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 yousee 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.

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

There are a couple of things to check:

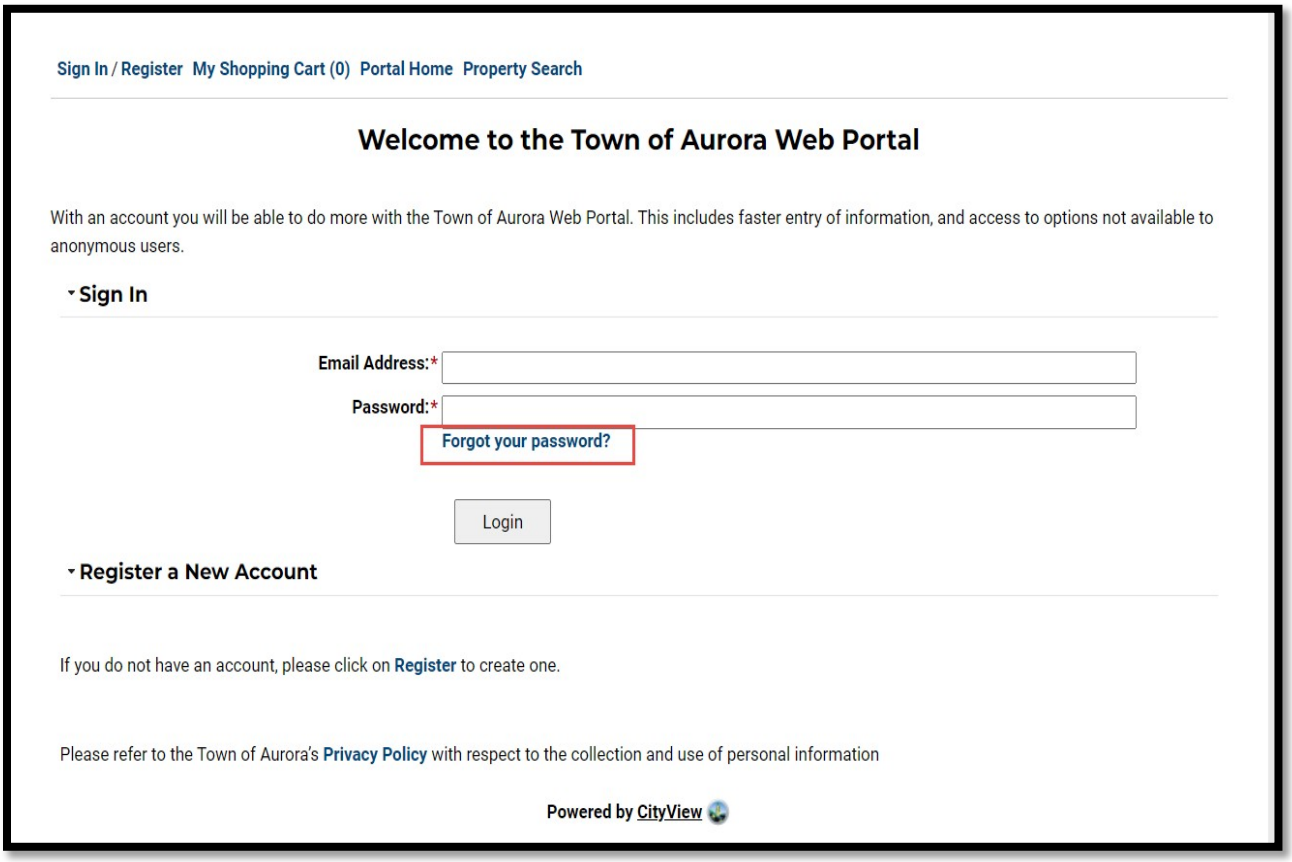
- You should receive an email within 15 minutes of registering. However, sometimes emails can be delayed for reasons out of our control. Give it a couple of minutes.
- Did you spell your email address correctly? If you are not sure, you could try registering again with the same email address. If we already 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 cvcomments@aurora.ca and provide your email address so we can activate your account for you.

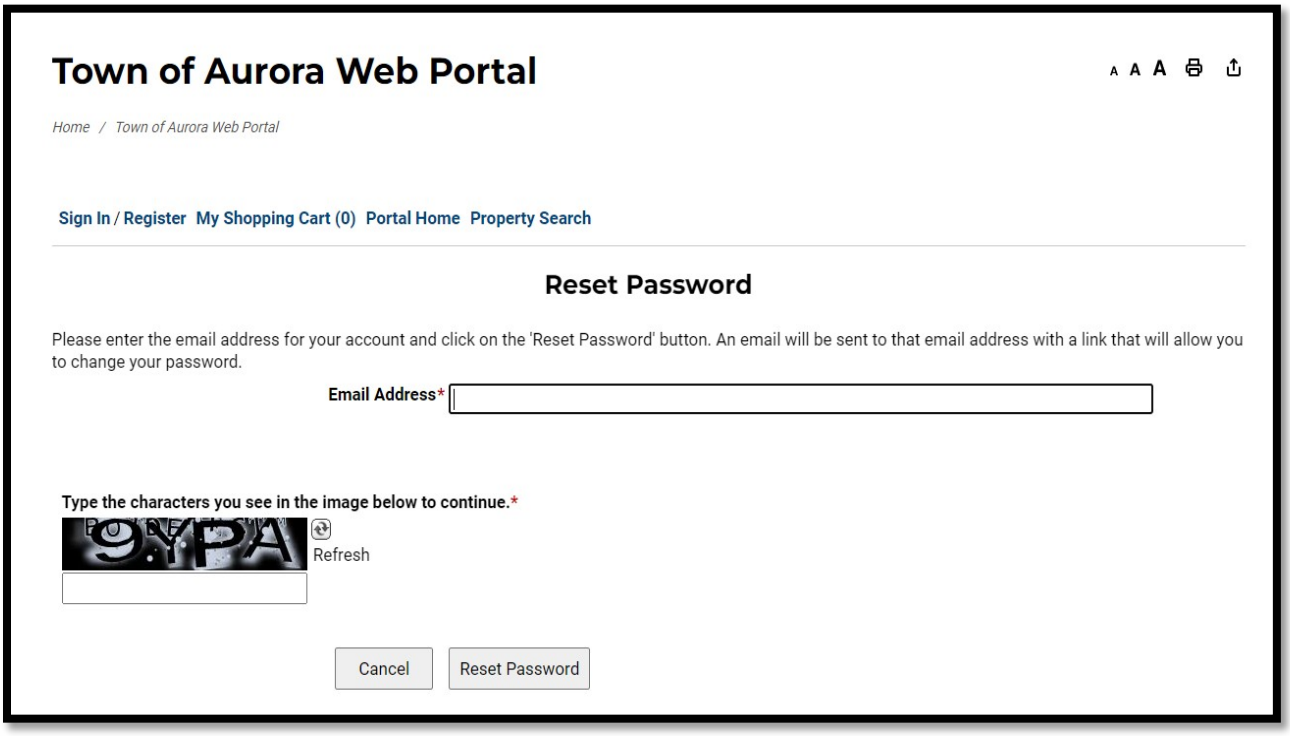
I forgot my password – what should I do now?

From the Sign In page:

- Click the **Forgot your password?** link.



- Enter your email address for your account.



- 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?

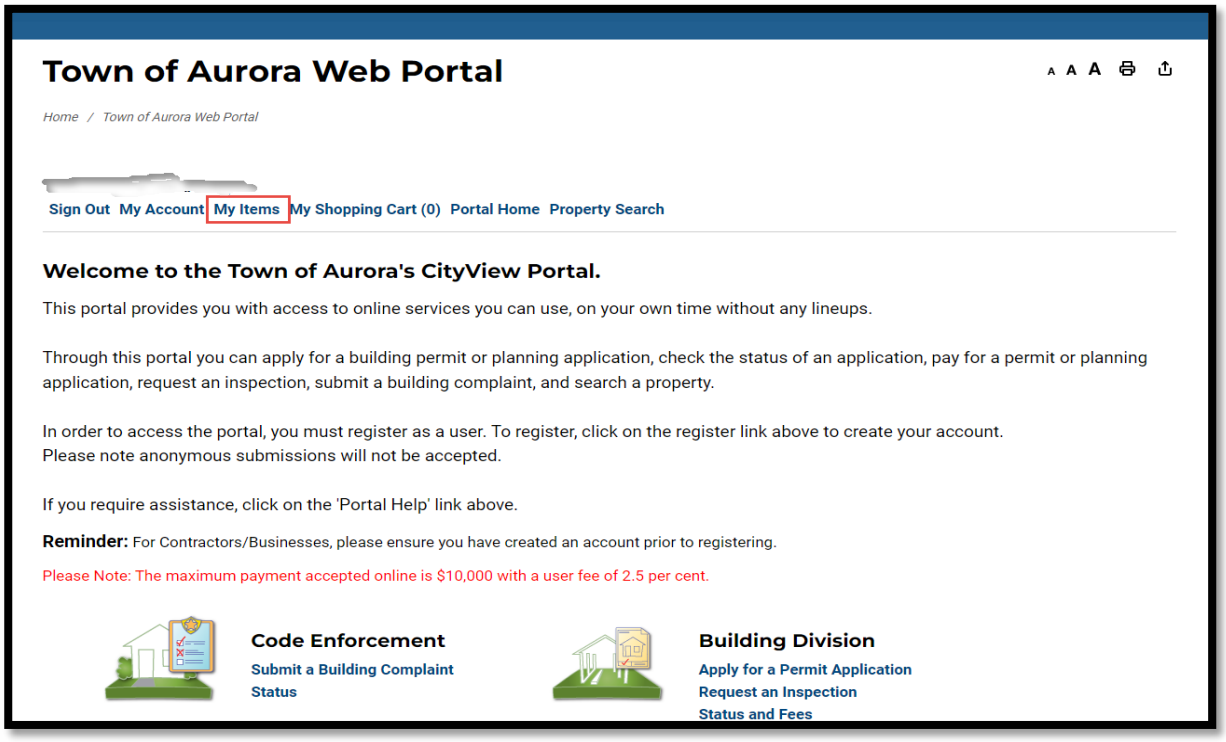
You can find all the information for planning application submittals and requirements on our Development Planning page.

