

How to Complete a Request for Availability of Sewer Service (RASS) in ezTrak

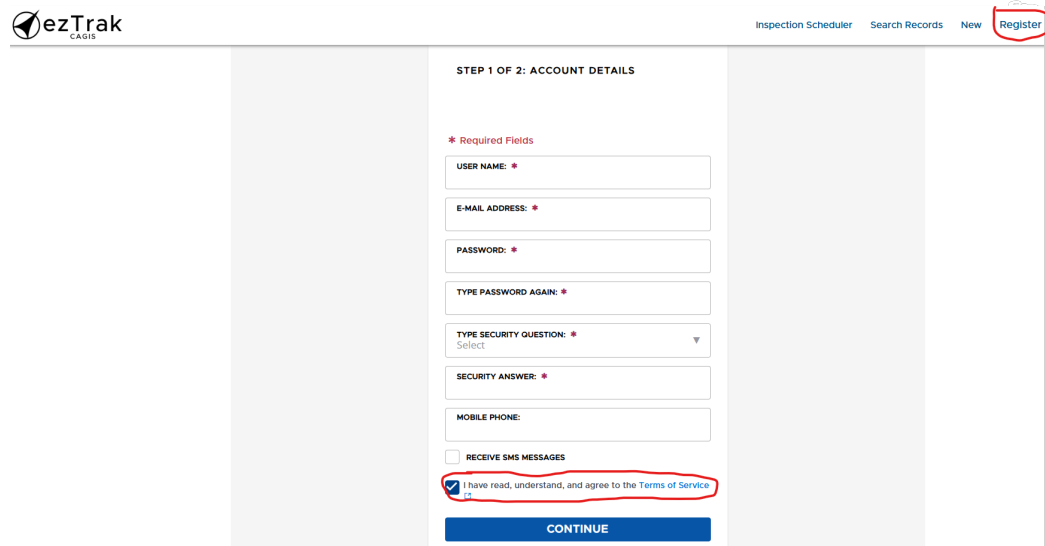
Overview

This guide will help you create an ezTrak account, log in, submit your Request for Availability of Sewer Service (RASS), and track your application online. Follow each section in order for the best experience.

If you need help, contact MSD at msdavailability@cincinnati-oh.gov

1. Registration

1. Go to <https://eztrak.cagis.org/CitizenAccess/Default.aspx>
2. Click **Register** in the upper right corner of the page.
3. Complete **Step 1 – Login Information**.
 - Fill in your username, password, and security question.
 - Read the Terms and Conditions and check the box to agree.
 - Click **Continue**.



ezTrak CAGIS

Inspection Scheduler Search Records New **Register**

STEP 1 OF 2: ACCOUNT DETAILS

* Required Fields

USER NAME: *

E-MAIL ADDRESS: *

PASSWORD: *

TYPE PASSWORD AGAIN: *

TYPE SECURITY QUESTION: *
Select

SECURITY ANSWER: *

MOBILE PHONE:

☐ RECEIVE SMS MESSAGES

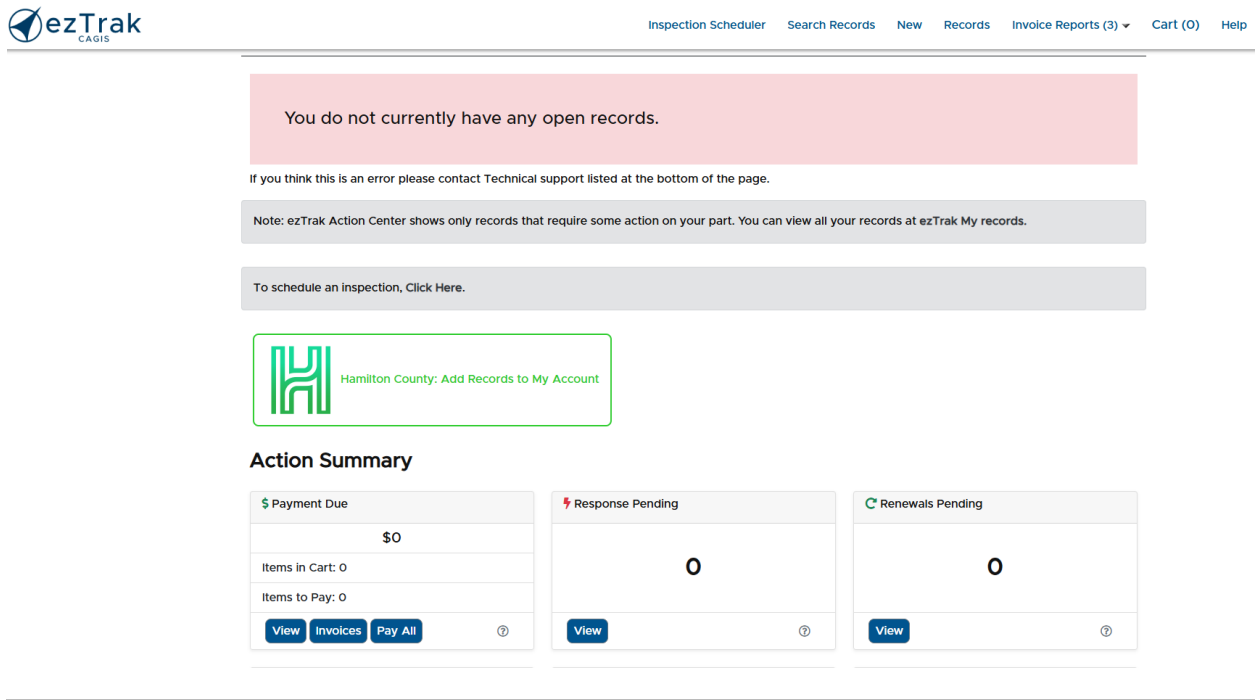
☒ I have read, understand, and agree to the Terms of Service

CONTINUE

4. Complete **Step 2 – Contact Details**.
 - Enter your contact information, then click **Submit**.
 5. Open your email inbox and find the confirmation message from ezTrak.
 - Click **Verify Account** in the email. You must verify your account before you can access ezTrak.
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2. Login

1. Go to the ezTrak homepage.
2. Click **Login** in the top right corner.
3. Enter your username and password, then click **Sign In**.
4. After logging in, you will see the **ezTrak Action Center**, where you can view:
 - Payments due
 - Pending responses
 - Pending renewals
 - Unfinished applications
 - Documents awaiting review



The screenshot shows the ezTrak Action Center dashboard. At the top, there is a navigation bar with links: Inspection Scheduler, Search Records, New, Records, Invoice Reports (3), Cart (0), and Help. The main content area has a pink message box stating "You do not currently have any open records." Below this is a note: "If you think this is an error please contact Technical support listed at the bottom of the page." Another note states: "Note: ezTrak Action Center shows only records that require some action on your part. You can view all your records at ezTrak My records." A link "To schedule an inspection, Click Here." is provided. A green box highlights a "Hamilton County: Add Records to My Account" button. Below this is an "Action Summary" section with three cards: "Payment Due" showing \$0, "Response Pending" showing 0, and "Renewals Pending" showing 0. Each card has a "View" button and a help icon.

3. Creating a New Application

1. Hover over **New** at the top of the screen and click **Application**.
2. In the Address Search Bar, type the street number and at least three characters of the street name.
 - Select the correct address from the dropdown and click **Next**.

Apply - Online Application Services

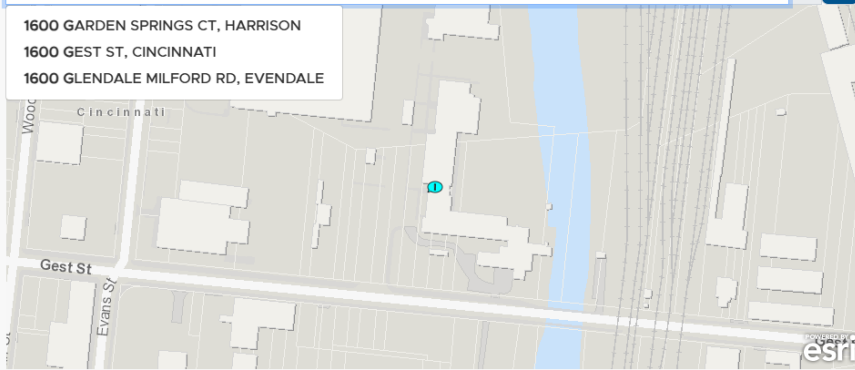
1: Identify your project location to get started

Quick Help:
Using the Address Search Bar:
Start typing in the address search bar beginning with the street number.

Once you have typed in at least three (3) characters you will see a dropdown showing matching addresses.

