

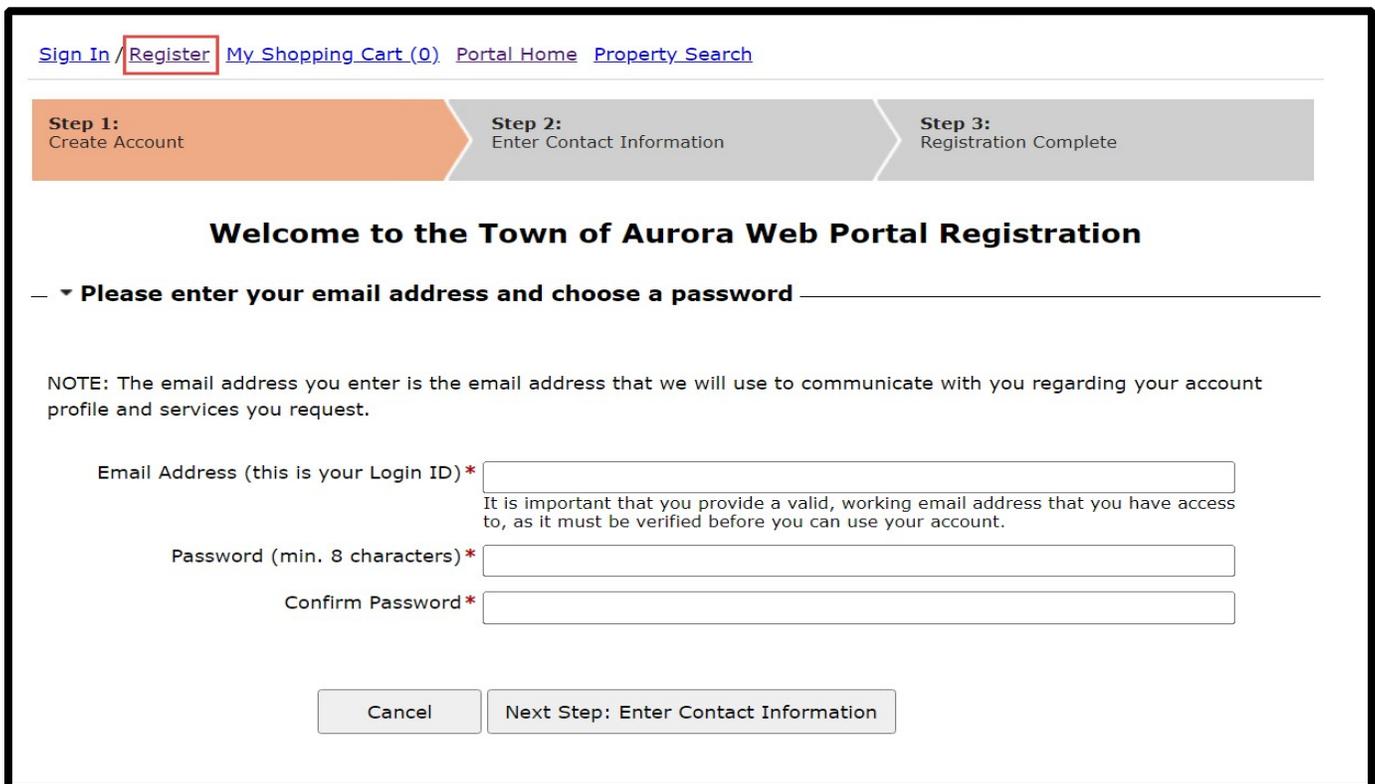
Welcome to the Town of Aurora's Portal Help page.

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 cvcomments@aurora.ca

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.



The screenshot shows the registration page with a navigation bar at the top containing links for [Sign In](#), [Register](#) (highlighted with a red box), [My Shopping Cart \(0\)](#), [Portal Home](#), and [Property Search](#). Below the navigation bar is a progress indicator with three steps: **Step 1: Create Account** (highlighted in orange), **Step 2: Enter Contact Information** (grey), and **Step 3: Registration Complete** (grey). The main heading is **Welcome to the Town of Aurora Web Portal Registration**. Below the heading is a dropdown menu with the text **Please enter your email address and choose a password**. A note states: "NOTE: The email address you enter is the email address that we will use to communicate with you regarding your account profile and services you request." There are three input fields: "Email Address (this is your Login ID)*", "Password (min. 8 characters)*", and "Confirm Password*". A note below the email field says: "It is important that you provide a valid, working email address that you have access to, as it must be verified before you can use your account." At the bottom are two buttons: "Cancel" and "Next Step: Enter Contact Information".

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

There are a couple of things to check:

