HARNETT COUNTY PLANNING SERVICES

# PROJECT MANAGEMENT GUIDE

Navigating eTRAKiT



JUNE 2024

A detailed topographic map of a region, likely in North Carolina, with various handwritten annotations in black, red, and blue ink. The map shows roads, rivers, and various landmarks. Several yellow sticky notes are placed over different areas of the map. The text 'TABLE OF CONTENTS' is written vertically in white on a green background strip on the left side of the page.

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# 1. MANAGING PROJECTS USING ETRAKIT

**eTRAKIT** is an online project management software that allows you to submit project applications to Planning Services conveniently. Projects can be managed by **eTRAKIT** users with a project tracking number, which is generated upon application submittal. The project number will allow you to pay fees, upload plans and documents, and track the progress of your project.

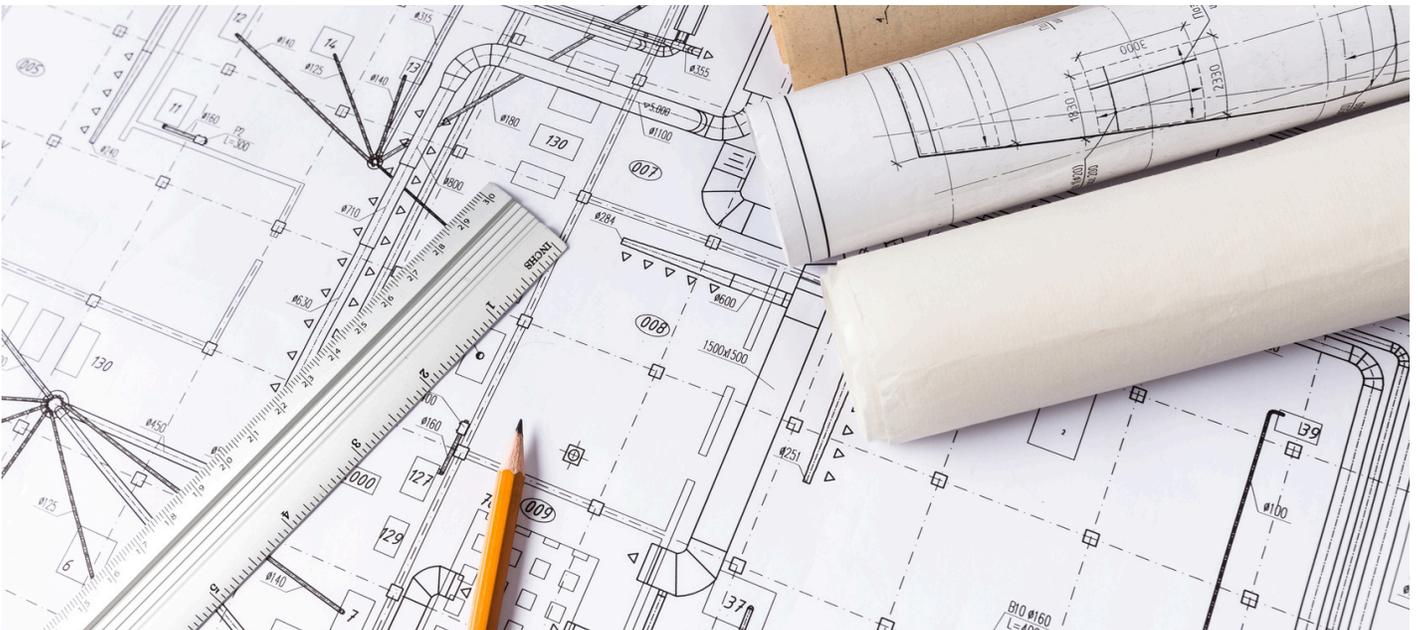
Planning Services Applications accepted via **eTRAKIT**:

- Minor Subdivision Plats
- Exempt Plats (Recombinations, 10.01 acre + subdivisions, easements)
- Zoning Verification Letter Requests

Ready to get started?

**Licensed Professionals** Pg. 3

**General Public & Unlicensed Applicants** Pg. 4



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# 2. GETTING STARTED

## 2.1 LICENSED PROFESSIONAL ACCOUNT

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**Step 1:** Go to eTRAKiT portal here : <https://permits.harnett.org/eTRAKiT/default.aspx>

**Step 2:** Once in the portal, navigate to the bottom of the page to the image below.

**Step 3:** Use the “username” drop-down box to locate your company’s name.

- **If your company’s name is not listed**, please call our office at 910-893-7525, option 1 for Central Permitting, to setup an account.

