City of Aurora
Customer Portal
Reference Guide

Basic navigation and account creation for the Customer Portal
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Customer Portal

Welcome to the City of Aurora Customer Portal! We are excited to offer you a convenient and efficient way to manage your interactions with our city services. Our Customer Portal is your one-stop destination for applying for permits, licenses, and a variety of other city services. Designed with your needs in mind, the portal is easy to navigate, secure, and accessible 24/7, allowing you to handle your municipal needs at your convenience.

Whether you are a resident, business owner, or contractor, our portal simplifies the application process. Explore our range of services, track the status of your applications, and receive updates all in one place.

Thank you for using the City Customer Portal. We are committed to serving you better and making your experience with us as seamless as possible. If you have any questions or need assistance, our support team is here to help. Welcome to a more connected and efficient way to engage with the City of Aurora!
Creating an Account

Follow the steps below to create an account on the Customer Portal:

1. Navigate to the link below:
   
   **DevPortal.AuroraGov.org**

2. Click on the “Registered User” button

3. Click on “Create an Account.”
4. Fill in the required account information at minimum and click “Submit.”

5. The screen below will appear, read the prompt and click “Continue.”

6. Navigate to your email and look for the “On-line Permit Registration” email. Follow the instructions within the email to get logged into the Customer Portal.
Application Tabs

After successfully logging into the customer portal, you will find there are 3 separate tabs to apply within:

1. Permit
   a. Floodplain Development Permit Application
2. License
   a. Small Cell Application
   b. Fiber Application
3. Other
   a. Pre-application for Development
   b. Community Group Registration.

*The lists of applications above are expected to grow as new record/application types are scheduled to become available within the Customer Portal.*

To submit a new application, follow the steps below:

1. Choose the appropriate tab and select “Add New Permit” or “Add New License.”
2. Choose the license, permit, or application you would like to submit from the drop down menu.

3. In some cases, a sub type selection may be required before proceeding. If the field populates, choose the appropriate subtype before continuing.

4. After choosing continue, read the prompts on the next pages and follow the instructions to complete your application.
5. When your application is complete, you may check the status by visiting the appropriate tab.

Paying a Fee

There are two places within the customer portal to pay a fee. Follow the instructions below to pay an outstanding fee:

1. A fee may be paid by clicking “Detail” on the record for which you would like to pay the fee.
2. Choose the “Fees” tab from the open record.

3. Choose the fee you would like to pay and click “Pay Selected Fees.”

4. Input the information requested and click “Pay Now.”
If you are unaware which record might have an outstanding fee, navigate to the “Fees & Payments” button from the home page.

Choose the fee you would like to pay and click “Pay Selected Fees.” Complete the information on the next screen to complete the payment.
Uploading a Document

During your application, you may receive a request to upload a document. Follow the steps below to upload a document:

1. A document may be uploaded by clicking “Detail” on the record for which you would like to upload the document for.

2. From the following screen click on “Supporting Documents.”
3. Click the “Add” button.

4. Choose the appropriate document type, and provide a description if necessary. Click “Browse” to locate the document you would like to upload.
Note: The City of Aurora may also upload documents for your review in this tab. You can view them by clicking “preview.”

Reviewing Comments

With the utilization of the Customer Portal, the City of Aurora staff may choose to converse with you directly via Comments. Follow the steps below to review and create a comment:

1. Click “Detail” on the record for which you would like to review the comments for.
2. Click on the “Comments” tab.

3. From here you may read the comment. You may also comment back with questions or statements via the “Add” button.
4. From the following screen enter your comment and click “Add Comment.”

![Add New Comment Screen]

Support

For additional support with the City of Aurora Customer Portal please reach out directly to the department you are applying within or use the contact information below:

Phone - 303-739-7420
Email - permitcounter@auroragov.org