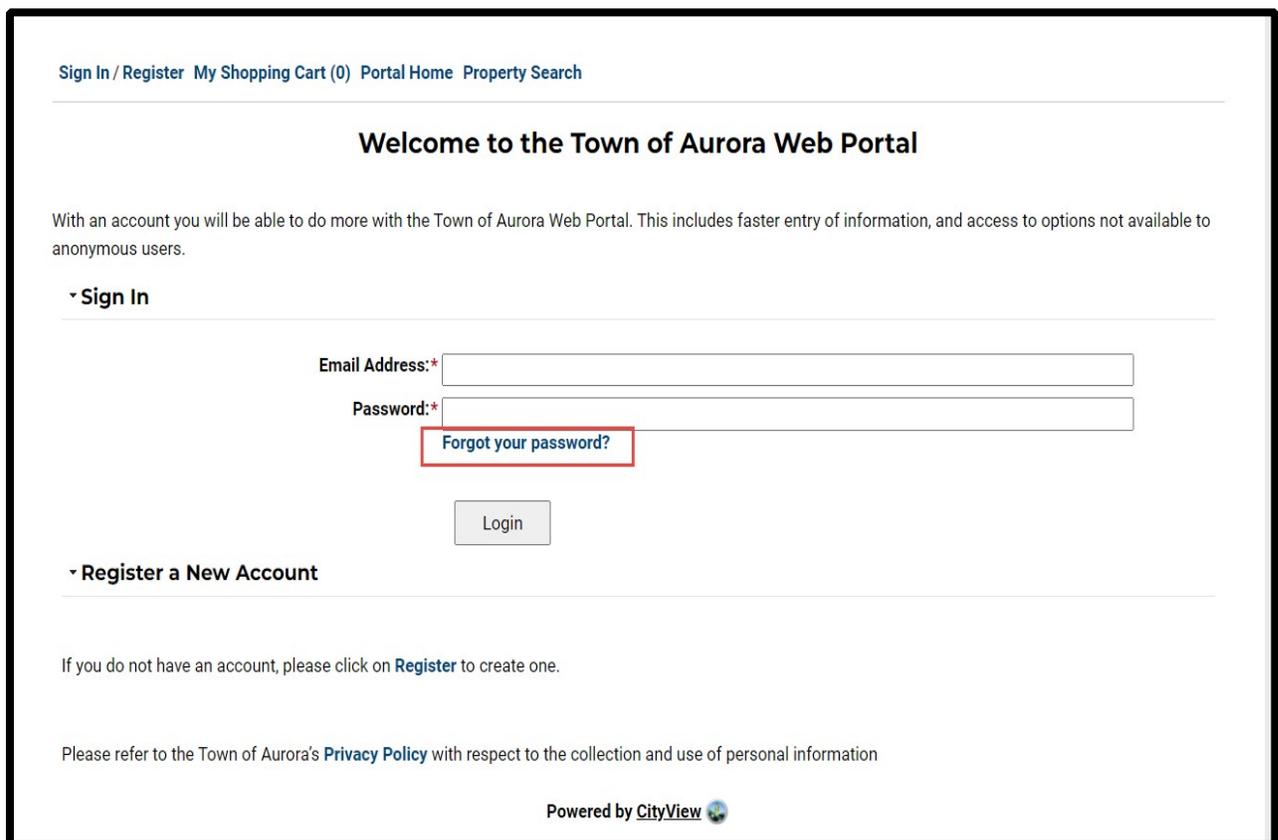
- You should receive an email within 15 minutes of registering. However, sometimes emails can be delayed for reasons out of our control. Give it a couple of more minutes.
- Did you spell your email address correctly? If you are not sure, you could try registering again with the same email address. If we already have that email on file, you will see a message indicating **“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 cvcomments@aurora.ca 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 Password”** link.



Sign In / Register My Shopping Cart (0) Portal Home Property Search

Welcome to the Town of Aurora Web Portal

With an account you will be able to do more with the Town of Aurora Web Portal. This includes faster entry of information, and access to options not available to anonymous users.

▾ Sign In

Email Address:*

Password:*

[Forgot your password?](#)

