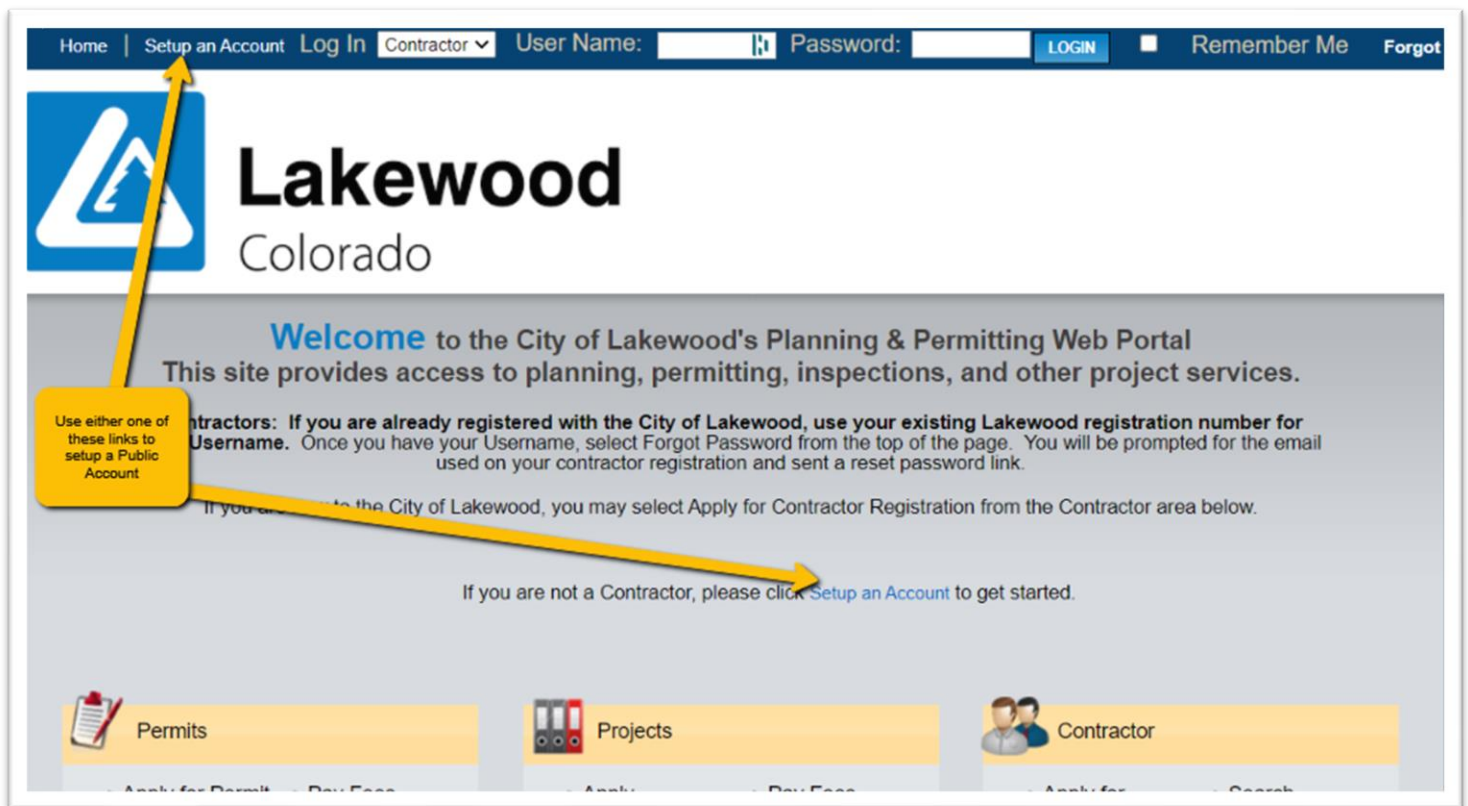


# Public User Account Help

This document is intended for the public who are involved with a permit or project in Lakewood. You may be the homeowner or business owner on the property where the work is being done. You may be a consultant but not performing any contractor trade work that would require building inspections. You may need to pay the fees for the permit or schedule inspections for your contractors. If any of these apply to you, and you are NOT a registered contractor with Lakewood, then this document applies to you.

First time setup of your public account.

