Build Shasta
User Manual

A guide for using the online permitting system, Build Shasta

TABLE OF CONTENTS

1.0 **Getting Started** 3

1.1 Welcome..... 3

1.2 Contacting Us 3

2.0 **Accessing Build Shasta**..... 3

3.0 **Public Registered User Login** 3

3.1 Public Login: 3

3.2 Register For A Public Login..... 3

4.0 **Contractor Login**..... 5

4.1 Contractor Login: 5

5.0 **Searching and Viewing Records** 5

5.1 Enter Search Parameters: 5

5.2 Search Results 6

5.3 Viewing Search Results..... 6

6.0 **Permit Application** 7

6.1 Login Required..... 7

6.2 Applying for a Permit 7

6.3 Permit Declaration: 7

6.4 Step 1 Enter Permit Information 8

6.5 Step 2 Enter Contact Information 9

6.6 Step 3 Review and Submit 9

6.7 Application Processing..... 10

6.8 Responding to an Incomplete Application..... 11

7.0 **Paying Fees** 13

7.1 Login to Pay..... 13

7.2 Locate the Permit..... 13

7.3 Pay..... 13

7.4 Shopping Cart..... 13

7.5 Proceed to Payment..... 14

7.6 Enter credit card information 14

7.7 Print Receipt..... 15

7.8 Issuing Permit..... 15

1.0 Getting Started

1.1 Welcome to Shasta County Department of Resource Management on-line portal Build Shasta. Through Build Shasta users have the ability to view records and check project status without logging in. Contractors and Public registered users, who create an account, will have the ability to pay fees and view record in detail, apply for permits, file a complaint and schedule and cancel inspections on their permits.

1.2 Contacting Us

For additional assistance with Build Shasta, please contact Shasta County Department of Resource Management in person, by email or by phone:

In person: 1855 Placer Street Suite 1855 Placer St, Redding, CA 96001

Email: resourcemanagement@co.shasta.ca.us

Phone: (530) 225-5761

2.0 Accessing Build Shasta

The website address for Build Shasta is https://permits.co.shasta.ca.us/etrakit/

3.0 Public Registered User Login

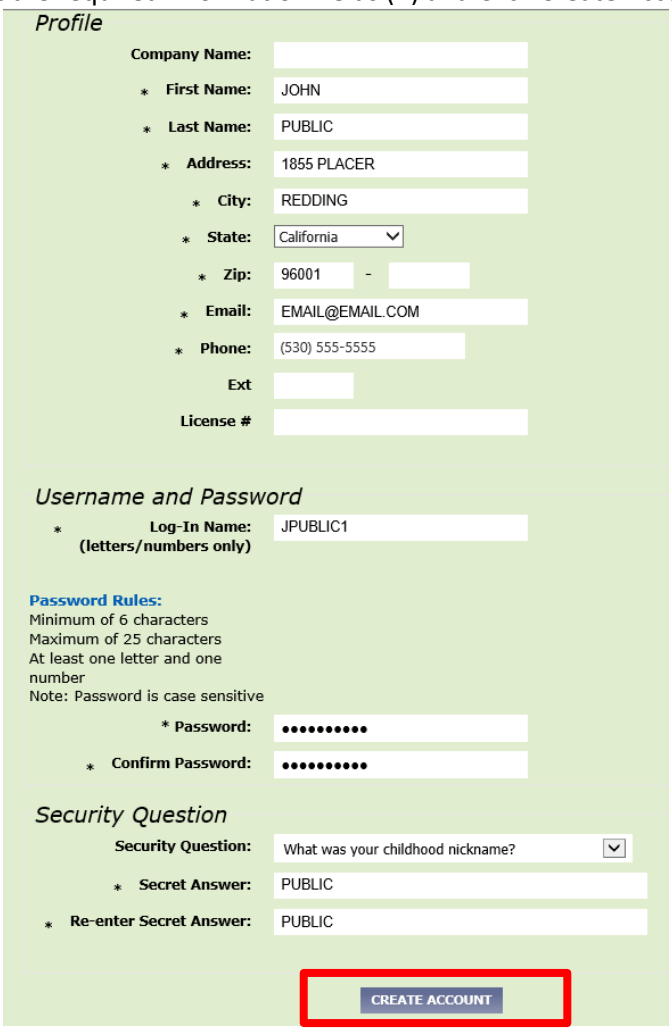
3.1 Switch the Log In to Public. Enter your Username and Password or Register to Create a Login.

