

## 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](mailto: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.

[Sign In](#) / [Register](#) [My Shopping Cart \(0\)](#) [Portal Home](#) [Property Search](#)

Step 1:  
Create Account

Step 2:  
Enter Contact Information

Step 3:  
Registration Complete

### Welcome to the Town of Aurora Web Portal Registration

— ▼ Please enter your email address and choose a password —

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.

Email Address (this is your Login ID) \*

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.

Password (min. 8 characters) \*

Confirm Password \*

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

### There are a couple of things to check:

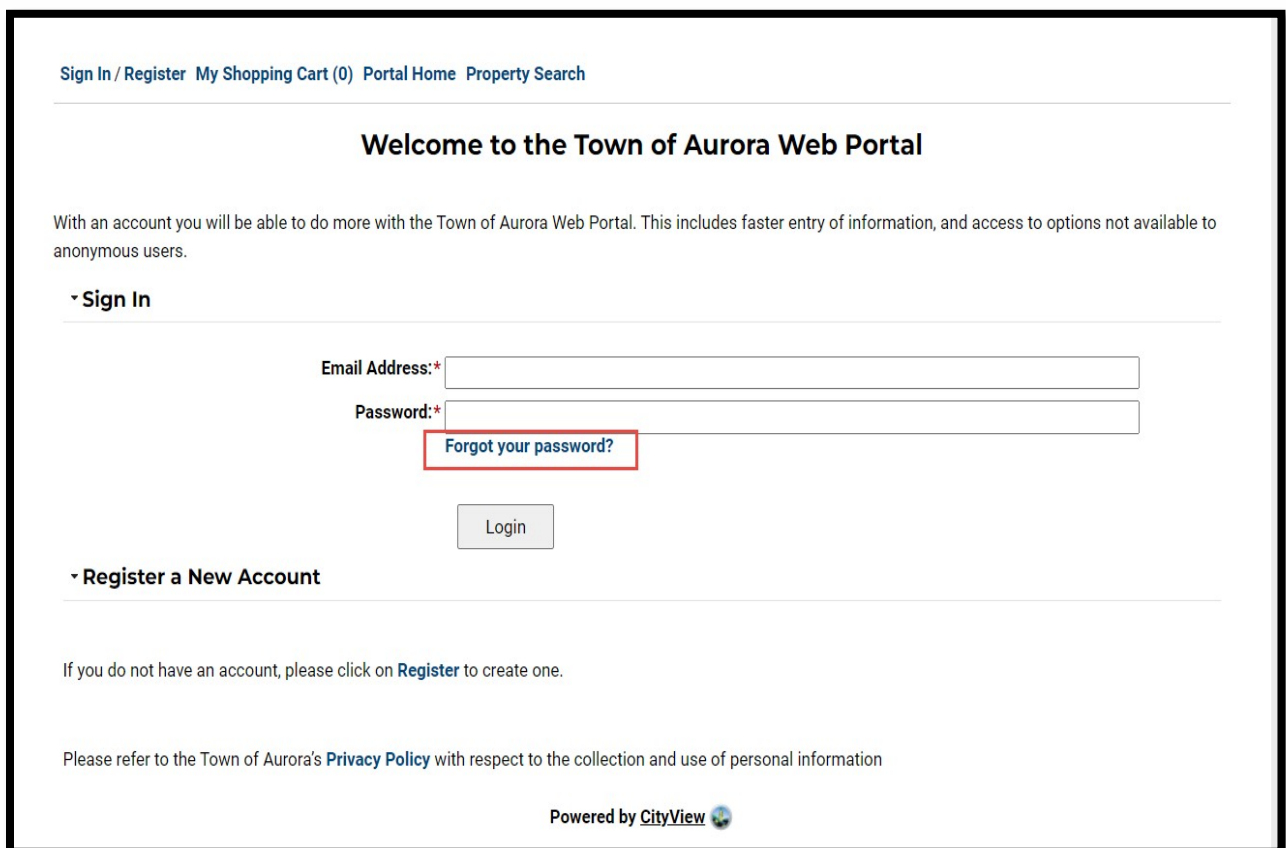
- You should receive an email within 15 minutes of registering. However, sometimes emails can be delayed for reasons out of our control. Give it a couple of minutes.
- Did you spell your email address correctly? If you are not sure, you could try registering again with the same email address. If we already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

