How-To Guide

Community Reinvestment Area (CRA) Residential Tax Abatement (RTA)

REGISTRATION

1. Go to ezTrak (cagis.org)
2. Create an account by clicking “Register” (if they already have an account, skip to step 7).
3. Read the terms and conditions before scrolling down to click the box to acknowledge.
4. Click “Continue registration.”
5. Fill out “Step 1” - “login information.”
6. Click "add" under contact information, fill out “Contact Information,” then click continue.
7. You will receive an email to verify the registration. When clicked, this should take you to the login.

LOGIN

8. Once on the site, click “login” in the top right corner.
9. Enter your login credentials and click “login.”
10. Once logged in, you will see the **ezTrak Action Center**, this will display payments due, pending responses, pending renewals, unfinished applications, and document review pending responses.

CREATING A NEW APPLICATION

11. Hover over “New” at the top of the screen. A drop-down box will appear, click “Application.”
12. Please read and accept the terms, click “continue application.”
13. Using the Adress Search Bar, type in the address beginning with the street number; once you have typed in at least three (3) characters a dropdown will appear showing matching addresses. When you have found the address you are looking for, click it, then click “next.”
14. Select “Development Incentives.”
15. Click “Residential Tax Abatement,” then click “apply.”
16. **(1) Property Information**: Information will auto populate based on the address you chose in the address search bar. Click “continue application.”
17. **(2) Contact Information**: Click “select from account,” this will allow you to select the contact information that you input while registering. If the property owner is not the primary contact, you will need to add them under “additional contacts.” To add additional contacts, select “add new” under “additional contacts.” This will allow you to select the contact type and enter their contact

information. The primary contact will receive all notifications for this project, while additional contacts will receive the final decision notice. Click "continue application."

18. **(3) Project information:** Complete all project information fields. *Note: when selecting some boxes, they may generate new boxes based on the answers you provided.* At the bottom, you can add your permits for the project. Click "add a row." This will allow you to input your permit information, when done, click "submit." You will see the information you input show up in the permit numbers section. Click "continue application."
19. **(4) Add Document**: Please read the guidelines of what constitutes as an acceptable form of cost supporting documentation and click the acknowledgement button. Scroll down and you will see two boxes, one says "select" and the other says "cost supporting documentation." Click "cost supporting documentation." This is where you will upload your cost documentation. If you have other documents to submit (such as LEED Certificates, Certificate of Occupancy, etc.), click "Select" and find the document you need to upload and click on it. Once you have done this, you will see a new box with the title of the document you need to upload. This is where you will upload that document. *Note: only PDF's and JPEG's will work. There is also a two-minute video that shows how to upload documents.* Once all documents have been uploaded, click "continue application."
20. **(5) Review**: At this point, go through and review all the information that you provided. Verify all the information is correct. If so, please review the terms at the bottom of the page and click the box to "agree." Click "continue application."
21. **(6) Pay fees**:

FOR ONE APPLICATION:

Click "checkout." This adds the $250.00 application fee to your cart for the application you just completed. If you are only submitting one application, you may click "checkout." This will bring you to where you can enter your credit card ($7.50 convenience fee) or bank account ($1.25 convenience fee) information. Please enter your information and click "submit payment." *PLEASE ONLY CLICK ONCE.* This may take some time to process. After processing, this will generate a receipt for your records.

FOR MULTIPLE APPLCATIONS:

Click "checkout." This adds the $250.00 application fee to your cart for the application you just completed. Then click "new" at the top of the page and create a new application. Once you have completed all the applications you are submitting, you will click "cart" in the top right corner. This will allow you to pay one lump sum instead of paying each application fee separately. Then click "checkout." This will bring you to where you can enter your credit card ($7.50 convenience fee) or bank account ($1.25 convenience fee) information. Please enter your information and click "submit payment." *PLEASE ONLY CLICK ONCE*. This may take some time to process. After processing, this will generate a receipt for your records.

KEEPING TRACK OF YOUR APPLICATION:

22. Once your application(s) has been submitted, you may hover over “records” at the top of the page. A drop-down box will appear; click “my records.” Once here, under “my record details” you will see the application that you submitted. To see the status of your abatement, click on the record number in the record number column. This will bring you to the information page for the application you submitted. Click the “record info” box and a drop down will appear; clicking “processing status” will pull up the processing status checklist. A green arrow means the task has been completed, an arrow glass means the task is in process.

ERRORS WITHIN THE APPLICATION:

If the Development Officer that is processing your application notices errors, missing documents, or erroneous documents within your application, an email will be sent to the email address recorded in the application addressing the issue. It is the responsibility of the applicant to correct the reported issue in their ezTrak account.