

# Electronic Permitting Instructions

Planning & Community Development  
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The City of Shoreline now accepts electronic applications for all permit and project types. Some permit and project types are required to be submitted electronically—the City will not accept paper submissions for those permit and project types.

This document includes instructions for submitting a new application (pages 1-4) and revisions (page 4).

## Important links

City of Shoreline eTRAKiT portal	<a href="https://permits.shorelinewa.gov/eTRAKiT/Search/permit.aspx">https://permits.shorelinewa.gov/eTRAKiT/Search/permit.aspx</a>
Permit Checklists & Application Packets	<a href="https://shorelinewa.gov/checklists">https://shorelinewa.gov/checklists</a>
File Request Pro	<a href="https://filerequestpro.com/up/CityofShoreline">https://filerequestpro.com/up/CityofShoreline</a>

## Quick Start Summary

- 1) Set up a contractor account OR log in to your existing account through the **Contractor** portal.
- 2) Verify you have all documents required for the permit type, as listed in the submittal checklist for that permit type. Make sure they are named and formatted properly.
- 3) Apply for a new permit OR request a Pre-Intake Number (PIN) if your permit type is not listed.

HOME | DASHBOARD | VIEW/EDIT PROFILE | VIEW CART | LOG OUT | LOGGED IN AS: TEST AEC CONTRACTOR

### Permit Application

Step 1: Permit Information | Step 2 | Step 3 | Step 4

Permit Type Information

PERMIT Type: SIGNAGE ONLINE

PERMIT: BUILDING MOUNTED, AWNING, DRIVEWAY SIGNS

Use the drop-down menu to select a permit type. If the permit type is not listed, select Pre-Intake Number (PIN) and follow the PIN instructions.

### **If requesting a PIN**

- 4) Wait for an email with upload instructions.
- 5) Upload documents to File Request Pro by carefully following upload instructions.
- 6) Send an email to Permit Services ([pcd@shorelinewa.gov](mailto:pcd@shorelinewa.gov)) including a reference to your PIN, address, and list of permits applied for notifying them you have completed uploading.
- 7) Wait for a Permit Technician to follow up with payment information.

### **If applying directly for a permit**

- 4) Fill out the application and upload documents.
- 5) Pay for the permit and submit.
- 6) Wait for a Permit Technician to follow up.

Open M, T, F 8 a.m. to 5 p.m.  
Open W, Th 1 p.m. to 5 p.m.  
Permit processing ends at 4 p.m.

# Detailed Instructions

## New Application(s)

### Part A – Account Setup

If attempting to submit for an electronic permit, the first step is setting up an account to use eTRAKiT. A *public* eTRAKiT account will only allow you to view documents and will not give you the permissions needed to apply. If you have previously set up an eTRAKiT professional/contractor account with the City of Shoreline, please log in to your existing account; you do not need to request a new account, you can use your existing account.

Please [request a professional/contractor account](#) prior to completing the next step. **Professional accounts are open to all applicants, not just architects and contractors.** Please allow 2-3 business days for a new account to be set up once requested.

**NOTE:** You cannot use the “Setup an Account” link in eTRAKiT. You must use the webform on the City of Shoreline website: <https://www.shorelinewa.gov/government/departments/planning-community-development/permit-center-remote-services/register-for-a-professional-ettrakit-account>

You will receive a separate professional account activation email with specific instructions describing how to finish setting up your professional account. You will not be able to access your professional account until you receive this activation email and complete the activation steps.

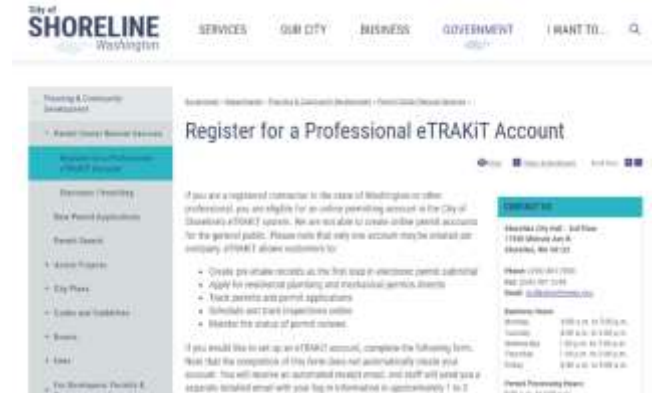
Once you have set up an account, log in to the contractor portal (not the public portal) by using the drop-down menu in the top bar when logging in.