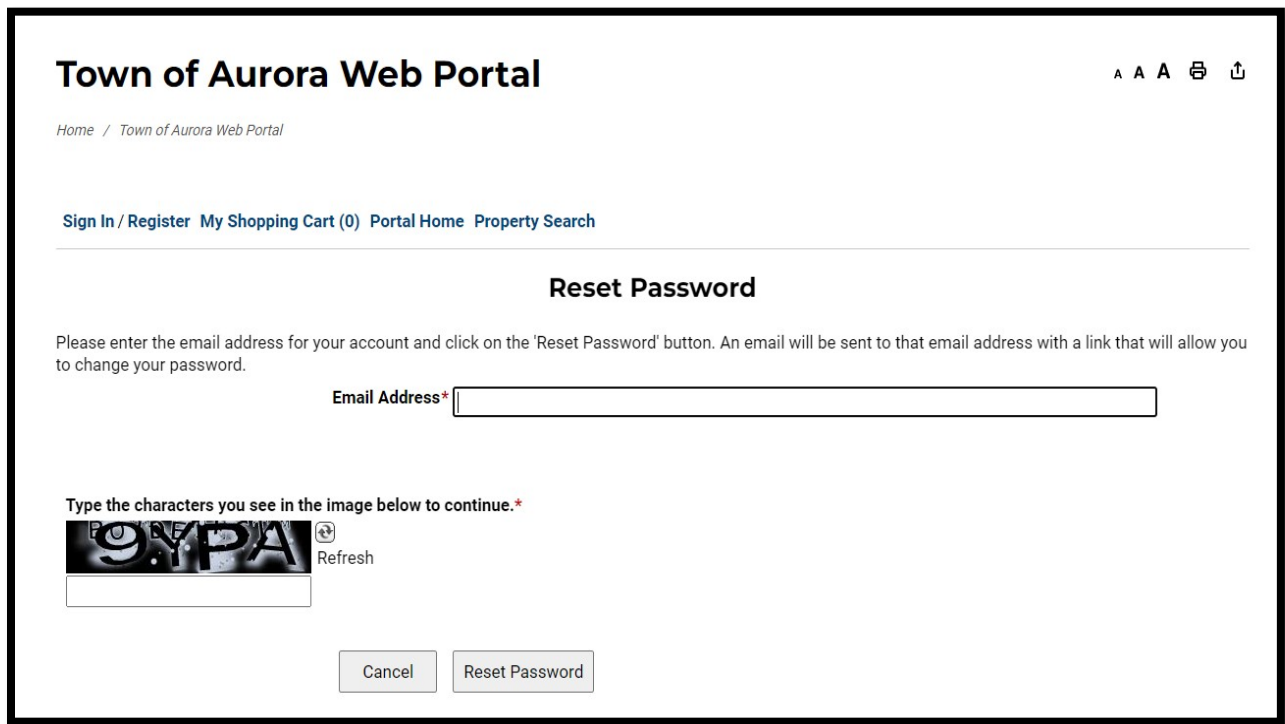
## I forgot my password – what should I do now?

From the Sign In page:

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

A screenshot of the Town of Aurora Web Portal's sign-in page. At the top, there is a navigation bar with links: "Sign In / Register", "My Shopping Cart (0)", "Portal Home", and "Property Search". Below this is a heading "Welcome to the Town of Aurora Web Portal". A paragraph explains that having an account allows for faster entry of information and access to more options. There are two main sections: "Sign In" and "Register a New Account". The "Sign In" section contains fields for "Email Address:\*" and "Password:\*", a "Forgot your password?" link (highlighted with a red box), and a "Login" button. The "Register a New Account" section has a paragraph stating that users without an account should click on "Register" to create one. At the bottom, there is a link to the "Privacy Policy" and a footer that says "Powered by CityView" with a logo.

- Enter your email address for your account.



The screenshot shows the 'Reset Password' page of the Town of Aurora Web Portal. At the top, the page title is 'Town of Aurora Web Portal' with navigation links for 'Home / Town of Aurora Web Portal', 'Sign In / Register', 'My Shopping Cart (0)', 'Portal Home', and 'Property Search'. The main heading is 'Reset Password'. Below this, a message states: '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.' There is a text input field labeled 'Email Address\*'. Below the input field is a CAPTCHA section with the text 'Type the characters you see in the image below to continue.\*'. The CAPTCHA image shows the characters '9.YPA' with a 'Refresh' button. At the bottom, there are two buttons: 'Cancel' and 'Reset Password'.

- 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?

