

HARNETT COUNTY DEVELOPMENT SERVICES

PERMITTING GUIDE

Navigating eTRAKiT

MARCH 2022



TABLE OF CONTENTS

2

GENERAL INFORMATION

3

CONTRACTOR LOGINS

7

PUBLIC USER LOGINS

9

INSPECTIONS SCHEDULING
INSTRUCTIONS

10

PERMIT APPLICATION
INSTRUCTIONS

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, and 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 started 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.



CONTRACTOR LOGINS

2.1 FIRST TIME CONTRACTOR LOGINS

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

Step 2: Go to the bottom of the page, where you will see the image below.

Contractor/Design Professional Login

LOG IN BELOW TO ENTER THE CONTRACTOR PORTAL

In order to receive a contractor login, you must submit documentation to the Building Department at Harnett County. Please call 910-893-7525 for more information and to register.

Username: 2B Services Inc. (Mechanical) ▼

Password:

LOGIN

[Forgot your password?](#)

Note: Your privacy is important to Harnett County. We ask for the minimum amount of information required to establish an account. Email information will be used for County purposes only. Please contact us with any questions.

Step 3: Use the drop-down box listed as Username to locate your company's name.

- If your company name is not on the list, please call our office at 910-893-7525 to request the addition of your company to our database.
- You must be a licensed individual to request this function.

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; you will then be prompted to set up a new password.

- You will be given instructions on 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 log in to schedule inspections, pay fees, check results, upload documents, etc., must use the same password if logging in as the contractor.

CONTRACTOR LOGINS

2.2 NEW AND RECURRING CONTRACTOR LOGINS

- Once you have created your new password, you may log in from any portion of **eTrackIt** with your new credentials.
- From there, all permits 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.

2.3 MECHANICAL CONTRACTORS APPLYING ONLINE

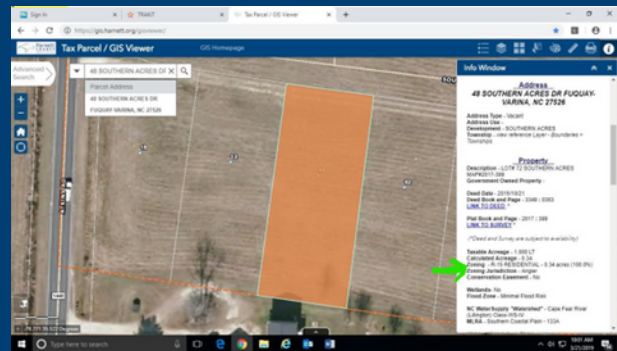
If applying online, you must:

- See Contractor login for the ability to access the contractor portal.
- Upload a completed individual trade form to your request for a permit
 - This application must include the mechanical and electrical contractor's information.
 - Forms are available online. [Click here.](#)
- Verify that signatures are located on the forms.

If this is not properly completed, your application will be placed on hold.

WE DO NOT ACCEPT APPLICATIONS FOR ADDRESSES 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 information window on the right side of the screen, look for zoning jurisdiction. If it is Dunn, Angier, or Lillington, we do not issue permits.



CONTRACTOR LOGINS

2.4 USING YOUR CONTRACTOR DASHBOARD

My Dashboard

Hello [Name]
Below is a Dashboard of your current activities.

***Your AEC license has expired.**

My Active Permits 27 total record(s)

PERMIT NO.	ADDRESS	TYPE	STATUS	INSPECTION	FEES DUE		
EMRES1808-0007	436 VICTOR...	E MECHANICAL RESIDENTIAL	RECEIVED		\$90.00		
EMRES1808-0014	436 VICTOR...	E MECHANICAL RESIDENTIAL	HOLD		\$90.00		
EMRES1808-0015	436 VICTOR...	E MECHANICAL RESIDENTIAL	ISSUED	Request	\$0.00		
EMRES1809-0001	436 VICTOR...	E MECHANICAL RESIDENTIAL	RECEIVED		\$90.00		
EMRES1811-0021	108 E FRON...	E MECHANICAL RESIDENTIAL	RECEIVED		\$90.00		
EMRES1811-0022	108 E FRON...	E MECHANICAL RESIDENTIAL	RECEIVED		\$90.00		
EMRES1811-0023	108 E FRON...	E MECHANICAL RESIDENTIAL	RECEIVED		\$90.00		
EMRES1811-0024	108 E FRON...	E MECHANICAL RESIDENTIAL	UNDER REVIEW		\$90.00		
EMRES1811-0031	108 E FRON...	E MECHANICAL RESIDENTIAL	RECEIVED		\$90.00		
EMRES1812-0013	108 E FRON...	E MECHANICAL RESIDENTIAL	RECEIVED		\$90.00		

