

Gaston County

Building & Development Services:

Authentication Instructions for Civic Access Upgrade: Existing Users

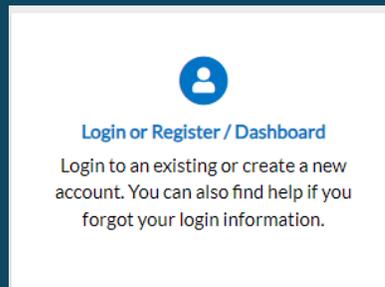


Effective **October 1, 2024** the Civic Access portal login requirements will be updated to require dual-authentication for increased security protection. Portal users will need to change their login from a username and password to an email and password, *even for those who currently use their email 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.

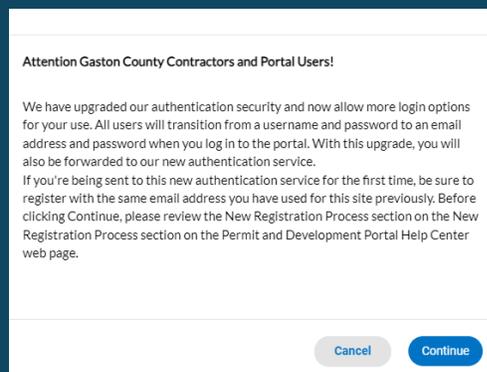
Link to the portal: [Civic Access \(gastongov.com\)](http://gastongov.com)

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

Sign in to community access services.

[Sign in with Google](#)

[Sign in with Apple](#)

[Sign in with Microsoft](#)

[Sign in with Facebook](#)

OR

~~Email address~~

Keep me signed in

[Next](#)

[Unlock account?](#) [Help](#)

[Create an 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

Create an account

Email

First name

Last name

Mobile phone Optional

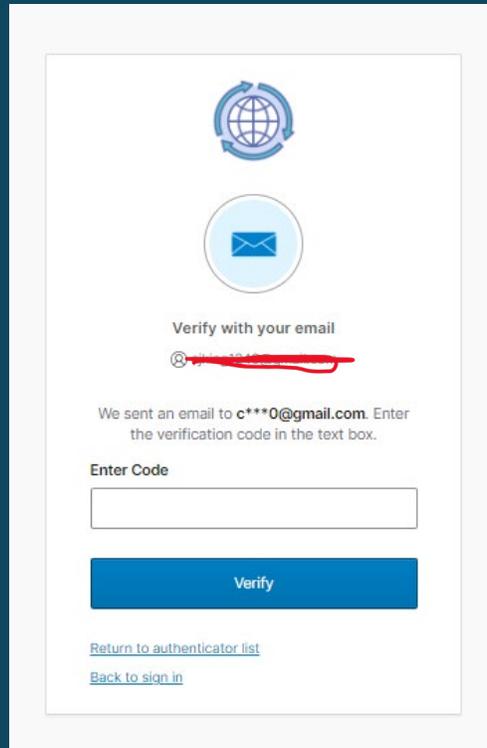
Password

Password requirements:

- At least 8 characters
- A lowercase letter
- An uppercase letter
- A number
- No parts of your username

[Sign up](#)

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



The screenshot shows a white rectangular box with a thin border. At the top center is a blue circular icon containing a globe with a circular arrow around it. Below this is another blue circular icon containing an envelope. Underneath the icons, the text "Verify with your email" is displayed in a bold, dark font. Below that, an email address is shown with a red scribble over the name part, leaving only the domain "@gmail.com" visible. The text "We sent an email to c***0@gmail.com. Enter the verification code in the text box." follows. Below this is a label "Enter Code" above a white text input box. Underneath the input box is a blue rectangular button with the word "Verify" in white text. At the bottom of the box, there are two blue hyperlinks: "Return to authenticator list" and "Back to sign in".

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.