

# HOW TO SCHEDULE AN INSPECTION ONLINE

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PLEASE FOLLOW THE INSTRUCTIONS IN GREEN




# FIRST LOGIN

The screenshot shows the login interface for the City of Mill Valley's eTRAKT system. At the top, there is a navigation bar with links for Home, Setup an Account, Log In, and a dropdown menu for Contractor or Architect. A search bar for Password and a LOGIN button are also present, along with REMEMBER ME and Forgot Password options. Below the navigation bar, a green banner instructs users to "Select Company Name using Drop Down" and "Enter Password". The City of Mill Valley logo and name are displayed prominently. The main content area contains a welcome message, instructions for contractors (including a note that the initial password is the license number), and a link for non-contractors to create a public account. At the bottom, there are five red-tinted buttons for Permits, Projects, Properties, Inspections, and Contact, each with a list of actions like "Apply / New Permit", "Search", and "Contact Us".

Home | Setup an Account | Log In | Contractor or Architect | Password | LOGIN | REMEMBER ME | Forgot Password

Select Company Name using Drop Down Enter Password

 City of Mill Valley

Welcome to the City of Mill Valley online property database system, "eTRAKT" This site provides access to general property information, such as Zoning and Marin County Assessor Data, building permits (from 2012 – present), and planning projects (historic – present).

**\*\*\*CONTRACTORS\*\*\*** Choose your company name from the Contractor drop down above. Your initial password is your license number. If you don't find your name in the drop down, please email [mcallier@cityofmillvalley.org](mailto:mcallier@cityofmillvalley.org) with your State License Number and contact information including your address, phone number and email address. You will receive an email with login instructions.

If you are not a contractor, use the Setup an Account link above to create a Public user account.

You will then be able to apply for permits and request inspections online.

**Permits**

- ▶ Apply / New Permit ▶ Pay Fees
- ▶ Search Permit

**Projects**

- ▶ Search

**Properties**

- ▶ Search

**Inspections**

- ▶ Scheduled Today

**Contact**

- ▶ Contact Us

# SELECT THE PERMIT

HOME | DASHBOARD | VIEW/EDIT PROFILE | VIEW CART | LOG OUT | LOGGED IN AS: ATHENA LANGDON

My Dashboard

**Hello Athena Langdon.**  
*Below is a Dashboard of your current activities.*

**Permits**  
▶ Apply / New Permit  
▶ Search Permit  
▶ Pay Fees

**Projects**  
▶ Search Projects

**Properties**  
▶ Search Property


**Inspections**  
▶ Scheduled Today

**Shopping Cart**  
▶ Pay All Fees  
▶ Paid Items

**Contact**  
▶ Contact us

**Select Active Permit you wish to schedule inspection under**

 **My Active Permits** 1 total record(s).

PERMIT NO.	ADDRESS	TYPE	STATUS	INSPECTION	FEES DUE	
CRW-PERMIT	26 CORTE M...	RESIDENTIAL	ISSUED	Request	\$964.75	

 **My Expired Permits** 3 total record(s).

PERMIT NO.	ADDRESS	TYPE	STATUS	EXPIRED	FEES DUE	
B-036031	310 MONTE ...	RES BUILD REPORT	FINALED	12/18/2017	\$0.00	
B-036184	19 THOREAU...	RES BUILD REPORT	FINALED	1/21/2018	\$0.00	
TEST PERMIT	26 CORTE M...	RESIDENTIAL	UNPAID INVOICE	6/28/2019	\$8,497.31	

# REQUEST INSPECTION

HOME | DASHBOARD | VIEW/EDIT PROFILE | VIEW CART | LOG OUT | LOGGED IN AS: ATHENA LANGDON

My Dashboard

- Permits
  - Apply / New Permit
  - Search Permit
  - Pay Fees
- Projects
  - Search Projects
- Properties
  - Search Property
- Inspections
  - Scheduled Today
- Shopping Cart
  - Pay All Fees
  - Paid Items
- Contact
  - Contact us

### Permit Search

Search By: Address Contains   [Click here for search examples](#)

### Permit #CRW-PERMIT Select: Request Inspection

[Attachment](#) [Request Inspection](#) [Inspections](#)

Permit Info | Site Info | Contacts (3) | Fees \$964.75 | Inspections

Type: RESIDENTIAL

Subtype:

Short Description: test

Status: ISSUED

Applied Date: 5/6/2020

Approved Date:

Issued Date:

Final Date:

Expiration Date:

