



COMMUNITY DEVELOPMENT DEPARTMENT

eTRAKiT Help and Resources

411 Main Street, 2nd Floor | P.O. Box 3420, Chico, CA 95927

www.chicoca.gov

How to Pay a Fee

Contractors and Property Owners may pay fees:

- Online through the eTRAKiT Permit Portal, or
- At the Permit Counter at 411 Main Street, 2nd Floor, Chico, CA.

Navigate to eTRAKiT:

www.chicoca.gov/eTRAKiT

Log into eTRAKiT:

- There are two login options:
 - **Public Login** – for the general public and property owners.
 - **Contractor Login**
- If you have already registered for an account with eTRAKiT, you may Login.
- If you don't have an eTRAKiT account, select the "Register here" link.

Dashboard:

Once you Login, you will be directed to your Dashboard. If you have "linked" permits to your account, you will see a list of "My Active Permits", "My Active Inspections", and "My Submittals Awaiting Response".

My Active Permits – Fees Due

If you have fees due on a permit or on multiple permits, they will appear under My Active Permits with a total under Fees Due:

[HOME](#) | [DASHBOARD](#) | [VIEW/EDIT PROFILE](#) | [VIEW CART](#) | [LOG OUT](#) | LOGGED IN AS: [\[User Name\]](#)


My Dashboard

- Permits**
 - Apply / New Permit
 - Search Permit
 - Pay Fees
 - View on Map
- Projects**
 - Apply for New Project
 - Search Projects
 - View on Map
- Contractors**
 - Search Contractors
- Properties**
 - Search Property

Hello

Below is a Dashboard of your current activities.

[LINK TO PERMITS AND PROJECTS](#)

 **My Active Permits**

1 total record(s).

PERMIT NO.	ADDRESS	TYPE	STATUS	INSPECTION	FEES DUE	ATTACHMENT	MAP	PRINT	UNLINK
B24-	FORE...	GRADING	UNDER		\$249.00				
		COMMERCIAL	REVIEW						

Add Fees to Shopping Cart:

Fees Due – When you click on the fees due on a permit, it will add the fees to your Shopping Cart:

Shopping Cart

Confirm that all fees are accurate, and move to the next step to pay.

<input checked="" type="checkbox"/>	Item	Fee Description	Amount Due
<input checked="" type="checkbox"/>	PERMIT (B24-)	CALIFORNIA STATE AND ADMIN FEES	16.00
<input checked="" type="checkbox"/>	PERMIT (B24-)	BUILDING DIVISION ADMINISTRATION FEES	233.00
			Total: \$249.00


[REMOVE SELECTED ITEMS](#)
[BACK TO DASHBOARD](#)
[VIEW PAID ITEMS](#)
[PROCEED TO CHECKOUT](#)

Refunds will be handled on a case-by-case basis and payments may be returned if deemed necessary by management. The City of Chico, CA will never sell your personal information, including credit card account information, to a third party for marketing purposes.

Once fees are added, you can:

Remove Selected Items – Removes the selected items from your shopping cart.

Back to Dashboard – Allows you to add Fees from another permit.

 My Active Permits		2 total record(s).  							
PERMIT NO.	ADDRESS	TYPE	STATUS	INSPECTION	FEES DUE	ATTACHMENT	MAP	PRINT	UNLINK
B24- -----	— FORES...	GRADING COMMERCIAL	UNDER REVIEW		\$249.00				
B25- -----		ASSEMBLY A OCCUPANCY BUILDING	APPLIED		\$234.00				

- ✓ The \$249.00 is in my Shopping Cart.
- ✓ To add another Permit Fee to my shopping cart, select the \$234.00 Fees Due.
- ✓ Once all fees appear in your Shopping Cart, select Proceed to Checkout.

Shopping Cart

Confirm that all fees are accurate, and move to the next step to pay.

<input checked="" type="checkbox"/>	Item	Fee Description	Amount Due
<input checked="" type="checkbox"/>	PERMIT (B24-)	CALIFORNIA STATE AND ADMIN FEES	16.00
<input checked="" type="checkbox"/>	PERMIT (B24-)	BUILDING DIVISION ADMINISTRATION FEES	233.00
<input checked="" type="checkbox"/>	PERMIT (B25-)	BUILDING ENERGY FEES	234.00
Total:			\$483.00

[REMOVE SELECTED ITEMS](#)
[BACK TO DASHBOARD](#)
[VIEW PAID ITEMS](#)
[PROCEED TO CHECKOUT](#)

Refunds will be handled on a case-by-case basis and payments may be returned if deemed necessary by management. The City of Chico, CA will never sell your personal information, including credit card account information, to a third party for marketing purposes.