What are the requirements for a road occupancy permit?

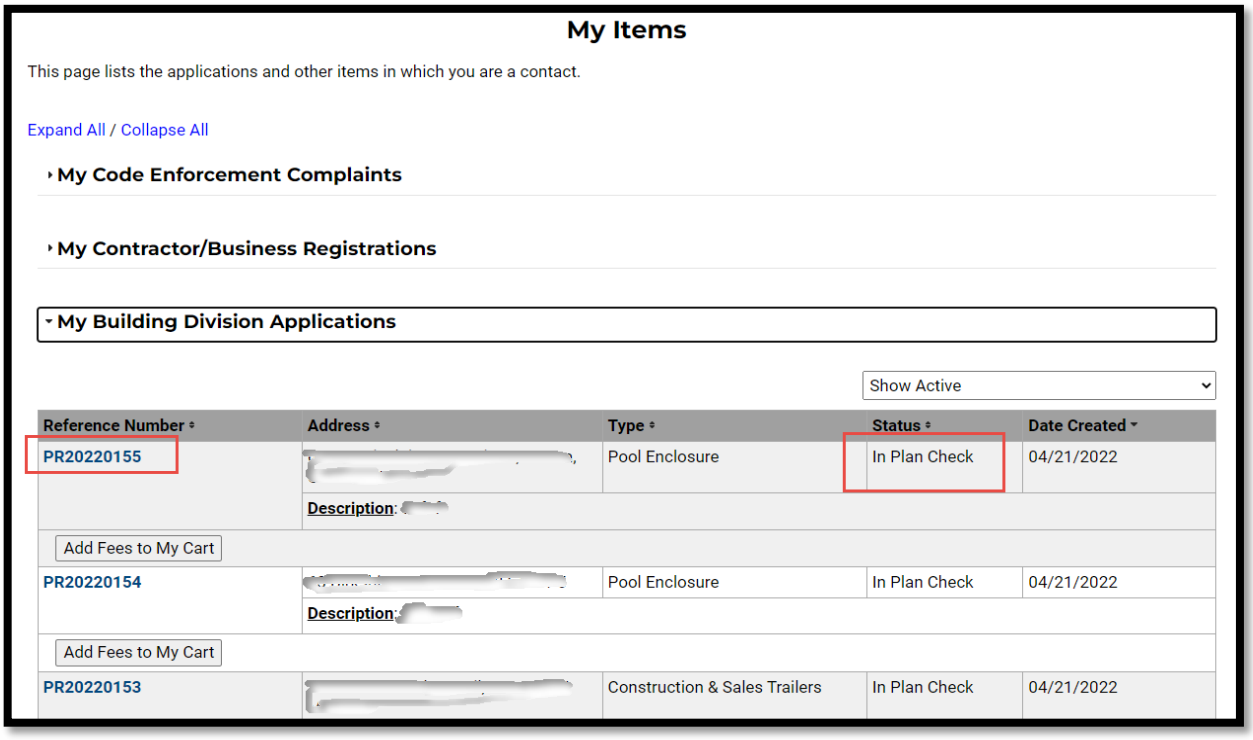
You can find all the information for road occupancy permit requirements on our Road Occupancy Permits page.

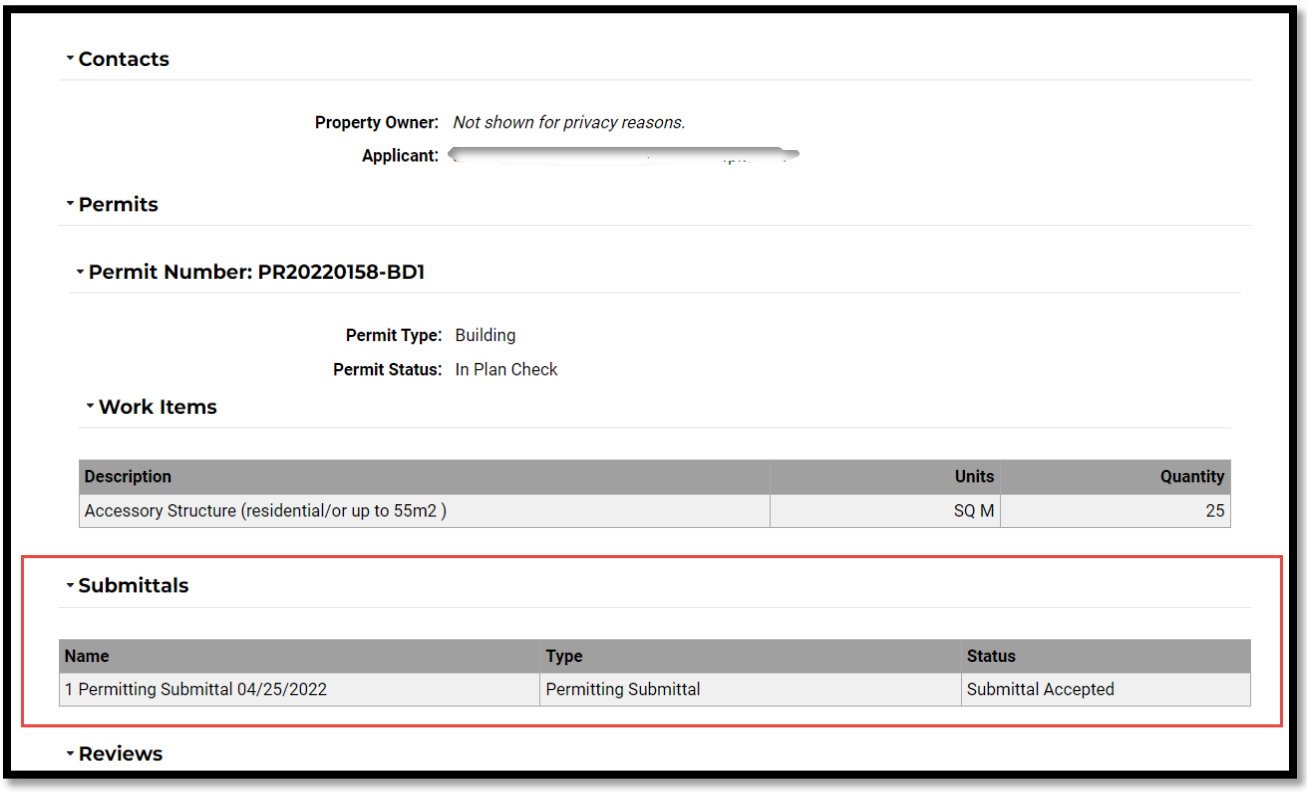
How do I see the items I submitted?

- You can see everything you submitted using the web portal, by signing in then clicking **My Items** 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.





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:

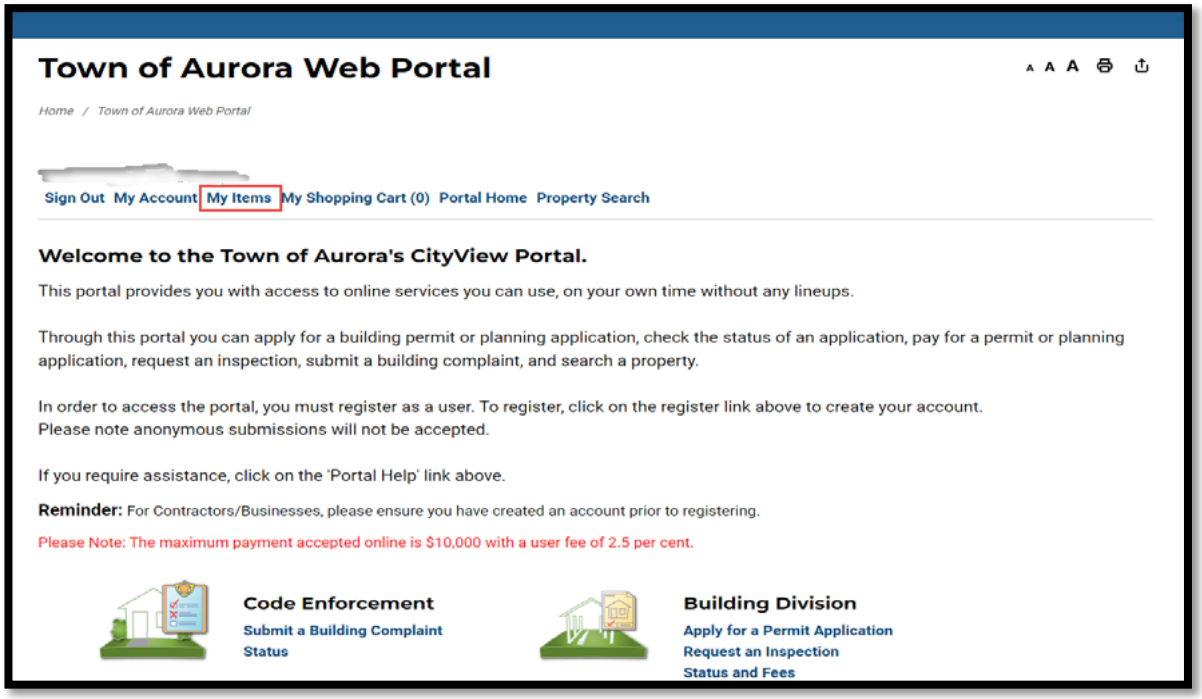
- .PDF (Adobe Acrobat)
- .JPG (photo or image)