**Step 4:** Enter the password - The password will be the last four digits of the phone number you have listed on file.

**Step 5:** Click Login and Create a New Password.

- Create a password that meets the minimum security requirements. Passwords are case sensitive.
- eTRAKiT users in the same company will use the same password to manage projects.

## 2.2 USING YOUR ACCOUNT

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- Once you have created your new password, log in to eTRAKiT with your new credentials.
- All projects associated with your account will show up on the Dashboard screen. Here, you can check the project status, pay fees, and upload revised plans from your dashboard.

# GETTING STARTED

## 2.3 PUBLIC USER ACCOUNT

**Step 1:** Go to the [eTRAKiT portal](#).

**Step 2:** Step 2: Choose “setup an account” from the top left in the menu bar.

Home | **Setup an Account** | Log In Public Username Password LOGIN REMEMBER ME Forgot Password

Harnett COUNTY NORTH CAROLINA Harnett County, North Carolina

### Harnett County Development Services

**Create New Public User Account** \* Required fields

Please use the form below to register for a Public User Account. Items marked with \* are required.

This account type will allow you to request inspections and pay fees online and more.

Harnett County 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.

*Profile*

- First Name:
- Last Name:
- Address:
- City:
- State:
- Zip:  -
- Email:
- Phone:  ( ) -
- Ext

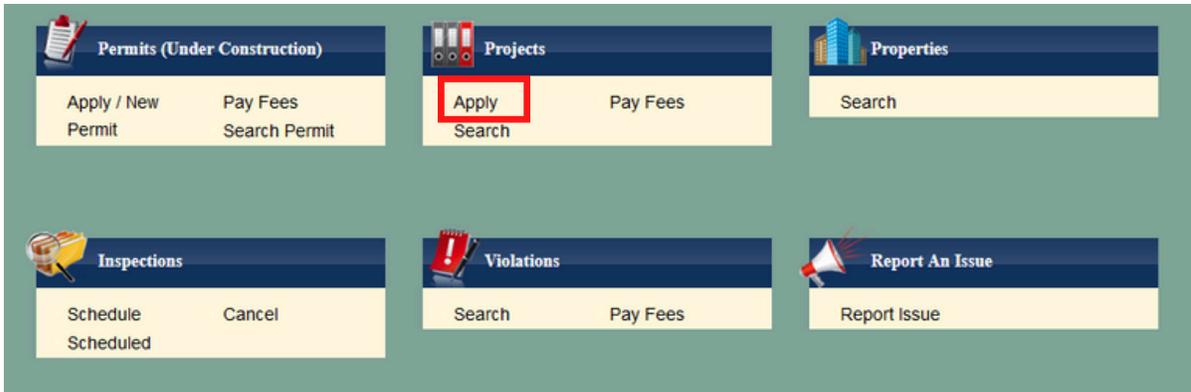
**Step 3:** Enter all required information to create your account.

Once your account has been created, you will be able check the project status and pay project fees.

