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

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

![Dashboard Login](image1)

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

![License Link](image2)

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.

![Remove License](image3)
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