



eTRAKIT – Information Log-in Guide for Public Users

Creating an account

Please note: Most searches are available through eTRAKIT without a log-in required. Simply select the search needed and enter the search criteria.

If you are a contractor, please refer our eTRAKIT – Informational [Contractor Log-in Guide](#).

West' Hollywood's eTRAKIT systems can be accessed through the following link:

<https://permits.weho.org/etrakit3/>

STEP 1 – Once you have landed on the City's eTRAKIT page, on the upper, left hand corner, please select **Setup an Account**.

STEP 2 – You will be directed to the account set-up page. To continue to register as a public user, select **PUBLIC REGISTRATION**.

STEP 2 – You will be directed to the “Create a New Public User Account” page. Please enter all information preceded with an asterisk “*”. **These are required fields.** On this page, you will also be required to enter a username, password and asked a security question.

STEP 3 – Once you have entered all your information on the “Create a New Public User Account”, at the bottom of the page select **CREATE ACCOUNT**.

STEP 4 – After your account has been successfully created, you will be prompted with a confirmation screen. Select **CONTINUE** to continue. You are now logged into your “Dashboard” and your username should appear on the top, right hand corner.

If you forget your password, please locate the **Forgot Password** at the top, right of the page. You will be sent an email and instructed to reset you password.

Should you have any questions, please contact us at (323) 848-6475 and you will be directed to a staff member that can assist you.



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Returning Contractors

If you are a contractor who had been issued a permit by the Building and Safety Division after September 1st, 2014, your information is already in eTrakit. Please call staff at (323) 848-6475 to complete your account registration. You will be given a temporary password. Please follow the instructions below.

STEP 1 – Once you have landed on the City's eTRAKIT page, on the upper, left hand corner, please select "Contractor" in the log drop down menu.



STEP 2 – Enter you contractor's license number as your username and the temporary password you were given. You will be directed to a reset login page where you can enter your new password. You will also be asked for a security question and answer. All information proceeded with an asterisk "*" must be completed to proceed. When finished, please select **SAVE AND LOGIN**. After your password has been successfully reset, you should be logged into your "Dashboard" and your username should appear on the top, right hand corner.

If you forget your password, please locate the **Forgot Password** at the top, right of the page. You will directed to a "Forgot Password" page where you can reset your password using your contractor's license.

New Contractor's to West Hollywood

For new registrants, please follow the instructions below.

Before you begin creating your account, please have your contractor's license and workers compensation insurance (if applicable) information available.

STEP 1 – Once you have landed on the City's eTRAKIT page, on the upper, left hand corner, please select [Setup an Account](#).

STEP 2 – You will be directed to the account setup page. To continue your contractor's registration, select [CONTRACTOR REGISTRATION](#)

STEP 3 – You will be directed to the "Create New Contractor Account" page. Please enter all information preceded with an asterisk "*". These are required fields. On this page, you will also be required to enter a username, password and asked a security question.

STEP 4 – Once you have entered all your information on the "Create New Contractor Account", at the bottom of the page select [CREATE ACCOUNT](#)

STEP 5 – After your account has been successfully created, you will be prompted with a confirmation screen. Select [CONTINUE](#) to continue. You are now logged into your "Dashboard" and your username should appear on the top, right hand corner.

Please note: Your contractor license number is your username.

If you forget your password, please locate the [Forgot Password](#) at the top, right of the page. You will be sent an email and instructed to reset you password.

Should you have any questions, please contact us at (323) 848-6475 and you will be directed to a staff member that can assist you.