3.2 To Register for a Public Login:

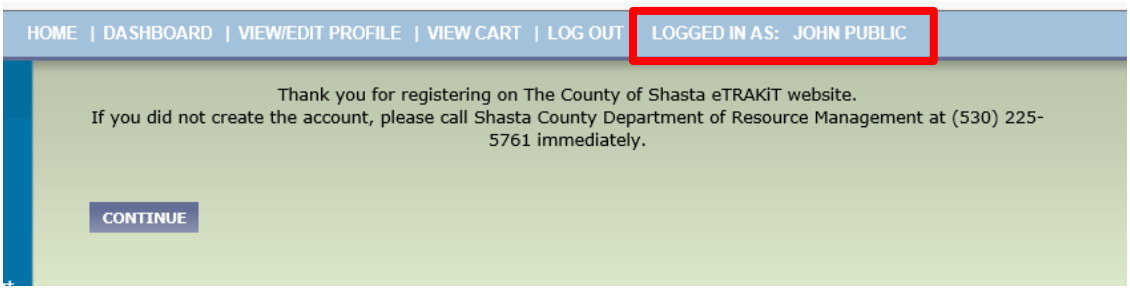
3.2.1 Click on Setup an Account

3.2.2 Then click Public Registration

3.2.3 Fill out the required information fields (*) and Click Create Account.



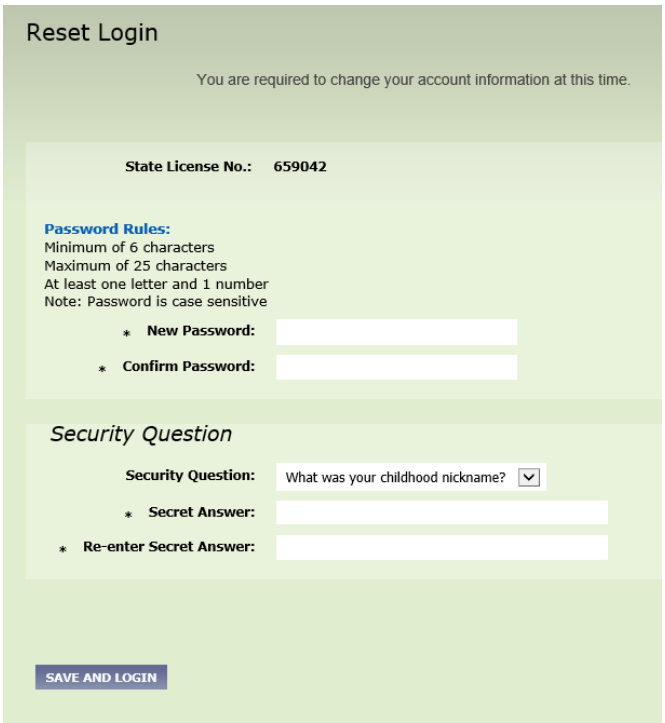
3.2.4 The account is created and automatically logs the user into Build Shasta as indicated below. Click Continue to be sent to the main page.



4.0 Contractor Login

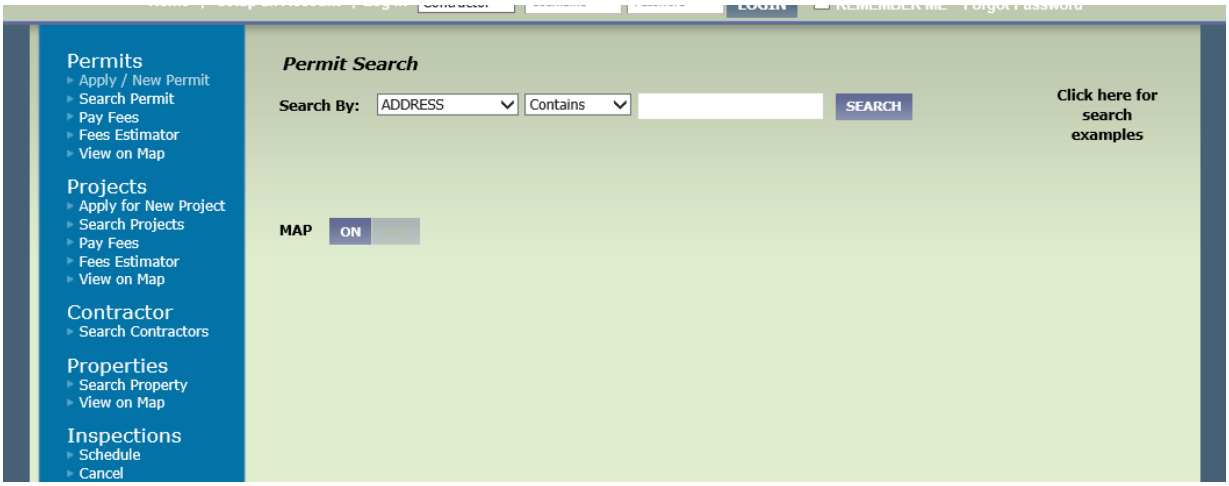
4.1 Contractor Login: First time users will need to contact Resource Management at resourcemanagement@co.shasta.ca.us

4.2 After Resource Management sets up your initial password you will login as a Contractor. You will be prompted to change your password the first time you log in.

