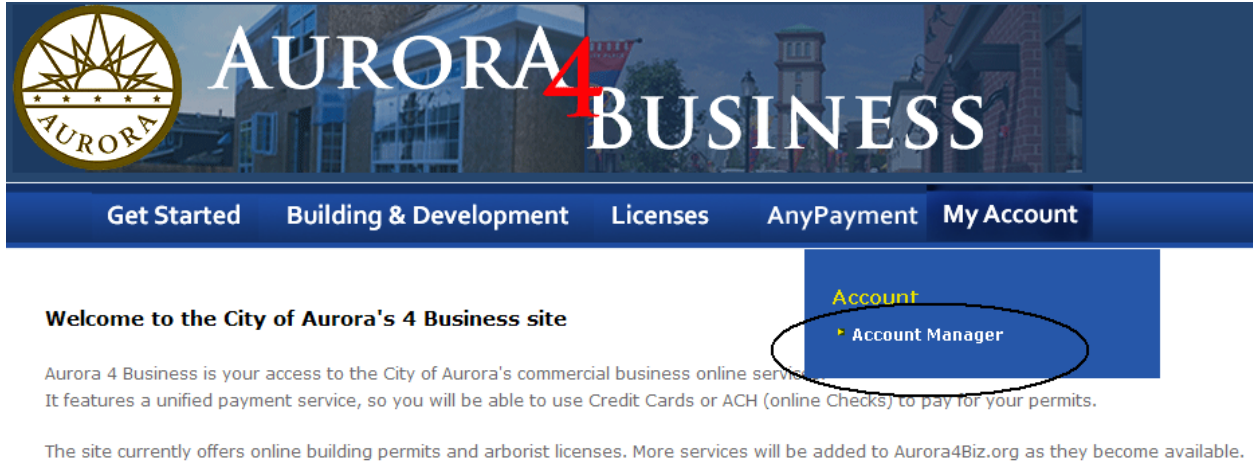


## How to use Account Manager

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

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



The screenshot shows the Aurora4Biz website header with the logo and navigation menu. The 'My Account' link is highlighted, and a dropdown menu is visible with 'Account Manager' selected and circled. Below the header, there is a welcome message and a description of the service.

**Welcome to the City of Aurora's 4 Business site**

Aurora 4 Business is your access to the City of Aurora's commercial business online services. It features a unified payment service, so you will be able to use Credit Cards or ACH (online Checks) to pay for your permits.

The site currently offers online building permits and arborist licenses. More services will be added to Aurora4Biz.org as they become available.

The main page has links along the top.



The screenshot shows the main page of the City of Aurora Account Management System. It features a header with the City of Aurora logo and the title 'City of Aurora Account Management System'. Below the header, there are navigation links: Home, Aurora4Biz Home, Create New Account, Forgot Password, and Login. The main content area contains a welcome message and instructions for creating and managing an account.

**City of Aurora**  
Account Management System

Home | Aurora4Biz Home | Create New Account | Forgot Password | Login

**Welcome to the Account Management Page**

Use this site to create a new account or to manage your existing account. Accounts are necessary to engage in many of the online tools we make available to the public such as Development Application Review Online, Civil Plan Review Online, and Building Plan Review Online.

Please pick a secure password - one that contains a mix of upper and lowercase letters, and several numbers.

Failure to abide by the stipulations of this account can result in deactivation of the account.