1. Go to [Lakewood.org/eTRAKiT](http://Lakewood.org/eTRAKiT).
2. At the top-left portion of the screen or in the middle of the screen, click **“Setup an Account”**





3. You will then see the Public Account Setup screen. **IMPORTANT:** fill out all fields on this page. If you will be applying for permits or project with this public account, the information you enter in these fields will be pulled into the “Applicant” contact for those permits or projects. It should not be modified during the application process or it will impact your ability to access attachments or respond to review results.

**Create New Public User Account**  
*\* Required fields*

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### Profile

Company Name:

\* First Name:

\* Last Name:

\* Address:

\* City:

\* State:

\* Zip:  -

\* Email:

\* Phone:  -

Ext

**Fill out all fields. IMPORTANT: If you will be applying for permits or projects, this information will come in as the Applicant contact and should not be modified on the permit or project, or it will impact your ability to access attachments like plans, or other documents.**

### Username and Password

\* Log-In Name:   
(letters/numbers only)

**Password Rules:**  
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.

\* Password:

\* Confirm Password:

**Safely store your username, password, security question and answer for future reference. Secret answer is cAsE SeNsItive.**

### Security Question

Security Question:

\* Secret Answer:

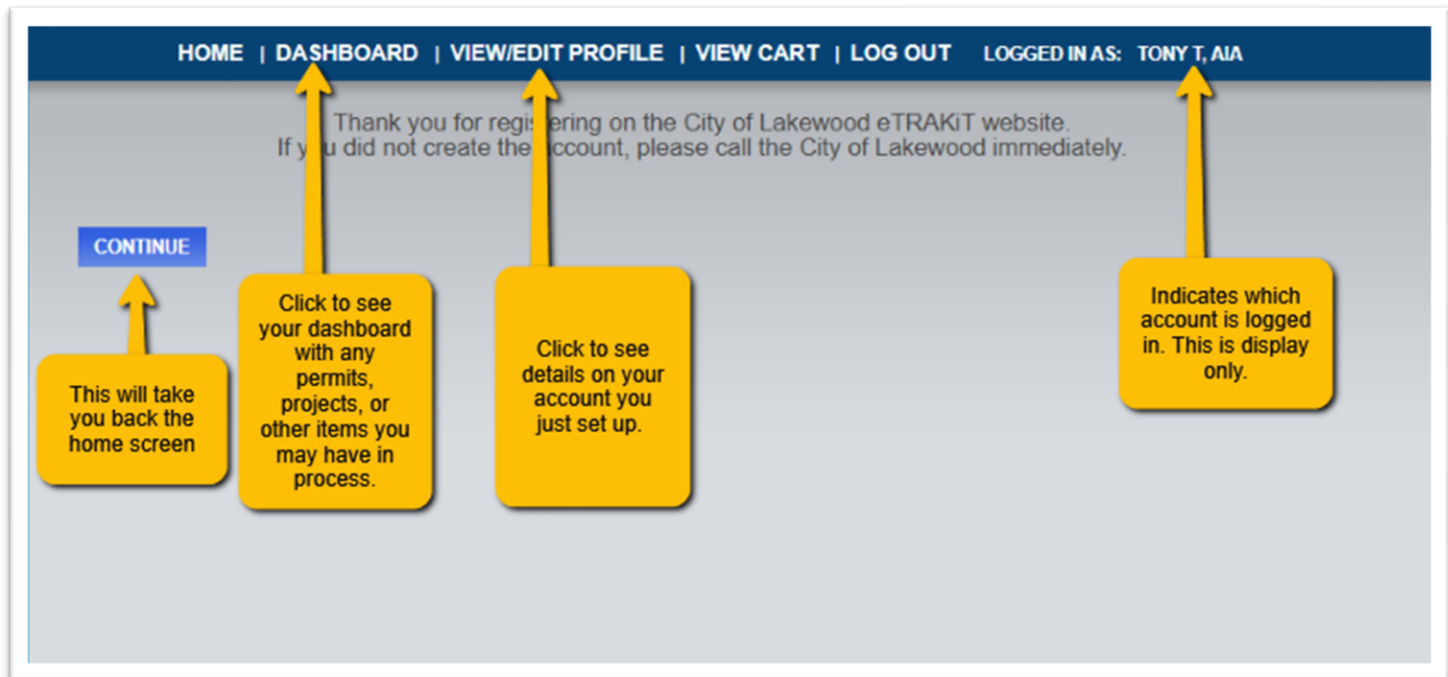
\* Re-enter Secret Answer:

**Make sure to click the Create Account button**

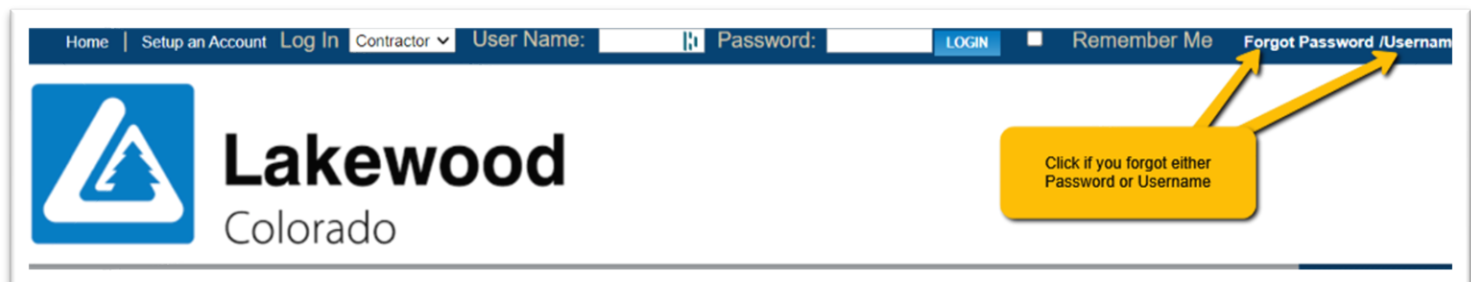
**CREATE ACCOUNT**



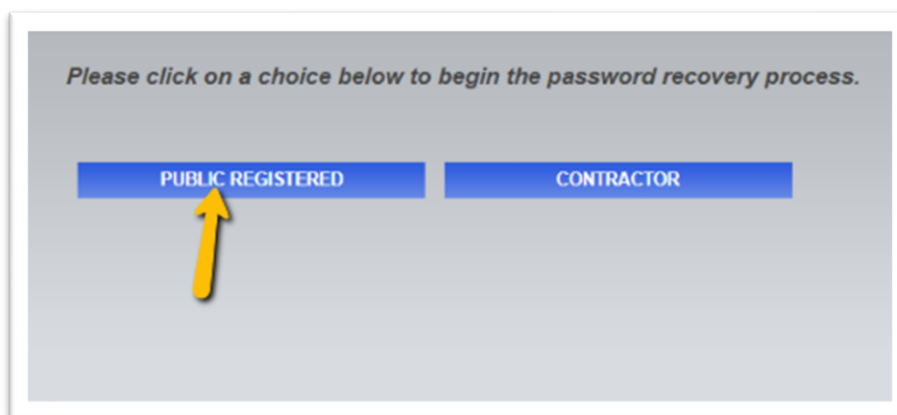
4. You will then be Logged In to the eTRAKiT site.



5. **If you have forgotten your password or username**, you can start the process from the home screen by clicking on the appropriate link.



6. If you forgot your password, click Public Registered button.





7. You will then provide the account's username and click reset password. This will send an email to the email address associated with your account.

**Forgot Password**

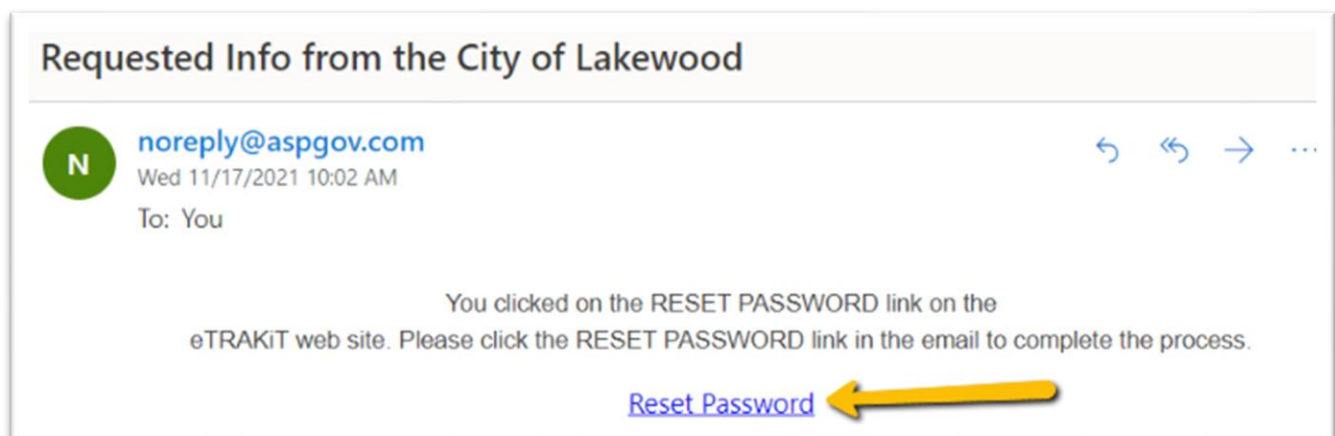
To begin the process for getting your password please enter your  
USER NAME below and click the RESET PASSWORD button.

