HOW TO REGISTER FOR AN ACCOUNT
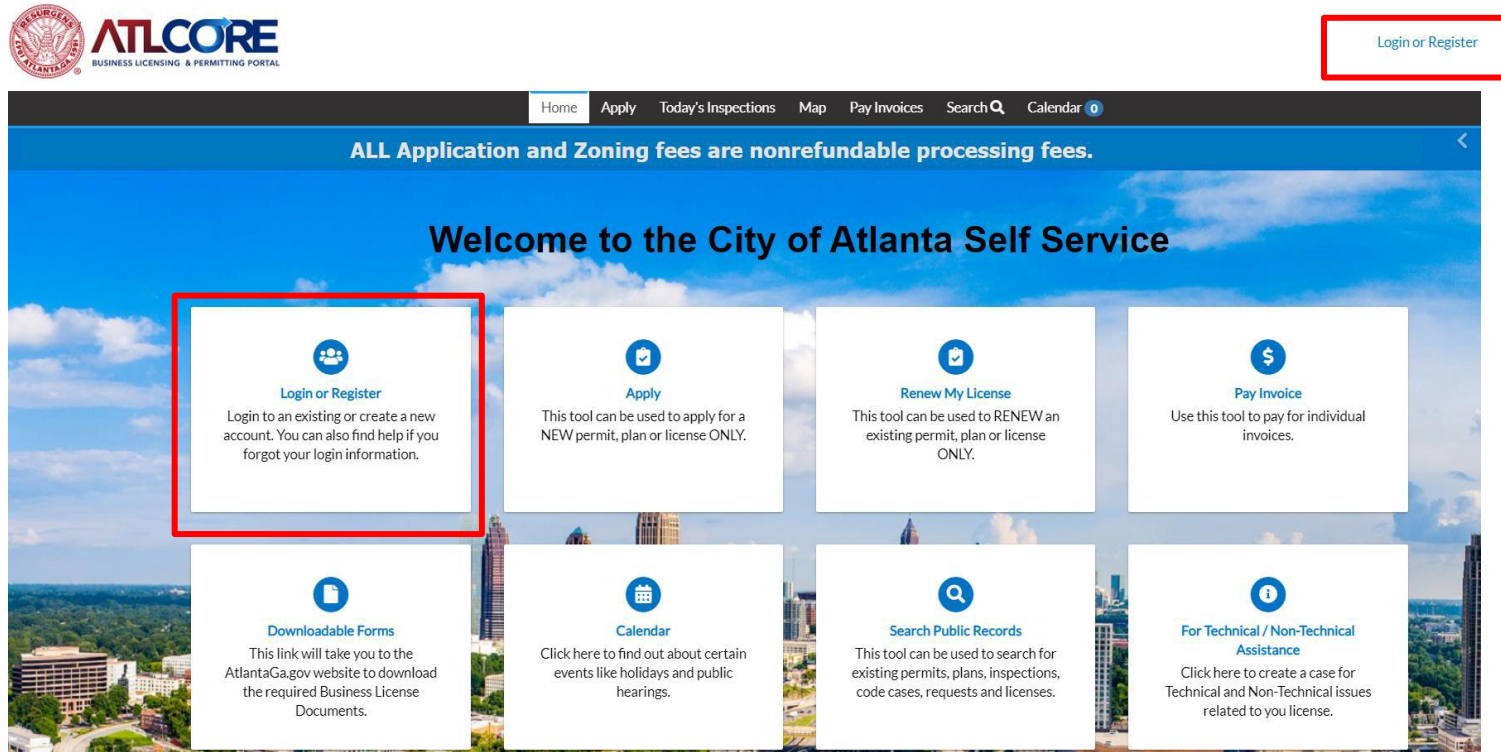
For Technical and Non-Technical Issues
Contact **ATL311.com** or **404-546-0311** to create a case.

ATLCORE

HOW TO REGISTER FOR AN ACCOUNT

1. To register on CSS, click **Login or Register** from the center of the home page or top right corner of the page.

NOTE: For existing customers, you **must** register with the email account that is currently associated with your existing license account with the Atlanta Police Department or the Office of Revenue.

To have your email address updated or linked to your account, Contact **ATL311.com** or **404-546-0311** to create a case.