Permit #SFD1811-0034

Attachment Permit Request Inspection

Permit info Site info Contacts Fees \$0.00 Inspections Chronology

Type	Reviewer	Status	Submitted	Completed	
BUILDING	Building Bucket	APPROVED	11/29/2018	11/29/2018	More Info
SFD INTAKE	CP Bucket	APPROVED	11/29/2018	11/29/2018	More Info

This is the main dashboard. This gives you an overview of your permits and their status. Once you submit your preliminary permit applications, you will see the permit populate in your dashboard. From here, you can track the status of each file by clicking on the permit number in the far left column. That will take you into that permit file.

Once the process begins, the status will be "received"

Once all reviews are approved, the status will change to "Approved"

Once all fees are paid, and statuses are "approved", please contact our office. We will print the permit and place it in the attachments, at which time your permit status will change to "Issued". You now have a valid permit and may begin scheduling inspections.

This is an individual permit file. Please note the folder tabs. Here, you can see all the specific information for that permit.

When you have a review or inspection status, click on "more info" for any notes left by the inspector or reviewer.

You may also add attachments to your permit, or see attachments added by our staff by clicking on the "attachment link"

CONTRACTOR LOGINS

2.4 USING YOUR CONTRACTOR DASHBOARD

After clicking on "more info", the notes section will tell you why the review or inspection was not approved

Description should be logical (plans, land use application, etc.) PLEASE DO NOT LEAVE IT BLANK!

PUBLIC USER LOGINS

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

Step 2: Step 2: Choose “setup an account” at the top left in the menu bar



Step 3: 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.

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

PUBLIC USER LOGINS

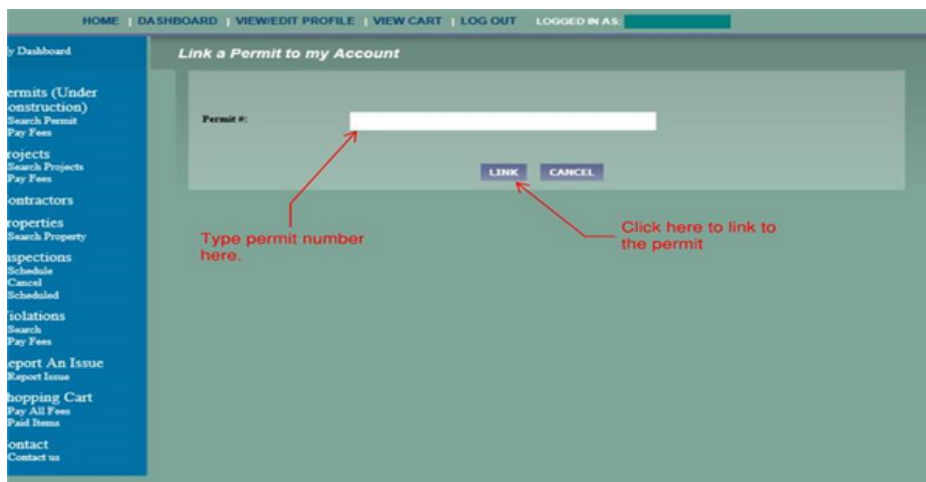
Step 4: Once you have set up your new username and password, you may log in.

Step 5: After logging in, you should see “Link To Permits” option. Click on this.

- You will need the entire permit number in order to link to the permit.



Step 6: Once you have entered the permit number, click “link.” The applications information will now show up under your dashboard.



INSPECTION SCHEDULING INSTRUCTIONS

Please follow the directions below for scheduling inspections. The photos show the proper sequence and links in eTRAKiT. If the inspection you require is not listed on your permit, please call our office at 910-893-7525 option 1 and our permit technicians will assist you.

HOME | DASHBOARD | VIEW/EDIT PROFILE | VIEW CART | LOG OUT | LOGGED IN AS: [REDACTED]

My Dashboard

Permits (Under Construction)
 Search Permit
 Pay Fees

Projects
 Search Projects
 Pay Fees

Contractors

Properties
 Search Property

Inspections
 Schedule
 Cancel
 Scheduled

Violations
 Search
 Pay Fees

Below is a Dashboard of your current activities.

LINK TO PERMITS

My Active Permits 3 total record(s).