Enter Username:

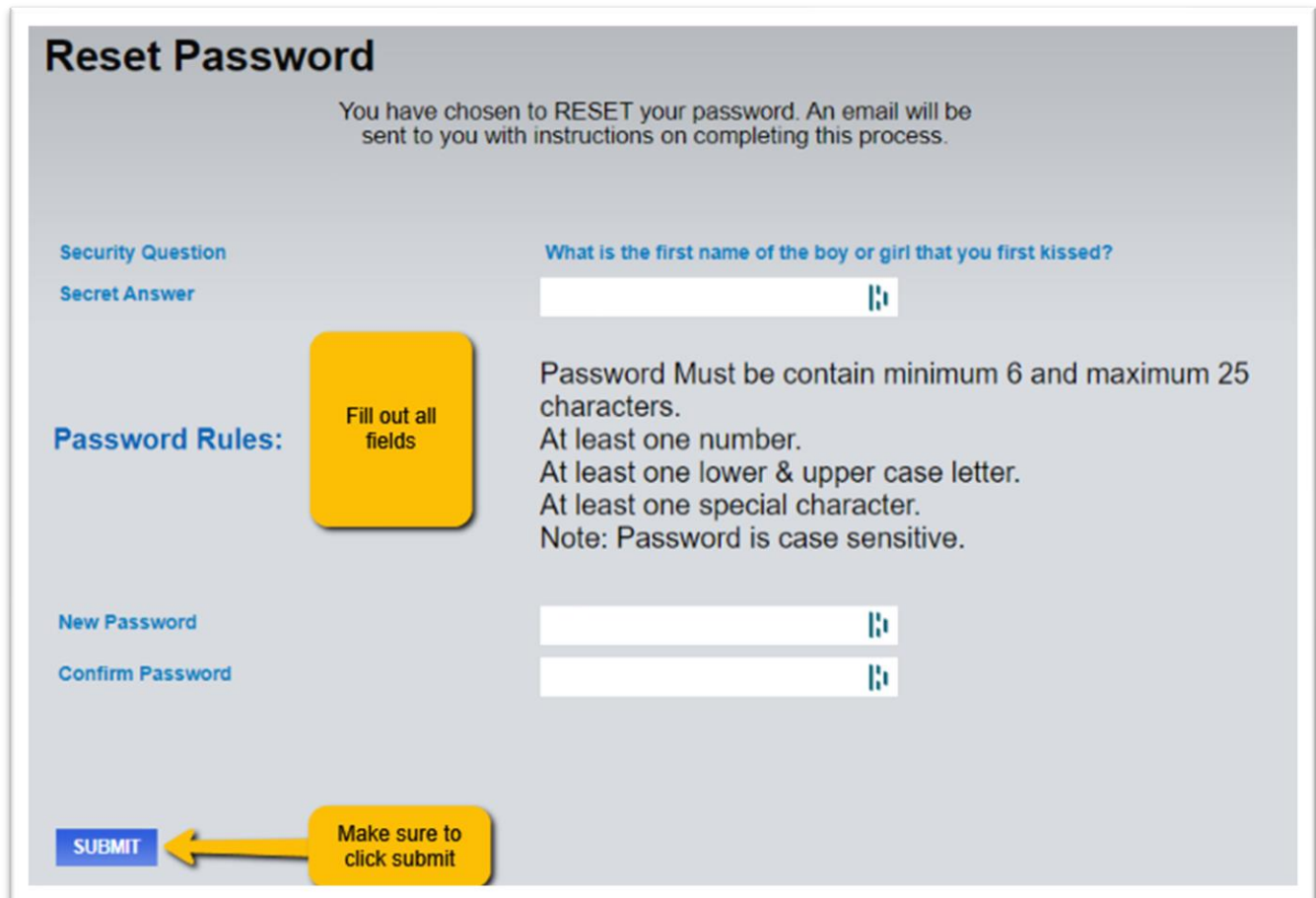
**RESET PASSWORD**

Annotations:  
- A yellow box with an arrow points to the username input field: "Enter Username for your Public account".  
- A yellow box with an arrow points to the "RESET PASSWORD" button: "Click Reset Password button. A Reset Password email will be sent to the email address you listed on your public account."

