

Welcome to the Town of Aurora's Portal Help page.

Are you looking for help? We hope to answer your questions here. If you can't find your answer in the information below, please contact us at <u>cvcomments@aurora.ca</u>.

How do I register?

- From the Portal Home page, click on **Register** on the top right corner.
- Enter your email address; this becomes your Login ID.
- Create a password and re-enter to confirm. Your password must be a minimum of 8 characters long.
- Click **Next Step** Enter your contact information and complete the remaining contact information fields.
- Ensure to complete the **I am not a robot** field at the end by entering in the characters you see in the image and click submit.
- Once you complete these steps, you will receive an email to confirm your account. Click on the link with the message to validate your account.
- You can now sign-in to the web portal and begin to submit.

Sign In Register My Shopping Cart (0) Po	rtal Home Property Search	
Step 1: Create Account	Step 2: Enter Contact Information	Step 3: Registration Complete
Welcome to the	Town of Aurora Web Po	rtal Registration
– • Please enter your email address	s and choose a password ———	
NOTE: The email address you enter is the e profile and services you request.	mail address that we will use to commu	unicate with you regarding your account
Email Address (this is your Login ID)*	[
	L It is important that you provide a valid, wo to, as it must be verified before you can us	rking email address that you have access e your account.
Password (min. 8 characters)*	<u></u>	
Confirm Password*		
Cancel	Next Step: Enter Contact Information	n



I registered but I did not receive my registration email. What should I do?

There are a couple of things to check:

- You should receive an email within 15 minutes of registering. However, sometimes emails can be delayed for reasons out of our control. Give it a couple of minutes.
- Did you spell your email address correctly? If you are not sure, you could try registering again with the same email address. If we already have that email on file, you will see a message indicting **An account already exists for this username.**
- Check your junk folders. Sometimes messages end up in places we do not intend.

If the suggestions above do not help, please contact us at <u>cvcomments@aurora.ca</u> and provide your email address so we can activate your account for you.

I forgot my password - what should I do now?

From the Sign In page:

• Click the Forgot your password? link.

	Welco	me to the Towr	n of Auro	ora Web	Portal		
/ith an account you will be nonymous users.	able to do more with the T	Fown of Aurora Web Portal.	This includes	faster entry of	information, and a	ccess to options no	t available to
- Sign In							
	Email Address:*						٦
	Password:*						-
	Г	Forgot your password?					
		Login					
- Register a New A	ccount						
If you do not have an acco	unt, please click on Regis t	ter to create one.					



• Enter your email address for your account.

Home / Town of Aurora Web Portal		
Sign In / Register My Shopping	g Cart (0) Portal Home Property Search	
	Reset Password	
Please enter the email address f	for your account and click on the 'Reset Password' button. An email will be sent to that email address y	vith a link that will allow
o change your password.	tor your account and one on the Neoer raconord button. An entail will be sent to that entail address r	
o change your password.	Email Address*	
o change your password.	Email Address*	
Type the characters you see in	Email Address*	

- Click the Reset Password button.
- You will receive an email with a link to change your password.

What are the requirements for a building permit?

You can find all the information for building permit submittals and requirements on our <u>Applications, Permits and Inspections page</u>.

What are the requirements for a planning application?

You can find all the information for planning application submittals and requirements on our <u>Development Planning page</u>.

What are the requirements for a road occupancy permit?

You can find all the information for road occupancy permit requirements on our <u>Road</u> <u>Occupancy Permits page</u>.



How do I see the items I submitted?

• You can see everything you submitted using the web portal, by signing in then clicking **My Items** at the top of the ribbon.



• Each Division section expands by clicking on the title, or to see all your items, click on the *ExpandAll* link. Additionally, you will be able to see the status of your submissions here.

	М	y Items		
This page lists the applications an	d other items in which you are a contact.			
Expand All / Collapse All				
• My Code Enforcement	Complaints			
• My Contractor/Busine	ss Registrations			
			Show Active	~
Reference Number *	Address *	Type *	Status =	Date Created *
PR20220155		Pool Enclosure	In Plan Check	04/21/2022
	Description:	b		
Add Fees to My Cart				
PR20220154	Cu	Pool Enclosure	In Plan Check	04/21/2022
	Description:			
Add Fees to My Cart				
PR20220153		Construction & Sales Trailers	In Plan Check	04/21/2022



Property Owner: Applicant:	Not shown for privacy reasons.		
Permits			
- Permit Number: PR20220158-BD1			
Permit Type:	Building		
Permit Status:	In Plan Check		
• Work Items			
Description		Units	Quantity
Description Accessory Structure (residential/or up to 55m2)		Units SQ M	Quantity 25
Description Accessory Structure (residential/or up to 55m2) Submittals		Units SQ M	Quantity 25

How do I upload documents and photos?