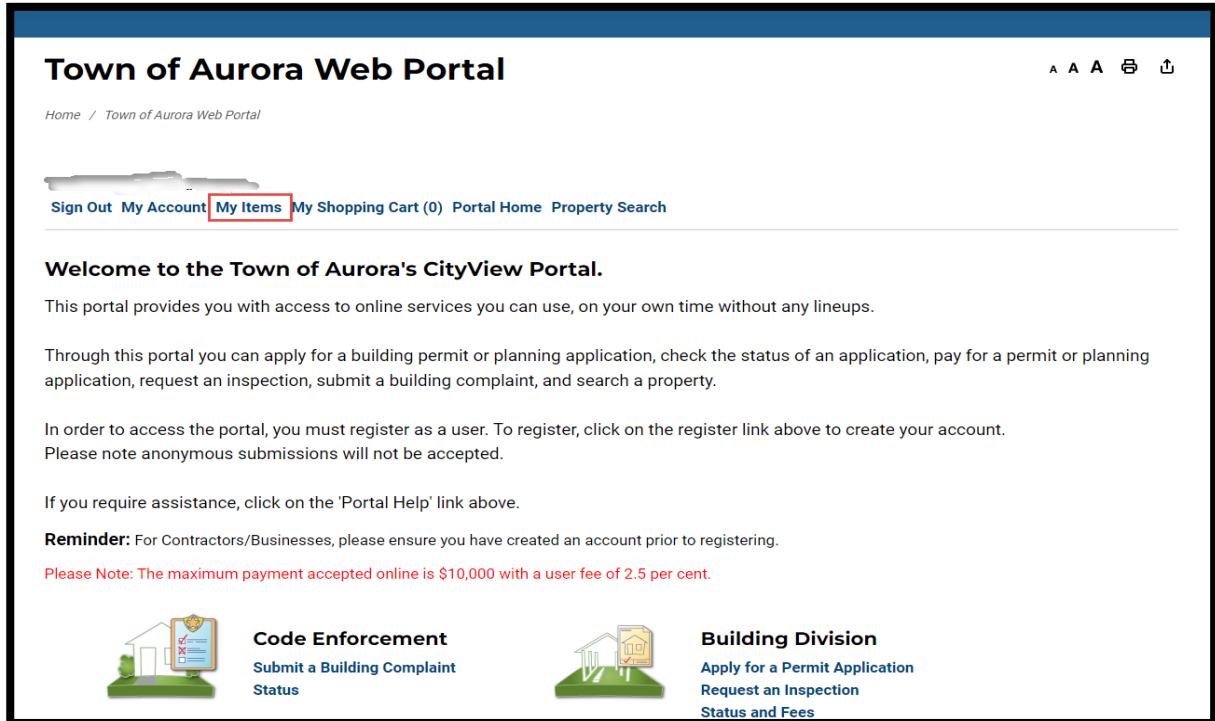
You can find all the information for planning application submittals and requirements on our [Development Planning page](#).

## 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.



**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.

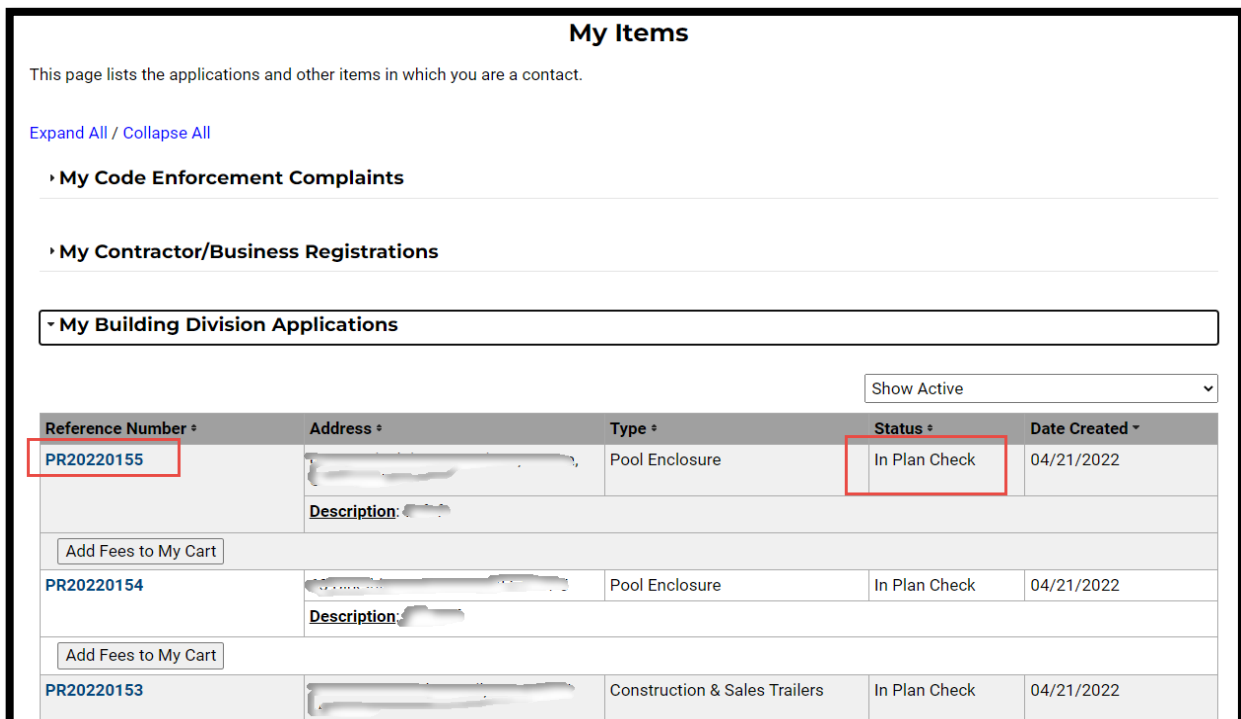
**Reminder:** For Contractors/Businesses, please ensure you have created an account prior to registering.

