

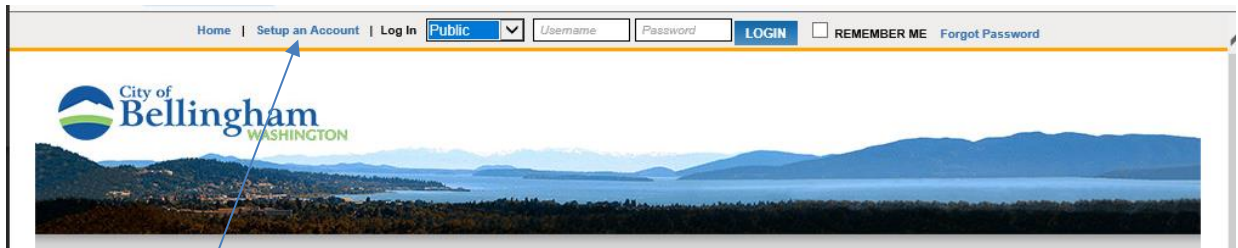


How-To Guide - Online Rental Registration Portal

The following steps will guide you in 1) creating an online account to manage your rental license; 2) apply for a rental registration license online; 3) add and remove licenses from your dashboard; and 4) pay for rental registration or safety inspection fees online. *If you should have any questions during this process, please contact the team at rentals@cob.org or 360.778.8361.*

Creating an Online Account

- 1) Go to permits.cob.org/etrakit



- 2) Click *Setup an Account* and follow the instructions

Permits
Apply / New Permit
Search Permit
Pay Fees
View on Map

Projects
Search Projects
Pay Fees
View on Map

Contractor

Properties
Search Property
View on Map

Inspections
Schedule
Cancel
View on Map
Scheduled

License
Apply for New Licenses
Search Licenses
Pay Fees

Violations
Search
Pay Fees

Map
View Map
Locate My Address

Shopping Cart
Pay All Fees
Paid Items

Contact
Contact us

Create New Public User Account * Required fields

Note: Your privacy is important to the City of Bellingham. We ask for the minimum amount of information required to establish an account. Email information will be used for city purposes only.

Profile

* First Name:

* Last Name:

* Address:

* City:

* State:

* Zip: -

* Email:

* Phone:

Ext

Username and Password

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

Password Must be contain minimum 8 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:

Security Question

Security Question:

* Secret Answer:

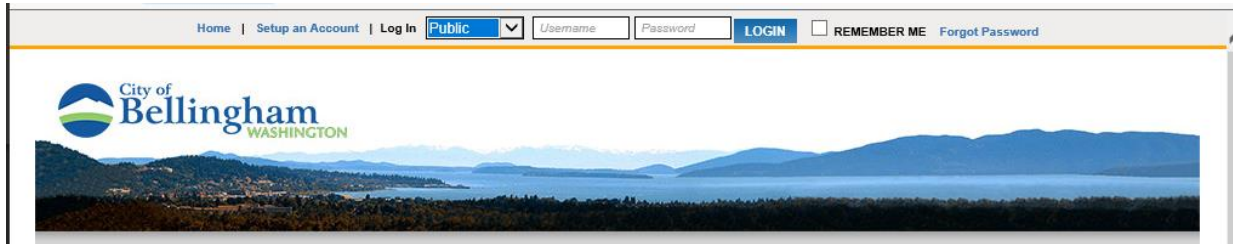
* Re-enter Secret Answer:

CREATE ACCOUNT

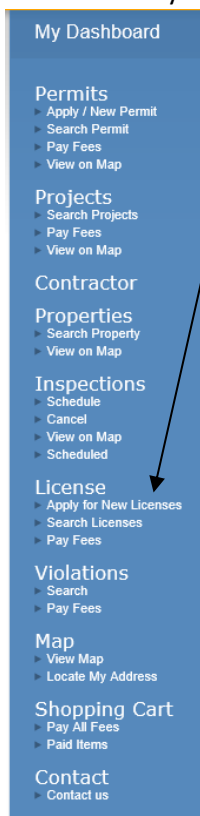
- 3) Click on *Create Account*

Apply for Rental License Online

- 1) Go to permits.cob.org/etrakit and **log in** as public user with username and password.



- 2) WELCOME to your Dashboard!