Login

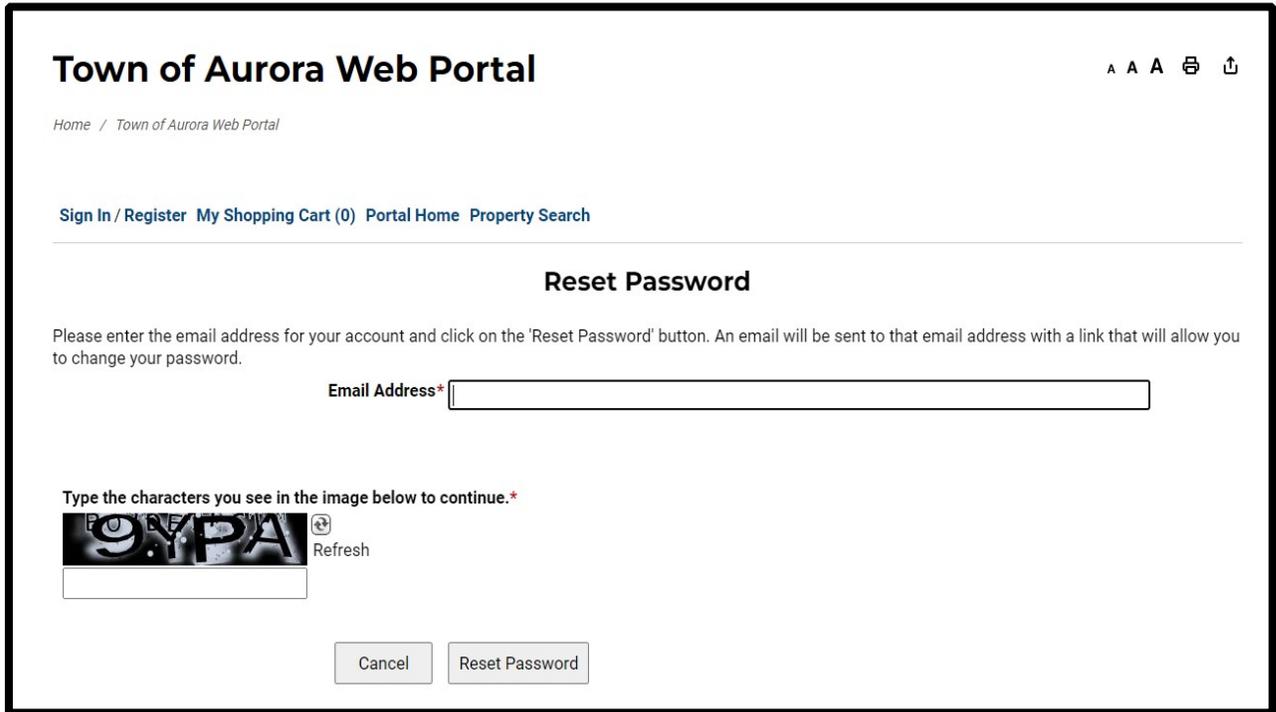
▾ Register a New Account

If you do not have an account, please click on [Register](#) to create one.

Please refer to the Town of Aurora's [Privacy Policy](#) with respect to the collection and use of personal information

Powered by [CityView](#) 

- Enter your email address for your account.



Town of Aurora Web Portal

Home / Town of Aurora Web Portal

Sign In / Register My Shopping Cart (0) Portal Home Property Search

Reset Password

Please enter the email address for your account and click on the 'Reset Password' button. An email will be sent to that email address with a link that will allow you to change your password.

Email Address*

Type the characters you see in the image below to continue.*

 Refresh

- 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?

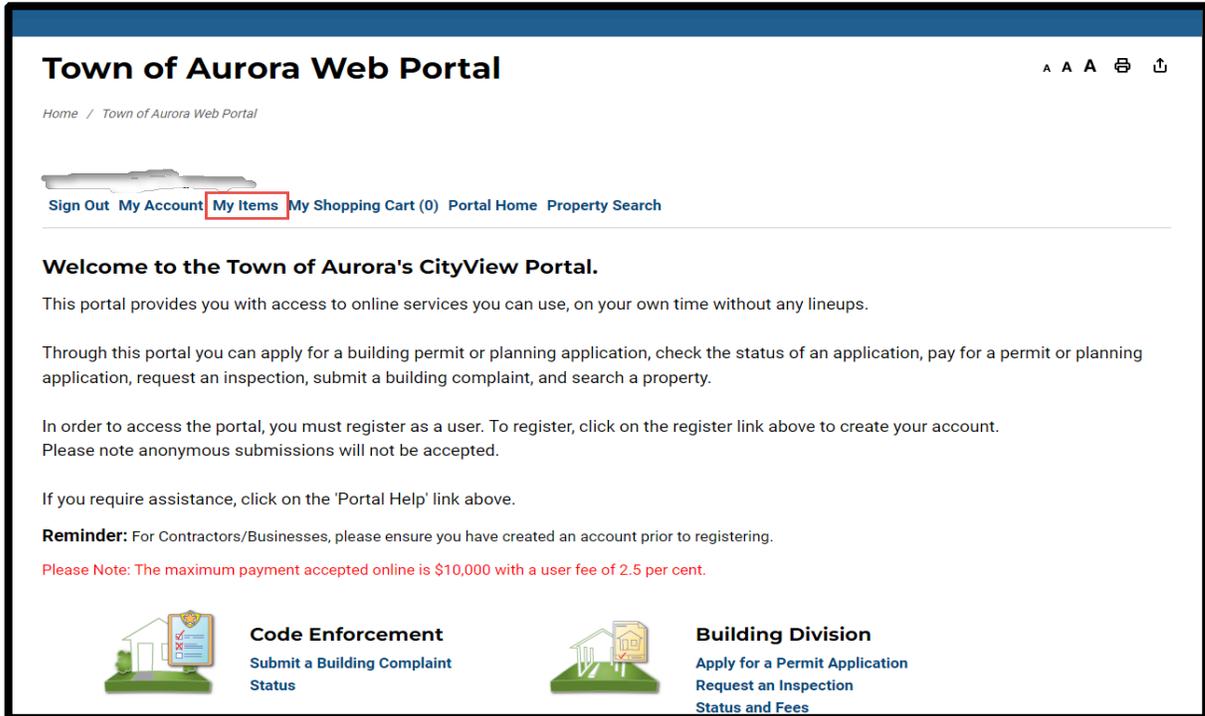
You can find all the information for building permit submittals and requirements on our [Applications, Permits and Inspections page](#).

What are the requirements for a planning application?

You can find all the information for planning application submittals and requirements on our [Development Planning page](#).

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”.



- Each section expands by clicking on the title, or to see all your items, click on the “Expand All” link. Additionally, you will be able to see the status of your submissions here.

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

Reference Number	Address	Type	Status	Date Created
PR20220155	[Redacted]	Pool Enclosure	In Plan Check	04/21/2022
Description: [Redacted]				
<input type="button" value="Add Fees to My Cart"/>				
PR20220154	[Redacted]	Pool Enclosure	In Plan Check	04/21/2022
Description: [Redacted]				
<input type="button" value="Add Fees to My Cart"/>				
PR20220153	[Redacted]	Construction & Sales Trailers	In Plan Check	04/21/2022

- ▾ Contacts

Property Owner: *Not shown for privacy reasons.*
Applicant: [Redacted]

- ▾ Permits

▾ Permit Number: PR20220158-BD1

Permit Type: Building
Permit Status: In Plan Check

- ▾ Work Items

Description	Units	Quantity
Accessory Structure (residential/or up to 55m2)	SQ M	25

- ▾ Submittals

Name	Type	Status
1 Permitting Submittal 04/25/2022	Permitting Submittal	Submittal Accepted

- ▾ Reviews

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 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 unsecured and not password protected.

