Civic Access Guide – Creating Your Account

The Civic Access on-line customer portal will allow you to submit building permit and planning documents as well as receive approval without having to visit town facilities. In this guide, we'll explain how to create your account so you can begin submitting your electronic applications for building permits and planning submissions.

1. Navigate to the Civic Access home page (URL below) and Click the "**Login or Register**" link in the top right of the screen.

Click for Civic Access portal

2. OPTIONAL – If you wish to link your Town of Waxhaw account with one of your existing on-line providers, select that option at the top and follow the prompts.
   a. *To use our system for maintaining access to your account, please continue with this guide.*
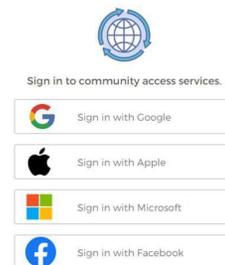
3. Click the "**Sign-Up**" link located at the bottom

4. In the "**Create an Account**" window, provide your email address, password, first, and last name.

5. If the password you provided does not meet the minimum requirements, a dialog will display below the password field.

6. When all required fields are filled in and specific actions met, click the "**Sign- Up** " button.

7. The following screen will be displayed informing you to visit your email to complete your sign-in process.
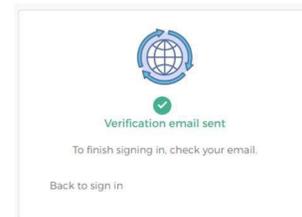
8. In the email received, click the button "**Activate Account**".
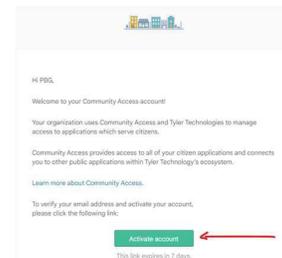
9. Your browser should redirect you back to the Town's login page. Provide your email address and password in the appropriate fields.

   a OPTIONAL – Clicking the **"Remember Me"** *check box will cache your email address for the next time you visit our site.*
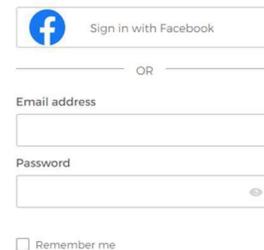
10. Click "**Sign In**"

11. NOTE: After logging in, if a User Profile screen is displayed, close this screen. Navigate to the Town's Civic Access home page using the link below and log in again.

Click for Civic Access portal
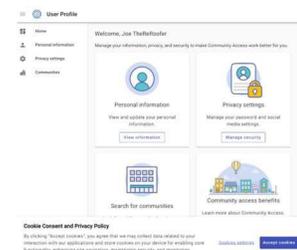
12. Upon initial login, you will be required to complete a registration process.

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13. Complete step 2 of the registration process.

Provide all information that is required or additional info you wish town staff to be aware of.

- *Your email address can't be changed.*
- *Only 1 phone number is required but additional numbers may be added.*

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14. Click "**Next**"

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15. Complete step 3 of the registration process.

Provide all information that is required or additional info you wish town staff to be aware of.

- *If you are a town resident, and you are using your personal email address to register-provide your home address.*
- *If you are a business-provide your business address.*

16. Click "**Submit**"