



## Contractor's/Developer's eTRAKiT INSTRUCTION GUIDE

“Online eTRAKiT Contractor Account Dashboard” offers the ability to review all your License, Permit and Project application and inspection statuses all in one place. Users can also pay for licenses and permits and applications as well as upload documents to these records. In coming months we will begin accepting permit applications on-line as well.

1. **SETTING UP AN ENTIRELY NEW CONTRACTOR LICENSE ACCOUNT** (if you have ever had a contractors account with Aurora and can remember your associated email address start at step 2)
  - a. See our Contractor Licensing Webpage at <https://www.aurora-il.org/710/Contractor-Licensing>
    - i. General Contractor, Signage, HVAC, Electrical contractors license [application](#)
      1. For HVAC and Electrical Contractors pay special attention to the Contractor Testing Requirements [here](#)
    - ii. Plumbing or Fire Alarm contractors registration [application](#)
    - iii. Fence or Pavement (Private Property ONLY) contractors registration [application](#)
    - iv. Pavement (Including Aprons and Right of Way) contractors registration [application](#)
    - v. Send the appropriate formwork to [DevServicesAdmin@aurora-il.org](mailto:DevServicesAdmin@aurora-il.org)
    - vi. We will set up the account for you and send you a note to begin step 2. Below when the system is updated with your information.

\*\*\*\*\*

## 2. RENEWING AN EXISTING CONTRACTOR LICENSE ACCOUNT

- a. Navigate to the <https://auro-trk.aspgov.com/eTRAKiT/> TRAKiT home screen.
- b. Select ‘Forgot Password’ in the upper right hand corner of the screen.
- c. Select ‘CONTRACTOR’ from your choice of account types.
- d. Enter the main business email address that would have been associated with your account. Then select RESET PASSWORD.
  - i. IF you have multiple accounts the system will warn you that ALL accounts will be reset. Select CONTINUE. This though may suggest that we need to consolidate accounts for your company so that you get the best ease of use of the new system. Send a note requesting contractor account consolidation to [DevServicesAdmin@aurora-il.org](mailto:DevServicesAdmin@aurora-il.org).
- e. From the same computer that you used in d. above; Retrieve email(s) from DevServicesAdmin and select ‘Reset Password’ link. If you have multiple emails they represent multiple accounts and they would all need to be reset. We suggest that until accounts can be consolidated that you use the same password.
- f. Navigate back to the <https://auro-trk.aspgov.com/eTRAKiT/> TRAKiT home screen.
  - i. In the top orange ribbon; Select the pull down arrow next to ‘Public’ to change to ‘Contractor / Developer / Design Professional’.
  - ii. In the top orange ribbon; From the newly displayed center box select the pull down arrow and scroll to find your company name from the list of contractors we have in our system. Select your company name (again if listed multiple times please send a note requesting contractor account consolidation to [DevServicesAdmin@aurora-il.org](mailto:DevServicesAdmin@aurora-il.org).)

- iii. Now enter you newly created password in the password box to the right of your company name.
- iv. Now you should be at your company Dashboard See Step 3.
- v. When looking at your DASHBOARD, you should see Active Licenses, Active (Building) Permits, Active Inspections and Active (Planning/Engineering) Projects. Should a License, Permit or Project be missing from your DASHBOARD, Send an email to [DevServicesAdmin@aurora-il.org](mailto:DevServicesAdmin@aurora-il.org) requesting that we add your company name to that License, Permit or Project so that you may monitor progress, pay or request inspections from your DASHBOARD

\*\*\*\*\*

### 3. UPDATE REGISTRATION AND INSURANCE INFORMATION FOR YOUR LICENSE.

- a. IF Registration or Contact information has changed;
  - i. Under “My Active Licenses’ section please select the ATTACHMENT PAPERCLIP in the 6<sup>th</sup> column for the license number you wish to update.
  - ii. Please upload a revised application for this year by filling in this form
    - 1. General Contractor, Signage, HVAC, Electrical contractors license [application](#)
    - 2. Plumbing or Fire Alarm contractors registration [application](#)
    - 3. Fence or Pavement (Private Property ONLY) contractors registration [application](#)
    - 4. Pavement (Including Aprons and Right of Way) contractors registration [application](#)
- b. IF Insurance information or expiration dates have changed;
  - i. Under “My Active Licenses’ section please select the ATTACHMENT PAPERCLIP in the 6<sup>th</sup> column for the license number you wish to update.
  - ii. Please upload any revised Insurance Certificates since the prior licensing year.

\*\*\*\*\*

### 4. TO PAY FOR A LICENSE/PERMIT

- a. From your DASHBOARD Under ‘My Active Licenses’ OR ‘My Active Permits’ section please select/click the Fee Due AMOUNT in the 5<sup>th</sup> column for the license or permit number you wish to move to your Shopping Cart.
- b. IF you wish to add additional License(s) or Permit(s) to your Shopping cart click on ‘BACK TO DASHBOARD’ and repeat step a. until you have filled your shopping cart with all of the transactions you wish to complete.
- c. To may payment ensure the license(s) or permit(s) you wish to pay for have a check mark on the left and then select/click ‘PROCEED TO CHECKOUT’
- d. Review your checkout summary and verify the information is correct.
  - i. To make corrections go ‘BACK TO SHOPPING CART’
  - ii. To complete your payment select/click ‘PROCEED TO PAYMENT’ then complete the credit card transaction and print your receipt.
- e. To Verify Payment Completion: Navigate back to your DASHBOARD and view the ‘My Active License’ OR ‘My Active Permits’ section. Note that the fees due section now indicates that \$0.00 FEES DUE and the STATUS has been changed to PAID ONLINE.
- f. Lastly; Email [DevServicesAdmin@aurora-il.org](mailto:DevServicesAdmin@aurora-il.org) request that we renew your license. Please also mention any permit that you wish to associate your license with so these will show up on your dashboard.

\*\*\*\*\*

Please take a moment to provide us feedback [https://www.surveymonkey.com/r/COA\\_ContracorLicensing](https://www.surveymonkey.com/r/COA_ContracorLicensing)