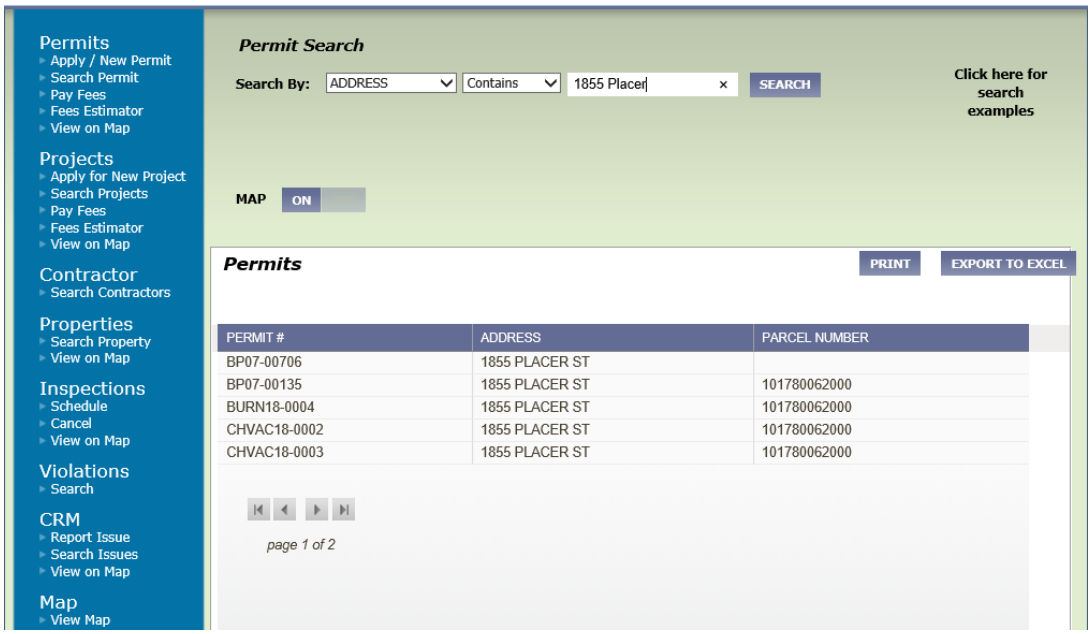


5.0 Searching and Viewing Records

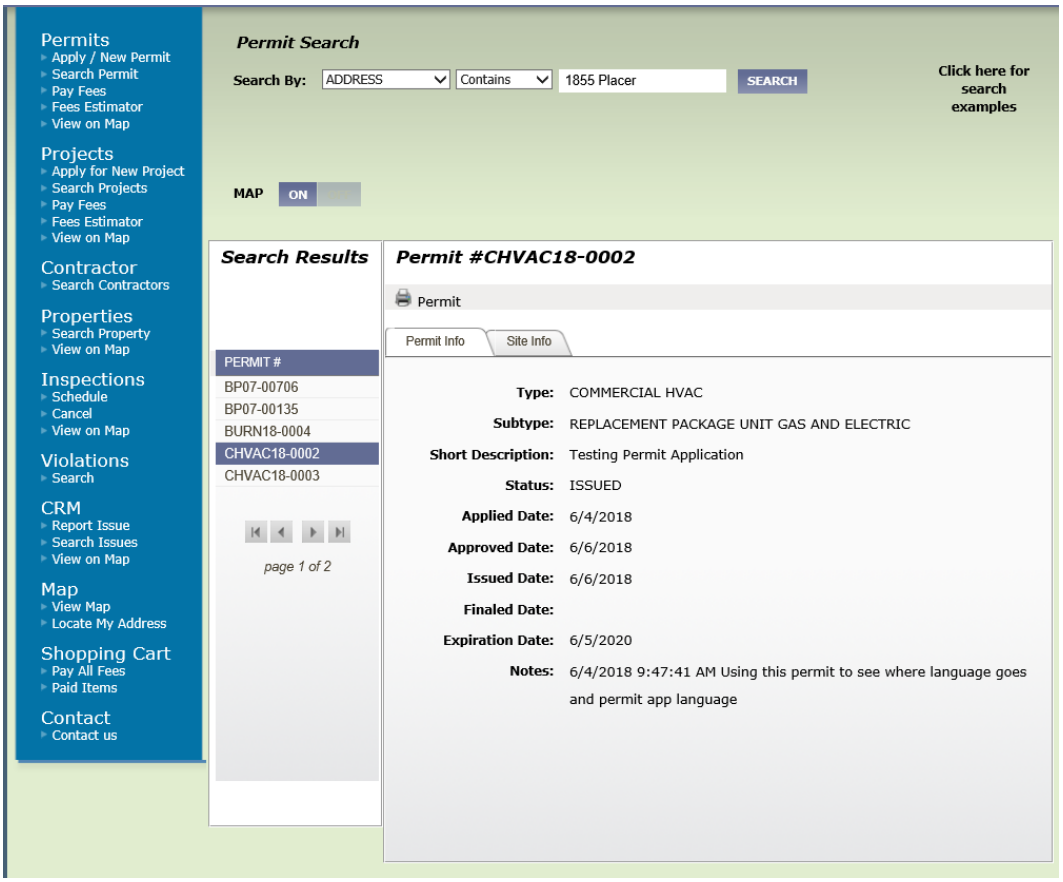
5.1 Enter Search Parameters- Choose the field you would like to search by, then select the parameter (i.e. contains, begins with, etc.) and enter the value to search for, then click on the SEARCH button.



5.2 Search Results: Click on the row you would like to view details on.



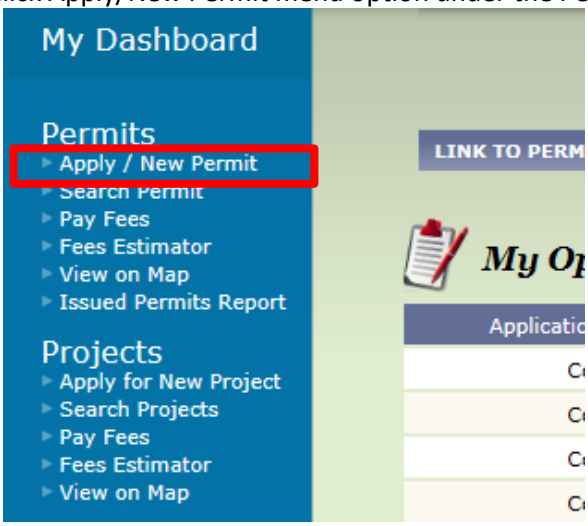
5.3 Viewing Search Results: The permit record has tabs that can be clicked on for details. Also the Search Results appear to the left and can be navigated while viewing permit records.



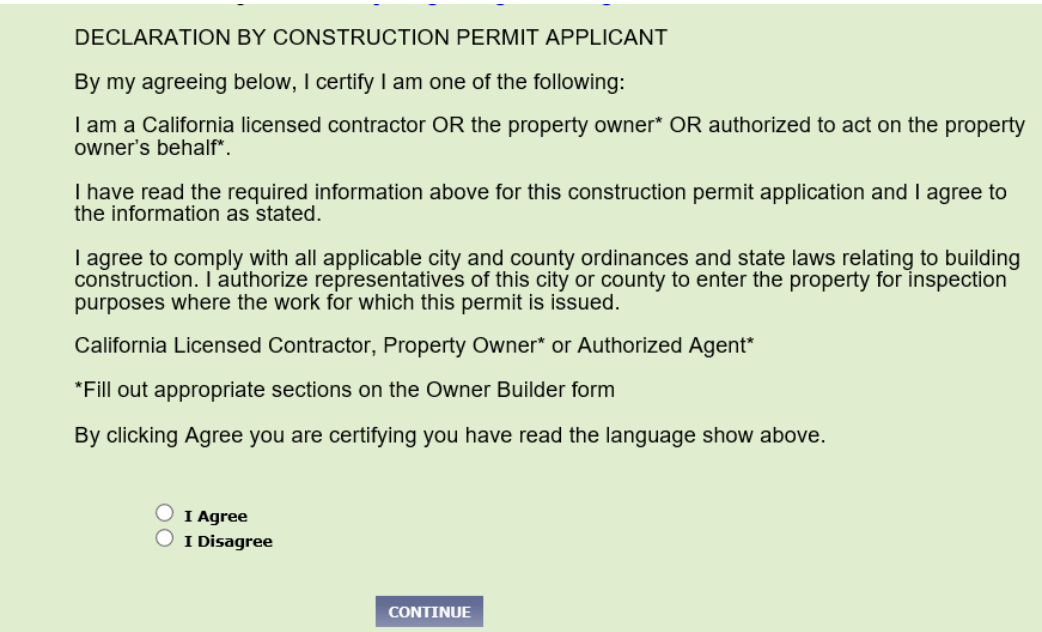
6.0 Permit Application

6.1 To apply for a Permit users must register and be logged in as shown in Section 3.0 or 4.0.

6.2 After Logging in, Click Apply/New Permit menu option under the Permits menu.



6.3 Permit Declaration: Please read the Entire Permit Declaration, at the bottom of the page the User must select I Agree and Click Continue to proceed with an application.



DECLARATION BY CONSTRUCTION PERMIT APPLICANT

By my agreeing below, I certify I am one of the following:

I am a California licensed contractor OR the property owner* OR authorized to act on the property owner's behalf*.