# 3. APPLYING FOR A PROJECT

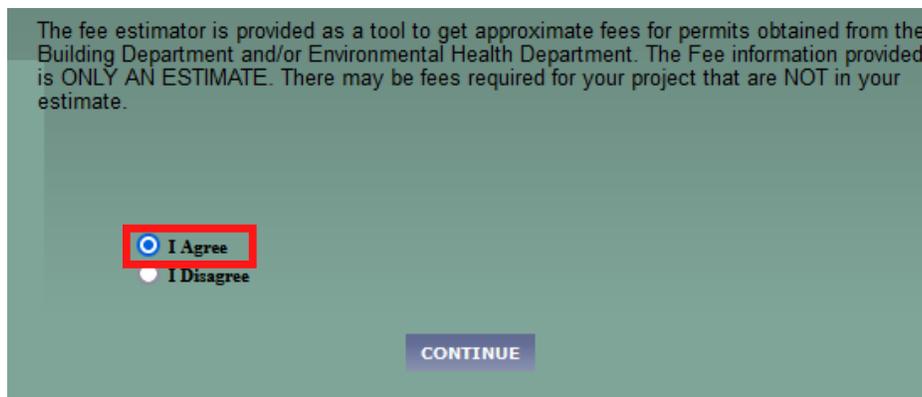
## 3.1 Submitting a Project For Review

**Step 1:** On the Harnett County Development Services eTRAKiT home page, select "apply" from the "Projects" menu.



The link for the Harnett County Development Services e-TRAKiT home page can be accessed on the Harnett County Planning Services website under "Submit a Minor or Exempt Plat", or by typing in the following URL :<https://permits.harnett.org/eTRAKiT/default.aspx>

**Step 2:** Please read the disclaimer and agree to the disclaimer to continue the application process.



# APPLYING FOR A PROJECT

**Step 3:** Fill out the project application form. Please attach all required submittal documents with the application, including the development cover sheet, plat, and soil report (if applicable).

*Project Application*

**STEP 1** ENTER PROJECT INFORMATION    STEP 2    STEP 3    STEP 4

*Project Type Information*

PROJECT Type: SUBDIVISION  
PROJECT Subtype: MINOR WITH IMPROVEMENTS  
Short Description: [Red Box]

*Location*

\*Enter all or part of the address and press search  
Search By: Address [Red Box]    SEARCH

*Your Relation to this Project*

Property Owner  
Check this box if you are the Property Owner

*Attachments*

Filename: [Red Box]    Select  
Description: [Red Box]    UPLOAD

CANCEL    NEXT STEP

Short description should include the names of the applicants, for example John and Mary Johnson.

Use the drop down menu to search by the property address or PIN #.

Please describe the attachment, for example, map, soil report, or cover sheet.

# APPLYING FOR A PROJECT

**Step 4:** Please include all required contact information.

*Project Application*

STEP 1 **STEP 2 ENTER CONTACT INFORMATION** STEP 3 STEP 4

*Application for a SUBDIVISION Project*

*Applicant Information*

*Name	Planning Testing Contractor	Phone	(910) 893-7525
*Address	108 E Front Street	Email Address	subdivision@harnett.org
*City	Lillington		
*State		*Zip	-

*Owner Information*

*Name	HARNETT COUNTY	Phone	( ) -
*Address	PO BOX 759	Email Address	
*City	LILLINGTON		
*State	NC	*Zip	2754 - 0000

**Step 5:** Please review and confirm the information for completeness and accuracy before submitting the project.

*Project Information* [EDIT](#)

Type	SUBDIVISION	Location	420 MCKINNEY PKWY
Subtype	MINOR WITH IMPROVEMENTS		LILLINGTON, NC 27546-00232-001-001; TOWN OF
Description	Test description		LILLINGTON 2817-243

*Contacts* [EDIT](#)

<i>Applicant Information</i>	
Planning Testing Contractor	(910) 893-7525
108 E Front Street	subdivision@harnett.org
Lillington, nc 27501	
<i>Owner Information</i>	
HARNETT COUNTY	
PO BOX 759	
LILLINGTON, NC 27546 - 0000	
<i>Contractor Information</i>	
Planning Testing Contractor	(910) 893-7525
108 E Front Street	subdivision@harnett.org
<i>Developer Information</i>	
<i>Surveyor Information</i>	
<i>Engineer Information</i>	

*Fee Information*

Type	Amount
MINOR SUBDIVISION	\$160.00
MINOR WITH IMPROVEMENTS	160.00
MISCELLANEOUS FEES	\$400.00
STREET SIGNS FEE	400.00
<b>Total Fees</b>	<b>\$560.00</b>

*Attachments*

To upload additional attachments click [Here](#)

[CANCEL](#) [PREVIOUS STEP](#) [SUBMIT](#)

# 4. TRACKING PROJECT PROGRESS

## 4.1 USING YOUR DASHBOARD

**Step 1:** Click "dashboard" from the menu on the top of the screen. A list of all active projects will appear.

**Step 2:** Select the project by clicking the project number from the list of active projects.

HOME | **DASHBOARD** | VIEW/EDIT PROFILE | VIEW CART | LOG OUT

Hello Planning Testing Contractor.  
Below is a Dashboard of your current activities.

\*Your AEC license has expired.