- **Click** on “Apply for New Licenses” and **enter** the following information:

License Information

- Type = Rental Registration
- SubType = **Select** from drop-down menu based on number of units on the site
- Licensee Name = **Enter** name of property owner
- Unit Type = **Select** from drop-down menu
- Inspection Preference = **Choose**
 - City of Bellingham Inspector, [Approved Private Inspector](#) or N/A-Exempt if your unit qualifies for an [exemption](#)
- Exemption Status = **Select** from drop-down menu (*NOTE: Rentals that qualify for an exemption **still must be** registered with the City.*)

Additional Information

- Rental Address = **Enter** house # and street name
- Unit Numbers = **Enter** all unit numbers separated by commas (for multi-units) or the house number (for single-family units)
- # of Units: **Enter** total number of units being registered / rented
- Primary Contact: **Choose** from drop-down who should receive all correspondence on the license

Attachments

- If your unit qualifies for an exemption – the [Exemption Declaration Form](#) can be filled in and attached to your rental license registration request here.

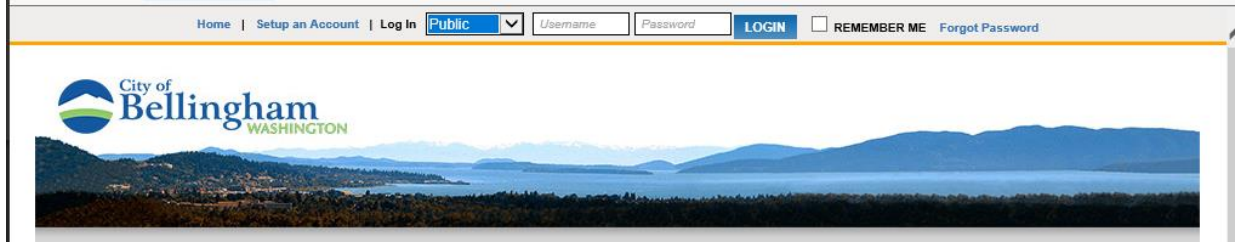
Click “NEXT STEP”

License Address

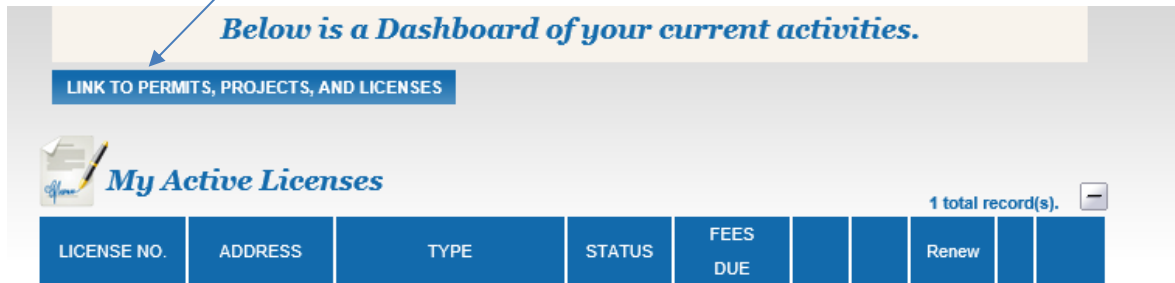
- **Enter** address (without city/state) and **click** on “search”
- **Select** your address from the selections provided. (If nothing comes up, modify the information entered – maybe try only your house number and no street name.)
- **Scroll** and confirm that Owner and Applicant Information is accurate –
 - **Add** phone number and email address if blank
 - **Enter** primary contact information if different from above
- **Click** “NEXT STEP” and **review** all information on screen
- If correct, **Click** “NEXT STEP” –
 - **IMPORTANT:** A message indicating that “no fees are due at this time” will pop onto screen – the \$10.00 registration fee will be applied to your license once staff has processed the application, and an email be sent to the primary contact to advise the account is ready for payment.
- Click on “VIEW LICENSE” to link to your Dashboard

Adding and Removing Licenses from Dashboard

- 1) Go to permits.cob.org/etrakit and log in as public user with username and password.