I have read the required information above for this construction permit application and I agree to the information as stated.

I agree to comply with all applicable city and county ordinances and state laws relating to building construction. I authorize representatives of this city or county to enter the property for inspection purposes where the work for which this permit is issued.

California Licensed Contractor, Property Owner* or Authorized Agent*

*Fill out appropriate sections on the Owner Builder form

By clicking Agree you are certifying you have read the language show above.

I Agree
I Disagree

CONTINUE

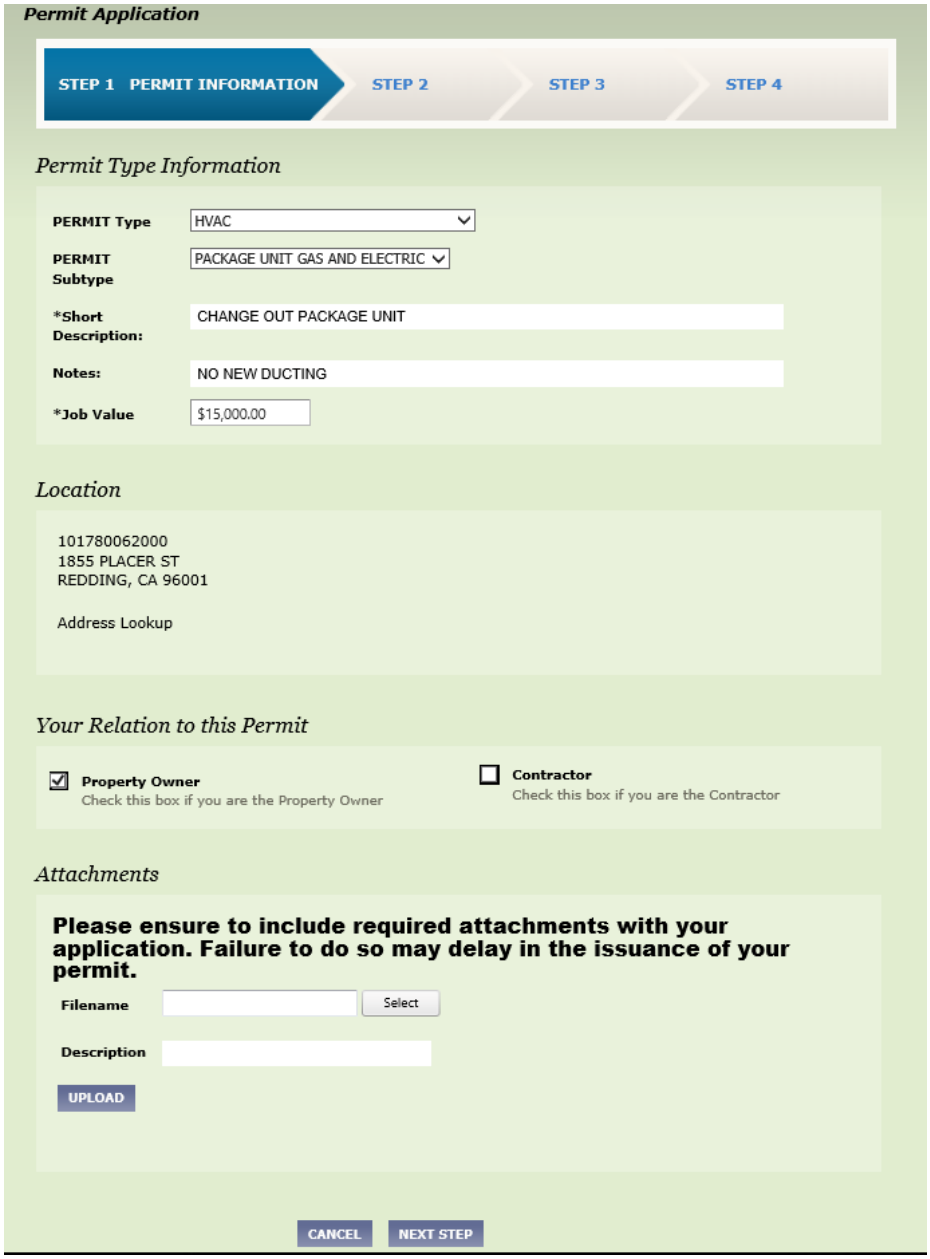
6.4 **Step 1**: Enter Permit Information. ALL fields with * are required to proceed.

6.4.1 **Permit Type Information**: Select the Permit Type and Subtype then enter the Short Description and Job Value

