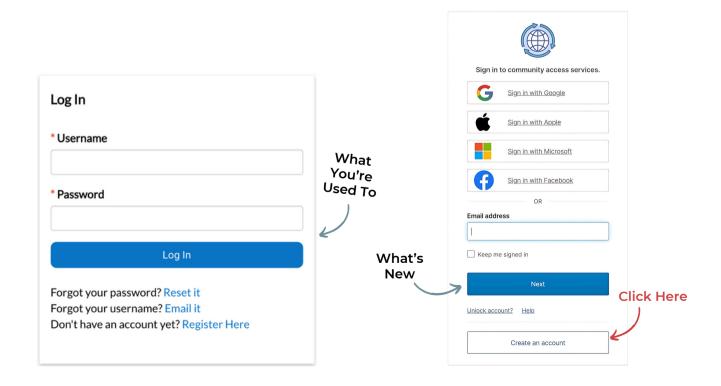# NEWPORT BEACH

CiViC Is Getting An Update!

CiViC
City Virtual Connect

1. Why should I read this?

On September 13th, 2024, Newport Beach will be upgrading the sign-in process for CiViC. In order to experience uninterrupted service please read the instructions below to re-register your existing CiViC account.

2. How do I re-register?

Starting September 13th, Click "**Create an account**" and re-register using **the same email** you currently use.

Log In

* Username

* Password

Log In

Forgot your password? **Reset it**
Forgot your username? **Email it**
Don't have an account yet? **Register Here**

What You're Used To

What's New

Sign in to community access services.

G Sign in with Google

 Sign in with Apple

Sign in with Microsoft

f Sign in with Facebook

OR

Email address

☐ Keep me signed in

Next

Unlock account? Help

Create an account

Click Here

3. I see that there are options to sign in with Google, Apple, Microsoft, or Facebook. Can I sign in this way?

<u>**DO NOT SIGN IN THIS WAY**</u> unless your existing CiViC email is exactly the same as what you use for Google, Apple, Microsoft, Facebook. If you use a personal email, but had a business email for your existing CiViC account, then your CiViC account will **NOT** properly link to your existing records when you re-register.

4. I am trying to re-register and I am getting an error message that "A user with this Email already exists." What does this mean and what should I do?

- You may receive this error message if:
  - You use a shared company email, and your coworker has already reregistered the email.
  - You used the same email to sign into an account with a different city/county, and that city/county uses the same authentication service as the City of Newport Beach.
- <u>Go back to the login page and enter your email and password.</u> You should be able to login and do not need to go through the registration process.

5. I re-registered and was taken directly to my CiViC Dashboard, but I do not see all my records and/or my personal information is not correct. What should I do?
- <u>**Do NOT**</u> attempt to make another CiViC account. Most likely you re-registered with a different email than the one associated with your CiViC account. Please contact us for assistance.