

[Etrak-It Online Portal FAQ](#)

- How do I get to the Etrak-it Online Portal?
 - Please visit: <https://auro-trk.aspgov.com/eTRAKiT/>
- What is Etrak-It?
 - Etrak-it is our online portal that allows you to complete the most common Licensing, Business Registration, Permitting and Code Enforcement steps online. Available services include application entry and fee payment, application review monitoring and responses, comprehensive inspection scheduling and inspection result monitoring and responses.
- Do I have to create a user profile to access the online portal?
 - Yes.
 - To register as a public user, please visit: [Etrak-it Public User Account Setup](#)
 - If you are registered with the City of Aurora as a Contractor, Developer, or Design Professional and want to setup your account; please go through the steps to reset your password outlined in the next question. (If you are not registered as a Contractor, please see page 3)
- How do I reset my password?
 - From the Login page, select “FORGOT PASSWORD” from the top orange bar. You will then be directed to Select if your profile is “PUBLIC REGISTERED” or “CONTRACTOR”.
 - “PUBLIC REGISTERED” -You will then be directed to enter the username that you used to setup your online account. Then click the “RESET PASSWORD” button. You will then receive an email with a link to reset your password.
 - “CONTRACTOR”-You will then be directed to enter your email address. Then click the “RESET PASSWORD” button. You will then receive an email with a link to reset your password.
**Please note that the email would need to match the main email on file with your City registration. To verify the email on record, please reach out to 630-256-3130.*
- What if I forgot my Username?
 - If you forgot your Username, then select “/USERNAME” from the top orange bar that is following the link for “FORGOT PASSWORD”. You will then be directed to select “PUBLIC REGISTERED” or “CONTRACTOR”. Then you will be directed to enter your email address. Then you will receive an email with your username.
- What if I have gone through the process to reset my password or request my username, but I am not receiving any email response?
 - If you have yet to receive an email response, then please reach out to our office at: 630-256-3130 or email: devservicesadmin@aurora.il.us
- How do I process a payment?
 - From your dashboard find the record you are attempting to pay. You will see a column for “Fees Due” listing the balance due. Click on the balance due and this item will be added to your cart. You will then have the following options:
 - “REMOVE SELECTED ITEMS”- You may use to select & remove items from your cart.
 - “BACK TO DASHBOARD” -You may use to go back to dashboard and add to your cart.
 - “VIEW PAID ITEMS” -You may use to view items that have been previously paid.
 - “PROCEED TO CHECKOUT” – When ready you may select & finalize your payment.
- What if I am not receiving the automatic email responses for reviews, inspections, etc.?
 - First, please make sure to check your spam or junk folders for auto emails from devservicesadmin@aurora.il.us
**If you are still not receiving email responses, please reach out to: devservicesadmin@aurora.il.us*
- How do I link records to my online account?
 - From your dashboard, Select the blue bar at the top of the screen “LINK TO PERMITS, PROJECT, AND LICENSES”. Then from the dropdown options select the record that you wish to link (Permit, Project, or license). Then enter the full record # in the box and click the “LINK” button.
**Please note you are required to be linked to a record in order to schedule inspections.*

Etrak-it for Permits

- What permit applications can I submit Online?
 - Currently 29 permits can be submitted through the online portal & are categorized as follows:
 - **Residential Single Trade -11 available currently:**
Air Conditioning Replacements, Carpentry Framing Work Only, Electrical Service Upgrade, Electrical Work Only, Furnace Replacement, Lawn Watering Permit, Mechanical System Work Only, Plumbing Sanitary Sewer Backflow Program, Plumbing Work Only, Roofing Work Only, and Volunteer or Educational Remodeling Program
 - **Signage – 5 available currently:**
Site Signage Electrified, Site Signage Non-Electrified, Temporary Banners, Wall Signage, and Wall Signage Non-Electrified.
 - **Solar Panel Installation-4 available currently:**
Residential Array on Rooftop, Commercial Array on Rooftop, Commercial Array on Grade, Residential Array on Grade
 - **Zoning Accessory Structures -9 available currently:**
Driveway and Approach in Right of Way, Driveway Private Property Only no Right of Way, Dumpster Screen, Fence Commercial, Fence Residential, Shed Residential, Temporary Storage POD, and Temporary Vendor, Vendor
- How can I submit my permit application if it is not listed above?
 - Unfortunately, some permit applications are still required to be submitted over the counter or by mail due to the required hard copies of plans.
- Can I submit my permit under a different permit type?
 - Please do **not** submit a permit under another type of permit as they are not available online due to the additional requirements. Should you have any questions, please feel free to reach out to our office at 630-256-3130 or email: bpcsrgroup@aurora.il.us
- How can I get an estimate on my permit costs prior to submitting my application?
 - From your Dashboard go to “Permits” in the left-hand column. Select “Fees Estimator” from the listed options. Then you may select the type of permit that you are attempting to submit and would need to enter a valuation.
- How do I upload attachments or a revision response?
 - From your dashboard find the record you wish to upload to. Under the column titled “Attachment”, you will see a blue paperclip. Click on the blue paperclip. Then proceed to select and upload your attachments.
- How do I get my approved permit after I have paid?
 - After your permit has been approved you should receive an email indicating any outstanding requirements prior to permit issuance (Contractor registrations, fees due, documents, etc.)
 - If all is approved and permit is ready to be issued, then we will email you a copy of your permit. For large projects an email will advise that permit and plans are ready for pickup.
**If you do not receive notification within a week of approval, then please reach out to us at: 630-256-3130 or email: bpcsrgroup@aurora.il.us*
- How do I view the review comments on my permit?
 - From your dashboard or by selecting search permits from the left blue bar you may search and select the permit record. You may then select the “Reviews” tab. In order to view review comments, click “More Info” next to each respective review.
- How do I schedule my permit inspections?
 - Please be sure that you are linked to the record you are attempting to schedule inspections for. From your dashboard go to my active inspections. There you should see any Inspections that are available to be scheduled. In the “DATE” column you should see a blue “Schedule” link. Click the link and schedule your inspection.

**Please keep in mind that inspections are conducted Monday-Friday from 9am-3pm. Should you wish to verify your inspection time, please reach out to the scheduled inspector the morning of your inspection between 7:30am-8:30am. Please see Inspector [Contact information](#)*

Etrak-it for Contractors

- How do I submit a 1st time Contractor Registration?
 - Please email in the required paperwork and [application](#) to: devservicesadmin@aurora.il.us
We will process your registration & you will receive an email confirmation. You will then be able to go through the steps to reset your password as outlined in page 1.
- How do I renew my Contractor License?
 - From your dashboard you may find your existing Contractor license. You may attach your registration & documents by selecting the blue paperclip in the attachment's column. You will then receive an email response with the link to provide payment.
**If you do not receive notification within a week, then please reach out to: devservicesadmin@aurora.il.us*

Conveyance systems (Elevators, escalators, lifts, etc)

- How do I get a copy of my Elevator Certificate?
 - If all fees are paid and the required annual inspection is approved, then we will email you a copy of your Certificate.
**If you do not receive your Certificate within a week, then please reach out to: bpcsrqgroup@aurora.il.us*

Business Registration

- How do I submit my business registration?
 - For a step by step process on our Business registration, please visit: [Business Registration page](#)

We value your Feedback

Please provide us your feedback on your experience with our Online Portal through the below survey:

<https://www.surveymonkey.com/r/PM9H2D8>