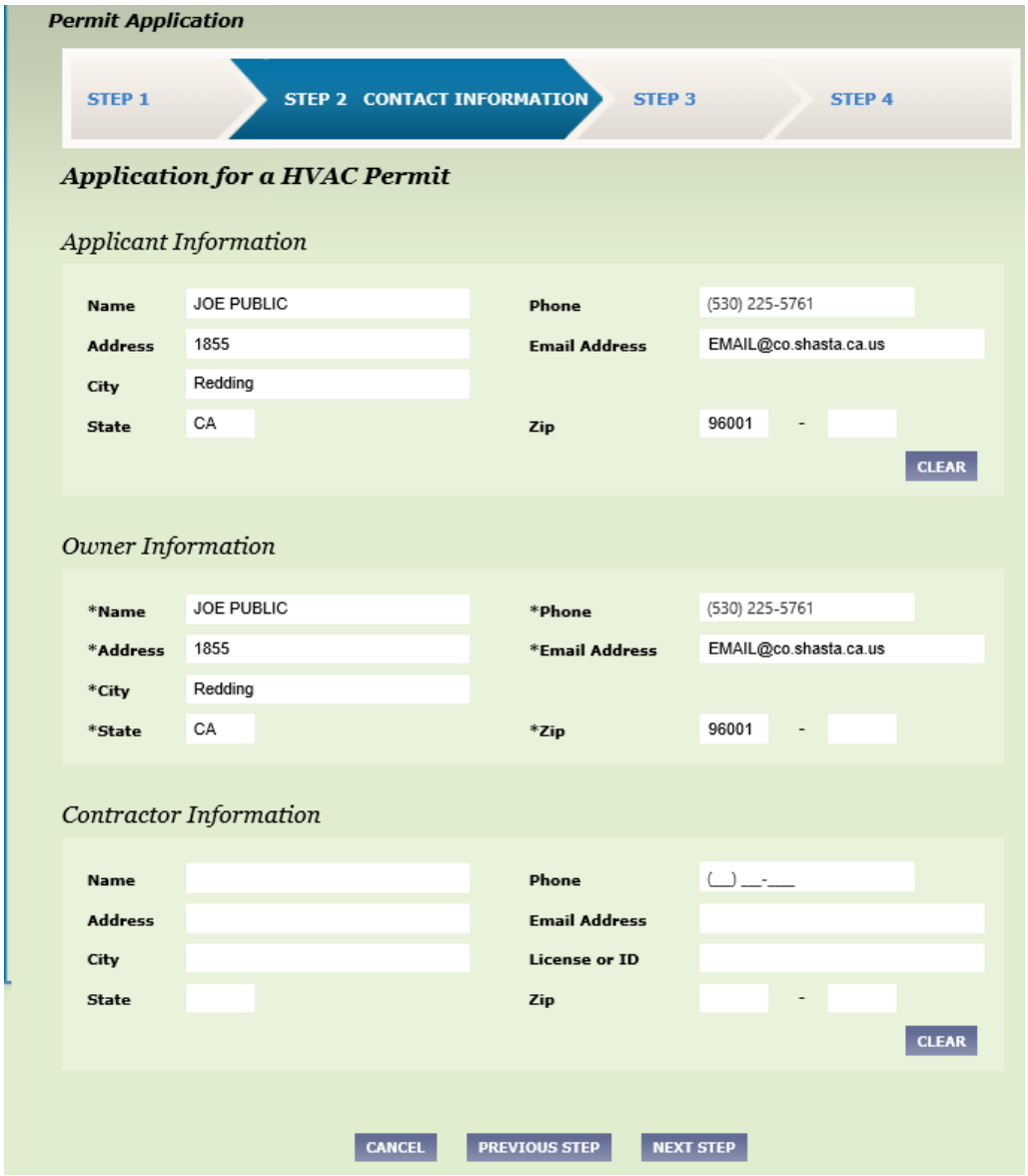
6.4.2 **Locations**: Enter part or all of the Address OR Parcel and click SEARCH. Select the correct Address or Parcel by clicking on the highlighted row.

6.4.3 **Attachments**: Make sure any additional documents are attached as indicated in the supplemental forms on line.

6.4.4 Click NEXT STEP



6.5 **Step 2:** Enter Contact Information. **IMPORTANT:** Email Address must be accurate, all notifications regarding the application will occur by email.



6.6 **Step 3:** Review all the information closely and Click Submit. Fees are added by the County and made available to pay after approval of the application.

6.7 An Email will be sent when the application has been reviewed and/or if additional information is required. Login to determine the following:

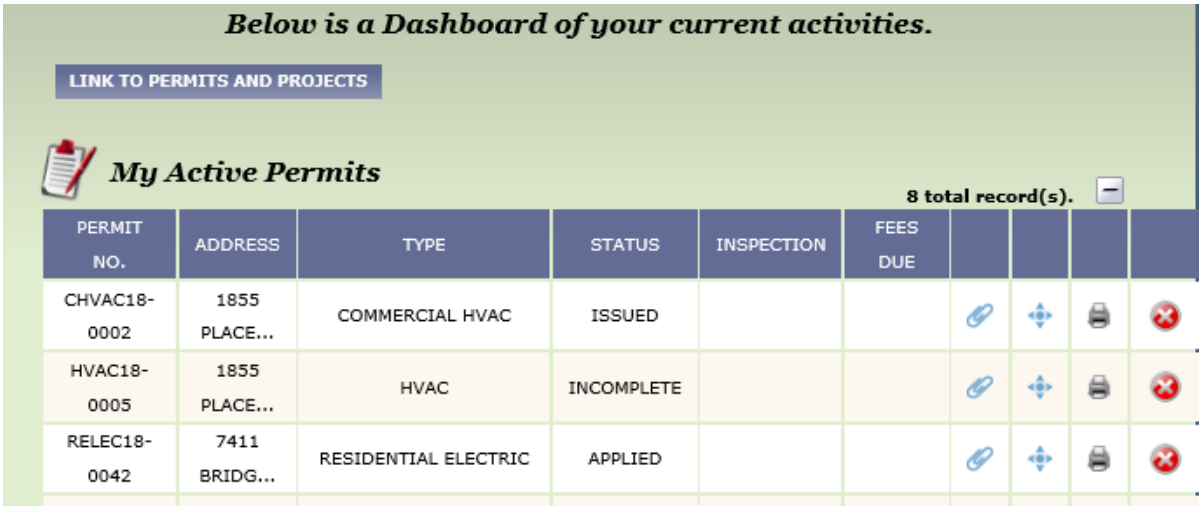
If the permit status is READY TO ISSUE proceed to the next section.

If the permit status is **NOT** READY TO ISSUE a response is required.

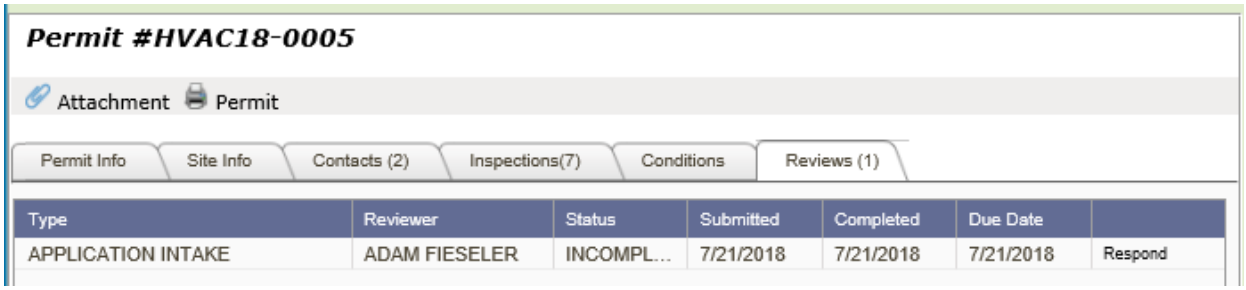
6.8 Responding to an Incomplete Application