You can upload documents and photos that have the following extensions when you create a new permit, planning application, road occupancy permit or by-law complaint:

- .PDF (Adobe Acrobat)
- .JPG (photo or image)

Files in ex or zip format are **NOT** acceptable.

Submitted documents and photos must not exceed 100MB in size.

All plans/documents must be unsecure and not password protected.

Documents/drawings must be **FLATTENED** to a single layer prior to submission All plans/documents are to be to scale.

Recommended naming conventions:

- Keep filename consistent.
- Avoid the use of characters, symbols, and extra spaces in your filenames. (For example, &,*,{},<>,_).
- Avoid inappropriate language in filenames.



How to check the status of an application?

• Sign into the web portal, at the top of the ribbon, click on **My Items**.



• Click the small triangle next to the Division section you want to expand. (Example My Building Division Applications, My Development Planning Applications, or My Road Occupancy Permit Applications)

My Items								
is page lists the applications and other items in which you are a contact.								
pand All / Collapse All								
• My Code Enforcem	ent Complaints							
My Contractor/Buc	Inoce Degistrations	My Contractor/Business Registrations My Building Division Applications Show Active						
• My Contractor/Busi • My Building Divisio	iness Registrations		Show Active	~				
• My Contractor/Busi • My Building Divisio Reference Number •	iness Registrations on Applications Address =	Туре •	Show Active	v Date Created *				
 My Contractor/Busi My Building Divisio Reference Number • PR20220155 	iness Registrations on Applications Address •	Type =	Show Active Status = In Plan Check	▼ Date Created * 04/21/2022				
• My Contractor/Busi • My Building Divisio Reference Number • PR20220155	Address • Description:	Type = Pool Enclosure	Show Active Status * In Plan Check	▼ Date Created * 04/21/2022				
My Contractor/Busi My Building Divisio Reference Number = PR20220155 Add Fees to My Cart	Address •	Type • Pool Enclosure	Show Active Status = In Plan Check	▼ Date Created * 04/21/2022				

• All the applications applied for will be listed with the reference number, status and date created.



How do I request an inspection for my building permit?

To request an inspection for your existing permit:

- Login to the CityView Portal
- Click on the **Request an Inspection** link under the Building Division



• Enter the permit number or property address and click the GO button.



Town of Aurora Web F	Portal	A A A	8	£
Home / Town of Aurora Web Portal				
Welcome Sign Out My Account My Items My Shopping Cart - Search for Permits	(0) Portal Home Property Search			
Search:	123 Anywhere 6 Begin typing a permit number, address, Parcel number or name/address of a contact on we will search existing permits. If the item you are searching for appears, please select in Find Active Permits Near Me	p! the permit and from the list.		
- Мар				

• Click on Inspections Request. Then click the Next Step: Date and Time button.

Step 1: Select an Inspection	Step 2: Date and Time	Step 3: Complete	
	Schedule an Ins PR20220047	pection	
• Please select inspections y	ou wish to schedule		
Search for inspections			
Inspections Request			

• Select the date you would like the inspection completed on. Please provide the type of inspection, email and contact number of the person that will be on-site when the inspection takes place under the **Notes** box.



Inspection Type				Location
Inspections Request				123 Anywhere Street, Aurora, ON L4G3H4
• Please choose a date and tim	e for yo	our inspections		
Selec	t a Date:*	05/10/2022		
Recur every busi	ness dav			
	Notes:	For framing inspection		
		Return to permit status (without schedulin	ng an inspection)
Type the characters you see in the image	below to c	ontinue.*		
udnd				
		_		
Previous Step: Select ar	n Inspectio	on Next Step: Complete		
- Permit Details				

• Click the **Next Step: Complete** button to send the request. This is only a request. You will receive confirmation when the inspector has confirmed the inspection.

OR

• Under **My Items** Click the small triangle next to the section you want to expand (My Building Division Applications)

Town of Aurora Web Portal	
Home / Town of Aurora Web Portal	
Welcome Sign Out My Account My Items My Shopping Cart (0) Portal Home Property Search	
My Items	
This page lists the applications and other items in which you are a contact.	
Expand All / Collapse All	



Expand All / Collapse All
• My Code Enforcement Complaints
• My Contractor/Business Registrations
• My Building Division Applications
• My Road Occupancy Permit Applications
• My Development Planning Applications

• Under the permit select the *Schedule Inspection* button and follow the same process as above.