8. You will receive a password reset email that will look like this. Click on the Reset password link. Please note that the reset link will expire in 30 minutes. If you wait longer than 30 minutes, when you click the reset link, you may receive "Unable to Process Request" message. You will have to start the password reset process again.



9. Upon clicking the Reset Password link in the email, you will be taken to the Reset Password screen. Fill in your answer to your security question. This answer is case sensitive and whatever other characters you may have used including spaces and punctuation.



**Reset Password**

You have chosen to RESET your password. An email will be sent to you with instructions on completing this process.

Security Question: What is the first name of the boy or girl that you first kissed?

Secret Answer:

**Password Rules:**

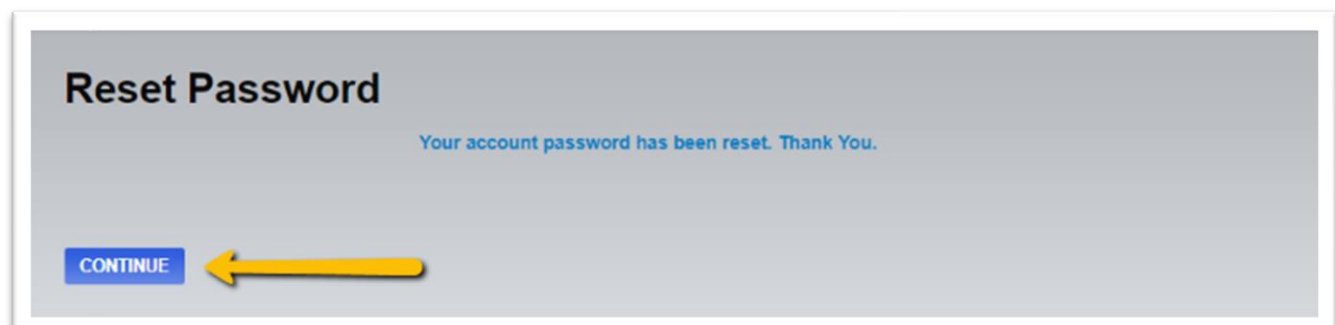
- Fill out all fields
- Password Must be contain minimum 6 and maximum 25 characters.
- At least one number.
- At least one lower & upper case letter.
- At least one special character.
- Note: Password is case sensitive.

New Password:

Confirm Password:

**SUBMIT** ← Make sure to click submit

10. Upon clicking on Submit button, you will see a confirmation page where you can Continue to the home screen once again.