HOW TO REGISTER FOR AN ACCOUNT (cont'd)

2. **Don't have an account?** Click **Sign up** when this window loads.
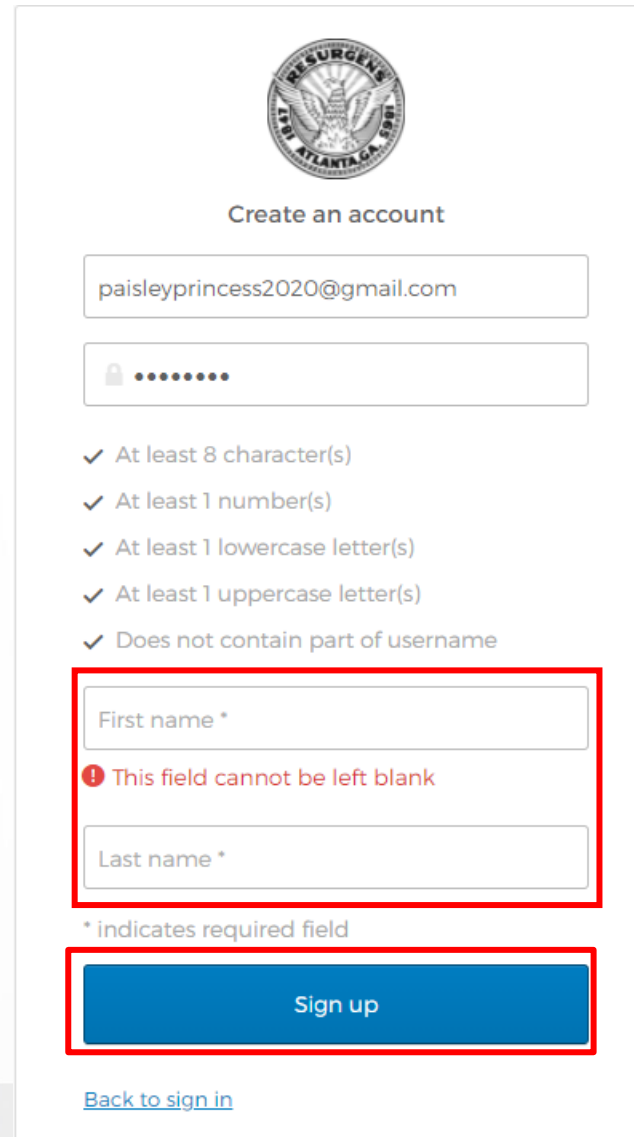
HOW TO REGISTER FOR AN ACCOUNT (cont'd)

3. From the "**Create an account** window, enter the following information

    a.   Enter Your First Name

    b.   Enter Your Last Name

    c.   Enter an Email Address to be Associated to Your Contact Record

    d.   Choose and confirm a password.

Note: Passwords must be minimum length 8 characters to include 1 uppercase character, 1 lowercase character, and does not contain part of username.
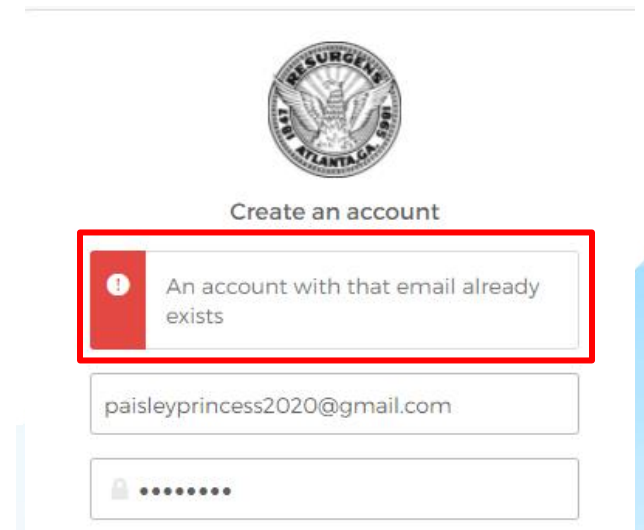
Click **Sign up** to proceed to the next step.

4. If your email has been used to sign up in ATLCore, you will see the below message. Click **Back to sign in** and repeat step 3.

Create an account

paisleyprincess2020@gmail.com

🔒 ••••••••

✓ At least 8 character(s)
✓ At least 1 number(s)
✓ At least 1 lowercase letter(s)
✓ At least 1 uppercase letter(s)
✓ Does not contain part of username

First name *

❗ This field cannot be left blank

Last name *

* indicates required field

Sign up

Back to sign in

Create an account

❗ An account with that email already exists

paisleyprincess2020@gmail.com

🔒 ••••••••

ATLCORE

HOW TO REGISTER FOR AN ACCOUNT (cont'd)

Verification email sent

To finish signing in, check your email.

Back to sign in

5. You will receive a confirmation email to the email address entered during step 3. Follow the instructions in the confirmation email to confirm your account.

Welcome to your Community Access account   Inbox ×

Community Access Identity <noreply@identity.tylerportico.com>
to me ▾

6. From email, click Activate account. You will be redirected back to ATLCORE Citizen Portal after clicking **Confirm**. Click Log in.

okta

Hi Pepper,

Welcome to your Community Access account!