View Paid Items – Navigates to your Payment History where you can view all transactions made with your account.

Proceed to Checkout – Navigates to the Checkout Summary and allows you to continue through the payment process. If fees are correct, select Pay Now to navigate to the Payment Portal.

Checkout Summary

Below are the current fees due for your permit(s)/business license(s). Please select the permit(s)/business license(s) you wish to pay and select "Proceed to Checkout". Verify correct item(s) to pay and select "Proceed to Payment". Enter the required information and select "Process Payment".

PERMIT B24- FOREST AVE

Description	Quantity	Amount
CALIFORNIA STATE AND ADMIN FEES	1	\$16.00
GREEN FEE CAL BUILDING STANDARD COMMISSION		8.00
PLAN MAINTENANCE		8.00
BUILDING DIVISION ADMINISTRATION FEES	1	\$233.00
MISCELLANEOUS BUILDING FEES		233.00

PERMIT B25-

Description	Quantity	Amount
BUILDING ENERGY FEES	1	\$234.00
ENERGY PLAN CHECK FEE	2	234.00

Total Fees: \$483.00

Total: \$483.00

[BACK TO SHOPPING CART](#)
[PAY NOW](#)

CardKnox Payment Portal:

You will be re-directed to the City of Chico Secure Payment Form where you have two options:

Pay by Credit Card – 2.75% Service Fee

Pay by Check - \$2.99 Service Fee

City Of Chico

Secure Payment Form

Billing Information

Name *

Street

City
Chico

State
CA

Zip *
95973

Phone
(530)

Email
@gmail.com

Order/Invoice
df8144db-a194-4d4f-b66e-1d31a228dd99

Transaction Details

Amount *
\$ 483

Payment Information

Credit Card | Check

Card Number *

MM * YY * CVV *

Subtotal: \$ 483
Service Fee: \$ 13.28 (2.75%)
Total: \$ 496.28

☐ I am human

hCaptcha
Privacy - Terms

Process Payment (\$ 496.28)

Cancel

Payment Information

Credit Card | Check

Card Number *

MM * YY * CVV *

Subtotal: \$ 483
Service Fee: \$ 13.28 (2.75%)
Total: \$ 496.28

Payment Information

Credit Card | Check

Account Type *
Select One

Name on Account *

Routing Number *

Re-enter Routing Number *

Account Number *

Re-enter Account Number *


Process Payment – Once you have selected a payment method, select Process Payment to complete your transaction. If the transaction is successfully paid, you will be re-directed back to the eTRAKiT portal to a Summary page that may be printed.

Payment Status: Paid

Your fees have been successfully Paid.

Receipt No: WEB18090
 Date: 3/18/2025 10:47:27 PM
 Authorization Code: 30834A

Name: _____
 Address: _____
 City, State, Zip: Chico, CA 95973
 Phone: (530) _____
 Email: _____@gmail.com

PERMIT	B24	FOREST AVE	GRADING COMMERCIAL
CALIFORNIA STATE AND ADMIN FEES			\$16.00
GREEN FEE CAL BUILDING STANDARD COMMISSION		\$8.00	
PLAN MAINTENANCE		\$8.00	
BUILDING DIVISION ADMINISTRATION FEES			\$233.00
MISCELLANEOUS BUILDING FEES		\$233.00	
Subtotal			\$249.00
PERMIT	B25		ASSEMBLY A OCCUPANCY BUILDING
BUILDING ENERGY FEES			\$234.00
ENERGY PLAN CHECK FEE		\$234.00	
Subtotal			\$234.00
Total amount paid:		\$483.00	
PRINT SUMMARY			

NOTE: An email from Gateway Transactions for the Sale Transaction with Receipt Number will be emailed to the email address associated with your account. This receipt is for the payment transaction only and does not include the permit and fee detail shown above.

Refunds and Voided Transactions:

Contact the Building Division at (530) 879-6700 to request a refund or to void a transaction.

NOTE: The Service Fee associated with eTRAKiT payments is collected directly by the Online Payment Provider and not by the City of Chico. The City cannot process a Service Fee refund associated with eTRAKiT payments, but can request the refund on behalf of the payee. It is up to the discretion of the Online Payment Provider whether a Service Fee will be refunded from eTRAKiT payments.