Customer Portal - Neighborhood and Community Groups

You can register and renew your Neighborhood and Community Group on the Customer Portal. The City of Aurora provides this convenient online service to make the process efficient and accessible from anywhere.

Navigate to the Customer Portal.

Click Registered User to create an account or to login.
At the login screen, enter your username and password.

To register or renew your Neighborhood and Community Group, Click Add New Permit under My License tab. Add New Permit

Under Application Type, select Community Group

New Application
Please select an application type from the list.
Under Sub Type, select Registration or Renewal.

Click on Continue to proceed.

Review the Acknowledgement and check the Electronic Signature Acknowledge box.

Select Submit to proceed.

Property Detail. This step is not required. Click Continue to proceed.
Fill out the Application Details. Required fields are marked by red asterisks.

* This input field is required.

Once done, click Continue to proceed.

Upload Supporting Documents. In this case, Neighborhood Map is a required document.

Under Document Type, select Neighborhood Map.

Note: Description and Detail fields are optional.

Click Browse to upload your document.
Successfully uploaded documents will display at the top.

Click Preview to review the document you uploaded.

Click Continue to proceed.

Complete. Your application has been submitted.

Click Go to Home to return to home view.

To view your registration or renewal, click on the Home tab. Neighborhood and Community Group Registration and Renewals can be found under the My Permits tab.

Click Detail to view your submission.
Inside the submission, you can view Record Details, People Details, Additional Information, Supporting Documents, Fees, and Comments.

Communication between you and the City of Aurora can be done under the Comments tab.

Under the Comments tab, you may find City’s comments. You can add your own comment by clicking Add.