**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](#)

- Each Division 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**

Show Active ▾

Reference Number *	Address *	Type *	Status *	Date Created ▾
<b>PR20220155</b>	[REDACTED]	Pool Enclosure	<b>In Plan Check</b>	04/21/2022
<a href="#">Description:</a> [REDACTED]				
<a href="#">Add Fees to My Cart</a>				
<b>PR20220154</b>	[REDACTED]	Pool Enclosure	In Plan Check	04/21/2022
<a href="#">Description:</a> [REDACTED]				
<a href="#">Add Fees to My Cart</a>				
<b>PR20220153</b>	[REDACTED]	Construction & Sales Trailers	In Plan Check	04/21/2022

▼ Contacts

Property Owner: *Not shown for privacy reasons.*  
Applicant: 

▼ 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, 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

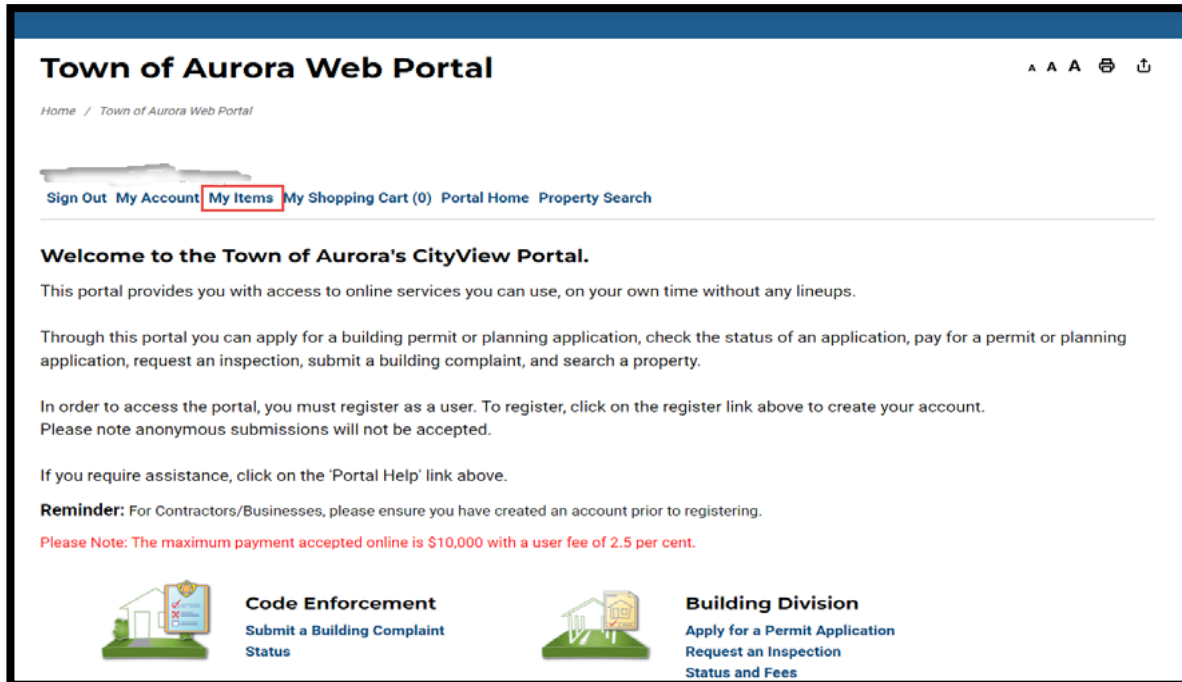
All plans/documents are to be to scale.