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:

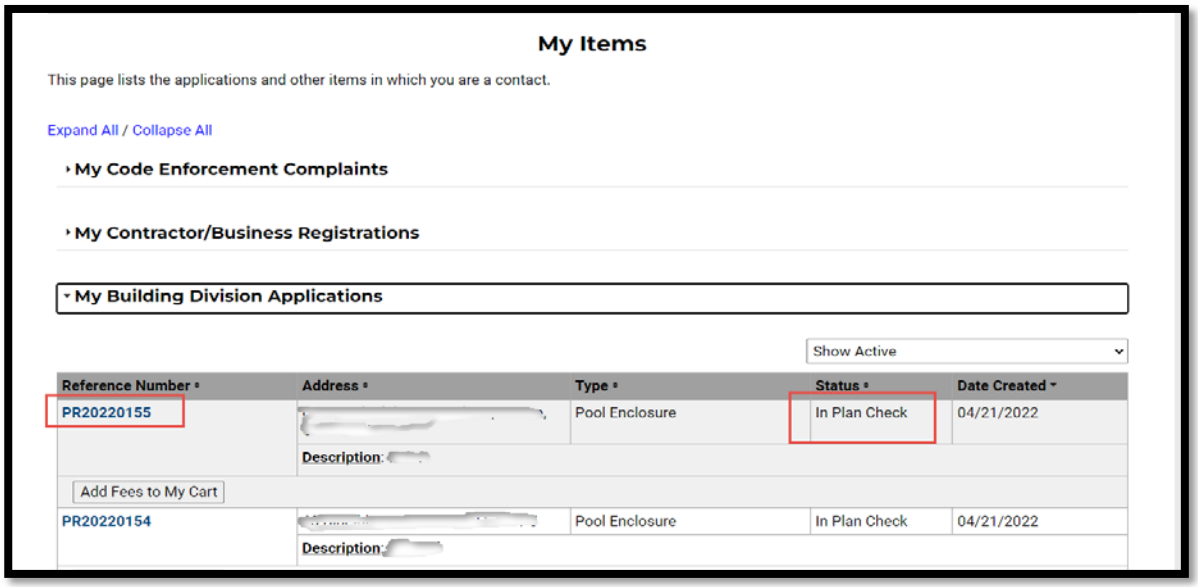
- Keep filename consistent.
- Avoid the use of characters, symbols, and extra spaces in your filenames. (For example, &,*,{},<>,_).
- Avoid inappropriate language in filenames.

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)

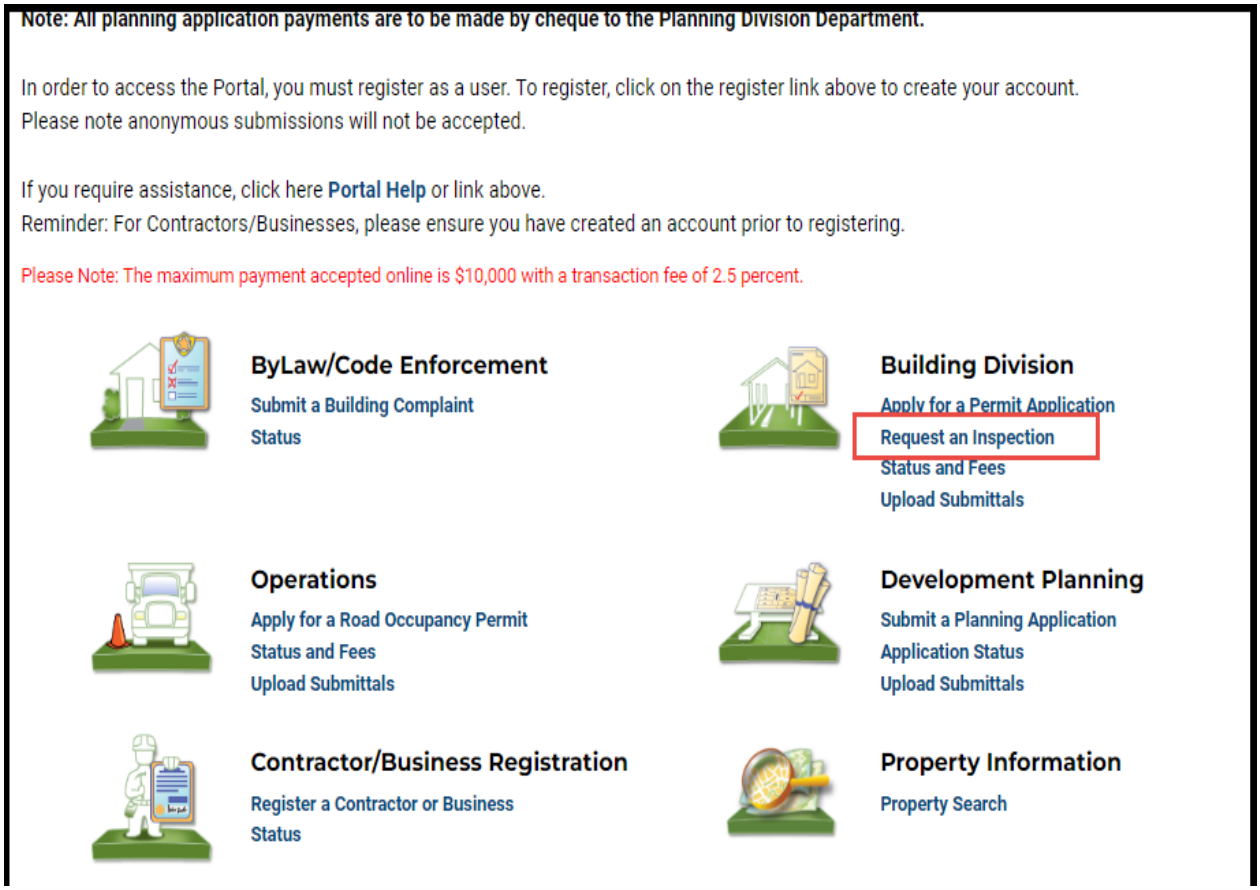


- All the applications applied for will be listed with the reference number, status and date created.

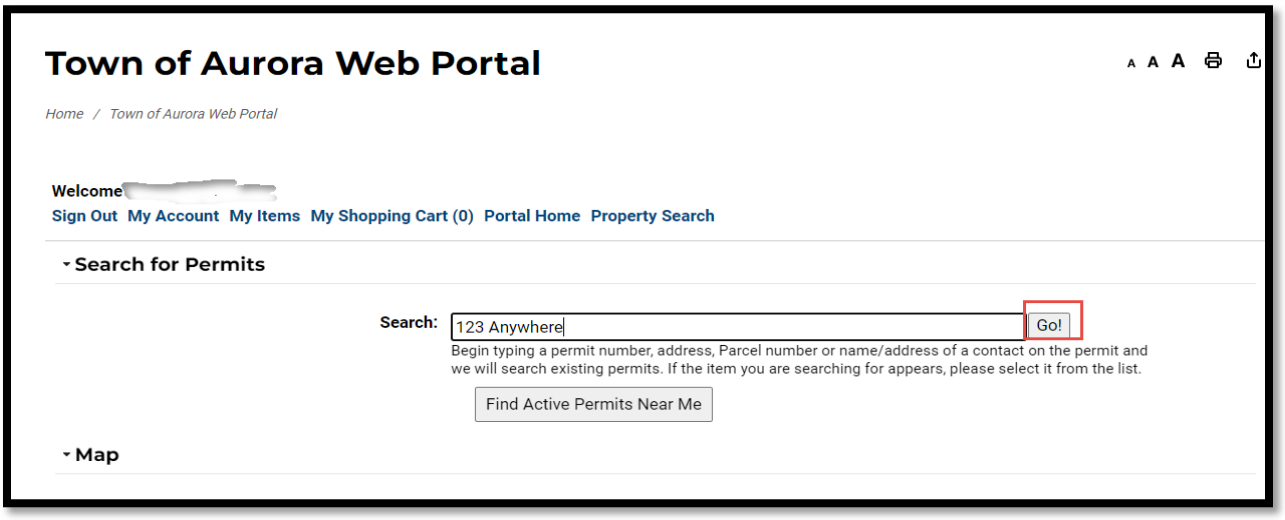
How do I request an inspection for my building permit?

