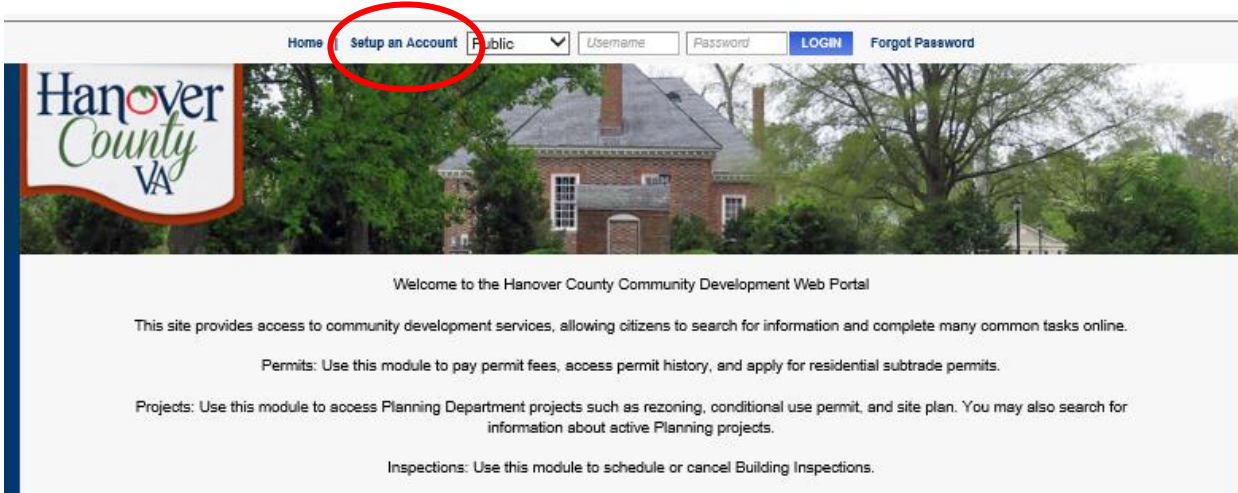


Setting up a Public User Account

Follow these steps:

1. Go to Hanover's Community Development Citizen Portal at:
<https://communitydevelopment.hanovercounty.gov/eTRAKiT/>
2. Click on Setup an Account.



3. Complete the form. Be sure to write your login and password in a safe location.

Home | Setup an Account | Public | Username | Password | LOGIN | Forgot Password

Create New Public User Account

** Required fields*

New Public User Accounts are for non-contractors only!

Contractors and registered design professionals must register to receive a Contractor account from Hanover County if requesting access to the permit system.

Please contact Community Development to request a Contractor account.

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Profile

• First Name:

• Last Name:

• Address:

• City:

• State:

• Zip:

• Email:

• Phone: () - -

Ext

License #

Username and Password

• Log-In Name:
(letters/numbers only)

Password Rules: Password Must be contain minimum 6 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: What was your childhood nickname?

• Secret Answer:

• Re-enter Secret Answer:

I'm not a robot

reCAPTCHA
Privacy - Terms

CREATE ACCOUNT