Recommended naming conventions:

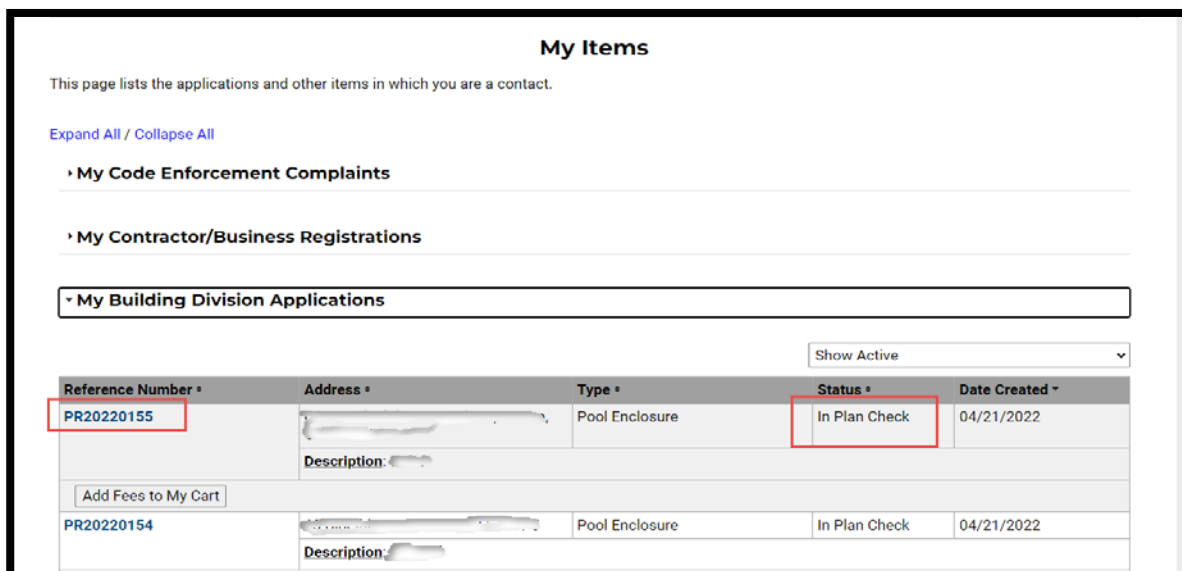
- Keep filename consistent.
- Avoid the use of characters, symbols, and extra spaces in your filenames.  
(For example, &,\*,{,<,>,-).
- Avoid inappropriate language in filenames.

## 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

**Note:** All planning application payments are to be made by cheque to the Planning Division Department.

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 here [Portal Help](#) or 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 transaction fee of 2.5 percent.



### ByLaw/Code Enforcement

Submit a Building Complaint  
Status



### Building Division

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



### Operations

Apply for a Road Occupancy Permit  
Status and Fees  
Upload Submittals



### Development Planning

Submit a Planning Application  
Application Status  
Upload Submittals



### Contractor/Business Registration

Register a Contractor or Business  
Status



### Property Information

Property Search

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

## 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](#)

Search for Permits

Search:

Begin typing a permit number, address, Parcel number or name/address of a contact on the permit and we will search existing permits. If the item you are searching for appears, please select it from the list.

Map

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

Welcome [Redacted]

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

Step 1: Select an Inspection

Step 2: Date and Time

Step 3: Complete

### Schedule an Inspection

PR20220047

Please select inspections you wish to schedule

☒ 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 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 [User Name]

[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](#)