### Part B– Prepare Documents

Verify that you have all required permit items using the [submittal checklists](#) provided to you by your project manager from your Preapplication Meeting (if you had one). If you aren’t sure if an item is required, please follow up with a planner, development review engineer, or plans examiner prior to uploading your documents.

All forms and plans must be in Portable Document Format (PDF). PDFs shall be printed or plotted to PDF, not scans of an image. All PDF plans shall be plotted to scale and include a graphic scale bar. PDFs shall be flattened and unlocked to allow for document mark-up. A 2-inch tall by 3-inch-wide space must be left blank on the cover sheet of all plans to allow for City stamps.

Drawings must be clear, and information must be legible. Each document listed on the submittal checklist must be uploaded as its own PDF file and may not be combined with other documents. If an item has been waived, upload a copy of the email from a staff member waiving the requirement in place of the required item.



eTRAKiT professional account registration webpage.



Toggle between the Public and Contractor portals in the top bar.

All items must be named in accordance with the City's [naming conventions](#), and applications are complete with all signatures and required fields filled out. Otherwise, your application will not be accepted and you will need to resubmit. **The City does not accept incomplete submittals.**

### Part C – Apply for a Permit or Request a Pre-Intake Record (PIN)



Click [Apply/New Permit](#) to start the process of either applying for a permit or requesting a PIN.

1. Go to the City of Shoreline [eTRAKiT portal](#) and select **Apply/New Permit** under *Permits*. Log in with your professional/contractor account and review and agree to the Online Application Agreement.
2. On the next screen, review the PERMIT Type drop-down menu to look for the type of application you would like to submit (for example, *Sign Permit*). If you do not see the specific permit type in the list, then please select *Pre-Intake Record* from the PERMIT Type drop-down menu.
  - a. The drop-down menu is dynamic, with new permit types being added regularly.
  - b. Requesting a PIN does not vest an application in the current code.
  - c. You may not reuse a PIN; it's similar to having a ticket number at the DMV.

#### **If requesting a PIN**

3. Continue filling out the application and include a detailed description of your scope of work. If staff cannot easily sort out which permit(s) you are trying to apply for, it may delay processing.
4. Do not upload any items at this time.
5. The Pre-Intake Record application submittal will generate a new pre-intake number (PIN) in the City's permit system, which will be listed in your contractor dashboard and a confirmation email. Staff will review the application and determine applicable required permits for the proposed scope of work.
6. You will receive an email listing the required permit applications, applicable submittal checklists, and submittal upload instructions. **Follow the instructions carefully.** Save this email, it contains instructions you will need to reference in later steps.

*Continue on to Parts D and E.*

#### **If applying directly for a permit**

3. Continue filling out the application and include a detailed description of your scope of work.
4. Upload all required items as indicated in the [submittal checklist](#) for your permit type.
5. Pay for the permit.
6. Click submit and a confirmation email will be sent to you. The permit will also show up in your account's dashboard in eTRAKiT.
7. A Permit Technician will follow up with you on next steps for permit review and/or issuance.

*Your work with creating a permit is done unless a Permit Technician finds you are missing documents or have included incomplete documents.*

*You can skip Parts D and E.*

## Part D – Upload (PIN requests only)

Carefully follow the instructions sent to you by Permit Services.

1. Go to [File Request Pro](#) and enter in the password: 'shorelineplans' then hit *Log In*.
2. Enter in your Pre-Intake Number (PIN), the same number referenced in the instructions email. It should be something like PIN23-0000. Fill out the other fields, including your name and contact information.
  - a. If applying for multiple permits with a single PIN, as is the case with more complex development proposals, then enter in the subfolder name given to you by Permit Services, such as "PIN23-0000DEV". You will need to do this several times, once for each permit included under the PIN.
3. Drag and drop your documents into the upload area.
  - a. For example, if applying for a single Sign Permit, upload all of your Sign Permit submittal documents into the upload area.
  - b. For example, if applying for a consolidated subdivision for a new townhome development, upload each folder as specified in the instructions email (PIN23-0000TWN, PIN23-0000ROW, PIN23-0000DEM, etc.)
4. After all documents have been added, click *Send Files* to complete the upload.
  - a. If applying for multiple permits with a single PIN, you'll have to go through this process several times, hitting *Send Files* each time.