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

PROJECT NO.	ADDRESS	TYPE	STATUS	FEES DUE
MHPC1809-0002		MHP CERTIFICATE	Paid	\$0.00
SUB1906-0009		SUBDIVISION	VOID	\$0.00
SUB1912-0011	ROLLINS M...	SUBDIVISION	UNDER REVIEW	\$0.00
SUB2011-0018	55 YORK CT	SUBDIVISION	UNDER REVIEW	\$120.00
SUB2011-0019	55 YORK CT	SUBDIVISION	UNDER REVIEW	\$180.00

THE DASHBOARD IS WHERE ALL ACTIVE PROJECTS CAN BE MANAGED. INFORMATION SUCH AS PROJECT STATUS AND FEES DUE CAN BE FOUND ON THE DASHBOARD PAGE.

Project #SUB1912-0011

Contacts | Fees \$0.00 | Inspections | Conditions | Reviews | Chronology

**Step 3:** Toggle through the tabs using the arrows on the side. Select from the tabs to view information about the project including site info, contacts, fees, inspections, conditions, reviews, and chronology.

Documents uploaded to the project can be viewed as attachments under the "project info" tab.

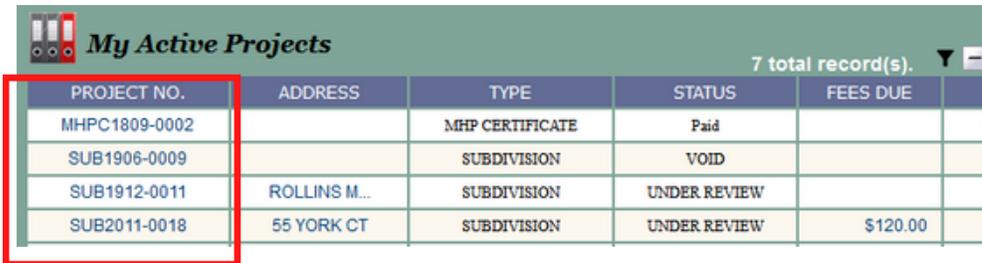
Attachment

**Project Info** | Site Info | Fees \$0.00 | Inspections | Conditions | Reviews

# TRACKING PROJECT PROGRESS

## 4.2 VIEW PROJECT REVIEW STATUS AND COMMENTS

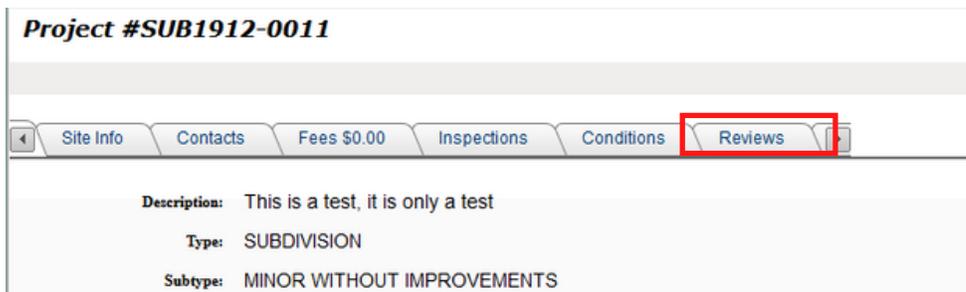
**Step 1:** From the dashboard, select the project under the "My Active Projects" list by clicking on the project number.



**My Active Projects** 7 total record(s)

PROJECT NO.	ADDRESS	TYPE	STATUS	FEEES DUE
MHPC1809-0002		MHP CERTIFICATE	Paid	
SUB1906-0009		SUBDIVISION	VOID	
SUB1912-0011	ROLLINS M...	SUBDIVISION	UNDER REVIEW	
SUB2011-0018	55 YORK CT	SUBDIVISION	UNDER REVIEW	\$120.00

**Step 2:** From the horizontal tabs, choose "review" to view the review type, the reviewer for the project, the date the review was completed, and the comments for the project.