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

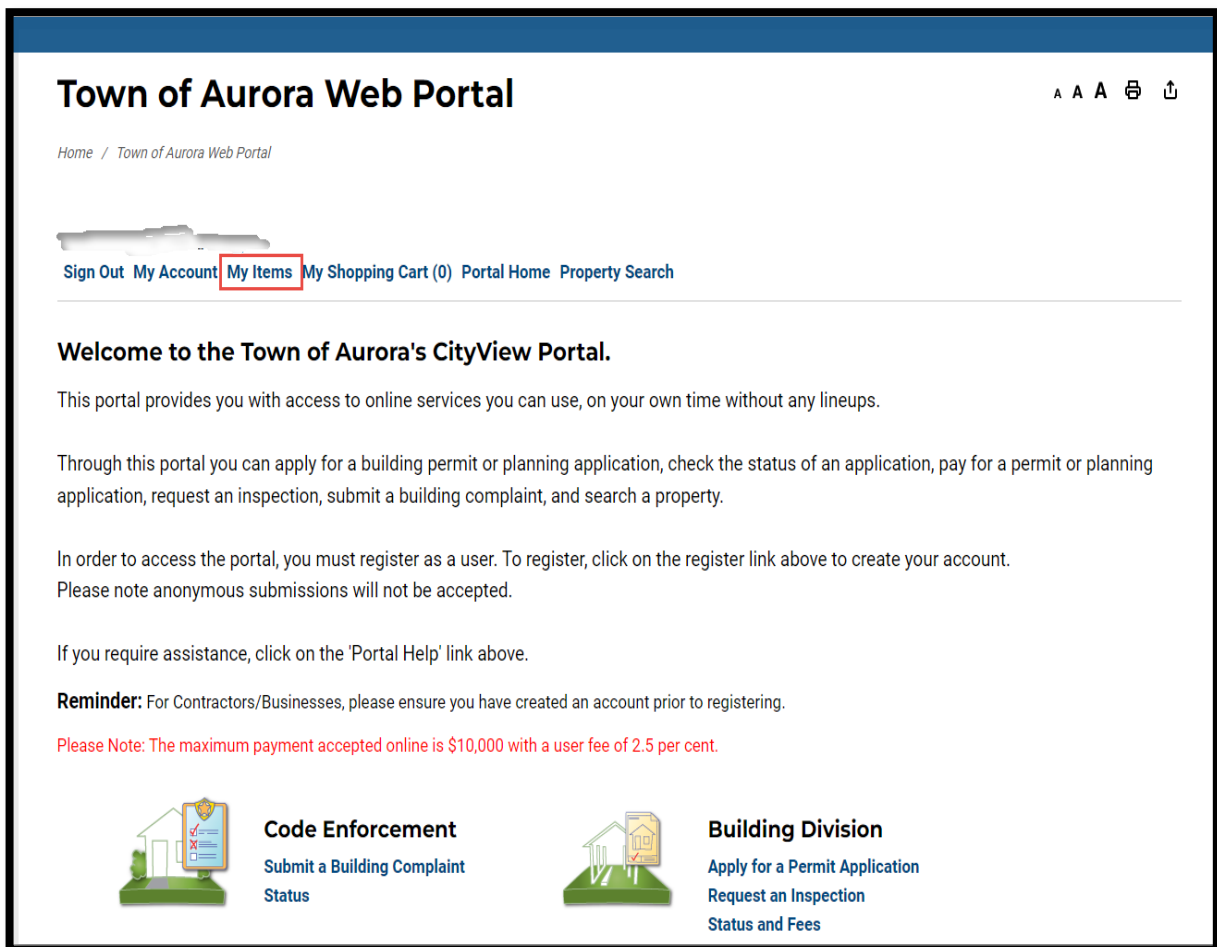
- Under the permit select the *Schedule Inspection* button and follow the same process as above.

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

## 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)

## My Items

This page lists the applications and other items in which you are a contact.

[Expand All](#) | [Collapse All](#)

Note: You can collapse and expand individual sections by clicking the header of the section you wish to collapse/expand.

**My Code Enforcement Complaints (0)** ☯

**My Building Division Applications (11)** ☯

**My Road Occupancy Permit Applications (4)** ☯

**My Development Planning Applications (2)** ☯

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

**My Code Enforcement Complaints (0)** ☯

**My Building Division Applications (11)** ☯

**Filter Applications:**

Show Active (10 of 11) ▼

Show Active (10 of 11)  
Show Inactive (0 of 11)  
Show In-Progress Applications (1 of 11)  
**Show All (11 of 11)**

Application Number	Address	Type
<a href="#">PR20250412</a>		Accessory Building
<b>Description:</b> Cabana for pool		
<a href="#">Upload Submittals</a>		
<a href="#">PR20250410</a>		Deck/Porch
<b>Description:</b> Deck in rear of house		
<a href="#">Upload Submittals</a>		

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

### My Building Division Applications (11) ☺

Filter Applications:

Show All (11 of 11) ▼

Application Number: ↑ ↓	Address: ↑ ↓	Type: ↑ ↓	Status: ↑ ↓	Date Created: ↑ ↓
<a href="#">TMPPR20250000322</a>		Deck/Porch	Not Submitted	03/13/2025
<b>Description:</b> Replacing exisiting deck				
<div>Resume this Application</div> <div>Discard this Application</div>				

## How do I re-submit a planning application/building 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.**

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

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**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, 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](#)

