How to use Account Manager

The application is found on the Aurora4Biz webpage: http://aurora4biz.org

Choose My Account, and then click on 'Account Manager'.

The main page has links along the top.

The links are:

1) Home – returns you to this screen.
3) Create New Account – allows new users to build an account. Your email address becomes your login name. If the email address is already in use, you will need to use a different email address, or try a 'Forgot Password' in order to use that account.
4) Forgot Password – sends an email to the email address for that account and lets the recipient initiate a password reset.
5) Login – Allows you to login with your email address and password.
**CREATING A NEW ACCOUNT**

If you click 'Create New Account' you will see this screen. Fill it out similar to the sample shown.

Note that you will enter your email two times and your password two times. If you do not enter them exactly the same, the system will alert you to a mismatch and not allow your account to be created.

If you are a business, enter your business name. Homeowners do not need to fill in a business name.

Click the Create Account Button.
If you do not see this screen, then check for errors indicated by red asterix near the email address, password and text fields. They may be indicating that a required field was missed or perhaps a mismatch occurred for email or password.

An email similar to the one below will be sent to your email address. Make sure your spam filter or junk mail filter will not intercept mail from OnlineServices@auroragov.org.

The email from the City of Aurora will have a link. Click on it just once and it will activate your account.

An email has been sent to joegtest.com with instructions how to verify your account.

The next screen will notify you that your account has been verified. At this point, you can click the 'Aurora4Biz Home' link to begin using our online applications.
**FORGOT PASSWORD**

If you should forget your password, you can reset it yourself by clicking this link and entering your email address (the one you originally built your account with).

Click the 'Send' button.

An email will be sent to that email address. Make sure your spam filter or junk mail filter will not intercept mail from OnlineServices@auroragov.org.

The email from the City of Aurora will have a link. Click on it just once and it will initiate a password reset screen. A sample of the email is shown below.
Please continue with your password reset request by clicking the following link:
http://aurora4biz.org/COAccountManagerPub/Password/Verification.aspx?
a=5d88089ae0de487ebba403d578f1b5f9&c=123da542a22e4d71a87bb035d5e3ebf5

If you can’t click the above link, please visit:
http://aurora4biz.org/COAccountManagerPub/Password/Verification.aspx

Enter your email address
Enter the following temporary password code:
123da542a22e4d71a87bb035d5e3ebf5

This is an automated message. Replies to this email will be sent to an unmanaged account.

Enter your new secure password and click the 'Change' button.

This screen appears indicating your password has been successfully changed.
At this point, you can click the 'Aurora4Biz Home' link to begin using our online applications.

**LOGIN**

The login link allows you to manage your account. Perhaps you want to update your address or phone number. You may want to turn off a subscription to a service, or activate a subscription.

You will be asked to login:
If you login successfully, you will see this screen:

Click the 'My Account' link to begin managing your account.
There are 3 sections.

The top section allows you to change your password or email address. Once done, click the circled 'Save' button.

The middle section allows you to subscribe to services. There is only one available at the time of this document creation. It is called Building Status. Customers who sign up for this receive email updates on their project during the Building Department plan review and permitting stages. Once done, click the circled 'Save' button.

The bottom section is where changes to contact information can be maintained. Once done, click the circled 'Save' button.

If you make any changes on this page you must click the 'Save' button. Else, your changes will not be saved.
Click the 'Logoff' button when you are done managing your account.

POSSIBLE ERROR MESSAGES AND WHAT THEY MEAN

The message below happens when you try to login but you have not clicked the link in the verification email sent to your email address. Check your spam filter.

This message happens when you are creating a new account for yourself but your email address is already being used. Perhaps you already built an account and have forgotten that you did so? Click the 'Forgot Password' link instead of creating a new account.
Account Information

Email
joe@test.com

Confirm Email
joe@test.com

Password (Case Sensitive)
****

Confirm Password (Case Sensitive)
****

Contact Information

Company Name (Leave Blank if HomeOwner)

First Name
Joe

Last Name
Test

Street
444 Test Street

Suite/Apt/Unit
3

City
Aurora

State/Province
CO

Postal Code
80013

Country
USA

Phone
3333333333

Ext

Fax

The information contained on this form is subject to the provisions of the Colorado Open Records Act.

Create Account

An account with this email address already exists!

City of Aurora
15151 E Alameda Pkwy