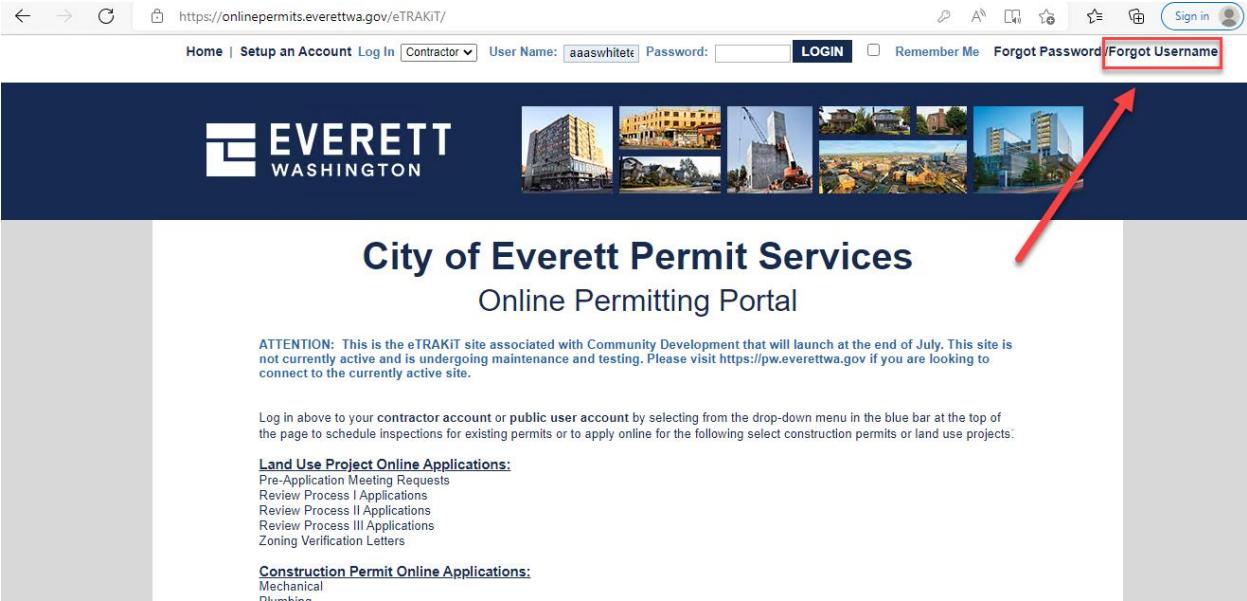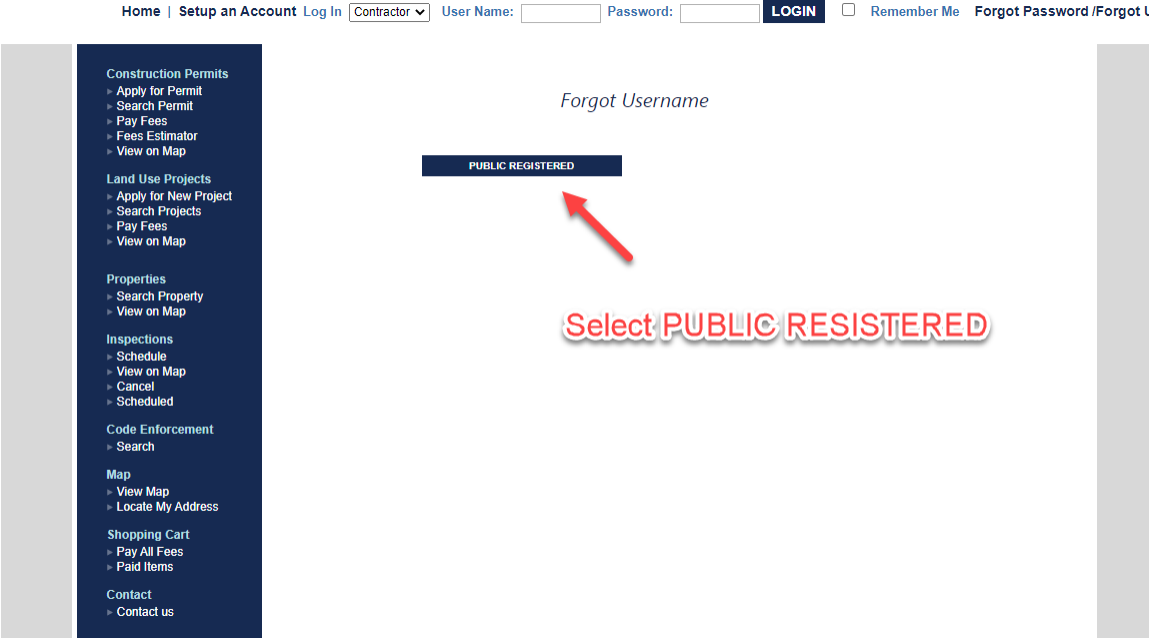# Forgot Username for Online Permitting Portal

Public User Accounts - If you have forgotten your username, follow the steps below to have it emailed to you.