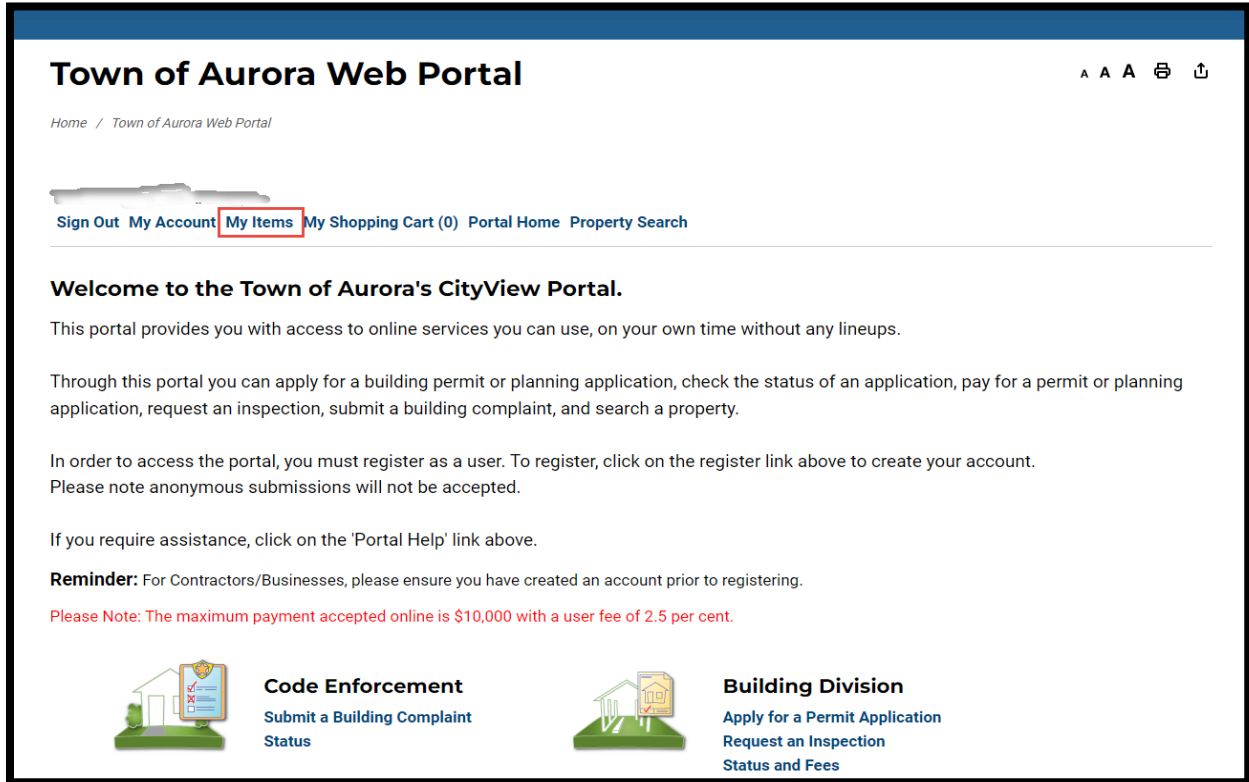
- My Code Enforcement Complaints
- My Contractor/Business Registrations
- My Building Division Applications
- My Road Occupancy Permit Applications
- My Development Planning Applications

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

Upload Submittals				
<b>SPR-2022-03</b>	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 and at the top of the ribbon, click on **My Items**.



The screenshot shows the 'Town of Aurora Web Portal' interface. At the top, there's a navigation bar with links: Sign Out, My Account, My Items (highlighted with a red box), My Shopping Cart (0), Portal Home, and Property Search. Below the navigation bar, a welcome message states: '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.' At the bottom, there are two main service areas: 'Code Enforcement' with a link to 'Submit a Building Complaint Status' and 'Building Division' with links to 'Apply for a Permit Application', 'Request an Inspection', and 'Status and Fees'.

- 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).



The screenshot shows the expanded 'My Building Division Applications' section. At the top, there's a link 'Expand All / Collapse All'. Below it, there are five expandable sections, each with a small triangle icon to its left: 'My Code Enforcement Complaints', 'My Contractor/Business Registrations', 'My Building Division Applications' (which is currently expanded and highlighted with a black border), 'My Development Planning Applications', and 'My Upcoming Inspections'.