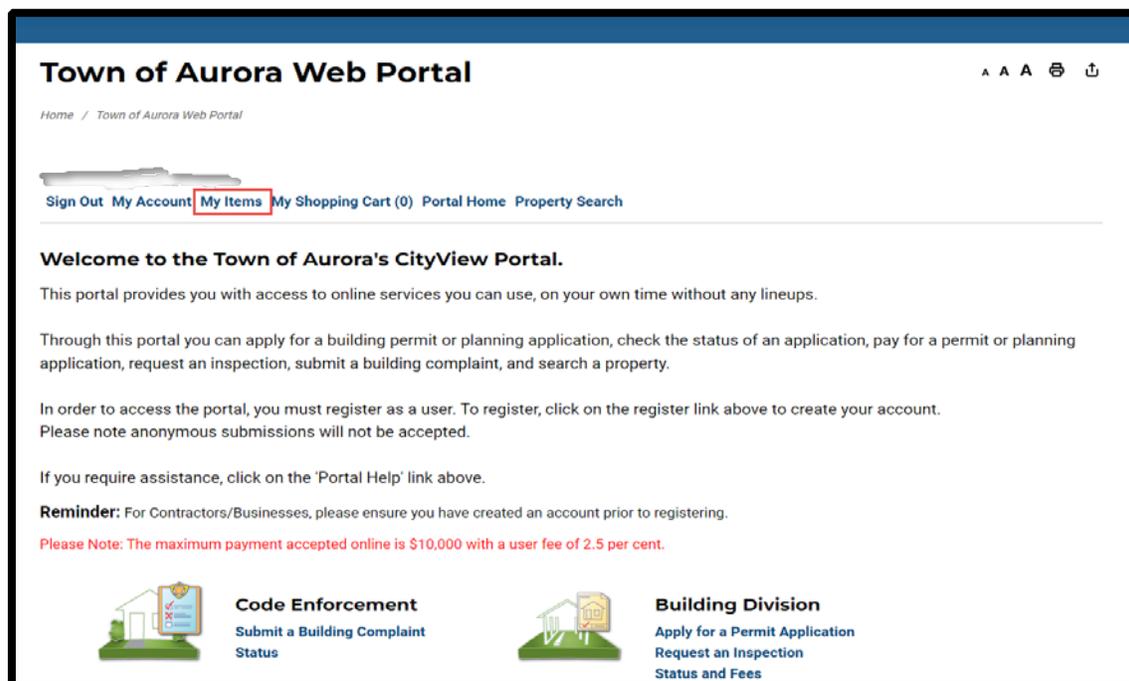
Documents/drawings must be **FLATTENED** to a single layer prior to submission

All plans/documents are to be to scale Recommended naming conventions:

- Keep filename consistent.
- Avoid the use of non-friendly filenames (ex. k9dk38fj3.pdf)
- Avoid inappropriate language in filenames.

How to check the status of an application?

- 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 Development Planning 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

Reference Number ▾	Address ▾	Type ▾	Status ▾	Date Created ▾
PR20220155	[Redacted]	Pool Enclosure	In Plan Check	04/21/2022
Description: [Redacted]				
<input type="button" value="Add Fees to My Cart"/>				
PR20220154	[Redacted]	Pool Enclosure	In Plan Check	04/21/2022
Description: [Redacted]				

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

How do I request an inspection?

To request an inspection for your existing permit:

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

Welcome to the Town of Aurora's CityView Portal.

This portal provides you with access to online services you can use, on your own time without any lineups.

Through this portal you can apply for a building permit or planning application, check the status of an application, pay for a permit application, request an inspection, submit a building complaint, and search a property.

In order to access the portal, you must register as a user. To register, click on the register link above to create your account. Please note anonymous submissions will not be accepted.

If you require assistance, click on the 'Portal Help' link above.

Reminder: For Contractors/Businesses, please ensure you have created an account prior to registering.

Please Note: The maximum payment accepted online is \$10,000 with a user fee of 2.5 per cent.



Code Enforcement
Submit a Building Complaint
Status



Building Division
Apply for a Permit Application
Request an Inspection
Status and Fees
Upload Submittals

