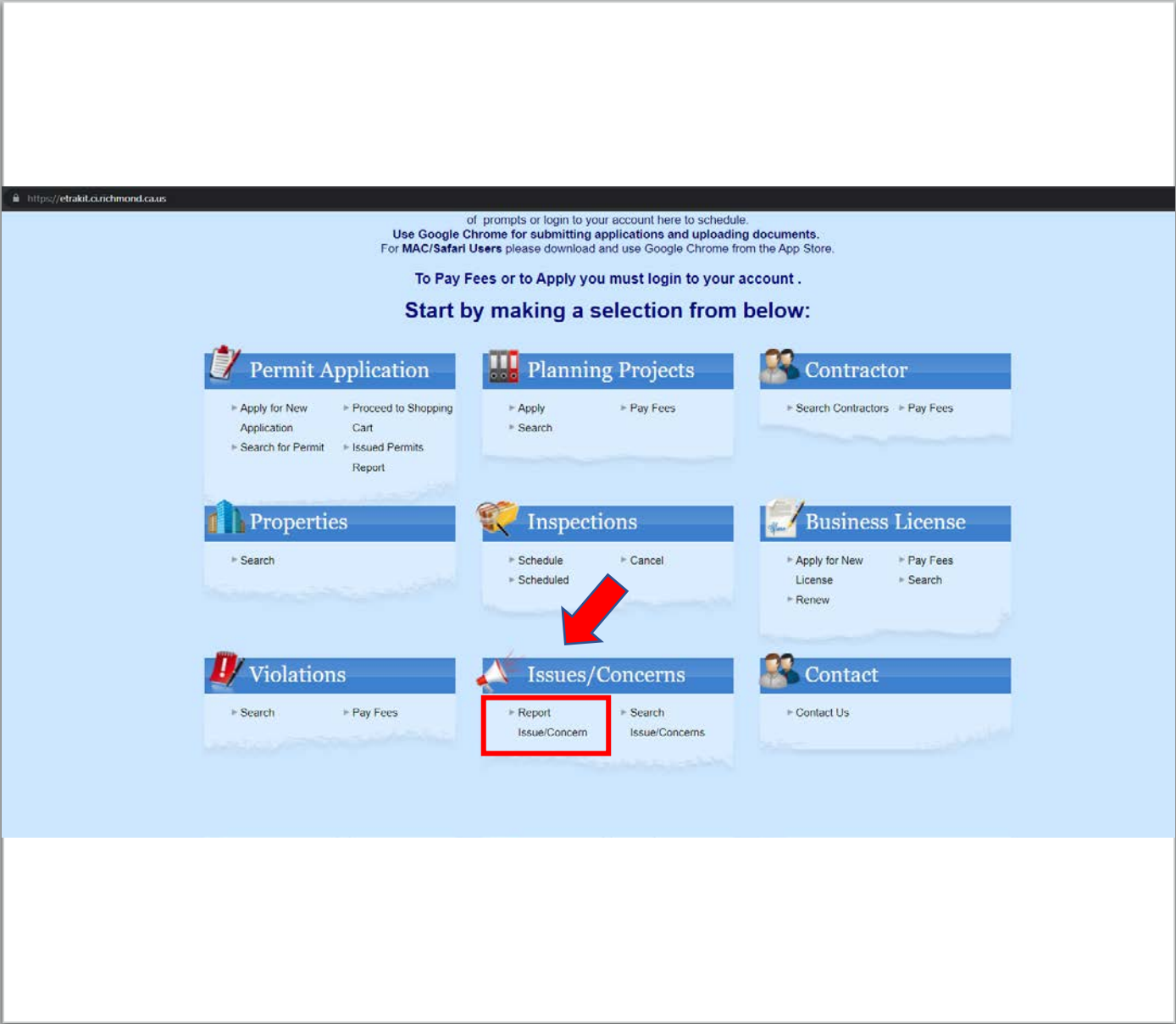


# How-to report an Issue/Concern

Step 1: Click on “Report an Issue/Concern” under the Issues/Concerns section in eTRAKiT.



