

OnTrack Customer Portal

BUILDING PARTNERSHIPS · PLANNING SUCCESS

▶ WHAT IS ONTRACK?

OnTrack is the online customer portal that enables Building Inspection Division customers to check permit status, download documents, schedule inspections, submit a plot plan for preliminary review, and view the daily inspection routes.

▶ HOW IS ONTRACK ACCESSED?

Using a Microsoft Internet Explorer browser, go to <http://www.co.humboldt.ca.us/permits>

▶ ARE THERE ANY SPECIAL REQUIREMENTS?

Yes, customers must use a Microsoft Internet Explorer browser version 6.0 or higher. OnTrack does not work with other browsers such as Firefox or Safari. Internet explorer can be downloaded at <http://www.microsoft.com/windows/internet-explorer/default.aspx>

▶ WHAT INFORMATION IS NEEDED?

For permit status, document download, and inspection scheduling, customers will need any one of three pieces of information to look up records with the portal. Customers must have either:

- Full 12 digit Assessor Parcel Number (APN); or
- Five digit application number; or
- Permit number as it appears on the Building Division permit document

When submitting a plot plan for preliminary review, customers will need to provide their parcel number. No information is needed when viewing the daily inspection routes.

▶ WHAT ONLINE SERVICES ARE AVAILABLE?

There are several OnTrack services available for Building Inspection Division customers:

- Permit Status:* Customers can monitor the progress of their permit applications and review up to the minute status messages in chronological order.
- Documents:* Preliminary review application form, presite investigation form, permit document, receipts, and field reports can be downloaded in .pdf format. In addition, the inspection record card can be viewed on screen.
- Inspections:* Inspections can be scheduled with OnTrack. Inspection requests must be received by 4:00 PM on the business day before the inspection date. Requests received after 4:00 PM will be processed the following business day. All inspection routes are displayed no later than 10:00 AM each day. While it is impossible to provide a specific time for each inspection, customers can see how many inspections the inspector has and what sequence the inspections are conducted.
- Plot Plan:* This service is intended for infrequent or first time customers. This free review gives customers the opportunity to receive feedback on their plot plan before visiting the Building Inspection Division. This review is not a substitute for the pre-site investigation that occurs after an application is received.



DEVELOPMENT ASSISTANCE DIVISION | Community Development Services

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