**Project #SUB1912-0011**

Site Info | Contacts | Fees \$0.00 | Inspections | Conditions | **Reviews**

**Description:** This is a test, it is only a test  
**Type:** SUBDIVISION  
**Subtype:** MINOR WITHOUT IMPROVEMENTS

**Step 3:** Select "more info" to view the comments from the reviewer.



**Project #SUB1912-0011**

Site Info | Contacts | Fees \$0.00 | Inspections | Conditions | Reviews

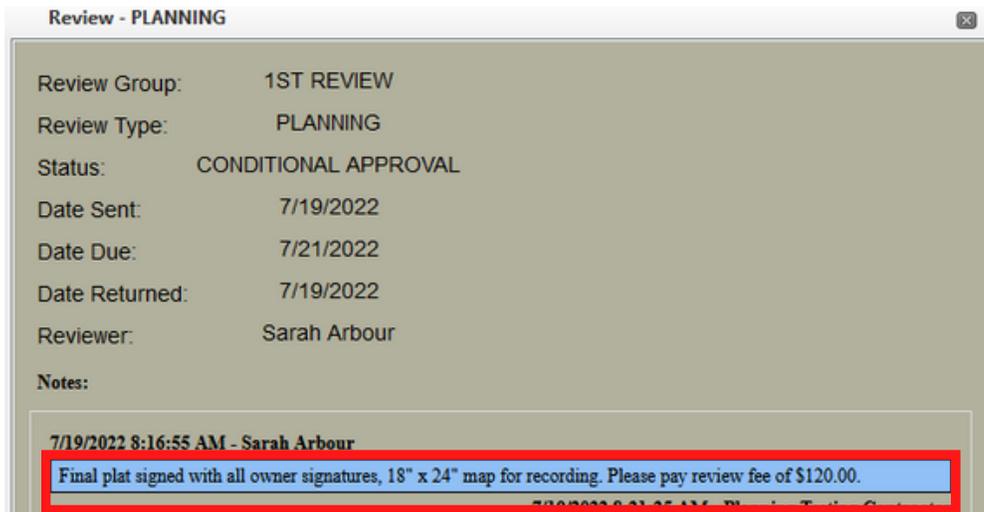
Type	Reviewer	Status	Submitted	Completed	More Info
PLANNING	Landon Chandler		12/18/2019		More Info
PLANNING	Sarah Arbour	CONDITIO...	7/19/2022	7/19/2022	More Info

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# TRACKING PROJECT PROGRESS

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**Step 4:** Comments, review group, and date will populate in a separate window.



## 4.3 RESPONDING TO PROJECT COMMENTS

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**Step 1:** Once a reviewer has issued comments for a project, comments can be viewed and responded to by selecting "respond" under the "My Submittals Awaiting Response" heading.



Once comments are generated by a project reviewer, a "My submittals Awaiting Response" section will appear in the Dashboard.

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# TRACKING PROJECT PROGRESS

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**Step 2:** A new window will populate with the reviewer comments. Select the paper clip to attach revised plats and/or other necessary documents. Use the response and comment text box to respond to reviewer comments.

Review Type:	PLANNING
Status:	CONDITIONAL APPROVAL
Date Sent:	7/19/2022
Date Due:	7/21/2022
Date Returned:	7/19/2022
Reviewer:	Sarah Arbour
Remarks:	
Notes:	

**7/19/2022 8:16:55 AM - Sarah Arbour**

Final plat signed with all owner signatures, 18" x 24" map for recording. Please pay review fee of \$120.00.