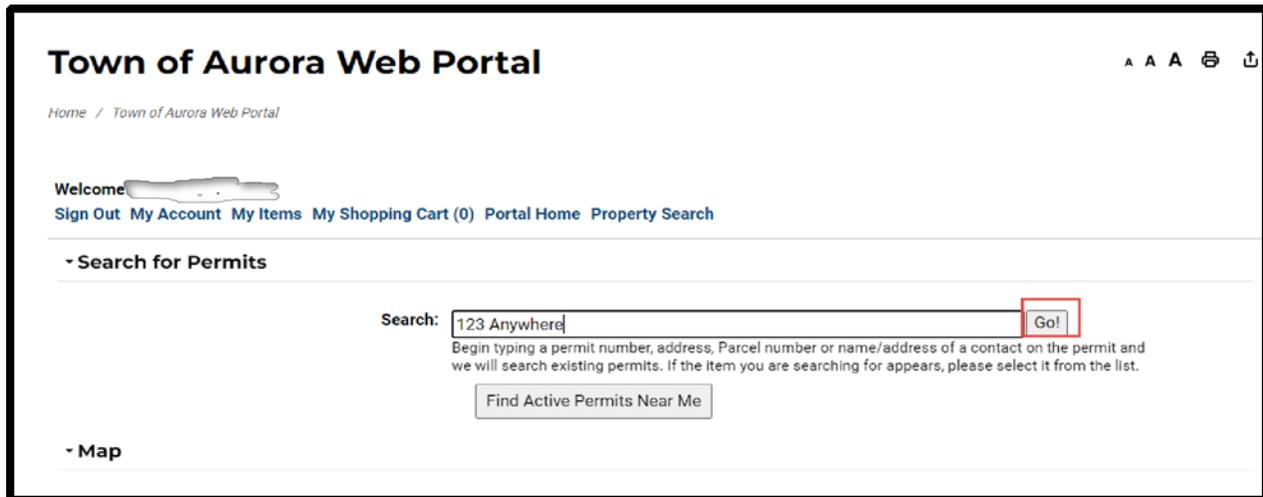


Development Planning
Submit a Planning Application
Application Status and Fees
Upload Submittals

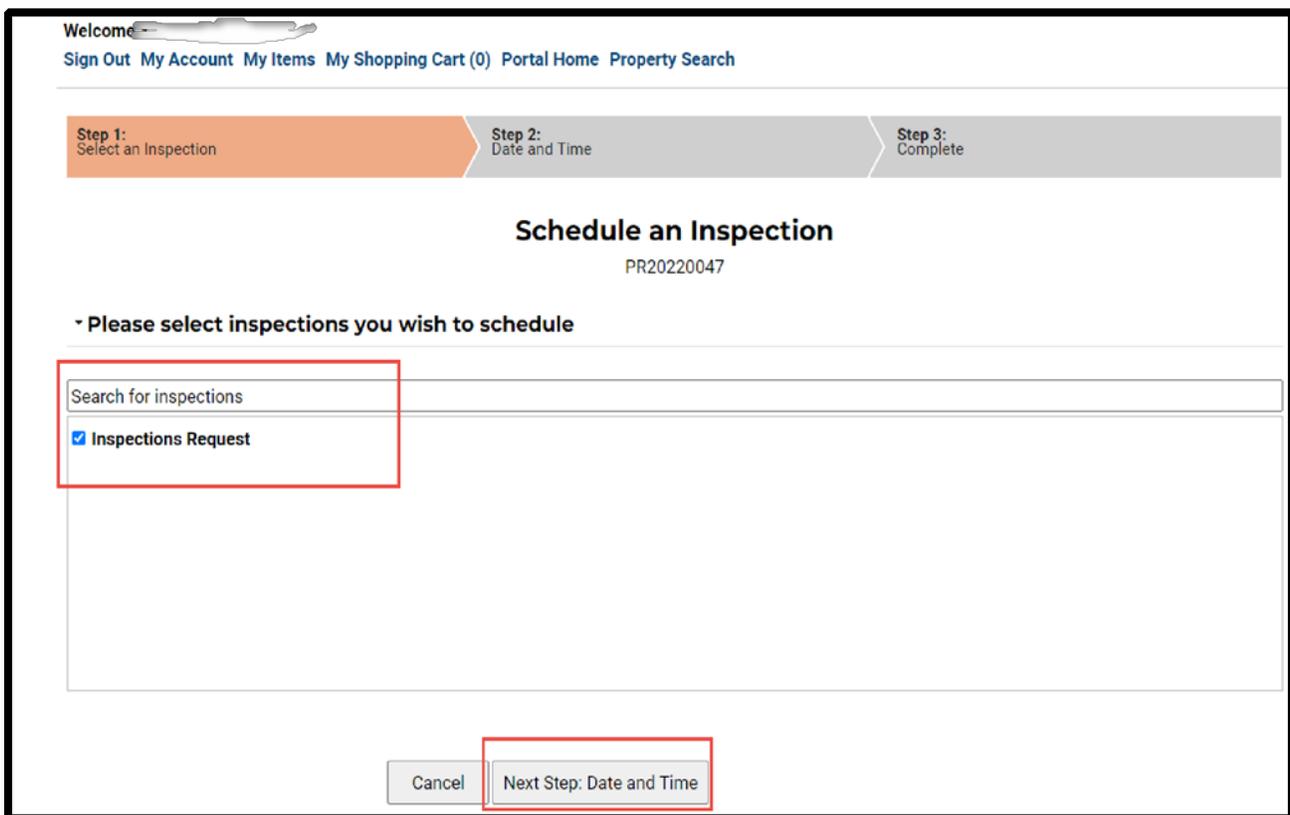


Contractor/Business Registration
Register a Contractor or Business

- Enter the permit number/property address and click the GO button.



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



- Select the date you would like the inspection completed on. You can add additional comments if needed under the "Notes" box. Also, enter the email and contact number of the person that will be on-site when the inspection takes place.