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

<b>Description:</b> PZR - minor variance				
<b>PR20220047</b>	<b>123 Anywhere Street</b> J, Aurora, ON L4G3H4	Addition & Alteration	Permit Issued	04/04/2022
<b>Description:</b> Addition and interior alteration to industrial building				
<a href="#">Schedule Inspection</a>				


- 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	<a href="#">Permit</a>

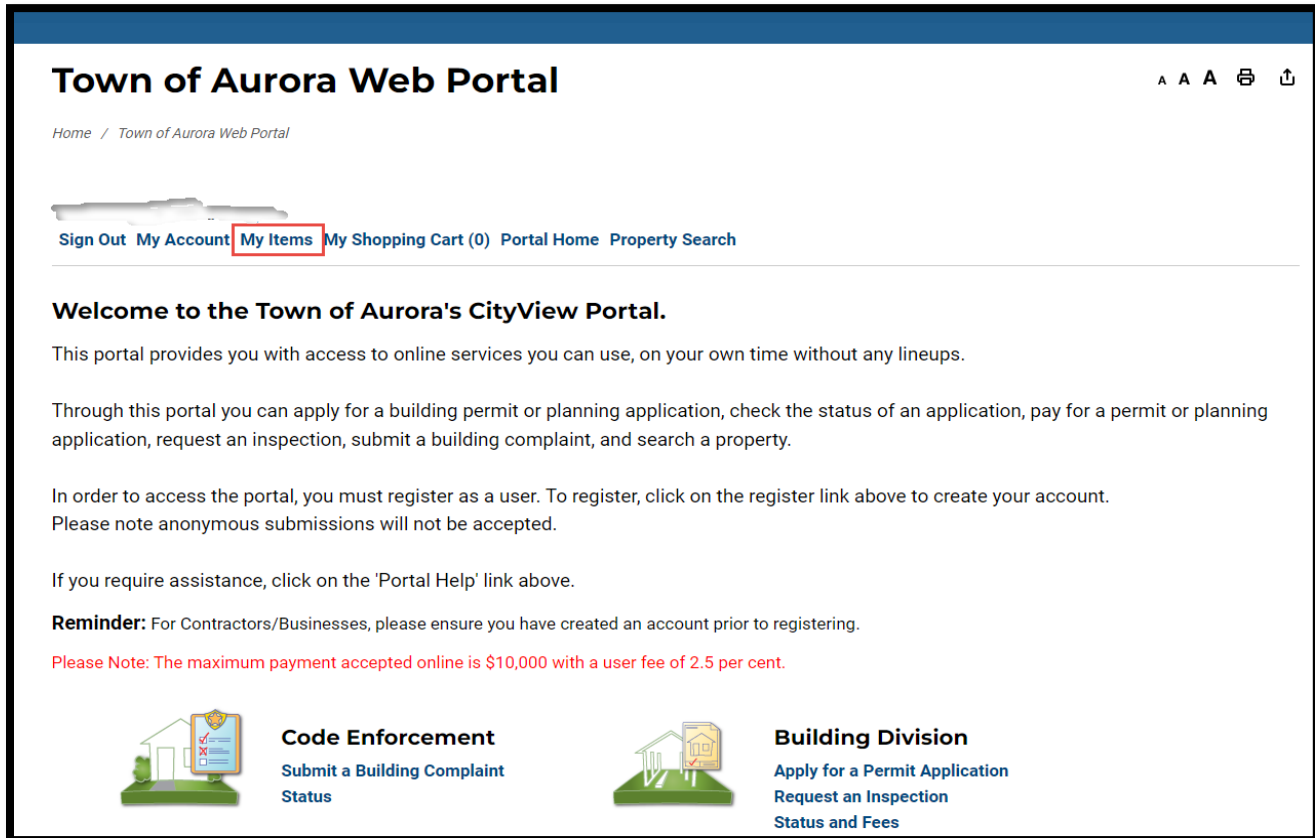
[Submittals](#) | [Portal Home](#)

Powered by [CityView](#) 



## 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.

PR20220155	<b>Description:</b> Shed			
	123 Anywhere Street ON L4G3J1	, Aurora,	Pool Enclosure	In Plan Check
	04/21/2022			
<b>Description:</b> dsfaf				
<a href="#">Add Fees to My Cart</a>				

				Show Active
Reference Number	Address	Type	Status	Date Created
PW20240075	Edward St	ROP - Heavy Load	In Plan Check	01/25/2024
<b>Description:</b> fdssdf				
<a href="#">Add Fees to My Cart</a> <a href="#">Upload Submittals</a>				

- 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
<b>Totals:</b>	<b>\$3,334.00</b>	<b>\$334.00</b>	<b>\$3,000.00</b>	

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, deposits, and development charges cannot be processed online.**

PR20220155

Remove Fees from My Cart

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

Select All Fees

Deselect All Fees

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"/>
<b>Totals:</b>	<b>\$3,334.00</b>	<b>\$334.00</b>	
<b>Total Selected:</b>	<b>\$3,000.00</b>		
<b>Total Amount Owing:</b>	<b>\$3,000.00</b>		
<b>Total Selected Amount:</b>	<b>\$3,000.00</b>		

Make Payment