[More tips](#)

1600 GARDEN SPRINGS CT, HARRISON
1600 GEST ST, CINCINNATI
1600 GLENDALE MILFORD RD, EVENDALE



1600 GEST ST, CINCINNATI [Next](#)

3. Select **Site Development** and click **Next**.

2: Select an online application service group Location: 1600 GEST ST, CINCINNATI

[Back to project address](#)



Pre Development & Pre Construction Services

Services related to Pre Development activities like Cincinnati Coordinate Site Review, Pre Construction meetings, etc.

View available services at selected location. [Next](#)



Zoning & Subdivision

Services related to Zoning requests including Zoning Certificates, Zone Amendments, Planned Unit Developments, Variances, Appeals, Conditional Uses, modifications and adjustments to previously approved plans, and various other zoning related items.

Services related to Subdivision requests including Minor and Major Subdivision applications, Lot Splits, Record Plats, Replats and other subdivision related items.

View available services at selected location. [Next](#)



Site Development

Services related to Site Development Permits, Earth Work Permits, Retaining Walls, Wrecking, Demolitions, etc.

Services related to Waterline Development and Storm Water including Storm Drainage, Special Flood Hazard Reviews, etc.

Services related to Sewer Availability.

View available services at selected location. [Next](#)



Permits

Building & Electrical Permits

Building & Electrical permits for Commercial and Residential types.

View available services at selected location. [Next](#)



Licenses & Certificates

Licenses and Certificates

Various property licensing services including Dance Halls, Tobacco Retail, and Rental Registrations.

View available services at selected location. [Next](#)



Development Incentives

The City of Cincinnati's Department of Community & Economic Development offers incentives, including Residential Tax Abatements, to promote equitable development throughout the City.

View available services at selected location. [Next](#)

4. Choose **Request for Availability of Sewer Service (RASS)** and click **Apply**.

2: Select an online application service group

Location: 1600 GEST ST, CINCINNATI

[← Back to Group List](#)



Site Development

Permits

☒ Request for Availability of Sewer Service

TODO-Short Desc of Request for Availability of Sewer Service

Apply

Step 1 – Property Information

Information will auto-populate based on your address. Click **Continue Application**.

Request for Availability of Sewer Service

1 Property Information	2 Contact Information	3 Project Description	4 Project Information	5 Document Upload	6	7
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Step 1:Property Information>Location Details

*Indicates a required field.

Address

*Street No.: Direction: *Street Name: Street Type: Unit No.:

City: State: Zip:

Parcel

*Parcel Number:

Owner

*Owner Name:

Save and resume later

Continue Application »

Additional Parcels

If your RASS includes multiple parcels: - Click **Add a Row** and select how many parcels to add (1 row per parcel). - Enter each parcel number and click **Submit**. - Review your parcel list and click **Continue Application**.

Request for Availability of Sewer Service

1 Property Information	2 Contact Information	3 Project Description	4 Project Information	5 Document Upload	6	7
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Step 1: Property Information > Additional Parcel(s)

Please list all parcels included in the scope of this project.
If there are no additional parcels for this application, click continue to proceed.

* Indicates a required field.

Additional Parcel(s)

Project Parcel Information

Showing 0-0 of 0

Parcel Number
No records found.

[Add a Row](#) [Edit Selected](#) [Delete Selected](#)

[Save and resume later](#)

[Continue Application »](#)

Step 2 – Contact Information

- Click **Select From Account** to use the information you entered during registration.
- To add other contacts (e.g., property owner or consultant):
 - Click **Add New** under **Contact List**.
 - Choose a **Contact Type** and fill in their information.

Note: The Primary Contact will receive all notifications in the Action Center and My Records. Additional contacts will only receive the final decision notice.

When all contacts are entered, click **Continue Application**.

Request for Availability of Sewer Service

1 Property Information	2 Contact Information	3 Project Description	4 Project Information	5 Document Upload	6	7
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Step 2: Contact Information > Primary Contact

* Indicates a required field.

Primary Contact

The primary contact is the principal coordinator for this application and will receive all official notifications.

✓ **Contact added successfully.**

Teddy Bear
Contact Type: Primary Contact
Address: 17 Forest Green Lane OH 45224
teddybear@gmail.com
Primary Phone: (513) 555-1212
[Edit](#) [Remove](#)

Contact List

To add new contacts, click the Select from Account or Add New button. To edit a contact, click the Edit link.