Inspection Type	Location
Inspections Request	123 Anywhere Street, Aurora, ON L4G3H4

▼ Please choose a date and time for your inspections

Select a Date: * 05/10/2022

Recur every business day

Notes: For framing inspection

[Return to permit status \(without scheduling an inspection\)](#)

Type the characters you see in the image below to continue.*

Refresh

udnc

Previous Step: Select an Inspection **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 [redacted]

[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

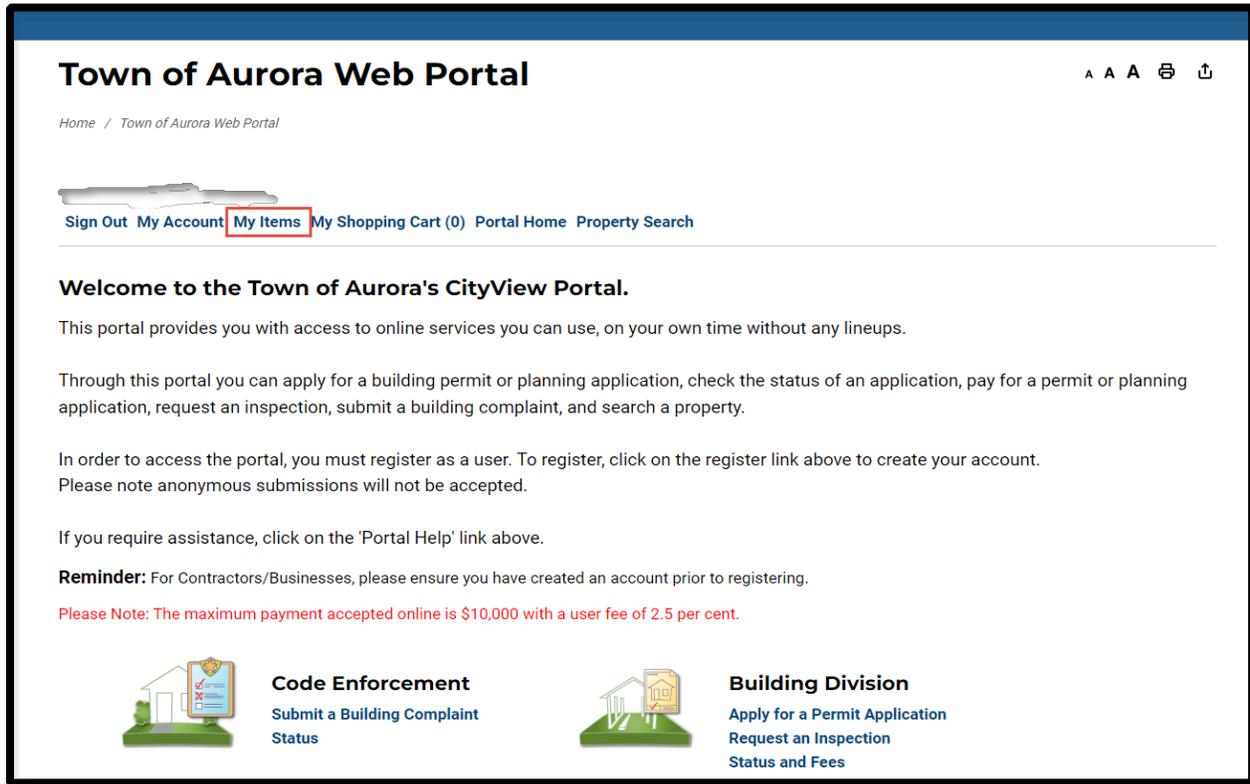
- › My Code Enforcement Complaints
- › My Contractor/Business Registrations
- › My Building Division Applications
- › My Development Planning Applications
- › My Upcoming Inspections

- Under the permit select the “Schedule Inspection” button and follow the same process as above.

PR20220052	123 Slate Drive L4B1K8 Aurora, ON	Preliminary Zoning Review	In Plan Check	04/05/2022
<u>Description:</u> PZR - minor variance Non-Res				
PR20220051	111 Flinstone Way L4G1Y5 Aurora, ON	Preliminary Zoning Review	Closed	04/05/2022
<u>Description:</u> PZR - minor variance				
PR20220047	123 Anywhere Street L4G3H4 Aurora, ON	Addition & Alteration	Permit Issued	04/04/2022
<u>Description:</u> Addition and interior alteration to industrial building				
<input type="button" value="Schedule Inspection"/>				

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

- Sign into the web portal click on “My Items”.



Town of Aurora Web Portal

Home / Town of Aurora Web Portal

Sign Out My Account **My Items** My Shopping Cart (0) Portal Home Property Search

Welcome to the Town of Aurora's CityView Portal.

This portal provides you with access to online services you can use, on your own time without any lineups.

Through this portal you can apply for a building permit or planning application, check the status of an application, pay for a permit or planning application, request an inspection, submit a building complaint, and search a property.

In order to access the portal, you must register as a user. To register, click on the register link above to create your account. Please note anonymous submissions will not be accepted.

If you require assistance, click on the 'Portal Help' link above.