To request an inspection for your existing permit:

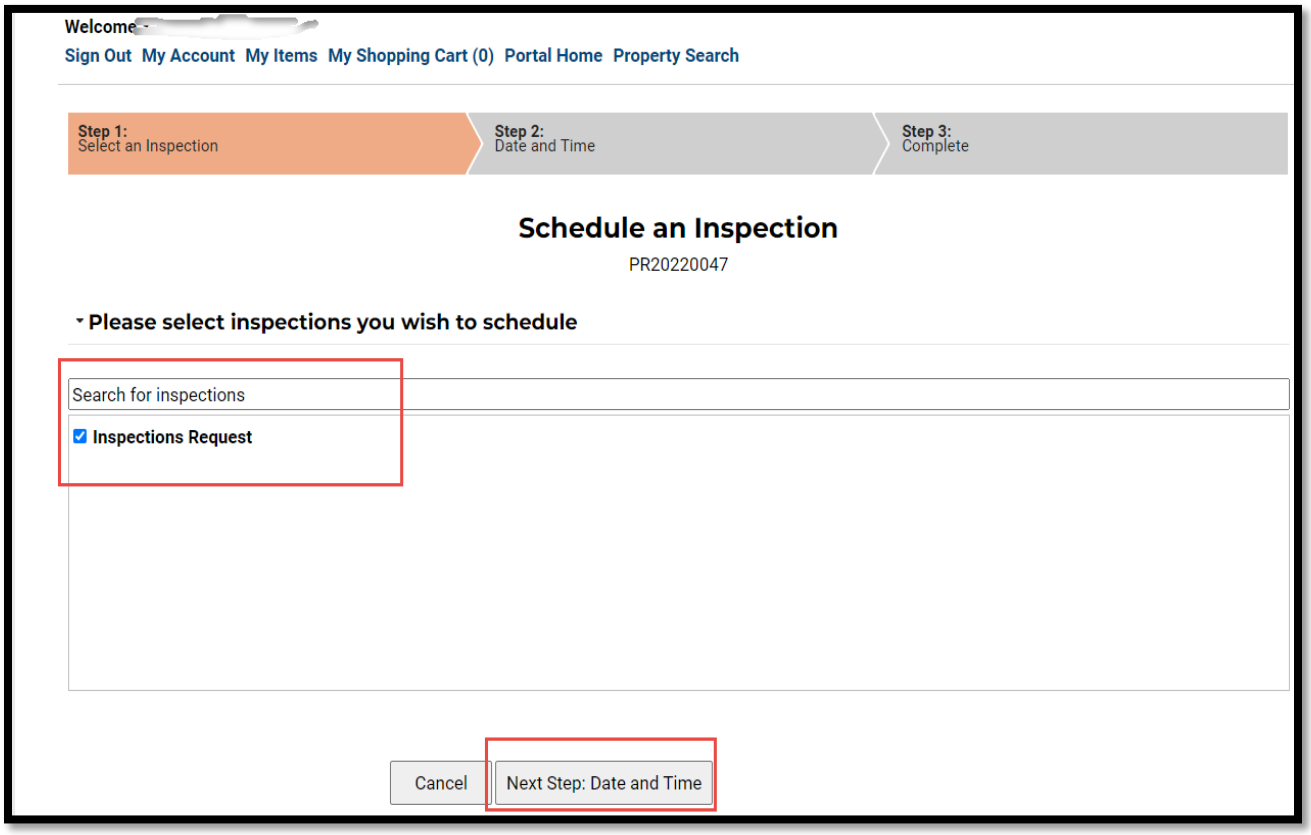
- Login to the CityView Portal
- Click on the **Request an Inspection** link under the Building Division



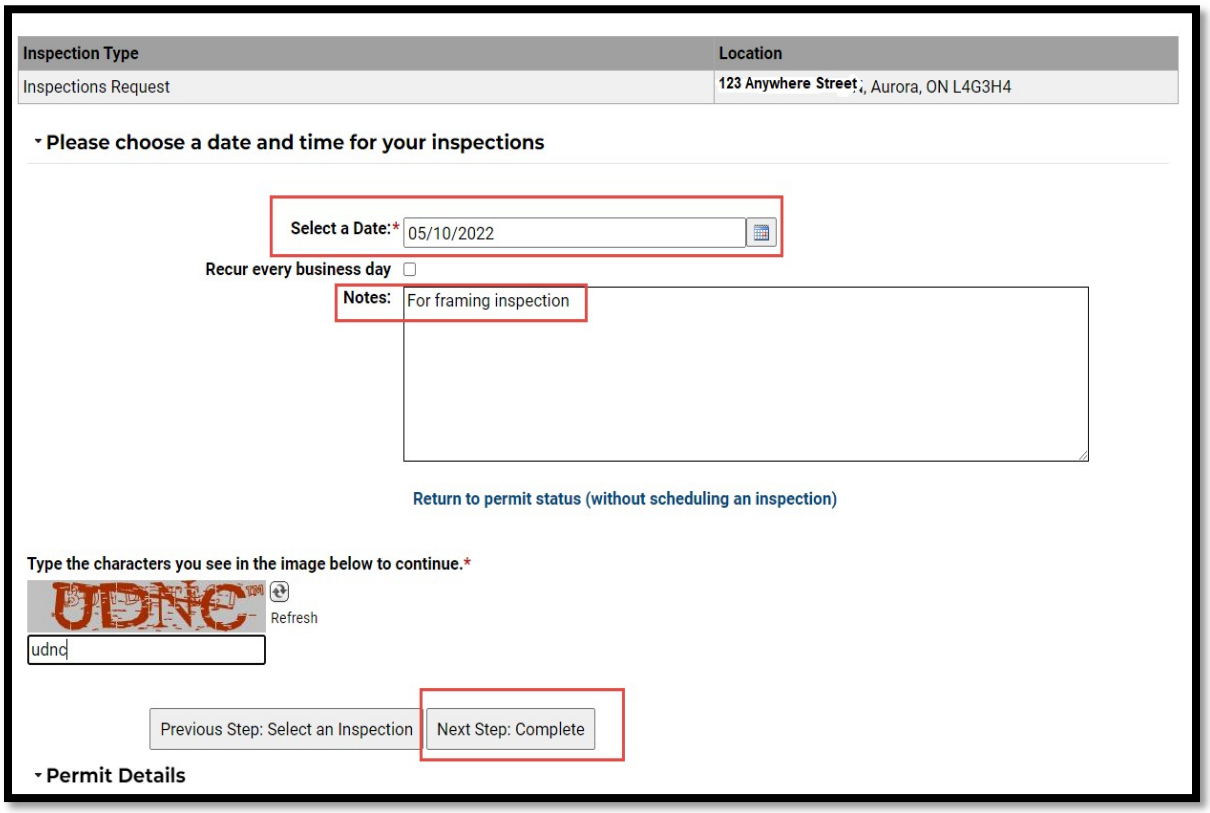
- Enter the permit number or property address and click the GO button.



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



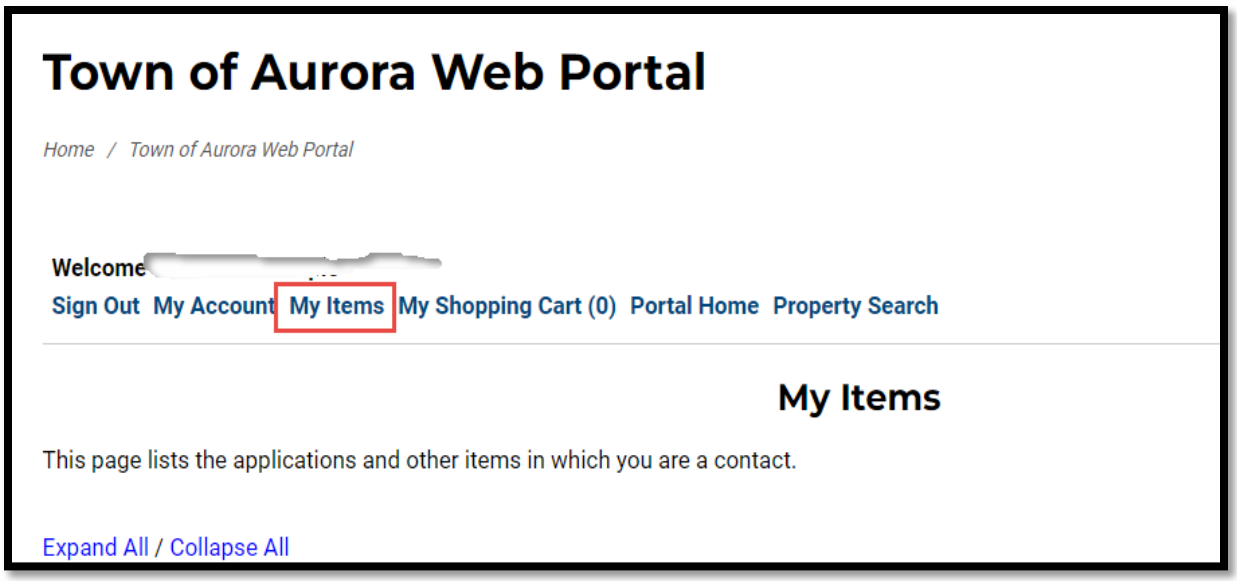
- Select the date you would like the inspection completed on. Please provide the type of inspection, email and contact number of the person that will be on-site when the inspection takes place under the **Notes** box.

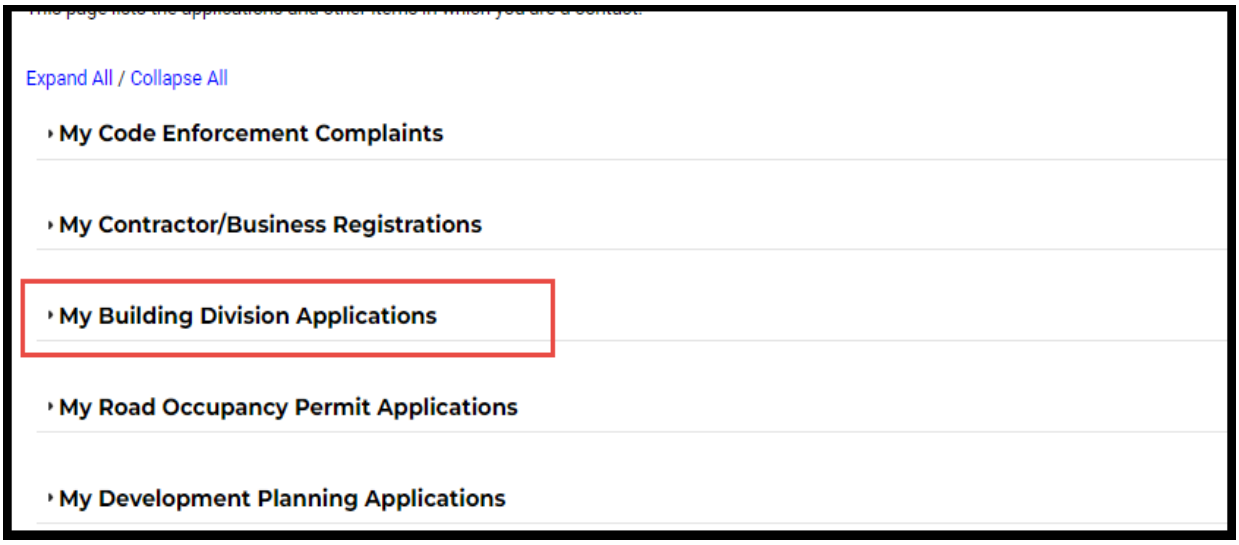


- Click the **Next Step: Complete** button to send the request. This is only a request. You will receive confirmation when the inspector has confirmed the inspection.

