

Good afternoon,

We received your ZVL request. Before we review a ZVL request, the next step of the process is 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 shows the registration page for the City of Gastonia CityView portal. At the top, there is a green header with the City of Gastonia logo, phone number (704.866.6714), address (181 S South Street • Gastonia, NC 28052), and a Home link. Below the header, there is a navigation bar with links for Sign In / Register, My Shopping Cart (0), Portal Home, Property Search, and Portal Help. The main content area features a progress bar with three steps: Step 1: Create Account (highlighted in orange), Step 2: Contact Information, and Step 3: Registration Complete. Below the progress bar, there is a heading 'Welcome to TEST City of Gastonia TEST Portal Registration' and a prompt 'Please enter your email address and choose a password'. A note states: 'NOTE: The email address you enter is the email address that we will use to communicate with you regarding your account profile and services you request.' There are three input fields: 'Email Address (this is your Login ID)\*', 'Password (min. 8 characters)\*', and 'Confirm Password\*'. Below the fields are 'Cancel' and 'Next Step: Contact Information' buttons. The page footer includes 'Powered by CityView' and the City of Gastonia logo.

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)

**New Contact Information**

Required information is indicated with an asterisk (\*).

Full Name: \*

Preferred Contact Method: \*

---

**Address**

Search for address

Begin typing a street address above and we will search existing locations within the jurisdiction. If your location appears, please select it from the list. If you cannot find your address, you can enter it manually in the fields below.

---

**Mailing Address**

Same as Location Address:

Street Address: \*

Address Extra Line 1:

Address Extra Line 2:

City/State/Zip: \*  NORTH CAROLINA

---

**Contact Numbers**

Contact Number(s)	Type*	Contact Number*	Ext.
	Primary	<input type="text"/>	<input type="text"/>

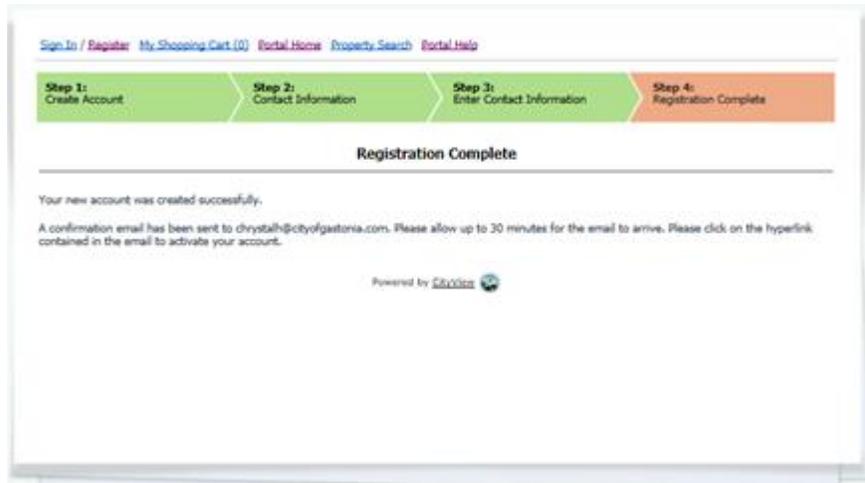
(\*Please note: at least one contact number is required)

Type the characters you see in the image below to continue.

**SA49A**

4. Registration Complete (Last step)
  - a. You'll receive a message that your account was created successfully.
  - b. 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)



- 5. Once you are successfully registered on the portal, you will need to apply for a zoning verification letter request.** During this stage, you'll need to upload your PDF to your application request.
- 6. After you are registered, applied online for your ZVL, and made payment, your zoning verification letter will be processed for review.**

Please let me know if you have any questions or problems registering.

Thank you,  
Chrystal Howard



[chrystalh@cityofgastonia.com](mailto:chrystalh@cityofgastonia.com)

704-854-6652