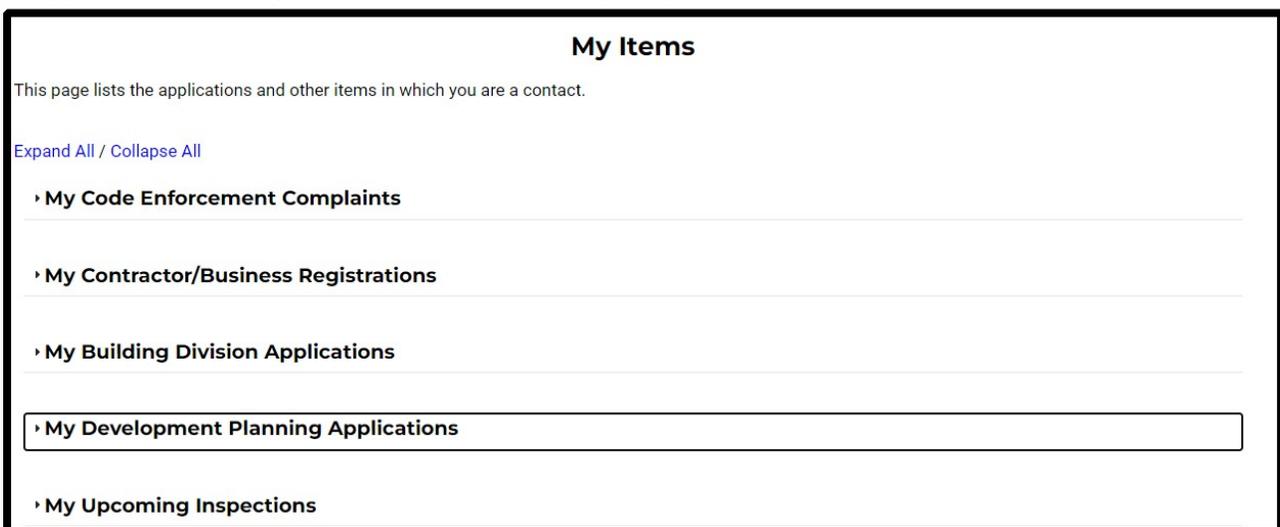
Reminder: For Contractors/Businesses, please ensure you have created an account prior to registering.

Please Note: The maximum payment accepted online is \$10,000 with a user fee of 2.5 per cent.

Code Enforcement
Submit a Building Complaint
Status

Building Division
Apply for a Permit Application
Request an Inspection
Status and Fees

- Click the small triangle next to the section you want to expand. (Example My Building Division Applications or My Development Planning 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 Development Planning Applications**
- My Upcoming Inspections

- 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, Address: 123 Anywhere Street				
Upload Submittals				

How do I download documents?

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

Town of Aurora Web Portal A A A 🗄️ 📄

Home / Town of Aurora Web Portal

[Sign Out](#)
[My Account](#)
[My Items](#)
[My Shopping Cart \(0\)](#)
[Portal Home](#)
[Property Search](#)

Welcome to the Town of Aurora's CityView Portal.

This portal provides you with access to online services you can use, on your own time without any lineups.

Through this portal you can apply for a building permit or planning application, check the status of an application, pay for a permit or planning application, request an inspection, submit a building complaint, and search a property.

In order to access the portal, you must register as a user. To register, click on the register link above to create your account. Please note anonymous submissions will not be accepted.

If you require assistance, click on the 'Portal Help' link above.

Reminder: For Contractors/Businesses, please ensure you have created an account prior to registering.

Please Note: The maximum payment accepted online is \$10,000 with a user fee of 2.5 per cent.



Code Enforcement
Submit a Building Complaint
Status



Building Division
Apply for a Permit Application
Request an Inspection
Status and Fees

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

Expand All / Collapse All

- My Code Enforcement Complaints
- 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 application fully.

	Description: PZR - minor variance				
PR20220047	123 Anywhere Street L4G3H4	J, Aurora, ON	Addition & Alteration	Permit Issued	04/04/2022
	Description: Addition and interior alteration to industrial building				
Schedule Inspection					

- Scroll down to “**Documents & Images**” where the downloadable documents will be available.

There are no related items for this permit application.

▾ **Documents & Images**

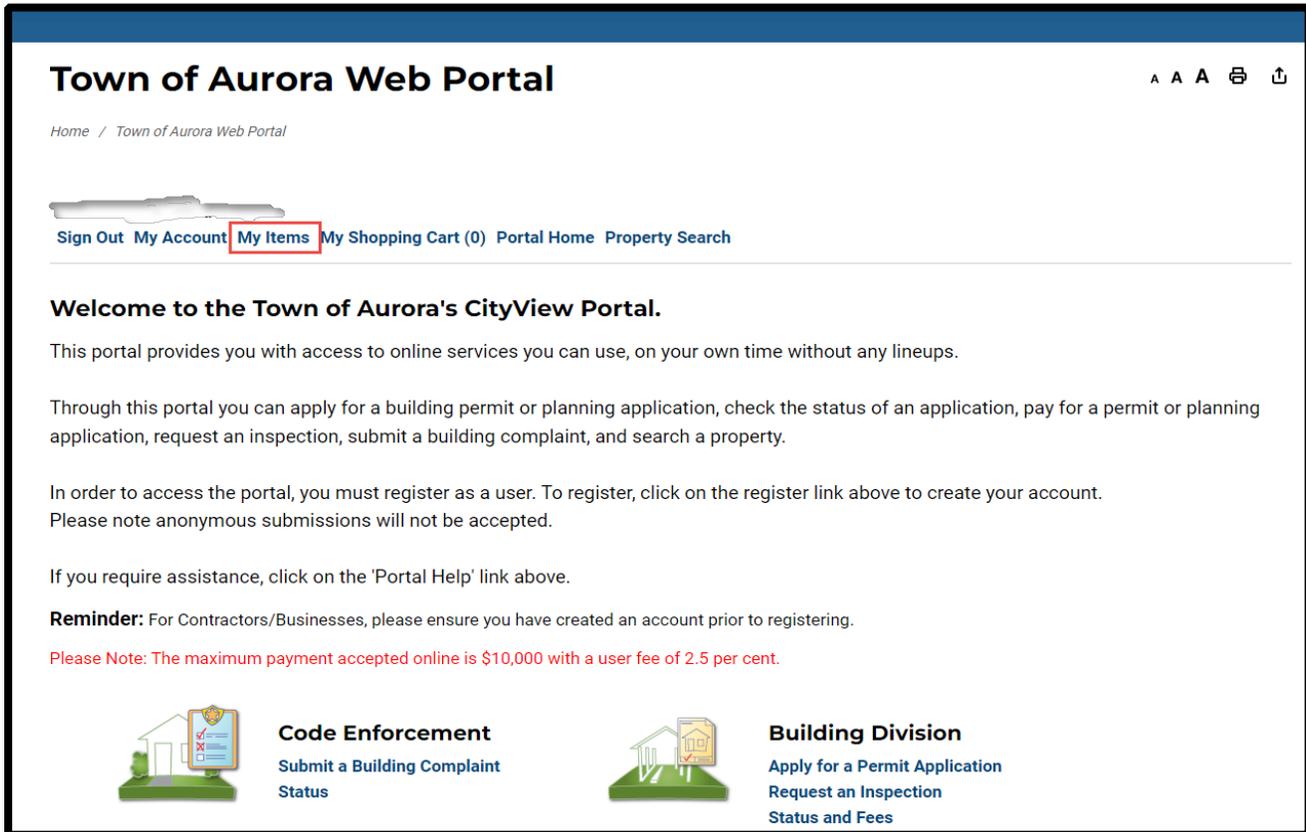
Date Uploaded	File Type	Document Name
04/14/2022	Letter	Permit