PERMIT NO.	ADDRESS	TYPE	STATUS	INSPECTION	FEES DUE			
BCOM1912-	174 N MCKL...	BUILDING COMMERCIAL	ISSUED	Request	\$0.00			
EMRES1808-	436	E MECHANICAL RESIDENTIAL	HOLD		\$90.00			
SFD1811	436	SINGLE FAMILY DWELLING	ISSUED	Request	\$0.00			

Step 1. Click here

DO NOT CLICK HERE

Shopping Cart
 Pay All Fees
 Paid Items

Contact
 Contact us

Permit #SFD1811-

Permit Info | Site Info | Inspections | Reviews

DO NOT CLICK HERE

Step 2. Click Here

Type	SEQ#	Result	Scheduled Date	Time	Completed	Time	
FOOTING SFD CRAWL	10	DISAPPROVED	11/8/2019	Any	11/8/2019		More Info
FOOTING SFD CRAWL	10	DISAPPROVED	11/8/2019		11/8/2019		More Info
ENVIR OPERATIONS P...	0		Schedule				More Info
FOUNDATION SURVEY	0		Schedule				More Info
ENVIR WELL FINAL - S...	0		Schedule				More Info
T-POLE	0		Schedule				More Info
TEMP POWER CERTIFI...	20		Unavailable				More Info
TAX INSPECTION	30		Unavailable				More Info
ADDRESS	0		Schedule				More Info
SEWER CONNECTION	0		Schedule	Any			More Info
FOOTING SFD CRAWL	10		Schedule				More Info

Step 3. Choose and schedule inspection

Click here for inspection notes

PERMIT APPLICATION INSTRUCTIONS

If you are putting a structure on your property (Including house, garage, pool, storage shed, etc.), you must:

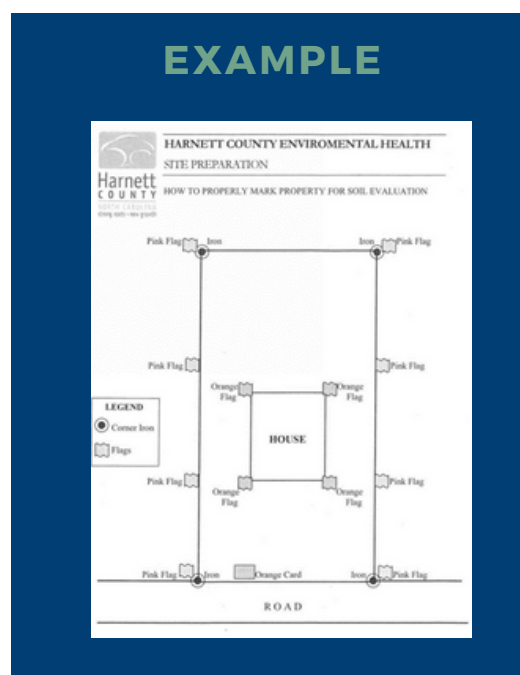
- **Step 1:** Fill out a residential land use application.
 - **This application must be complete in its entirety or the application will be rejected.** The property must be in your name in our system or you must supply us with a valid offer to purchase from the current owner.
 - To access the application online [click here.](#)

Step 2: You will need a site plan submitted showing where the structure will be at your property including setbacks (which are the distances from the property lines). You will also need to show your driveway on the site plan.



PERMIT APPLICATION INSTRUCTIONS

- **Step 3:** If you have a septic tank located on your property, you will have to have an existing septic tank inspection.
 - This goes for any time you go outside of the existing footprint of the home or add any structure to your property (even if there's no plumbing in the structure).
 - This will be an additional \$100 fee in the beginning of the permitting process that will have to be paid in order for Environmental Health to go out and do that inspection.
 - You will also have to make sure the outlet lid end of the tank is uncovered.
- **Step 4:** Once you have completed the application and inspection process, you may email the information to centralpermitting@harnett.org. When it is received we will create the file.
- **Step 5:** You will need to mark the 4 corners of the structure with orange house corner flags, you will also need to make sure you mark the 4 corner irons with the pink property lines flags and put an Environmental Health card in front of the lot. It can be placed on a tree, mailbox, post, fence, etc.
 - Flags and Environmental Health cards and all applications and forms can be located at 420 McKinney Parkway at the Central Permitting desk. This information can also be found at harnett.org/permits.





Harnett
C O U N T Y
NORTH CAROLINA

**Harnett County Development Services
Planning Services**

420 McKinney Parkway
Lillington, NC 27546

910-893-7525

www.harnett.org/planning