6.8.1 Login Build Shasta

6.8.2 In My Dashboard locate the application indicated in the email and Click on the Permit Number.



6.8.3 Click on the REVIEWS TAB then Click on Respond.



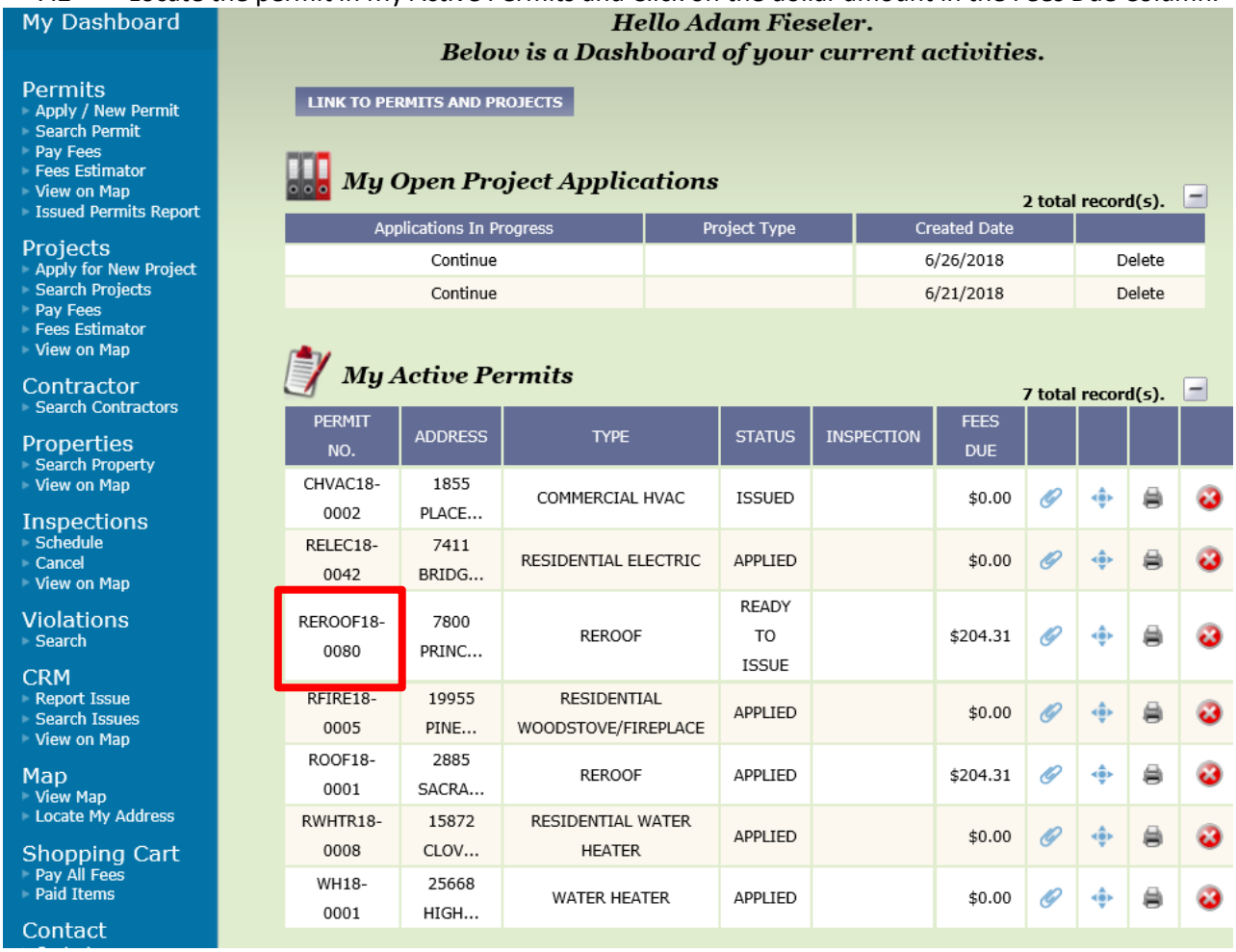
6.8.4 Respond to the Questions in the Response or Comment box then Click Submit. Please be detailed in your response, and include any additional information.

An email is sent to the Reviewer.
IMPORTANT: A new email will be sent to the applicant as soon as the response is reviewed.

7.0 Paying Fees and Printing the Permit

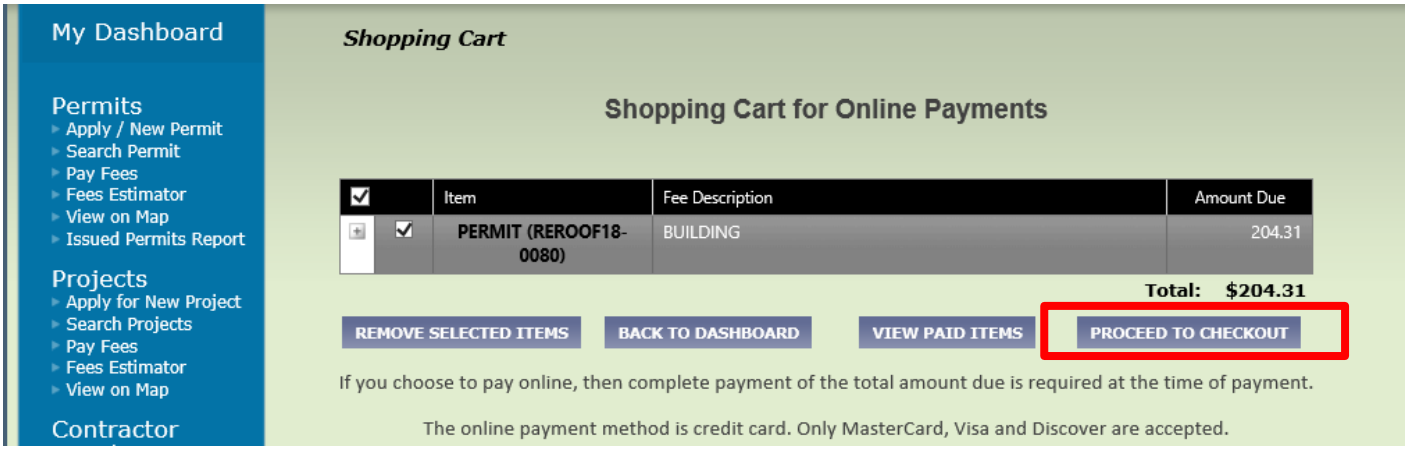
7.1 Login: Users must be logged in to pay fees.