5. **Send an email to [pcd@shorelinewa.gov](mailto:pcd@shorelinewa.gov) to notify staff that you have completed uploading the permit application documents!**

This step is critical. The email should reference your PIN, site address, and the list of permits you have applied for. If you've had a Preapplication Meeting, copy your City project manager from the meeting on this email.

**Electronic Submittal Item Upload**

Please enter a pre-intake number (PIN) or permit number for submitting revisions. A pre-intake number can be obtained by applying for a new permit online at: <https://services.shorelinewa.gov/etrakit/>

Pre-Intake Number or Permit Number for Revisions Only \*

example: PIN21-1234

Name

Company Name

Email

Drop your files here or click to choose your files.

Send Files

*If you've applied for a PIN, follow the upload instructions to drag and drop your files over to File Request Pro. If applying for multiple permits with one PIN, you'll need to do this multiple times, once for each permit.*

## Part E – Intake and Payment

City Staff will review your documents and notify you if any items are missing. If your application passes the intake review, City staff will contact you for payment of intake fee(s). The City accepts checks or credit cards.

Please note that your Pre-Intake Number (PIN23-0000 or similar) will be replaced by actual permit numbers. For a Sign Permit, it might look something like SGN23-0000 or similar. For a suite of permit applications, you will have several permit numbers. Keep track of the new permit numbers – the PIN will be retired and deleted.

After payment, your permit(s) will be assigned to a City staff member, who will serve as the City project manager. The City project manager will be responsible for routing your permit(s) to various City staff reviewers and will be your main point of contact for questions and review comments during the review process.

## Submitting Revisions

If your City project manager sent you a correction letter outlining revisions needed, **you must submit revised materials within 90 days** for a re-review. If you are unable to meet the 90-day deadline, please email [pcd@shorelinewa.gov](mailto:pcd@shorelinewa.gov) to request an extension prior to the deadline, otherwise your permits will expire.

### Step 1 – Prepare Documents

Piecemeal responses to correction letters are not acceptable. You must upload *all* revised documents as requested in the correction letter. You must also include a response letter addressing each correction item.

All items must be named in accordance with the City's [naming conventions](#), and should have "02" at the end if submitting for your second review, "03" for third review, so on and so forth.

### Step 2 – Upload

#### **If the permit began with a PIN...**

1. Go to [File Request Pro](#) and enter in the password – 'shorelineplans' then hit *Log In*.
2. Enter in the **permit number** (not the earlier PIN numbers) for which you are uploading revised documents, and fill out other fields in the form.
  - a. The PIN has been retired and should no longer be used.
  - b. If submitting revisions for several permits, you will need to upload documents for each permit separately.
3. If your correction letter states that you need to apply for a new permit application or project type, then please follow the instructions for how to submit a new application.
3. Drag and drop your revised documents into the upload area.
4. After all documents have been added, click *Send Files* to complete the upload.
  - a. If submitting revisions for several permits, log back in to [File Request Pro](#) and submit repeat this process for each additional permit until all revisions have been uploaded.
5. **Send an email to [pcd@shorelinewa.gov](mailto:pcd@shorelinewa.gov) to notify the City that you have completed uploading the revised documents, and cc your City project manager.** This step is critical. The email should reference your permit number(s) and site address. Copy your City project on this email.
6. City staff will process your revisions and notify your project manager when they are ready for review. Your project manager will route the revisions for review. Your project manager will provide you with an estimated timeline for this review cycle.

#### **If the permit began as a direct apply...**

If you submitted directly online (no PIN number) with application materials submitted via Attachments, please log into your professional [eTRAKiT](#) account, navigate to the impacted permits, and attach revised documents. You must notify Permit Services by email ([pcd@shorelinewa.gov](mailto:pcd@shorelinewa.gov)) after you have attached your revisions and please cc your Project Manager. Failure to email Permit Services notifying them of your revisions will result in processing delays.