



eTRAKIT User Manual

A guide for using the online permitting system

Welcome to the City of Greer's web portal called eTRAKIT. Through eTRAKIT users have the ability to apply for permits, pay fees, schedule & cancel inspections, view records and check the status of projects.

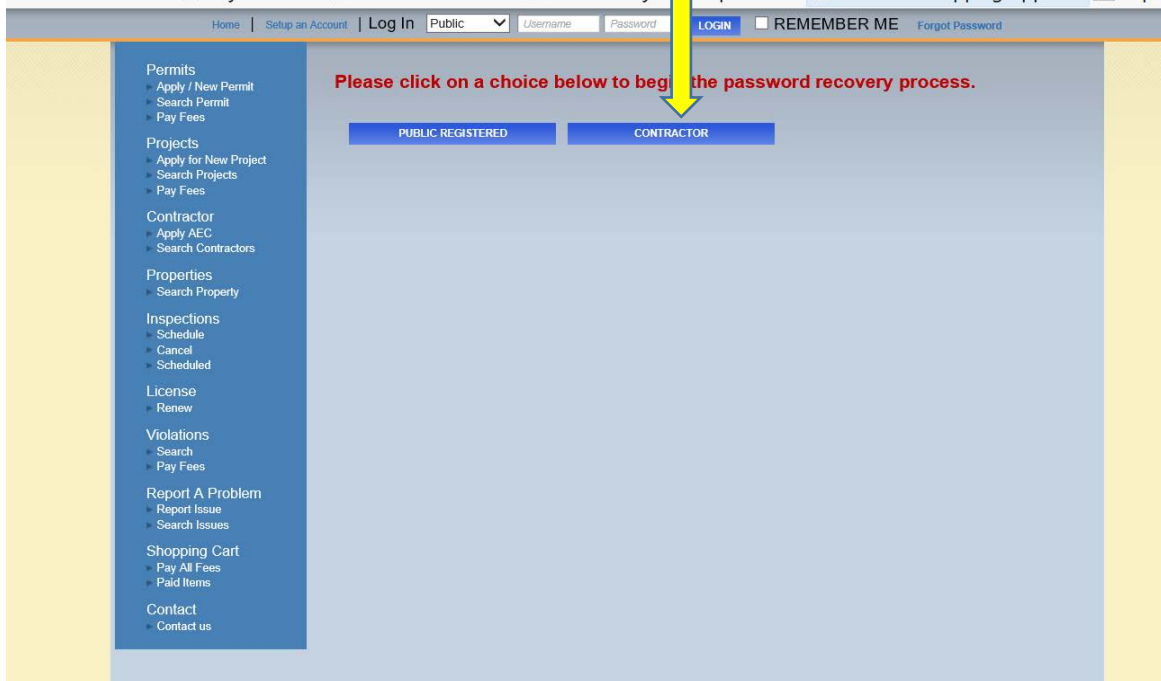
<https://greeretrakit.cityofgreer.org/etrakit/>

If you are a **contractor** who has transacted business in the past with the City of Greer, you are already in eTRAKIT. However, you will need to create a password.