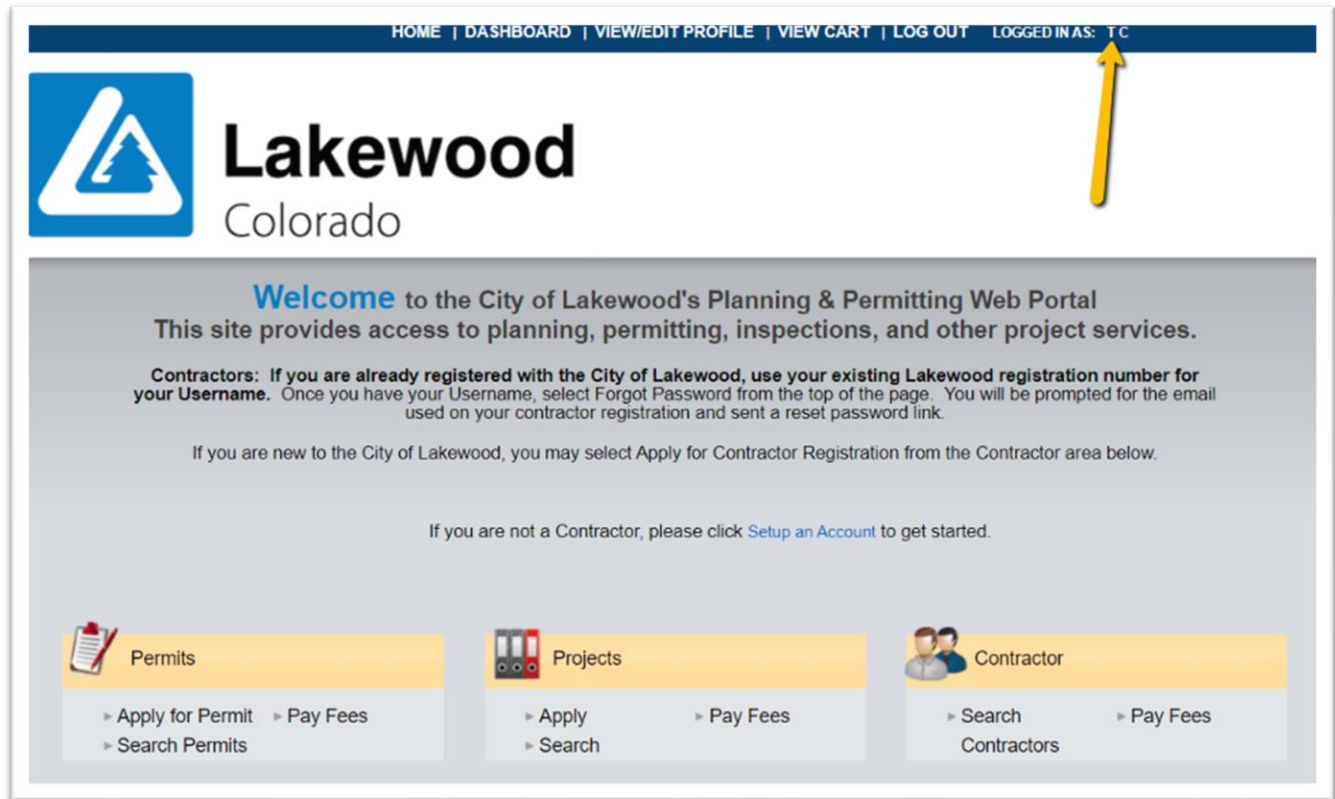
**Reset Password**

Your account password has been reset. Thank You.

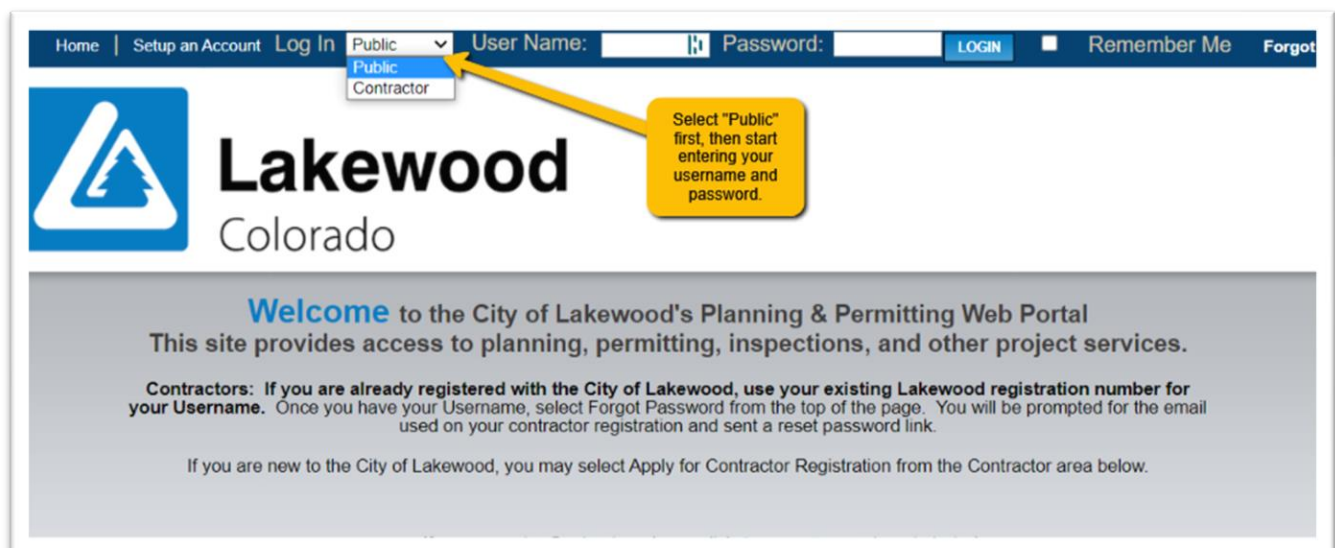
**CONTINUE** ←

11. When the Continue button is clicked, you will be logged in and taken to the home screen where you can start your project or permit applications.





12. When you log out and then need to log back into the system with this public account, be sure to select “Public” from the dropdown at the top of the page before you enter your credentials.



**Additional help:**

**Lakewood.org/eTRAKiTinfo** for instructional documents and videos.