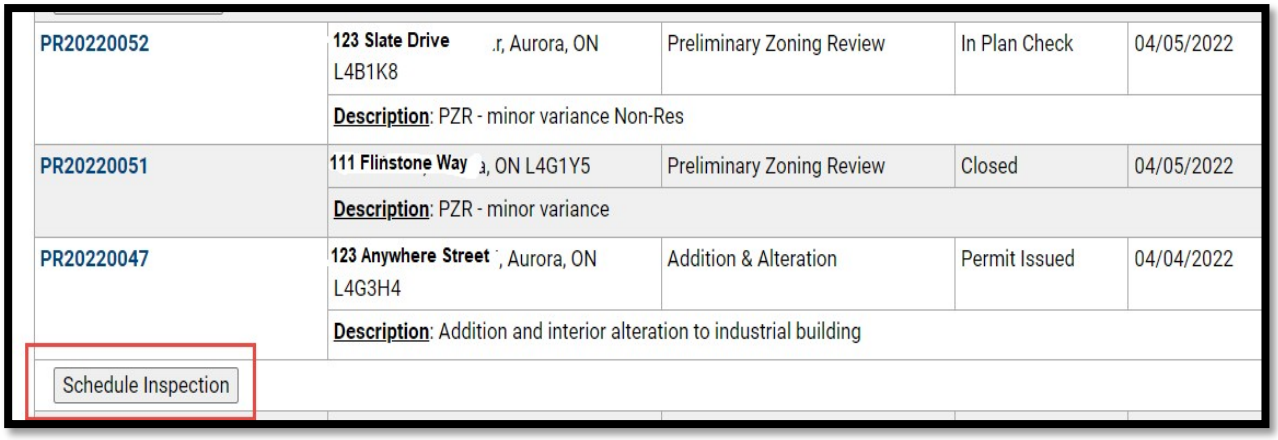
OR

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



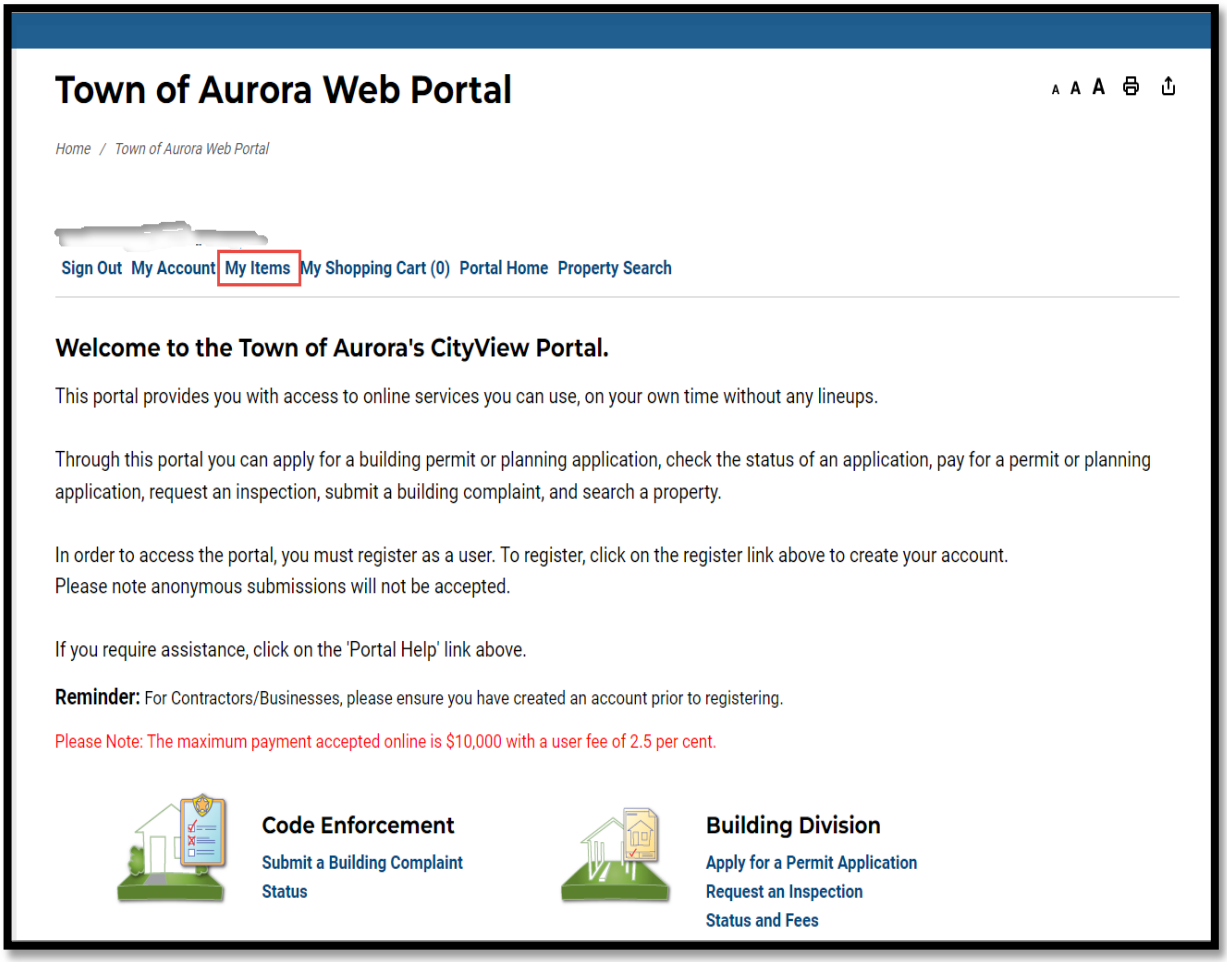


- Under the permit select the *Schedule Inspection* button and follow the same process as above.

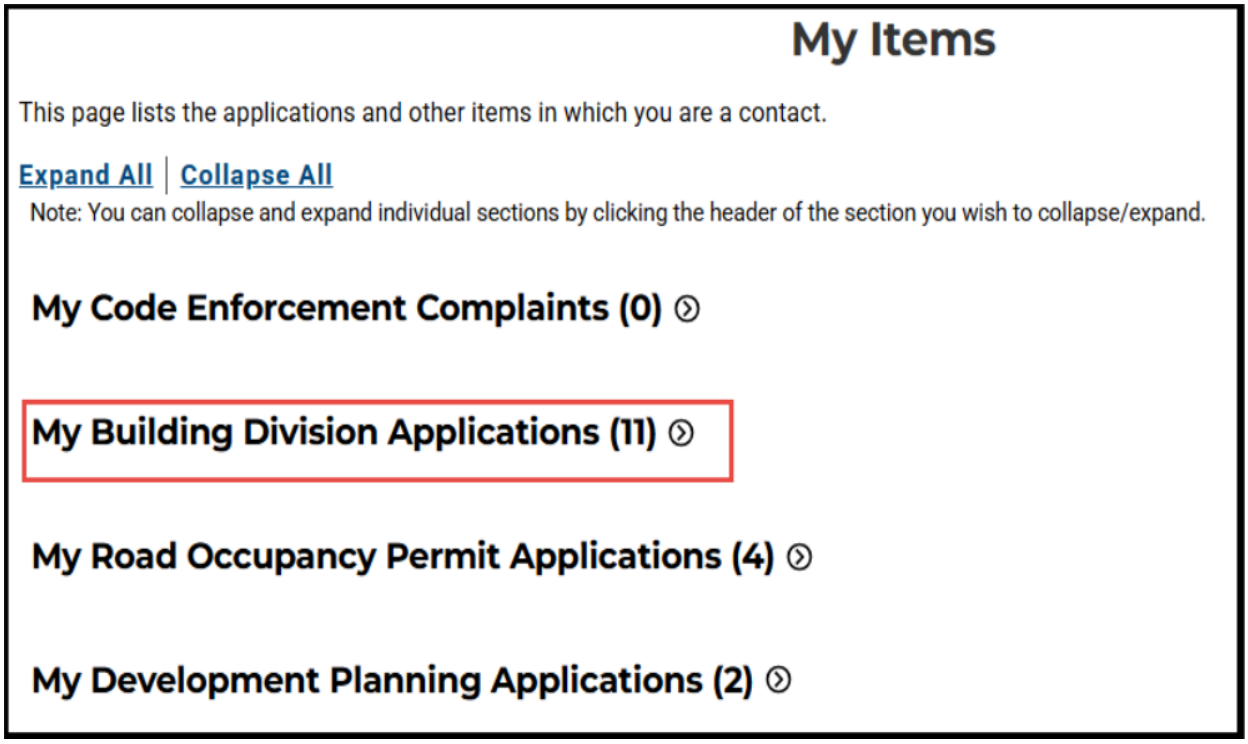


I saved my application for later where can I find it?