PR20220052	123 Slate Drive .r, Aurora, ON L4B1K8	Preliminary Zoning Review	In Plan Check	04/05/2022
	Description: PZR - minor variance No	on-Res		
PR20220051	111 Flinstone Way a, ON L4G1Y5	Preliminary Zoning Review	Closed	04/05/2022
	Description: PZR - minor variance			
PR20220047	123 Anywhere Street [•] , Aurora, ON L4G3H4	Addition & Alteration	Permit Issued	04/04/2022
	Description: Addition and interior alt	eration to industrial building		
Schedule Inspection				



How do I re-submit a planning application/building permit correction?

• Sign into the web portal click on **My Items.**



Click the small triangle next to the section you want to expand. (Example My Building Division Applications, My Development Planning Applications, or My Road Occupancy Permit Applications)

My Items
This page lists the applications and other items in which you are a contact.
Expand All / Collapse All
My Code Enforcement Complaints
• My Contractor/Business Registrations
• My Building Division Applications
• My Road Occupancy Permit Applications
• My Development Planning Applications



• Click on the Reference Number you want to upload the resubmittal for.

Upload Submittals				
SPR-2022-03	123 Anywhere St, Aurora, ON L4G1Y5	Site Plan Review	Complete Application	04/04/2022
	Name: Fred Flinstone	ddress: 123 Anywhere Stre	eet	
Upload Submittals				

How do I download documents?

• Sign into the web portal and at the top of the ribbon, click on **My Items**.



 Click the small triangle next to the section you want to expand. (Example My Building Division Applications, My Development Planning Applications or My Road Occupancy Permit Applications).



Expa	and All / Collapse All
•	My Code Enforcement Complaints
۲	My Contractor/Business Registrations
•	My Building Division Applications
•	My Development Planning Applications
•	My Upcoming Inspections

• Click on the *Reference Number* to expand the permit/planning/operations application fully.

	!	Description: PZR - minor variance			
PR20220047	1	23 Anywhere Street J, Aurora, ON L4G3H4	Addition & Alteration	Permit Issued	04/04/2022
		Description: Addition and interior alterat	ion to industrial building		·
Schedule Inspec	ction				

• Scroll down to **Documents & Images** where the downloadable documents will be available.

There are no related it	tems for this permit applica	ition.	
- Documents & I	mages		
Date Uploaded	File Type	Document Name	
04/14/2022	Letter	Permit	
Submittals Portal Hon	ne	Powered by <u>City</u>	View 🚭



How do I make a payment?

• Sign into the web portal, click on **My Items**.



• Click the small triangle next to the section you want to expand. (Example My Building Division Applications or My Road Occupancy Permit Applications).

• My Code Enforcement Complaints	
• My Contractor/Business Registrations	
• My Building Division Applications	
• My Road Occupancy Permit Applications	
• My Development Planning Applications	

• Click on the **Reference Number** to expand the permit or operations application fully or click on the **Add Fees to My Cart** button below the reference number.

CityView Portal Help Resource



Г		Description: Shed			
	PR20220155	123 Anywhere Street, Aurora,ON L4G3J1	Pool Enclosure	In Plan Check	04/21/2022
		Description: dsfaf			
	Add Fees to My Cart				

			Show Active	~
Reference Number +	Address +	Type +	Status +	Date Created -
PW20240075	Edward St	ROP - Heavy Load	In Plan Check	01/25/2024
	Description: fdssdf			
Add Fees to My Cart Up	load Submittals			

• Scroll down to Fees and select the Add Fees to My Cart which will move the fees to My Shopping Cart.

Paid Fees	Amount	Paid	Owing	Date Paid
Pool Enclosure Fee	\$334.00	\$334.00	Paid	04/21/2022
Outstanding Fees	Amount	Paid	Owing	Date Paid
Lot Grading Deposit (Pool) Fee	\$3,000.00	\$0.00	\$3,000.00	Not Paid
Totals:	\$3,334.00	\$334.00	\$3,000.00	
Permit(s) will not be issued until all fees are paid in full. Please note may not exceed \$10,000 per transaction.	e there may be other fees in a	addition to permit fees	required at permit iss	uance. Payments

• Scroll to the top of the page and click on **My Shopping Cart** to make payment.

Note: Securities, deposits, and development charges cannot be processed online.

ease select the fees you wish to pay now by checking the "Pay" checkbox on the fees belo	Remove Fees from My Cart			
	 Beginnerson		Select All Fees Deselect All Fee	
Fee Type	Amount	Amount Paid	Pay	
Pool Enclosure Fee	\$334.00	\$334.00	Fee is pai	
Lot Grading Deposit (Pool) Fee	\$3,000.00	\$0.00	C	
Totals:	\$3,334.00	\$334.00		
Total Selected:	\$3,000.00			
Total Amount Owing:	\$3,000.00			
Total Selected Amount:	\$3,000.00			