**Response or Comment**

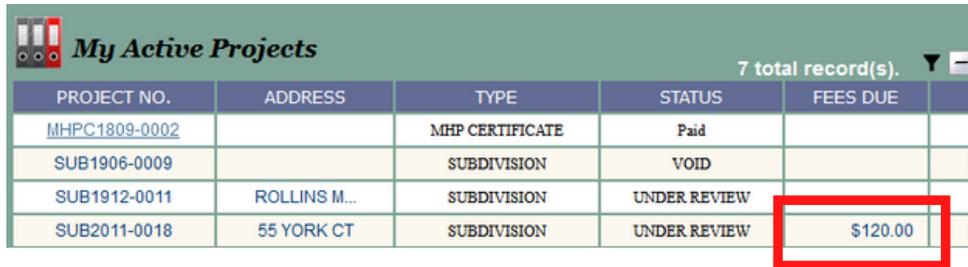


Press "Submit" only when you are ready to transmit your response to the Reviewer

# 5. PAYING PROJECT FEES

## 5.1 Paying Fees Online

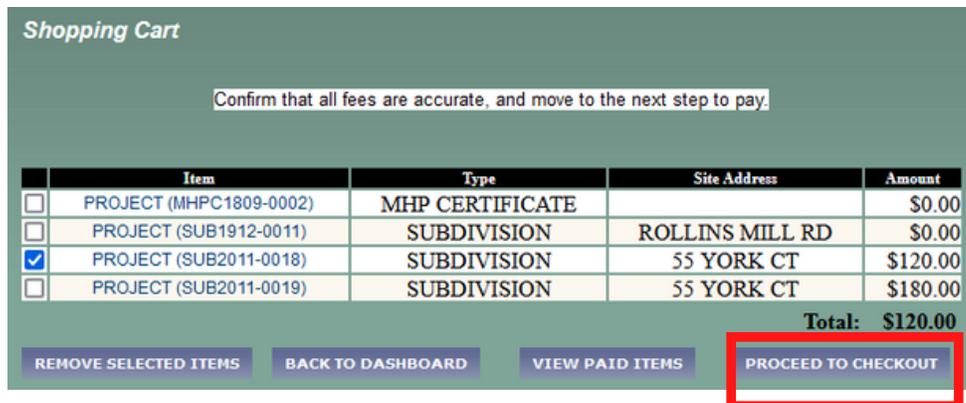
**Step 1 :** Under the "My Active Projects" heading, select the fee for the project.



**My Active Projects** 7 total record(s)

PROJECT NO.	ADDRESS	TYPE	STATUS	FEES DUE
<a href="#">MHPC1809-0002</a>		MHP CERTIFICATE	Paid	
SUB1906-0009		SUBDIVISION	VOID	
SUB1912-0011	ROLLINS M...	SUBDIVISION	UNDER REVIEW	
SUB2011-0018	55 YORK CT	SUBDIVISION	UNDER REVIEW	\$120.00

**Step 2 :** Once the fee is selected, the item will be added to the shopping cart.



**Shopping Cart**

Confirm that all fees are accurate, and move to the next step to pay.

	Item	Type	Site Address	Amount
<input type="checkbox"/>	PROJECT (MHPC1809-0002)	MHP CERTIFICATE		\$0.00
<input type="checkbox"/>	PROJECT (SUB1912-0011)	SUBDIVISION	ROLLINS MILL RD	\$0.00
<input checked="" type="checkbox"/>	PROJECT (SUB2011-0018)	SUBDIVISION	55 YORK CT	\$120.00
<input type="checkbox"/>	PROJECT (SUB2011-0019)	SUBDIVISION	55 YORK CT	\$180.00

Total: \$120.00

REMOVE SELECTED ITEMS    BACK TO DASHBOARD    VIEW PAID ITEMS    **PROCEED TO CHECKOUT**

**Step 3 :** Proceeding to checkout will prompt the checkout summary to load. An itemized list of the fees due will appear. After selecting "pay now" from the checkout summary, payment information must be submitted. A receipt will be e-mailed to the e-mail address on file.

# PAYING PROJECT FEES

## Checkout Summary

Below are the current fees due for your permit(s)/business license(s). Please select the permit(s)/business license(s) you wish to pay and select "Proceed to Checkout". Verify correct item(s) to pay and select "Proceed to Payment". Enter the required information and select "Process Payment".

PROJECT SUB2011-0018 55 YORK CT

Description	Quantity	Amount
MINOR SUBDIVISION	1	\$120.00
<i>MINOR WITHOUT IMPROVEMENTS</i>		<i>120.00</i>

PROJECT SUB2011-0019 55 YORK CT

Description	Quantity	Amount
MINOR SUBDIVISION	1	\$160.00
<i>MINOR WITH IMPROVEMENTS</i>		<i>160.00</i>
MISCELLANEOUS FEES	1	\$20.00
<i>STREET SIGNS FEE</i>		<i>20.00</i>

**Total Fees:** \$300.00

Total: \$300.00

[BACK TO SHOPPING CART](#)

[PAY NOW](#)



**Harnett**  
**C O U N T Y**  
NORTH CAROLINA

## CONTACT

**Harnett County Development Services**  
**Planning Services**

420 McKinney Parkway  
Lillington, NC 27546

[www.harnett.org/planning](http://www.harnett.org/planning)  
910-893-7525