7.2 Locate the permit in My Active Permits and Click on the dollar amount in the Fees Due Column.

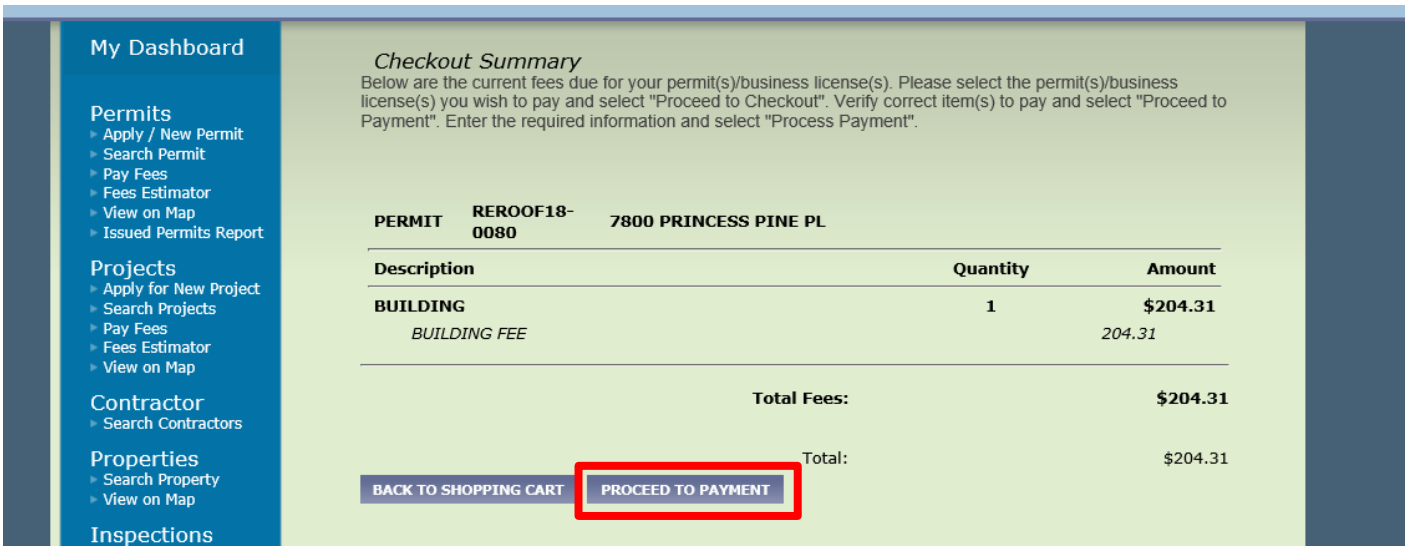


7.3 Verify the permit is correct and selected. Click Proceed To Checkout or add additional permits your Shopping Cart by going back to your Dashboard and follow step 7.2.

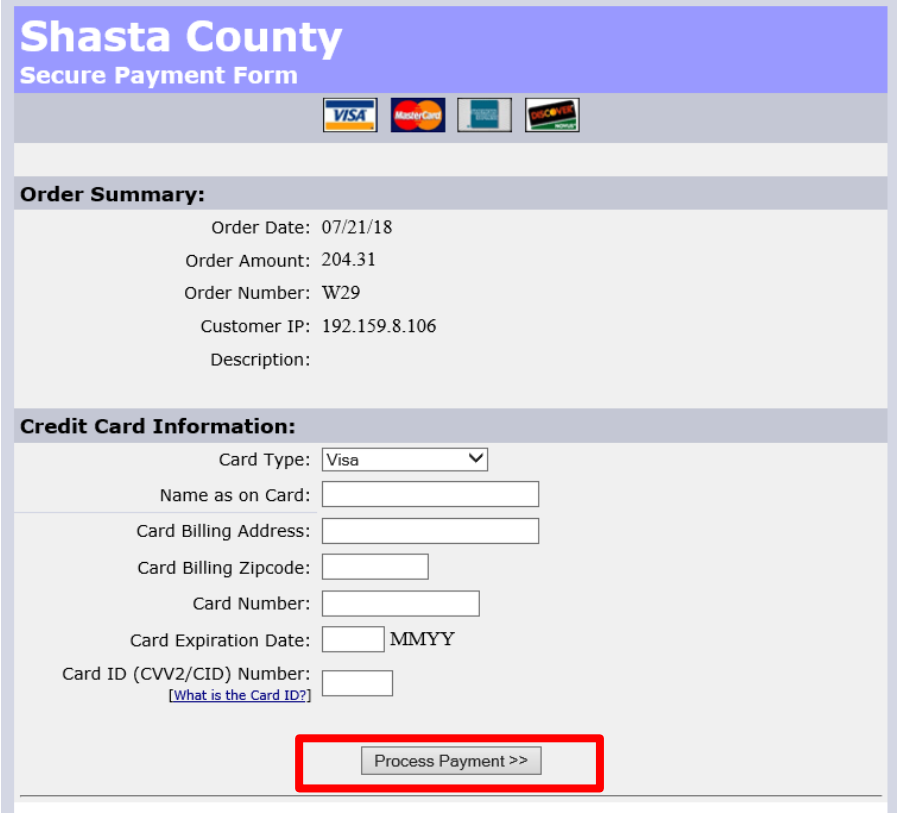
7.4 Shopping Cart: Confirm the Permit or Project you are about to pay, and then click on the PROCEED TO CHECKOUT BUTTON.