Notes: test test test

# VERIFY INFORMATION & SELECT INSPECTION

HOME | DASHBOARD | VIEW/EDIT PROFILE | VIEW CART | LOG OUT | LOGGED IN AS: ATHENA LANGDON

My Dashboard

- Permits
  - Apply / New Permit
  - Search Permit
  - Pay Fees
- Projects
  - Search Projects
- Properties
  - Search Property
- Inspections
  - Scheduled Today
- Shopping Cart
  - Pay All Fees
  - Paid Items
- Contact
  - Contact us

### PERMIT Inspection Request - CRW-PERMIT

\* Contact Name: Athena Langdon [Verify Contact Information](#)

\* Phone Number: (415) 388-4033

\* Site Address: 26 CORTE MADERA AVE [Double Check Site Address](#)

\* Email Address: alangdon@cityofmillvalley.org

Notes:

Inspection Type: ACCESSIBILITY INSPECTION

Requested Date: 7/13/2020  [Select Type of Inspection](#)  
[Date and Time Preference](#)

Time: Any

**Time is a request, not guarantee**

[Click Add Inspection](#)

Add Inspections by selecting Inspection Type, Request Date, Time and pressing 'Add Inspection'. You MUST also click SUBMIT below to schedule the inspection.

If you are having trouble scheduling your inspection, please call our inspection line at 415 388-4034.

# ADD INSPECTION

HOME | DASHBOARD | VIEW/EDIT PROFILE | VIEW CART | LOG OUT | LOGGED IN AS: ATHENA LANGDON

My Dashboard

- Permits
  - Apply / New Permit
  - Search Permit
  - Pay Fees
- Projects
  - Search Projects
- Properties
  - Search Property
- Inspections
  - Scheduled Today
- Shopping Cart
  - Pay All Fees
  - Paid Items
- Contact
  - Contact us

### PERMIT Inspection Request - CRW-PERMIT

\* Contact Name: Athena Langdon

\* Phone Number: (415) 388-4033

\* Site Address: 26 CORTE MADERA AVE

\* Email Address: alangdon@cityofmillvalley.org

Notes:

Inspection Type: FOUNDATION

Requested Date: 7/13/2020 **Did you Change the Type of Inspection?**

Time: Any

ADD INSPECTION CANCEL

Add Inspections by selecting Inspection Type, Request Date, Time and pressing 'Add Inspection'. You MUST also click SUBMIT below to schedule the inspection.

Inspection Type	Request Date	Time	
FOUNDATION	7/13/2020	Any	Delete

**Click Submit to complete the process**

SUBMIT RESET

If you are having trouble scheduling your inspection, please call our inspection line at 415 388-4034.

# SUBMIT & ACCEPT

HOME | DASHBOARD | VIEW/EDIT PROFILE | VIEW CART | LOG OUT | LOGGED IN AS: ATHENA LANGDON

My Dashboard

**PERMIT Inspection Request - CRW-PERMIT**

Contact Name: Athena Langdon

**Disclaimer**

We do not have a Disclaimer at this time, please click Accept

Accept Cancel

MUST also click

Delete

If you are having trouble scheduling your inspection, please call our inspection line at 415 388-4034.

# VERIFY IT HAS BEEN SCHEDULED

HOME | DASHBOARD | VIEW/EDIT PROFILE | VIEW CART | LOG OUT | LOGGED IN AS: ATHENA LANGDON

My Dashboard

**Permits**  
▶ Apply / New Permit  
▶ Search Permit  
▶ Pay Fees

**Projects**  
▶ Search Projects

**Properties**  
▶ Search Property

**Inspections**  
▶ Scheduled Today

**Shopping Cart**  
▶ Pay All Fees  
▶ Paid Items

**Contact**  
▶ Contact us

### Permit Search

Search By:

[Click here for search examples](#)

Please verify you've scheduled your inspection

#### Permit #CRW-PERMIT

[Attachment](#) [Request Inspection](#) [Inspections](#)

Permit Info | Site Info | Contacts (3) | Fees \$964.75 | Inspections(1)

Type	SEQ#	Result	Scheduled Date	Time	Completed	Time	Cancel	
FOUNDATION	0		7/13/2020				<input type="button" value="Cancel"/>	<a href="#">More Info</a>

Is it the correct type of inspection?

Is this the correct date?



# ISSUES?

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- If you do not have the option to “Request Inspection”
  - You can only schedule your inspection if the permit is in the “issued” status.
    - Do you have outstanding fees due?
- Still experiencing issues
  - Please contact the Building Department at [building@cityofmillvalley.org](mailto:building@cityofmillvalley.org) or by phone (415) 388-4034