Submittals | [Portal Home](#)

Powered by [CityView](#) 

How do I make a payment?

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



Town of Aurora Web Portal

Home / Town of Aurora Web Portal

Sign Out My Account **My Items** My Shopping Cart (0) Portal Home Property Search

Welcome to the Town of Aurora's CityView Portal.

This portal provides you with access to online services you can use, on your own time without any lineups.

Through this portal you can apply for a building permit or planning application, check the status of an application, pay for a permit or planning application, request an inspection, submit a building complaint, and search a property.

In order to access the portal, you must register as a user. To register, click on the register link above to create your account. Please note anonymous submissions will not be accepted.

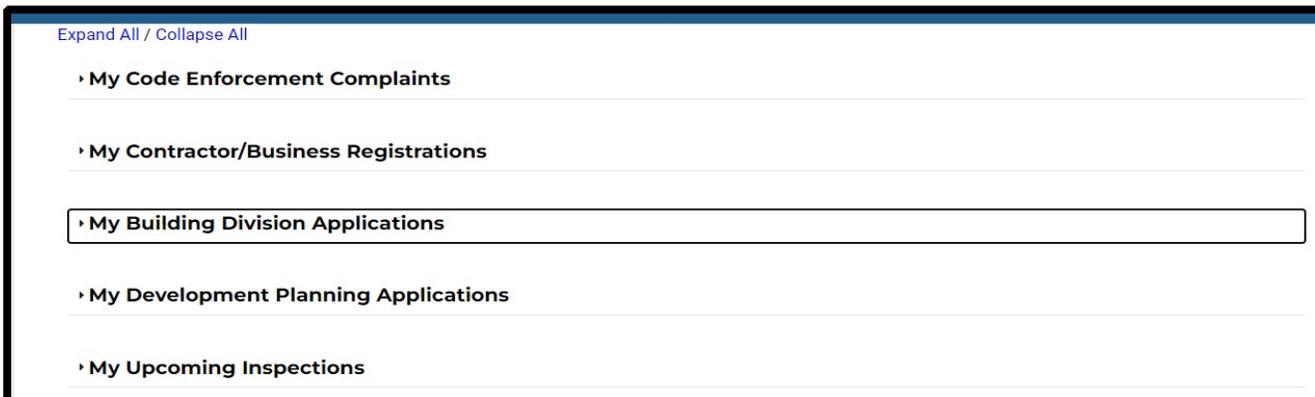
If you require assistance, click on the 'Portal Help' link above.

Reminder: For Contractors/Businesses, please ensure you have created an account prior to registering.

Please Note: The maximum payment accepted online is \$10,000 with a user fee of 2.5 per cent.

 <p>Code Enforcement Submit a Building Complaint Status</p>	 <p>Building Division Apply for a Permit Application Request an Inspection Status and Fees</p>
---	--

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



Expand All / Collapse All

- My Code Enforcement Complaints
- 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 application fully.

PR20220155	<p>Description: Shed</p> <p>123 Anywhere Street , Aurora, Pool Enclosure In Plan Check 04/21/2022</p> <p>ON L4G3J1</p> <p>Description: dsfaf</p>
<input type="button" value="Add Fees to My Cart"/>	

- 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 there may be other fees in addition to permit fees required at permit issuance. Payments may not exceed \$10,000 per transaction.

Total Amount Payable Online:\$3,000.00 [Add Fees to My Cart](#)

- Deposits & Bonds

- Scroll to the top of the page and click on “My Shopping Cart” to make payment.

Note: Securities, development charges and other payments will be required by cheque.

- PR20220155

[Remove Fees from My Cart](#)

Please select the fees you wish to pay now by checking the "Pay" checkbox on the fees below.

Fee Type	Amount	Amount Paid	Pay?
Pool Enclosure Fee	\$334.00	\$334.00	Fee is paid
Lot Grading Deposit (Pool) Fee	\$3,000.00	\$0.00	<input checked="" type="checkbox"/>
Totals:	\$3,334.00	\$334.00	
Total Selected:	\$3,000.00		
Total Amount Owing:	\$3,000.00		
Total Selected Amount:	\$3,000.00		