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The links are:

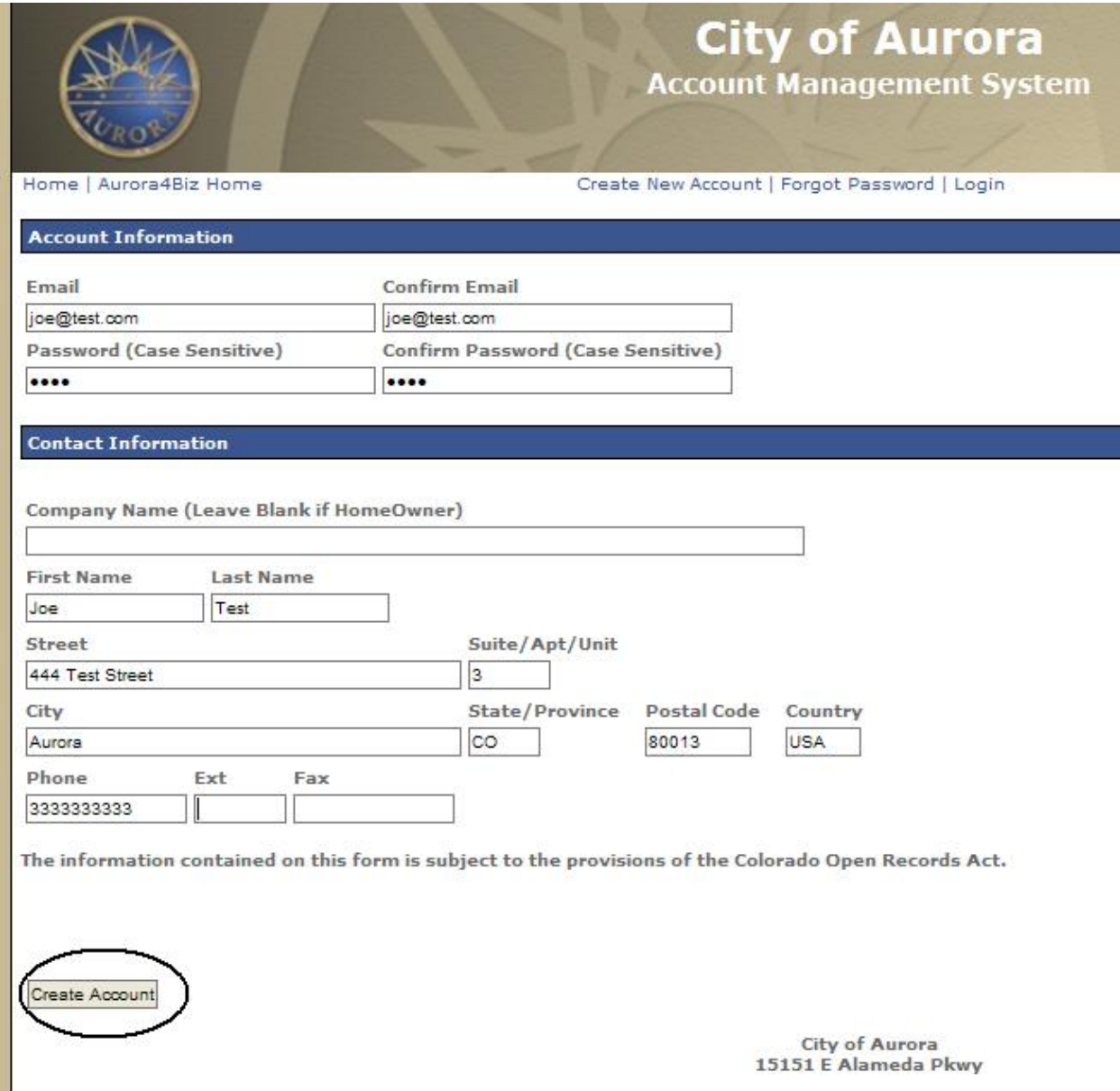
- 1) Home – returns you to this screen.
- 2) Aurora4Biz Home – returns you to <http://aurora4biz.org> page.
- 3) Create New Account – allows new users to build an account. Your email address becomes your login name. If the email address is already in use, you will need to use a different email address, 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.



