

# *City of Santa Cruz*

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eTrakiT User Manual (Business License and Fees)



## Getting Started

Welcome to the City of Santa Cruz's Online Payments Web Portal called eTrakiT.

Through eTrakiT all users will have the ability to view records and check business license status. When fully implemented, registered users will have the ability to pay fees and view records in detail.

For additional assistance with eTrakiT, please contact:

City of Santa Cruz  
Finance Department  
809 Center Street, Room 101  
Santa Cruz, CA 95060  
Phone: (831) 420-5070

## Access eTrakiT

You may access eTrakiT through the City's website at <http://permitting.cityofsantacruz.com/etrakit3>.

The Business License & Fees module can be found under the "License" category.



Figure 1: eTrakiT Home Page

General search requests can be conducted using the home page with no login requirement.

Users are required to create a registered username to gain entry into the database.

Login drop down menu should read “Public” and not “Contractor.”



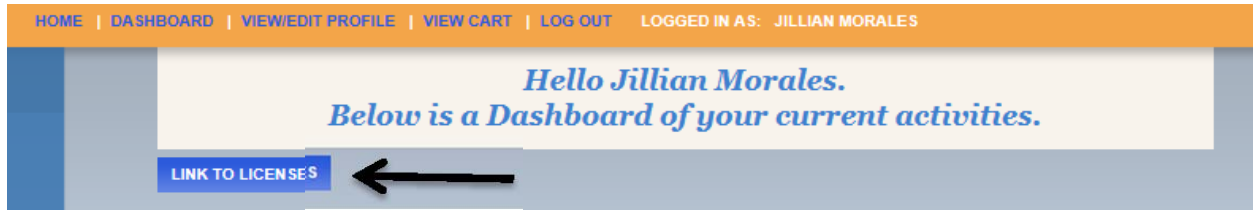
Figure 2 Login Tool Bar

Register for a Public Login: Enter the required information and click the CREATE ACCOUNT button.

The image shows a web page titled "Create New Public User Account" with a light blue background. At the top, there is a navigation bar similar to Figure 2, but the dropdown menu shows "Contractor ID". A note states: "Note: All contractor accounts must be established by the Building Department." Below this, a privacy notice reads: "Your privacy is important to us, so within the portal we ask for the minimum information required to establish an account." The form is divided into two sections: "Profile" and "Username and Password". The "Profile" section includes fields for "Company Name", "First Name", "Last Name", "Address", "City", "State" (a dropdown menu), "Zip" (with a hyphen separator), and "Email". The "Username and Password" section includes fields for "Log-In Name" (with a note "(letters/numbers only)"), "Password" (with a note "(6 to 15 letters/numbers only)"), and "Confirm Password". A blue "CREATE ACCOUNT" button is located at the bottom center of the form area. On the left side of the page, there is a vertical navigation menu with categories: "Permits", "Projects", "Contractor", "Properties", "Inspections", and "Business License", each with a "Search" link.

Figure 3 Register to Create Account

On the dashboard, link your license to your account



Enter the business license number and FEIN number associated with your account.

Business License #:

FEIN:

**Use the PIN on your renewal or statement in the FEIN field.** If your business does not have an FEIN on file with the Finance Department, please call our office. If you are having issues logging in, we can provide you with the PIN number.

After the license is linked you will be guided to a screen called "My Active Licenses."

**My Active Licenses** 1 total record(s)

LICENSE NO.	ADDRESS	TYPE	STATUS	FEES DUE		RENEW	
WBL-103042	1010 PACIF...	MISC RETAIL TRADE, OTHER	RENEWAL	\$304.82			

Select the License No. to be directed to the business license info screen. Select "Add To Cart".

**Please note:** In order to use the online payment portal, all fees will need to be paid in full. No partial payments will be accepted. Please call our office if any changes need to be made to fees prior to making payment.

**License #BL-105446**

[Attachment](#) [Add To Cart](#)

License Info Business Info Site Info Fees \$2.00

License No: BL-105446

License Issue:

License Issue By:

License Expire: 2/28/2018

License Expire By: JCM

Status: RENEWAL

Status By: JCM

Conditions:

This will direct you to the shopping cart where you can view your checkout summary and proceed to check out.

**Shopping Cart**

City of Santa Cruz Online Web Payment Portal

The shopping cart is global. You may see different options available to you depending on your selection(s).

**For Business License:** All unpaid fees will be displayed and will be collected in full when using the online portal. If you wish to make a partial payment or select fees only, please visit the License counter. Note: All license fees must be paid before the license will be issued.

	Item	Type	Site Address	Amount
<input checked="" type="checkbox"/>	LICENSE (BL-105446)	ACCOUNTANTS, OFFICES/SERVICES	809 CENTER STREET	\$2.00

Total: \$2.00

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

Please verify that the fee items selected and the total displayed is as expected before proceeding to checkout.

Once everything is verified, you will proceed to payment, enter your payment information, and receive your certificate (for BL renewals) 1-2 weeks.

**Note:** Records prior to 2010 will require staff research for full details.

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