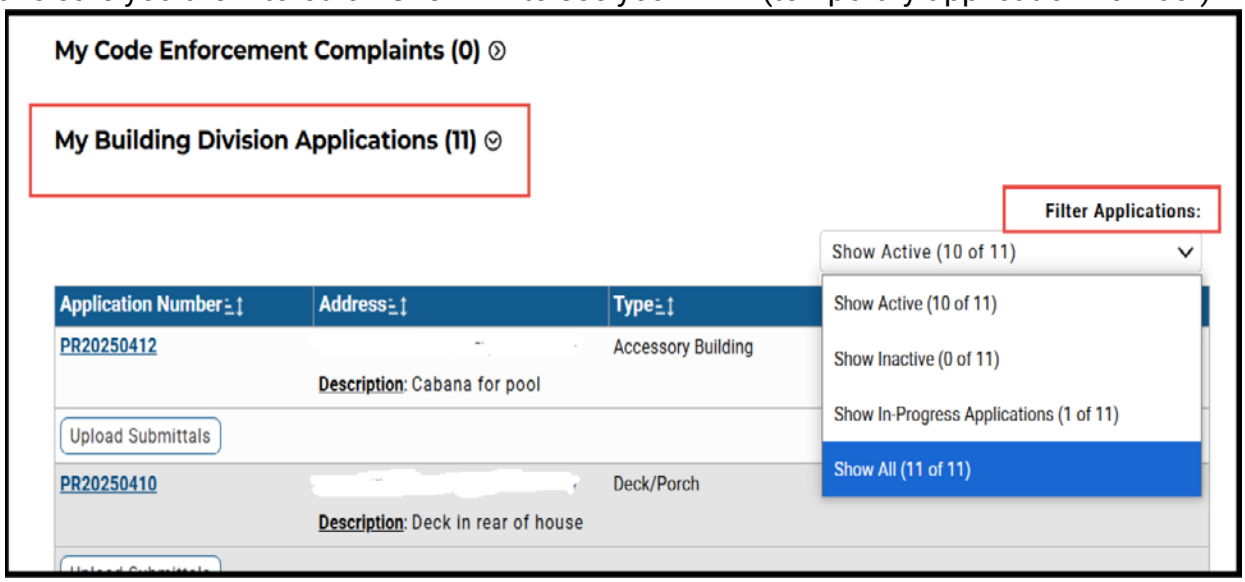
- Go to **My Items** at the top of the ribbon.



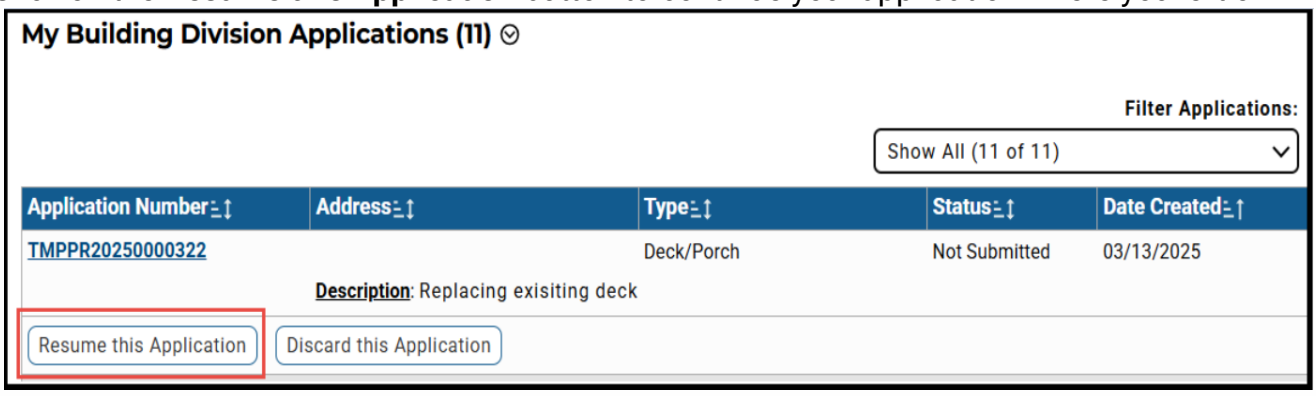
- Click the small triangle next to the section you want to expand. (Example My Building Division Applications, My Development Planning Applications, or My Road Occupancy Permit Applications)



- Make sure you are filtered on **Show All** to see your TMP (temporary application number).

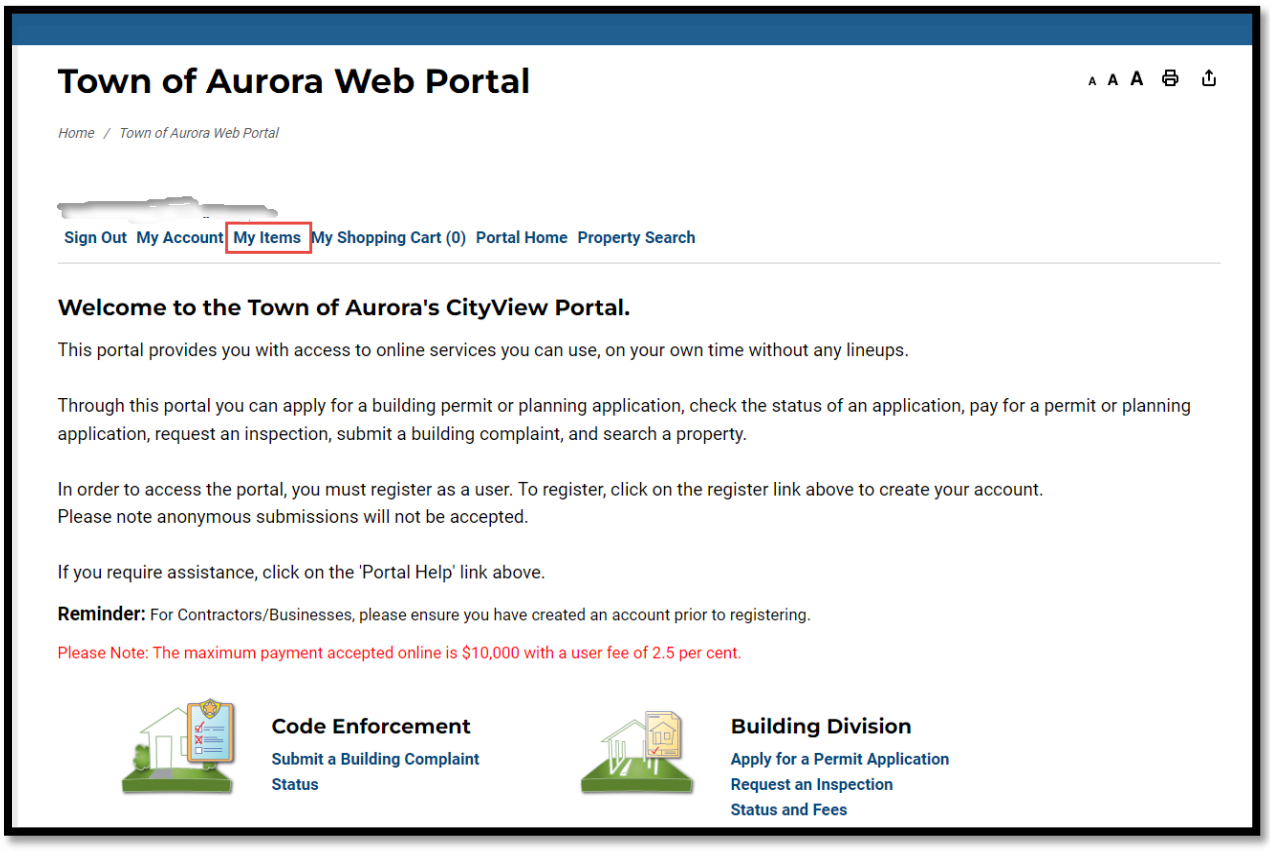


- Click on the **Resume this Application** button to continue your application where you left off.

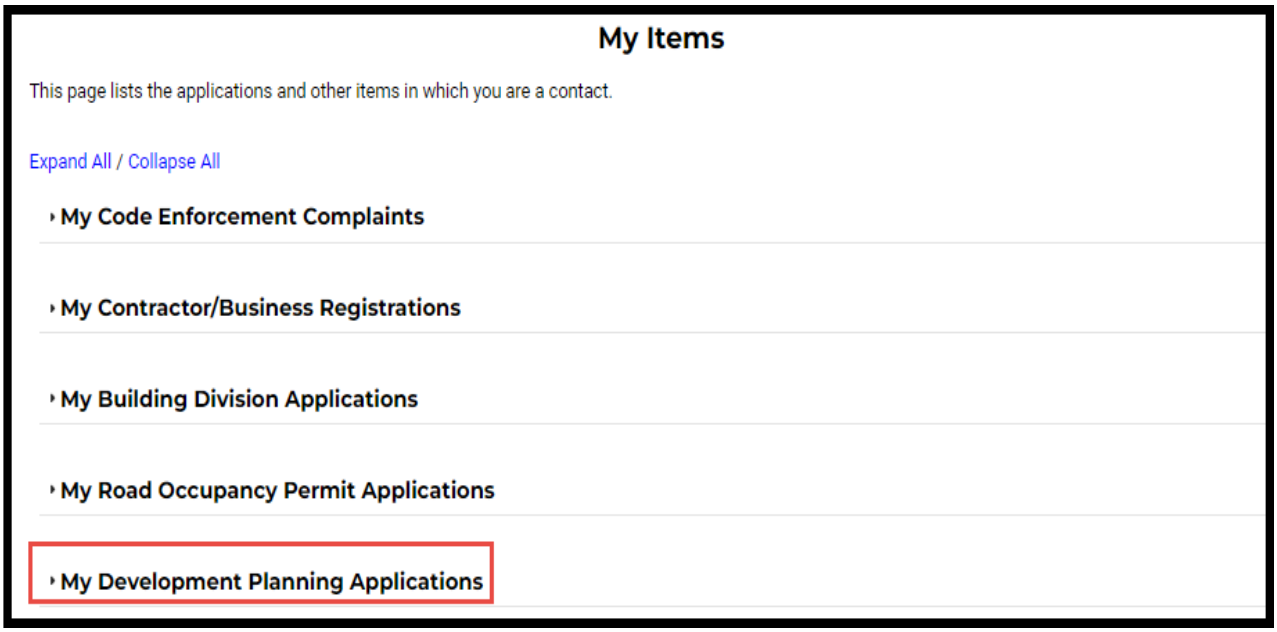


How do I re-submit a planning application/building permit correction?