The screenshot shows the 'City of Aurora Account Management System' interface. At the top left is the City of Aurora logo. The header includes navigation links: 'Home | Aurora4Biz Home', 'Create New Account | Forgot Password | Login'. The main form is divided into two sections: 'Account Information' and 'Contact Information'. The 'Account Information' section contains fields for 'Email' (joe@test.com), 'Confirm Email' (joe@test.com), 'Password (Case Sensitive)' (masked with dots), and 'Confirm Password (Case Sensitive)' (masked with dots). The 'Contact Information' section includes a 'Company Name (Leave Blank if HomeOwner)' field, 'First Name' (Joe) and 'Last Name' (Test) fields, 'Street' (444 Test Street) and 'Suite/Apt/Unit' (3) fields, 'City' (Aurora), 'State/Province' (CO), 'Postal Code' (80013), and 'Country' (USA) fields, and 'Phone' (3333333333), 'Ext', and 'Fax' fields. A disclaimer states: 'The information contained on this form is subject to the provisions of the Colorado Open Records Act.' A 'Create Account' button is circled in red. The footer contains the City of Aurora address: 'City of Aurora, 15151 E Alameda Pkwy'.

Home | Aurora4Biz Home Create New Account | Forgot Password | Login

### Account Information

Email:  Confirm Email:   
Password (Case Sensitive):  Confirm Password (Case Sensitive):

### Contact Information

Company Name (Leave Blank if HomeOwner):

First Name:  Last Name:   
Street:  Suite/Apt/Unit:   
City:  State/Province:  Postal Code:  Country:   
Phone:  Ext:  Fax:

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

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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.

**City of Aurora**  
Account Management System

Home | Aurora4Biz Home      Create New Account | Forgot Password | Login

**Account Information**

Email	Confirm Email
<input type="text" value="joe@test.com"/>	<input type="text" value="joe@test.com"/>
Password (Case Sensitive)	Confirm Password (Case Sensitive)
<input type="password" value="****"/>	<input type="password" value="****"/>

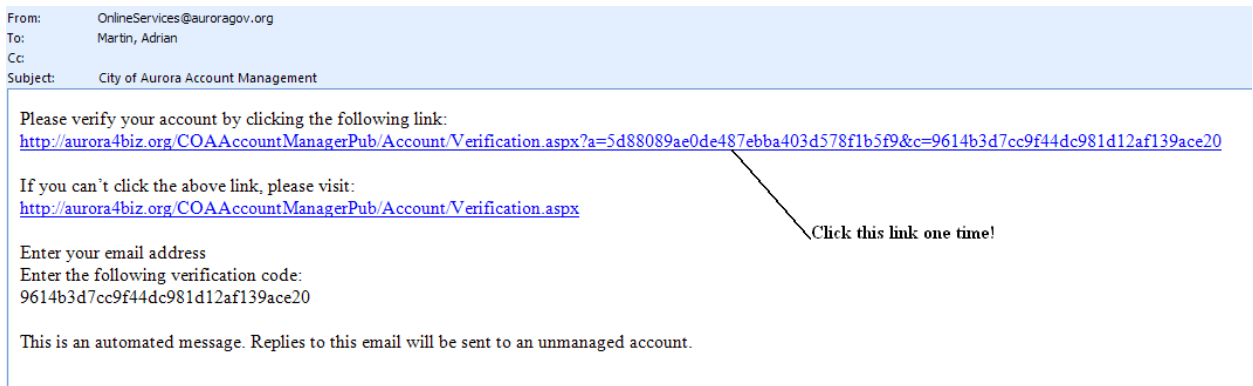
**Account Creation**

An email has been sent to joe@test.com with instructions how to verify your account.

City of Aurora  
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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](mailto: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.



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).



The screenshot shows the 'City of Aurora Account Management System' interface. At the top left is the City of Aurora logo. The main header reads 'City of Aurora Account Management System'. Below the header is a navigation bar with links: 'Home | Aurora4Biz Home' on the left and 'Create New Account | Forgot Password | Login' on the right. The main content area has a blue header that says 'Forgot Your Password?'. Below this is a form with the label 'Email Address:' followed by a text input field containing 'joe@test.com'. To the right of the input field is a 'Send' button. At the bottom right of the page, the address 'City of Aurora 15151 E Alameda Pkwy' is displayed.