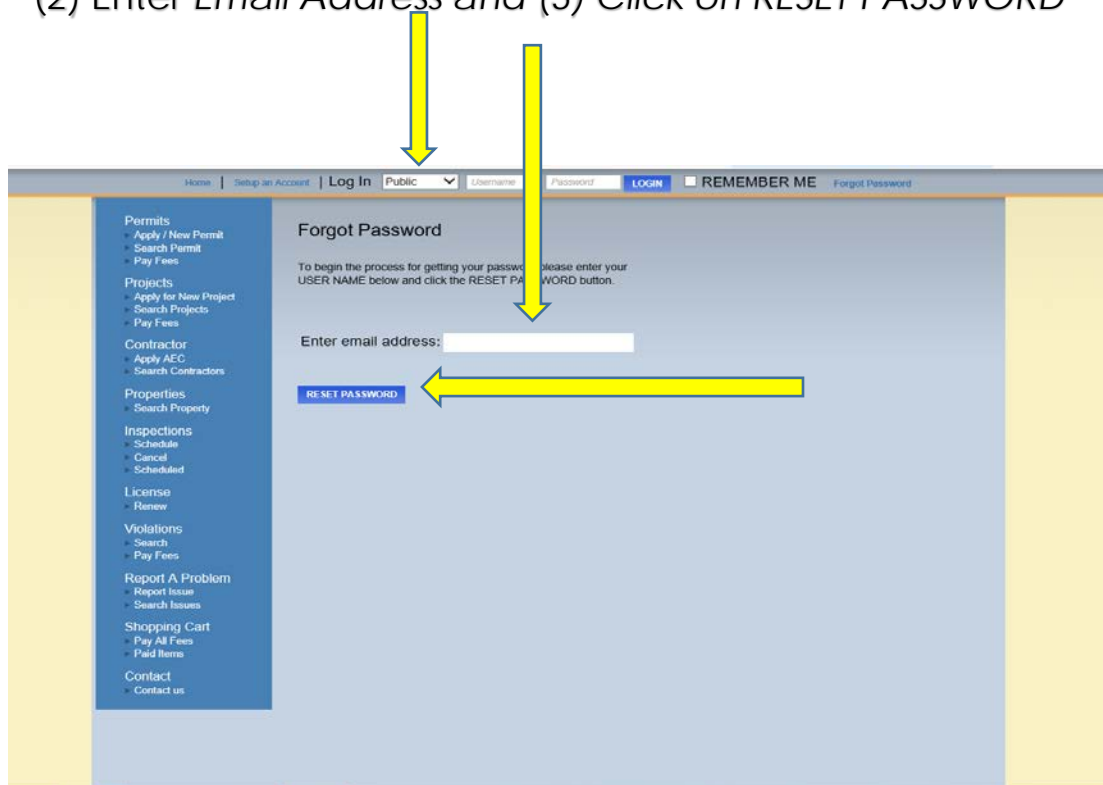
- 1) Please log into the above link
- 2) Change Log In to *Contractor*
- 3) Click on *Forgot Password*



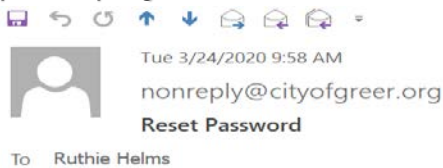
2) Select Contractor



- 4) (1) Once again change Log In to Contractor (not Public)
- (2) Enter Email Address and (3) Click on RESET PASSWORD



5) You should receive an email (Check Junk Folder) that will prompt you to create a new password. Example Email:



Reset Password - Forgot password Email



6) You will be required to reset password and answer security questions. Make sure the Log In is changed to Contractor!

A screenshot of the eTRAKIT 'Reset Login' page. The page has a blue header with navigation links: Home, Setup an Account, Log In, Public, Username, Password, LOGIN, REMEMBER ME, and Forgot Password. A left sidebar contains various menu items like Permits, Projects, Contractor, Properties, Inspections, License, Violations, Report A Problem, Shopping Cart, and Contact. The main content area is titled 'Reset Login' and includes a 'General - Require Login Change Disclaimer' section. Below this, there's a 'State License #' field with the value 'AEC-02944'. The 'Password Rules' section states: 'Password Must be contain minimum 6 and maximum 25 characters. At least one number. At least one lower & upper case letter. At least one special character. Note: Password is case sensitive.' There are two password input fields: 'New Password:' and 'Confirm Password:'. Below the password fields is a 'Security Question' section with a dropdown menu showing 'What was your childhood nickname?' and two input fields for 'Secret Answer:' and 'Re-enter Secret Answer:'. At the bottom of the page is a blue button labeled 'SAVE AND LOGIN'.

7) Click **SAVE AND LOGIN**

8) You will be automatically logged in to eTRAKIT and can look around. At this point you will need to **call the Building Department** for your User Name. (864)848-2175. If you choose to share your password, you are responsible for all transactions conducted under your username.