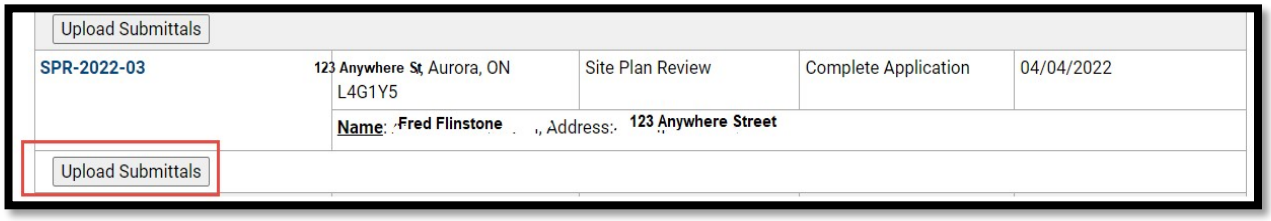
- Sign into the web portal click on **My Items.**



- 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)

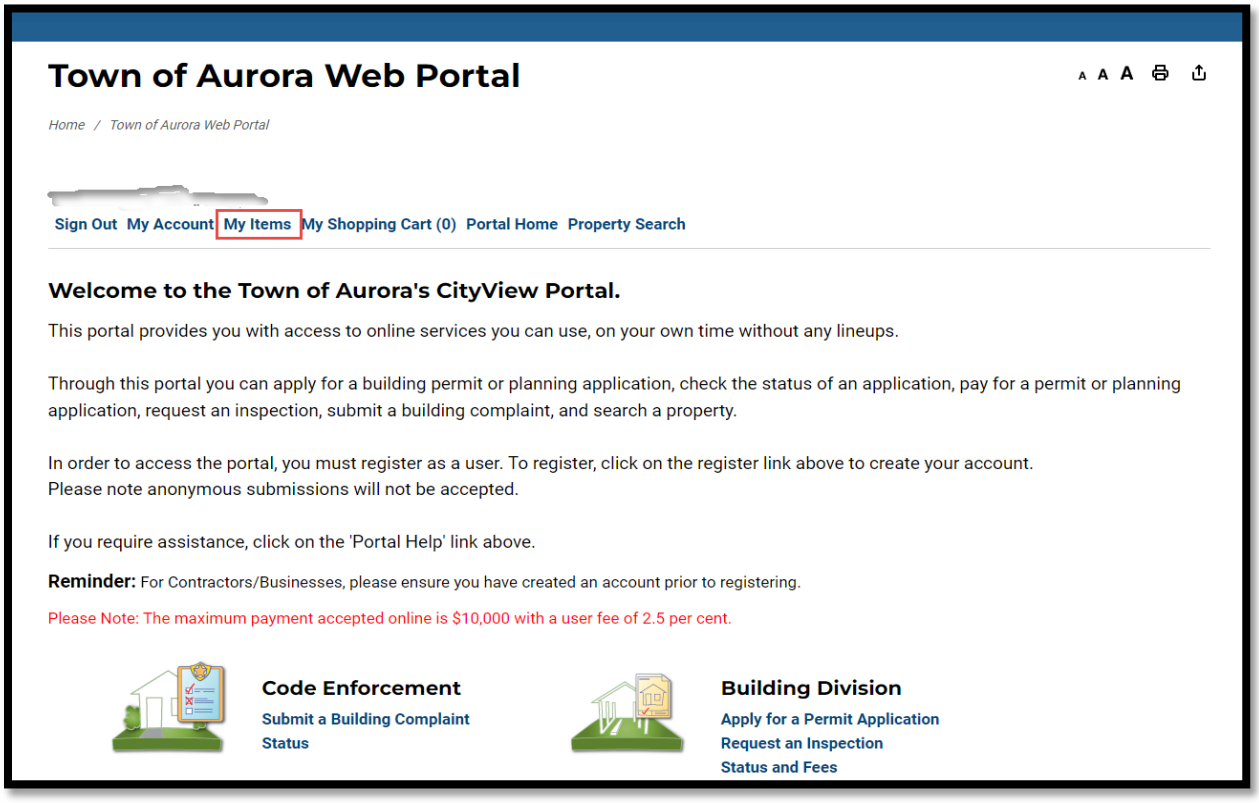


- Click on the *Reference Number* you want to upload the resubmittal for.



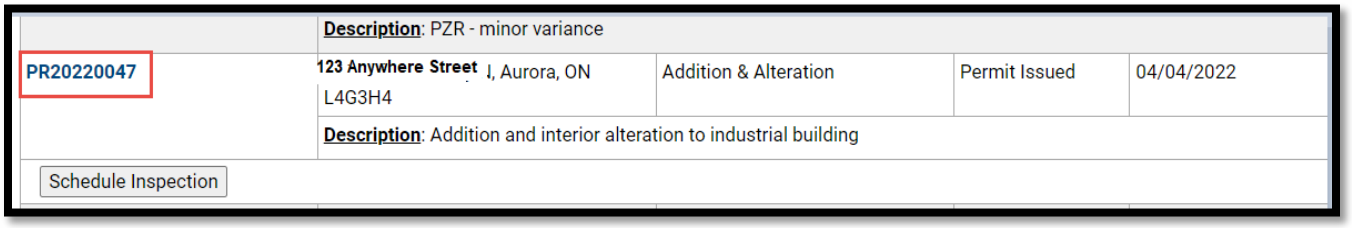
How do I download documents?

- 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).

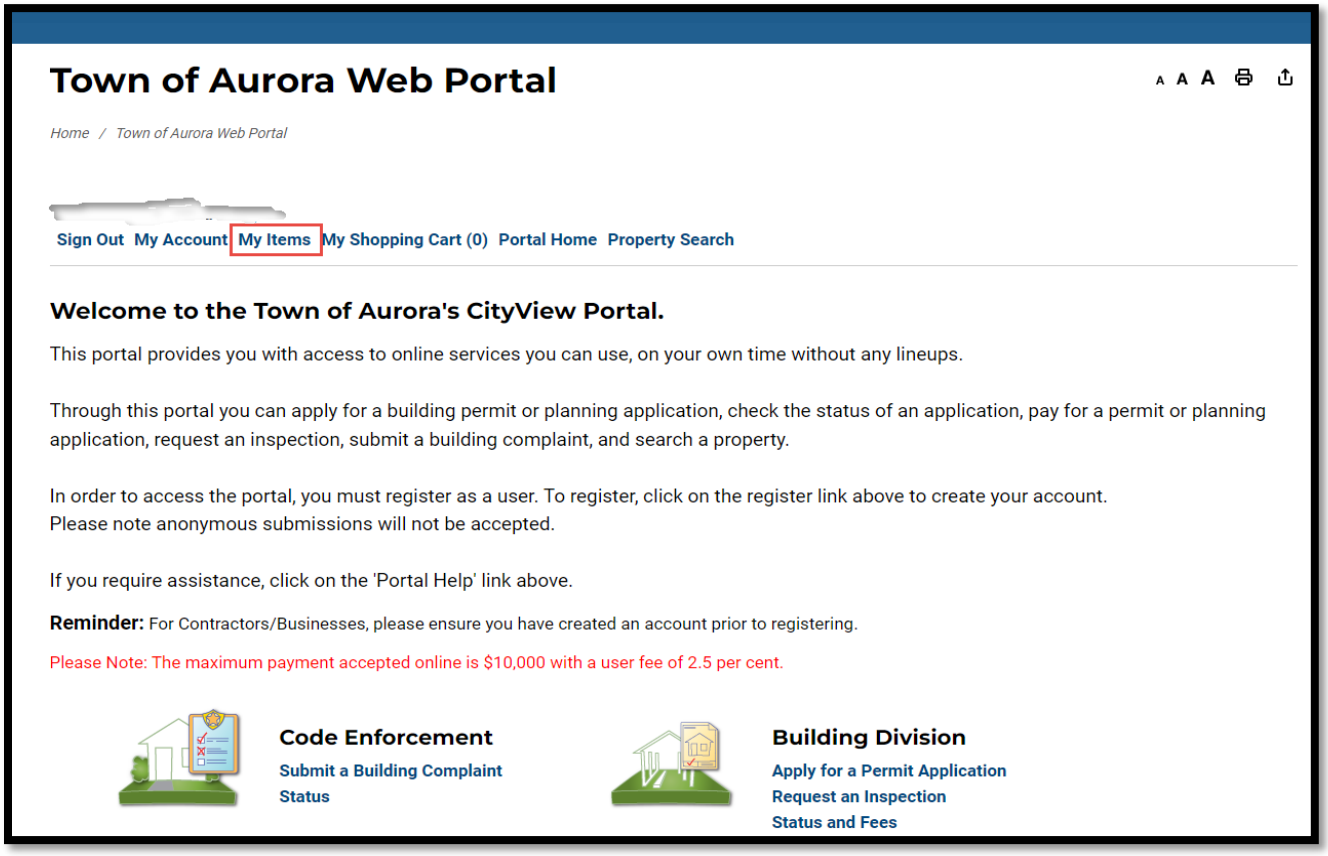
- Click on the *Reference Numbe*r to expand the permit/planning/operations application fully.



