Gaston County

Building & Development Services:

Authentication Instructions for Civic Access Upgrade: Existing Users

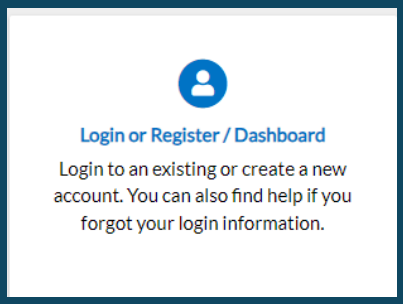
Effective October 1, 2024 the Civic Access portal login requirements will be updated to require dual-authentication for increased security protection. Portal users will need to change their login from a username and password to an email and password, *even for those who currently use their email as their username*. When prompted to register using dual-authentication you will need to use the email address originally used to create the portal account. The following instructions should provide guidance to assist with updating your login credentials.

Gaston County Building & Development Services

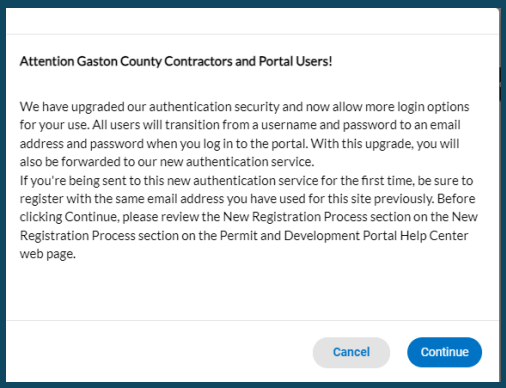
Link to the portal: Civic Access (gastongov.com)

1. **Read this guide through its entirety prior to proceeding with registration for authenticating your Civic Access account**

2. **Click on Login/Register**



3. **Read the following message; click Continue:**



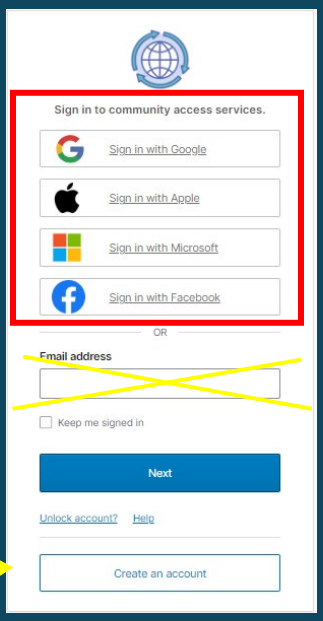
4. **Select which option you would like to authenticate your account with***

Option 1: Social Account

The email address used to register with Gaston County originally must be associated with the social account

Option 2: Email*

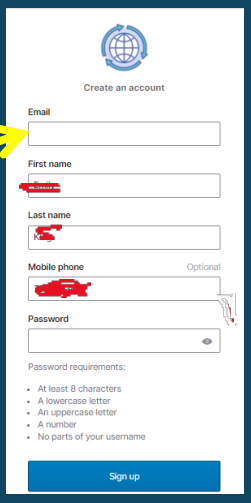
The email address used must be the one that was originally used to create the Civic Access account; if first time logging in with new authentication security measures click **'Create an account'**



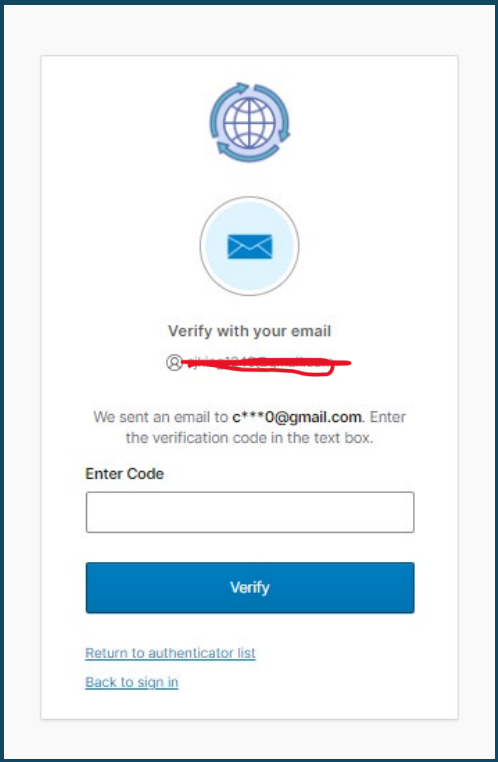
it is highly encouraged to choose the email option as the email associated with your social login may differ from what was used originally to create your Civic Access account

5. **If using email option you will complete the following fields; click Sign Up:**

Enter the email address that was **originally** used to create your Civic Access/Citizen Self Service account



6. **An email will be sent to the email on file containing a verification code. Enter the verification code and click 'Verify'**



Important to note: for subsequent login attempts you will be given the option to login with a verification code OR a password. If you choose verification code an email will be sent to you each time you login that will need to be entered in Civic Access.

For users experiencing issues verifying their accounts please send an email to civicaccesslogin@gastongov.com with the subject line **TID-C Login Issues**. In doing this will expedite Gaston County's response to addressing this matter.