



eTRAKIT – Information Log-in Guide for Public Users

Creating an account

Please note: Most searches are available through eTRAKIT without a log-in required. Simply select the search needed and enter the search criteria.

If you are a contractor, please refer our eTRAKIT – Informational [Contractor Log-in Guide](#).

West' Hollywood's eTRAKIT systems can be accessed through the following link:

<https://permits.weho.org/etrakit3/>

STEP 1 – Once you have landed on the City's eTRAKIT page, on the upper, left hand corner, please select **Setup an Account**.

STEP 2 – You will be directed to the account set-up page. To continue to register as a public user, select **PUBLIC REGISTRATION**.

STEP 2 – You will be directed to the “Create a New Public User Account” page. Please enter all information preceded with an asterisk “*”. **These are required fields.** On this page, you will also be required to enter a username, password and asked a security question.

STEP 3 – Once you have entered all your information on the “Create a New Public User Account”, at the bottom of the page select **CREATE ACCOUNT**.

STEP 4 – After your account has been successfully created, you will be prompted with a confirmation screen. Select **CONTINUE** to continue. You are now logged into your “Dashboard” and your username should appear on the top, right hand corner.

If you forget your password, please locate the **Forgot Password** at the top, right of the page. You will be sent an email and instructed to reset you password.

Should you have any questions, please contact us at (323) 848-6475 and you will be directed to a staff member that can assist you.