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](mailto: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.

**City of Aurora Account Management**

OnlineServices@auroragov.org

Sent: Wed 3/6/2013 8:51 AM

To: Martin, Adrian

Please continue with your password reset request by clicking the following link:

<http://aurora4biz.org/COAAccountManagerPub/Password/Verification.aspx?a=5d88089ae0de487ebba403d578f1b5f9&c=123da542a22e4d71a87bb035d5e3ebf5>

If you can't click the above link, please visit:

<http://aurora4biz.org/COAAccountManagerPub/Password/Verification.aspx>

Click once on this link to initiate the password reset.

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.



The screenshot shows the 'City of Aurora Account Management System' interface. At the top left is the City of Aurora logo. The header includes navigation links: 'Home | Aurora4Biz Home' and 'Create New Account | Forgot Password | Login'. Below the header is a blue bar with the text 'Password Reset'. The main content area contains two input fields: 'Password \*' and 'Confirm Password \*'. Below these fields is a 'Change' button. At the bottom right, the address 'City of Aurora 15151 E Alameda Pkwy' is displayed.

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**

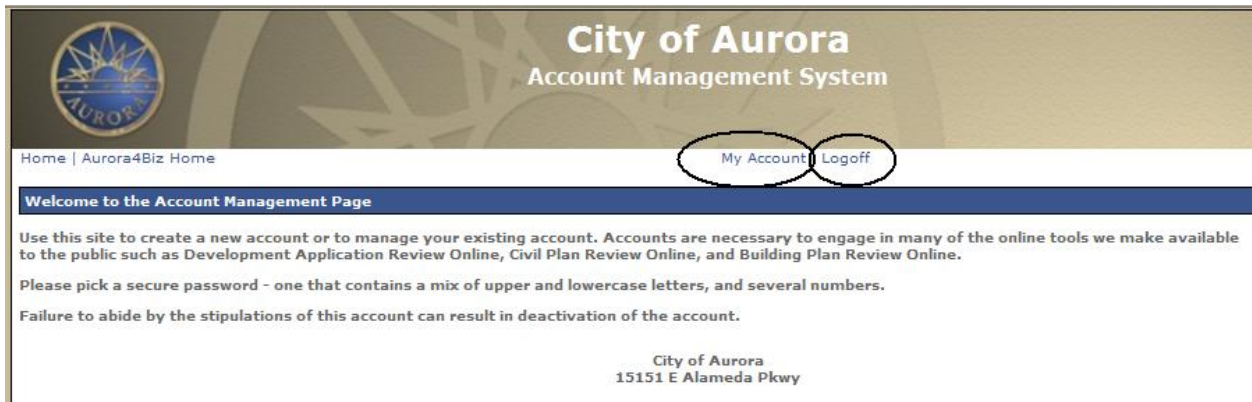
The login link allows you to manage your account. Perhaps you want to update your address or phone number. You may want to turn off a subscription to a service, or activate a subscription.

You will be asked to login:



The image shows the login page of the City of Aurora Account Management System. At the top left is the City of Aurora logo. The main header reads "City of Aurora Account Management System". Below the header, there are navigation links: "Home | Aurora4Biz Home" on the left and "Create New Account | Forgot Password | Login" on the right. A dark blue bar contains the text "Log In". Below this bar are two input fields: "Email Address:" with the value "joe@test.com" and "Password:" with four dots. A "Log In" button is positioned to the right of the password field. At the bottom right, the address "City of Aurora 15151 E Alameda Pkwy" is displayed.