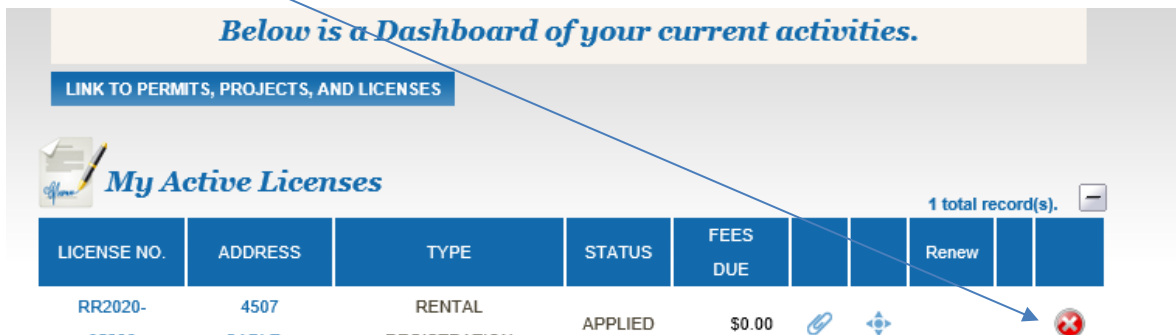
- 2) When your **current license number** is not listed on your dashboard:
 - Click on “Link to Permits, Projects, and Licenses” (directly under the welcome message)



- Use the drop-down arrow to **Change** from “Permits” to **“License”**
- **Enter** full license number (i.e. RR2021-00001)
- **Click** “LINK” – this will take you back to your dashboard and the license should now be listed

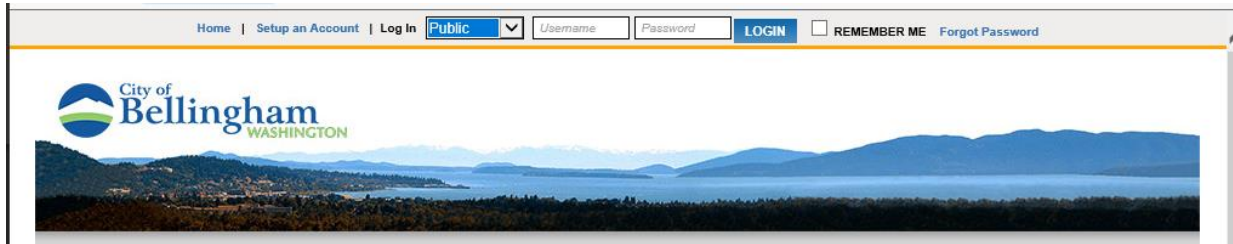


- 3) To remove a license that was added in error, no longer under your ownership, or is a license that is no longer active – hit the red “x” at next to the license you would like to remove.



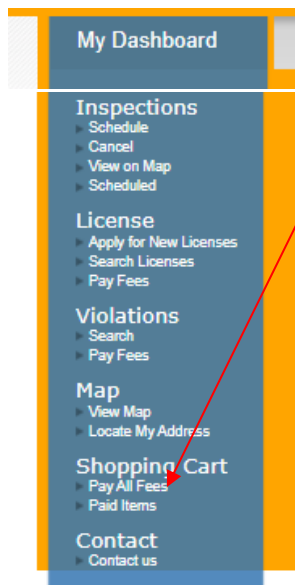
Paying Fees Online

- 1) Go to permits.cob.org/etrakit and **log in** as public user with username and password.



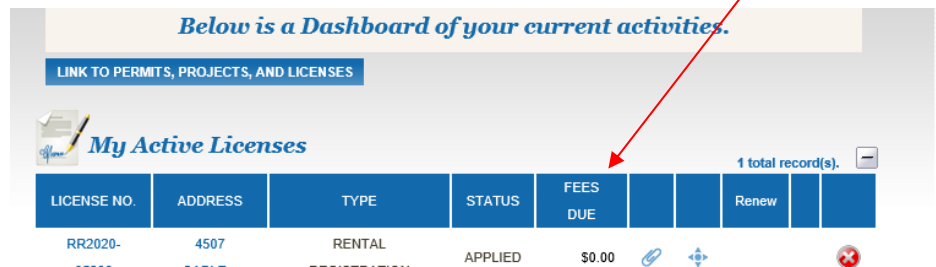
- 2) WELCOME to your Dashboard!

- **If your current license number is not listed on your dashboard follow the steps outlined (above) under Adding and Removing License from Dashboard.**



- 3) There are two ways to pay the fees:

- a) **Click on the PAY ALL FEES link** under the Shopping Cart in the menu along the left of the screen. This will add **all of the fees** listed on your dashboard into the cart.
- b) **Click the dollar amount (separately) from the FEES DUE column** that you would like added to your shopping cart (*If you have multiple renewals, you can **click "Back to Dashboard"** to select the additional dollar amounts from the other licenses*)



- 4) **Review** the list to ensure there are no fees listed that you are not prepared to pay for at this time.
- 5) **Click Proceed to Checkout** and follow the steps