

How to register on the City of Gastonia CityView portal. The CityView portal was implemented on Wed. July 8<sup>th</sup> and is how we now communicate with one-on-one with our residents and community for permits. This portal provides up-to-date information and is user friendly.

**First step is to register:** Go to <https://devsvcs.cityofgastonia.com/>. It's very easy.

1. **Step 1** is creating an account.
  - a. Enter a valid, working **email address** you can access regularly so we can communicate back and forth.
    - i. After you register, you'll receive a confirmation email with a hyperlink you'll need to activate.
  - b. Create a **password** (min. 8 characters).

(picture of the screen)

The screenshot displays the registration interface for the City of Gastonia's TEST Portal. At the top, the Gastonia logo and contact information (704.866.6714, 181 S South Street • Gastonia, NC 28052) are visible. The navigation bar includes links for Sign In, Register, My Shopping Cart, Portal Home, Property Search, and Portal Help. The registration process is divided into three steps: Step 1 (Create Account), Step 2 (Contact Information), and Step 3 (Registration Complete). The current step is Step 1, which prompts the user to enter an email address and choose a password. A note clarifies that the email address will be used for communication. The form includes fields for Email Address, Password (minimum 8 characters), and Confirm Password. Navigation buttons for 'Cancel' and 'Next Step: Contact Information' are provided at the bottom of the form. The page is powered by CityView.

2. Step 2 is providing contact information. (no picture available for these two questions)
  - a. Question 1: Would you like to associate your account with an existing Contractor license? For most situations the answer is NO.
  - b. Question 2: Would you like to associate your account with an existing Business license? For most situations the answer is NO.
3. Step 3 is entering new contact information:
  - i. Enter your **full name**
  - ii. Enter the preferred **Contact Method: Email, Fax, Mail, Phone**. Staff recommends selecting email.
  - iii. Search for the **address**: This is the address where the project is taking place
  - iv. **Mailing address**: Your mailing address in case we need to send a letter via mail.
  - v. **Contact Number**: The preferred **phone number** that you would like staff to use to contact you with any questions, suggestion or concerns.
  - vi. Type the characters you see in the image (usually a mix of 4 to 6 letters and/or numbers) – this is not upper/lower case sensitive
  - vii. Click on the box Next Step: Complete Registration

(picture of the screen)

The screenshot shows a multi-step registration process. At the top, a progress bar indicates four steps: Step 1: Create Account (green), Step 2: Contact Information (green), Step 3: Enter Contact Information (orange), and Step 4: Registration Complete (grey). The main heading is 'New Contact Information' with a note: 'Required information is indicated with an asterisk (\*).' The form is divided into sections: 'Full Name' with a text input field; 'Preferred Contact Method' with a dropdown menu; 'Address' with a search bar and instructions; 'Mailing Address' with a checkbox 'Same as Location Address', and fields for 'Street Address', 'Address Extra Line 1', 'Address Extra Line 2', and 'City/State/Zip' (with a state dropdown set to 'NORTH CAROLINA'); and 'Contact Numbers' with a table for 'Contact Number(s)', 'Type' (dropdown set to 'Primary'), 'Contact Number' (text input), and 'Ext.' (text input). A red note states: '(\*Please note: at least one contact number is required)'. Below the form is a CAPTCHA with the text 'Type the characters you see in the image below to continue.' and a 'Refresh' button. At the bottom are two buttons: 'Previous Step: Contact Information' and 'Next Step: Complete Registration'.

4. Registration Complete (Last step)

- You'll receive a message that your account was created successfully.
- Click on the hyperlink contained in the email to activate your account. It may take up to 30 minutes for the email to arrive.

(picture of the screen)

The screenshot shows the 'Registration Complete' confirmation page. At the top, a progress bar indicates the same four steps as the previous form, with Step 4: Registration Complete highlighted in orange. The heading is 'Registration Complete'. Below it, a message states: 'Your new account was created successfully. A confirmation email has been sent to chrystall@cityofgastonia.com. Please allow up to 30 minutes for the email to arrive. Please click on the hyperlink contained in the email to activate your account.' At the bottom, it says 'Powered by CityView' with a logo. The top navigation bar includes links: 'Sign In / Register', 'My Shopping Cart (0)', 'Portal Home', 'Property Search', and 'Portal Help'.