Contractor Accounts – Your username is your WA State Contractor's License number (Not your UBI #).
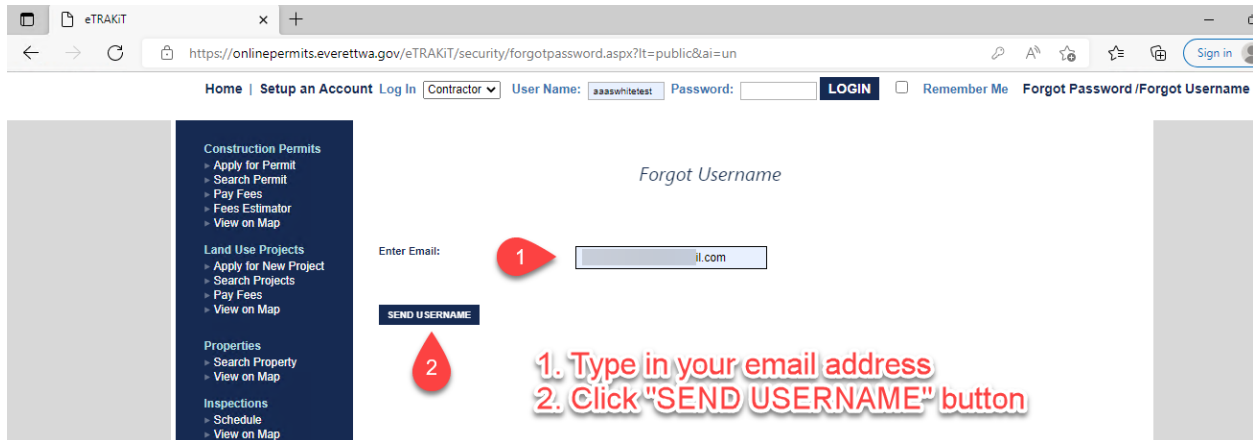
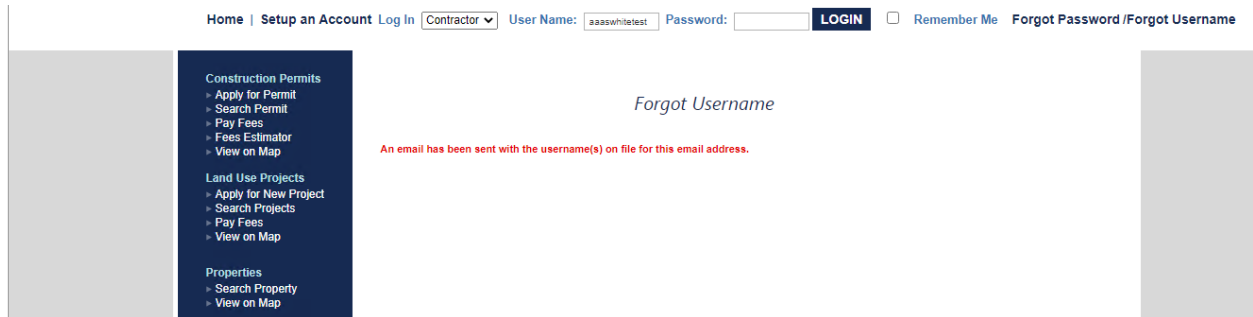1. From the eTRAKiT Online Permitting Portal, Click the Forgot Username button

2. Select your account type (please note, forgot username is not available for Contractor accounts).

3. Type in your email address and click the "Send Username" button.

4. If successful, you will receive this message and an email will be sent to the email address that is on file for the account. Follow the link in that email for further instructions. Remember to check your spam/junk mail folder.

If your email address is not found, you will receive an error message. Check that you have typed in the correct email address. If you still can't get in, contact PermitServices@everettwa.gov or 425-257-8810.