[SELECT FROM ACCOUNT](#) [ADD NEW](#) [LOOK UP](#)

Showing 1-1 of 1

Full Name	Business Name	Contact Type	Work Phone	Fax	E-mail	Action
Missy C Loud		Contractor			missy@gmail.com	Edit Delete

[Save and resume later](#)

[Continue Application »](#)

Step 3 – Project Description

- Enter a short, descriptive **Project Name**.
- Provide a detailed **Description of Project**.
- Click **Continue Application**.

Request for Availability of Sewer Service

1 Property Information	2 Contact Information	3 Project Description	4 Project Information	5 Document Upload	6	7
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Step 3: Project Description > Project Information * Indicates a required field.

Detail Information

Please describe the existing/previous use and then the proposed renovation or development in detail for this project.

*Project Name:

*Description:

Step 4 – Project Information

Complete all required project fields under: - **Previous Site Development** and **Proposed Site Development**

Some answers may generate additional fields. Scroll down to ensure all required information is completed. Click **Continue Application**.

Step 5 – Document Upload

- If your RASS includes more than one parcel, a **Site Utility Plan (PDF)** is required.
- Click **Select** and choose the document type you are uploading.
- Upload all documents, then click **Import**.

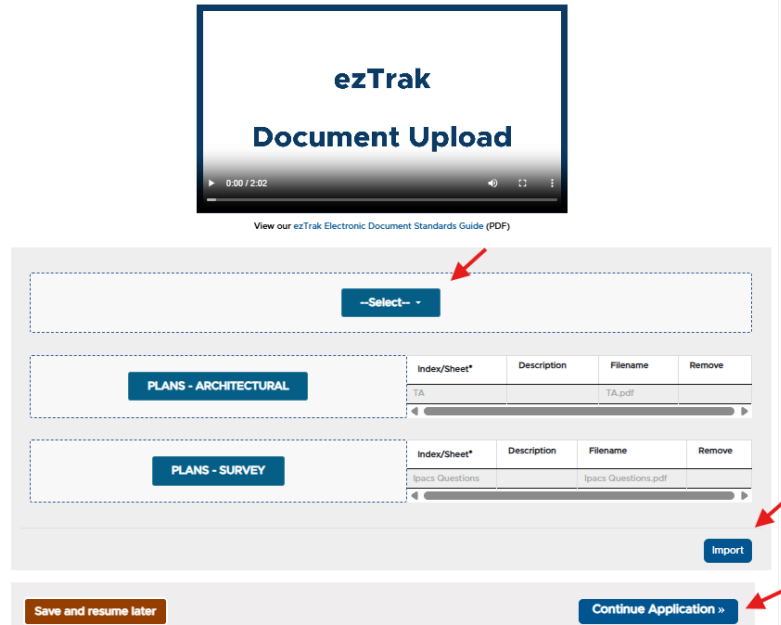
Step 5: Document Upload > Document Files

Click a Document Type to select document(s) for upload. Required documents will have a red asterisk in the upper right corner (*). All other document types are available in the "Select" dropdown. **All files that are not PDF will not be accepted.**

Drag-and-Drop is supported for PDFs only.

Be sure you click Next to upload the documents!

* Indicates a required field.



Note: Only PDF files are accepted. There is also a short video tutorial on the upload page for assistance.

Once all files are uploaded, click **Continue Application**.

Step 6 – Review and Submit

- Review all information carefully.
- Check the acknowledgment box confirming your information is accurate.
- Click **Continue Application** to submit.

1 Select item to pay	2 Payment information	3 Receipt/Record issuance
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Step 3: Receipt/Record issuance

Confirmation



Your application(s) has been successfully submitted.

4. Tracking Your Application – Go to the CAGIS ezTrak, login your account.

1. Hover over **Records** and click **My Records**.
 2. Under **My Record Details**, locate your RASS record.
 3. Click the **Record Number** to view your application details.
 4. Click **Record Info → Processing Status** to view your progress checklist.
 - A **green arrow** means the task is complete.
 - An **hourglass icon** means the task is in progress.
-

5. Correcting Application Errors

If the MSD reviewer identifies missing or incorrect information: - You will receive an email explaining the issue. - Log in to your ezTrak account to make corrections. - Resubmit your application through the portal.

Your application will not be accepted until all corrections are completed.

6. Need Help?

For questions or assistance: - Email msdavailability@cincinnati-oh.gov- Include your application record number and a brief description of your issue.

Metropolitan Sewer District of Greater Cincinnati (MSDGC)