



Date: 03/18/2020

To: All Contractors and Customers

From: Harnett County Development Services

Subject: ETrakIt, Online Scheduling of Inspections, Paying Fees, Etc.

General Information:

Everyone has the ability to interact with your permits and projects online. Contractors will access their jobs through the Contractor/Design Professional Login. Public login may be used for homeowners and unlicensed individuals. Inspections, fees, uploading of plans and documents may all be accomplished online without visiting our office.

For All Logins (Contractor, Public, Anonymous): Please note that the only permit that may be **applied** for online is currently a Mechanical HVAC permit (change-outs only). You may not apply for any other permits online at this time. All other applications must be received via email at centralpermitting@harnett.org. Once we have received your application, and start processing your permit, you will be able to access your permit online for paying fees, uploading plans, documents etc. as well as tracking the progress of your permit.

For instruction on how to access the system please see the following information.

Please contact Harnett County Development Services at (910) 893-7525 for any questions or concerns.

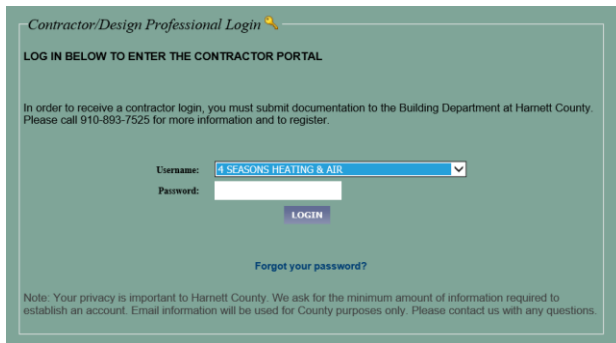
ETrakt Instructions

For First Time Contractor Logins:

To begin please go to the following web address:

<https://permits.harnett.org/eTRAKiT/login.aspx?It=either&rd=~/dashboard.aspx>
[X](#)

Please go to the bottom of the page where you will see the image below.



Use the drop down box listed as Username to locate your company's name. If your company name is not in the list, please call our office to request adding your company to our database. You must be a licensed individual to request this function.

The password will be the last 4 digits of the phone number you have listed on file.

Click Login, you will then be prompted to setup a new password.

You will be given instructions of what this password must contain.

Please document this password for your records. You will be locked out of the system with too many attempts of entering the wrong password. Case and special characters do matter when using your password.

Anyone in your company wishing to login to schedule inspections, pay fees, check results, upload documents etc must use the same password if logging in as the contractor.

For New and Recurring Contractor Logins:

Once you have created your new password, you may login from any portion of ETrackIt with your new credentials.

From there, all permits that you are attached to should show up on your screen.

You will then have the ability to check reviews, pay fees (when applicable), print your permit and schedule inspections when ready.

If you receive a re-inspection fee, please go online and pay the fee. You will then be able to schedule your next inspection. If the inspection you need does not show up in your list of inspections, you will likely need to contact the office.

Public User Logins:

As a public user, you may do the same as any other contractor.

Go to the following link: <https://permits.harnett.org/eTRAKiT/>

Choose “setup an account” at the top left in the menu bar. You will then be guided to set up a personal account. If you have done so before and are using the same email address, the system will prompt you to use the forgot password option and will not allow you to create a new account under the same email address.

Once you have setup your new username and password you may login.

After logging in, you should see an option to “Link To Permits”. Click on this. You will need the entire permit number in order to link to the permit. Once you have entered the permit number, click “link”. The applications information will now show up under your dashboard.

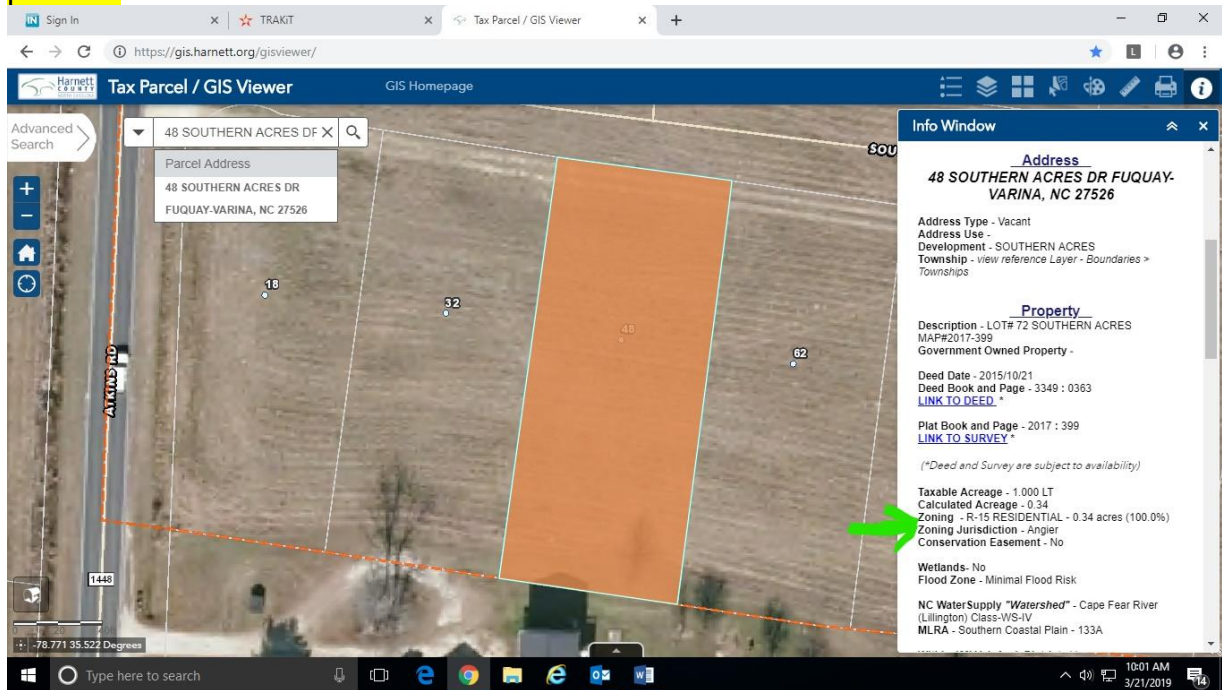
Mechanical Contractors Applying Online:

PO Box 65
108 E. Front St.
Lillington, NC 27546

Ph: 910-893-7525
Fax: 910-814-8278

See Contractor login for the ability to access the contractor portal. When applying for a Mechanical Permit you must upload a completed individual trade form to your request for permit. This application must include the mechanical and electrical contractor's information.. Please verify that signatures are located on the forms. These forms are available at <http://www.harnett.org/permits/downloads/Ind%20Trade%202011.pdf> If this is not properly completed, your application will be placed on hold.

We do not accept applications for addresses that are located in Dunn, Angier, or Lillington's jurisdiction. Please contact those jurisdictions individually for permit requirements. Please follow this link, <https://gis.harnett.org/gisviewer/> search the address, and in the info window on the right side of the screen, look for zoning jurisdiction. **If it is Dunn, Angier or Lillington we do not issue permits.**





Development Services Department

www.harnett.org

PO Box 65
108 E. Front St.
Lillington, NC 27546

Ph: 910-893-7525
Fax: 910-814-8278