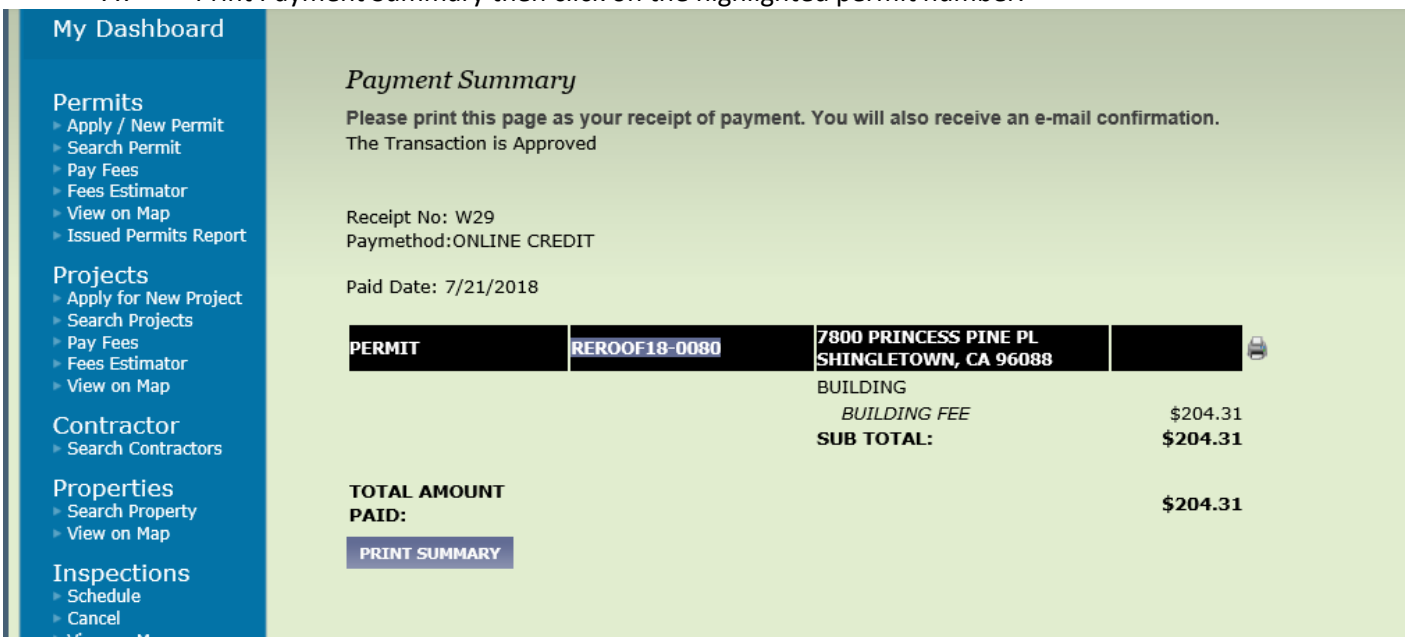
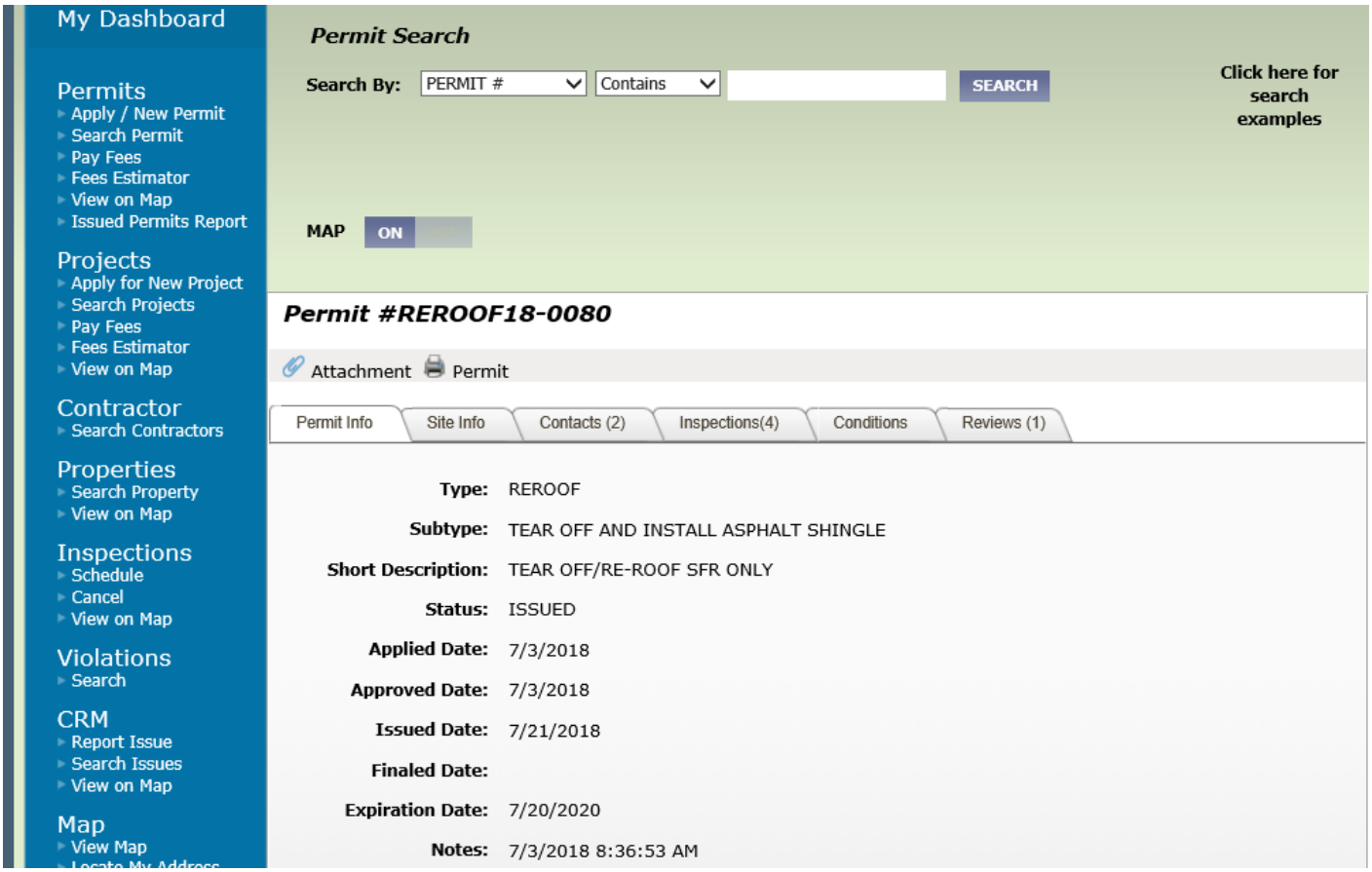
7.5 Click on the PROCEED TO PAYMENT button.



7.6 Enter your Credit Card Information and Click on the PROCESS PAYMENT button



7.7 Print Payment Summary then click on the highlighted permit number.



7.8 The Permit Status is now Issued and can be printed by Clicking Permit. **IMPORTANT:** The Permit must be onsite, and contains the required Inspections.