If you login successfully, you will see this screen:



The image shows the welcome page of the City of Aurora Account Management System. At the top left is the City of Aurora logo. The main header reads "City of Aurora Account Management System". Below the header, there are navigation links: "Home | Aurora4Biz Home" on the left and "My Account" and "Logoff" on the right, both of which are circled in red. A dark blue bar contains the text "Welcome to the Account Management Page". Below this bar, there is a paragraph of text: "Use this site to create a new account or to manage your existing account. Accounts are necessary to engage in many of the online tools we make available to the public such as Development Application Review Online, Civil Plan Review Online, and Building Plan Review Online." This is followed by two more paragraphs: "Please pick a secure password - one that contains a mix of upper and lowercase letters, and several numbers." and "Failure to abide by the stipulations of this account can result in deactivation of the account." At the bottom center, the address "City of Aurora 15151 E Alameda Pkwy" is displayed.

Click the 'My Account' link to begin managing your account.



# City of Aurora

## Account Management System

Home | Aurora4Biz Home

My Account | Logoff

### Change Login Information

Use this area to change your email address or password.

Be sure to click the 'Save' button at the bottom of the screen.

Email	Confirm Email
<input type="text"/>	<input type="text"/>
Old Password	
<input type="text"/>	
New Password	Confirm New Password
<input type="text"/>	<input type="text"/>

### Change Preferences

Use this area to subscribe to optional offerings. Be sure to click the 'Save' button at the bottom of the screen.

#### Subscriptions

Name	Action	Recipients
Building Status	<input type="radio"/> Send Building Plan Review and Permitting progress emails.	Email address(s) to receive updates (ex: aa@b.com;cc@d.com)
	<input checked="" type="radio"/> Do not send Building Plan Review and Permitting progress emails.	<input type="text" value="joe@test.com"/>

### Change Contact Information

Use this area to update your contact information.

Company Name				
<input type="text"/>				
First Name	Last Name			
<input type="text" value="JOE"/>	<input type="text" value="TEST"/>			
Street	Suite/Apt/Unit			
<input type="text" value="444 TEST ST"/>	<input type="text" value="3"/>			
City	State/Province	Postal Code	Country	
<input type="text" value="aurora"/>	<input type="text" value="co"/>	<input type="text" value="80013"/>	<input type="text" value="usa"/>	
Phone	Fax			
<input type="text" value="3333333333"/>	<input type="text"/>			

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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.



The screenshot displays the City of Aurora Account Management System interface. At the top left is the City of Aurora logo, a circular seal with a sunburst and the word 'AURORA'. To the right, the text 'City of Aurora Account Management System' is displayed. Below the header, there are navigation links: 'Home | Aurora4Biz Home' on the left and 'Create New Account | Forgot Password | Login' on the right. A dark blue 'Log In' button is positioned above the login form. The form contains two input fields: 'Email Address:' with the value 'joe@test.com' and 'Password:'. Below the password field, a red error message reads 'You account has not been verified!'. A 'Log In' button is located below the error message. At the bottom right, the address 'City of Aurora 15151 E Alameda Pkwy' is listed.

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	Confirm Email
<input type="text" value="joe@test.com"/>	<input type="text" value="joe@test.com"/>
Password (Case Sensitive)	Confirm Password (Case Sensitive)
<input type="password" value="••••"/>	<input type="password" value="••••"/>

## Contact Information

Company Name (Leave Blank if HomeOwner)

First Name	Last Name
<input type="text" value="Joe"/>	<input type="text" value="Test"/>

Street	Suite/Apt/Unit
<input type="text" value="444 Test Street"/>	<input type="text" value="3"/>

City	State/Province	Postal Code	Country
<input type="text" value="Aurora"/>	<input type="text" value="CO"/>	<input type="text" value="80013"/>	<input type="text" value="USA"/>

Phone	Ext	Fax
<input type="text" value="3333333333"/>	<input type="text"/>	<input type="text"/>

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

**An account with this email address already exists!**

City of Aurora  
15151 E Alameda Pkwy