# How-to report an Issue/Concern

Step 2: Fill out the Issue/Concern details with the Issue/Concern Type, write a description of the issue and search for and add the address of the location of your concern.

**My Dashboard**

- Permit Application
  - Apply for New Application
  - Search for Permit
  - Pay Fees
  - Issued Permits Report
- Planning Projects
  - Apply for New Project
  - Search Projects
  - Pay Fees
- Contractor
  - Search Contractors
  - Pay Fees
- Properties
  - Search Property
- Inspections
  - Schedule
  - Cancel
  - Scheduled
- Business License
  - Apply for New License
  - Search License
  - Pay Fees
- Violations
  - Search
  - Pay Fees
- Issues/Concerns
  - Report Issue/Concern
  - Search Issue/Concerns
- Shopping Cart
  - Pay All Fees
  - Paid Items
- Contact
  - Contact us

## Issues/Concerns

**Help Us Help You.**

**Anonymous reports are accepted. However, we will be unable to provide you of a resolution unless contact information is given. To follow resolution of your issue, you must enter (2) matching fields of information.**

**If reporting an issue for "Noise" please call Richmond Police Department non-emergency ph# (510) 233-1214, for Animal Control please dial ph# (925) 335-8300**

### Issue/Concern Details

**Issue/Concern Type** Abandoned Vehicle

**\*Description:** There was an abandoned vehicle on richmond way and it has been there for a very long time and is in the public right of way and poses a threat to pedestrian safety.

**\*Enter all or part of the address and press search**

123 Richmond Way, Richmond, CA **SEARCH**

*Under penalty of perjury under the laws of the State of California that all submissions are true and correct, and that any and all copy of documents submitted is true and correct copies of the original documents, and that any and all documents submitted have not been altered except for the crossing out of dollar amounts and account numbers which is permitted.(California Penal Code Sections 118-131)*

*To attach documents to your Issue click the "Select" button next to the filename area. Before you click "UPLOAD" make sure that you provide a description of the document type.*

# How-to report an Issue/Concern

Step 3: Upload an image of the issue and any other documents related to the issue. First click “select” and choose the file before you click “upload”.

**Business License**

- Apply for New License
- Search License
- Pay Fees

**Violations**

- Search
- Pay Fees

**Issues/Concerns**

- Report Issue/Concern
- Search Issue/Concerns

**Shopping Cart**

- Pay All Fees
- Paid Items

**Contact**

- Contact us

\*Enter all or part of the address and press search

123 Richmond Way, Richmond, CA **SEARCH**

*Under penalty of perjury under the laws of the State of California that all submissions are true and correct, and that any and all copy of documents submitted is true and correct copies of the original documents, and that any and all documents submitted have not been altered except for the crossing out of dollar amounts and account numbers which is permitted. (California Penal Code Sections 118-131)*

*To attach documents to your Issue click the "Select" button next to the filename area. Before you click "UPLOAD" make sure that you provide a description of the document type.*

Filename  **Select**

● abandoned vehicle.PNG × Remove

**abandoned vehicle.PNG**

Description:

**UPLOAD**

# How-to report an Issue/Concern

Step 4: Fill in your information and submit your report. If you wish to remain anonymous, be sure to check the “I wish to remain anonymous” box.

The screenshot shows a web form titled "Your Information" with the following fields and controls:

- I wish to remain anonymous (indicated by a red arrow pointing to the checkbox)
- \*Name: Jane Doe
- Phone: ( ) - -
- Email: [empty field]
- Address Lookup section with fields for:
  - Address: [empty field]
  - City: [empty field]
  - State: [empty field]
  - Zip: [empty field]
- Buttons: CANCEL and SUBMIT (indicated by a red arrow pointing to the SUBMIT button)