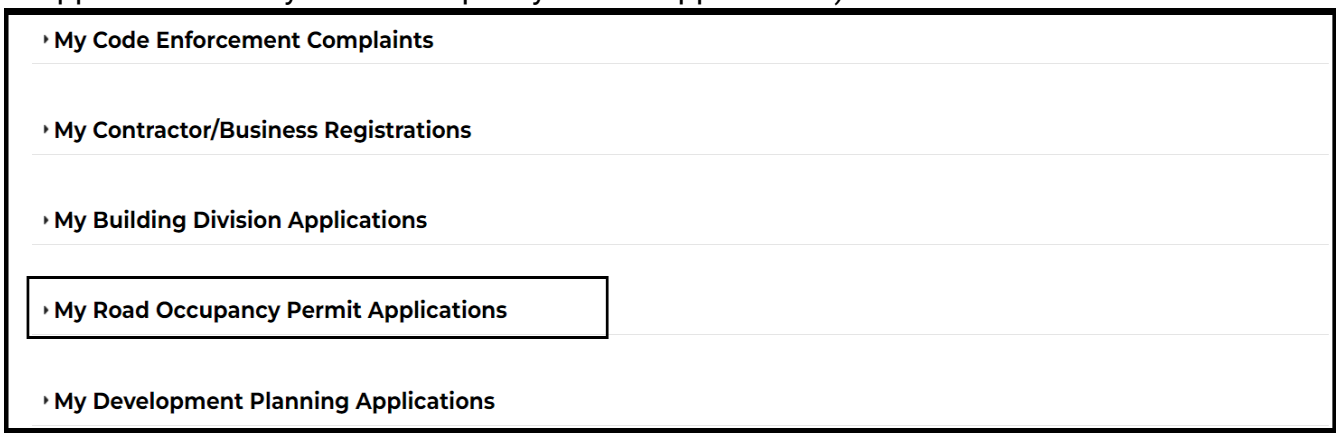
- Scroll down to **Documents & Images** where the downloadable documents will be available.

How do I make a payment?

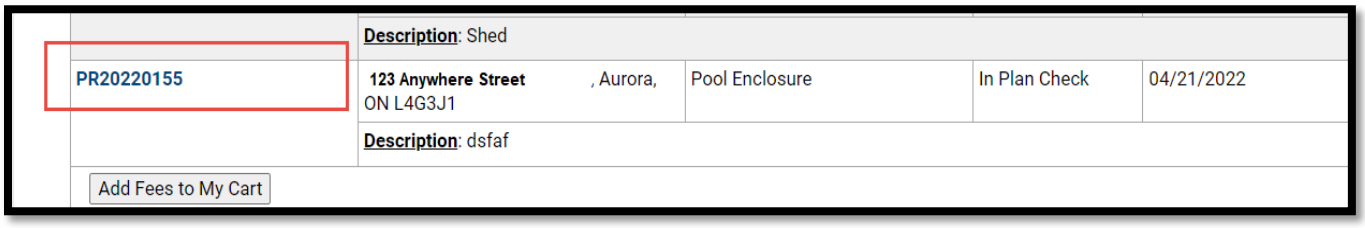
- Sign into the web portal, click on **My Items**.

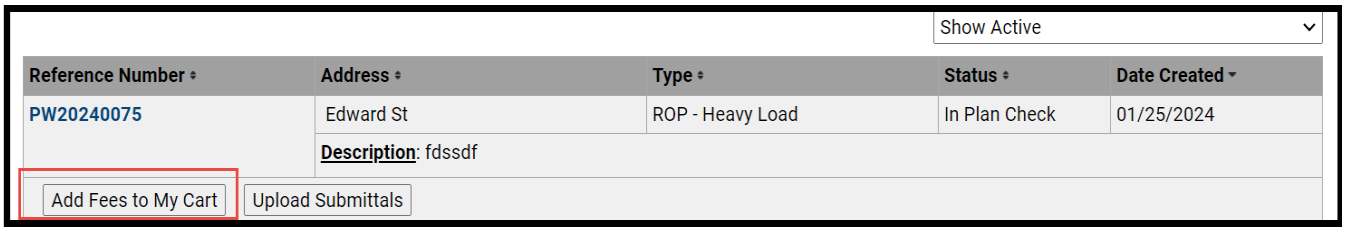


- Click the small triangle next to the section you want to expand. (Example My Building Division Applications or My Road Occupancy Permit Applications).

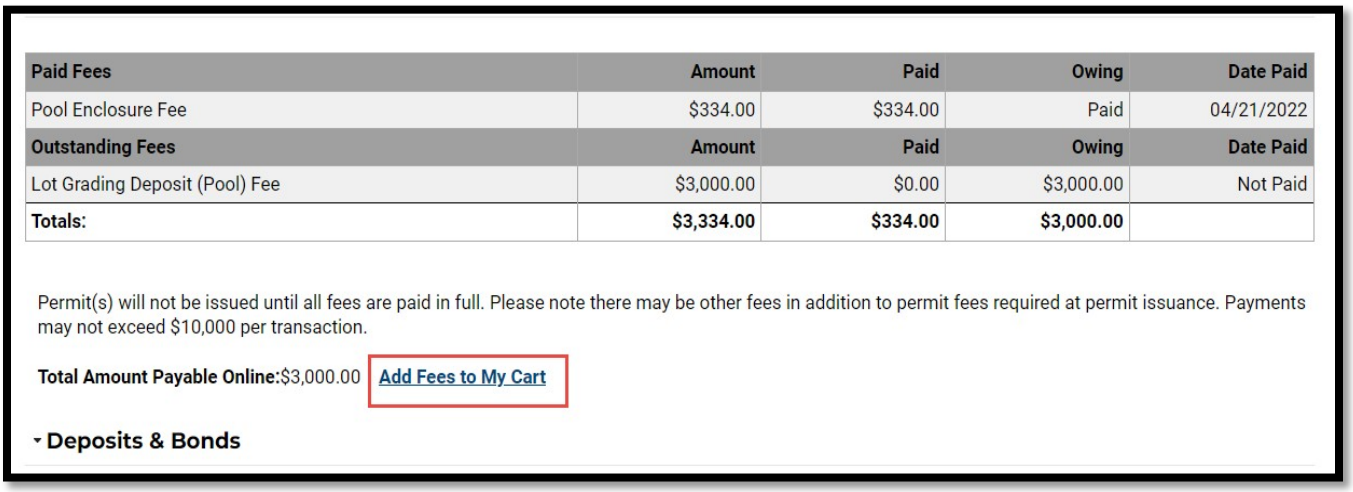


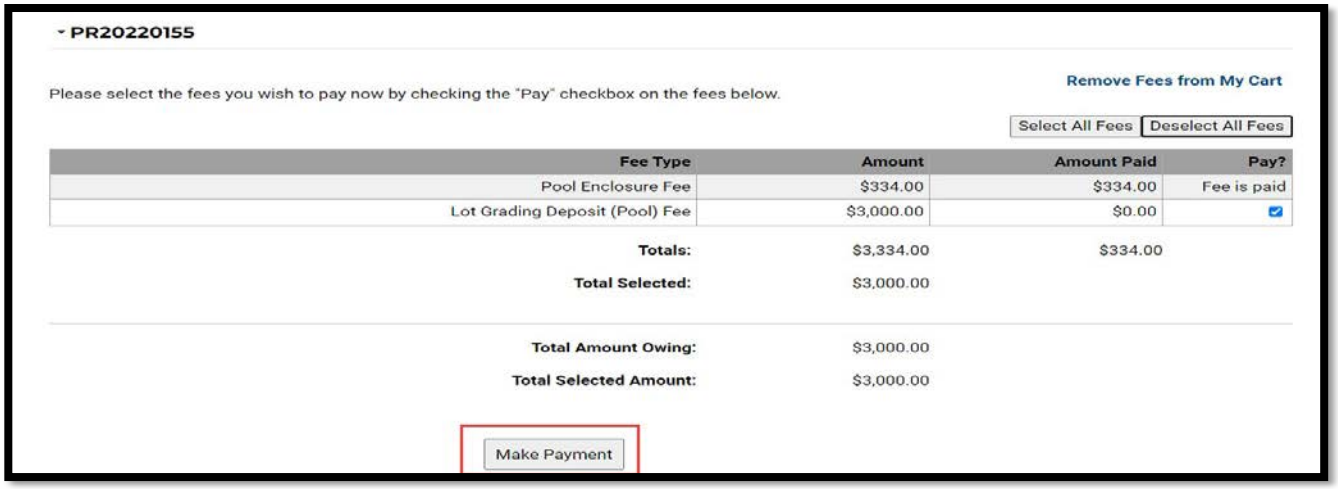
- Click on the **Reference Number** to expand the permit or operations application fully or click on the **Add Fees to My Cart** button below the reference number.





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



- 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.