Your town uses Community Access using Tyler Technologies and Okta to manage access to town applications.

This means you can conveniently access all applications your town has to offer, as well as applications in other towns that are also using Tyler Technologies software.

Learn more about Community Access.

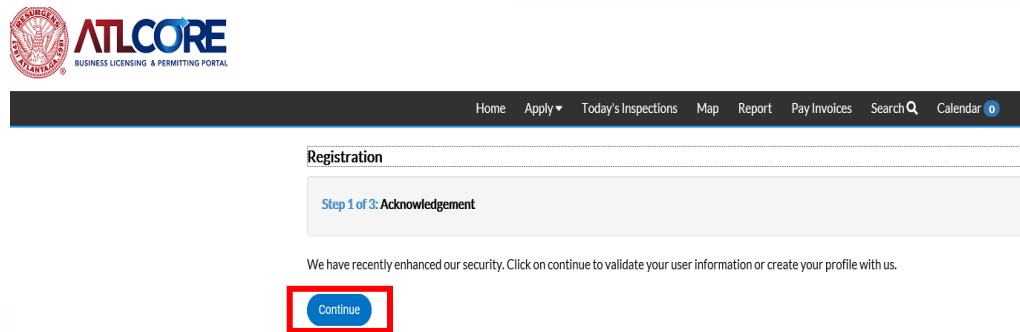To verify your email address and activate your account, please click the following link:
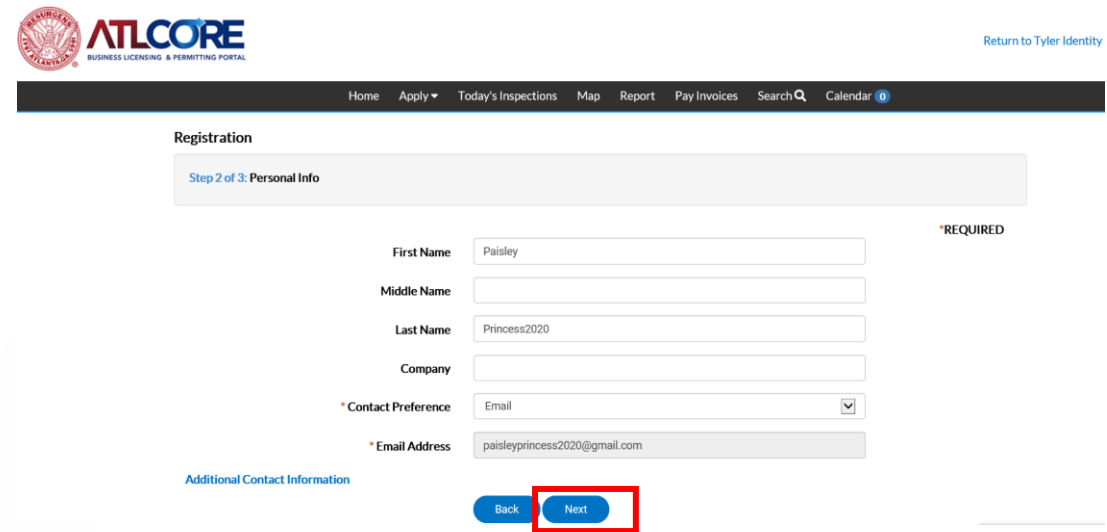
Activate account

HOW TO REGISTER FOR AN ACCOUNT (cont'd)

7. Complete the Registration process:

Step 1 of 3: Acknowledgement

Click **Continue** to acknowledge the statement below.

Step 2 of 3: Personal Info

Enter the requested information in the form.

- **Note: First Name**, **Last Name**, and **Email Address** should automatically populate from the registration information entered during **Step 3.**
- Enter **Middle Name**, if desired but it is not required.
- Enter Your **Company Name**, if applicable.
- Select Your **Contact Preference**. (Required)
- Click Additional Contact Information
- Add Phone numbers. (Business, Home, Mobile, Fax, Other)
- Click **Next**.

HOW TO REGISTER FOR AN ACCOUNT (cont'd)

Complete the Final Step in the Registration Process

Step 3 of 3: Address

- Select Your **Country Type**: (US, International, Canada)
- **Street Number** is entered on **Address Line 1**
- Select the **Pre-Direction**: (E, N, NE, NW, S, SE, SW, W)
- **Street Name** is entered on **Address Line 2**
- Select the **Street Type**: (RD, ST, AVE, PKWY, etc.,)
- Select the **Post Direction**: (E, N, NE, NW, S, SE, SW, W)
- Enter **Unit or Suite**, when applicable: (Unit, Suite, Apartment, Building, etc.,)
- Enter Your **City**
- Select **State** from drop down list
- Enter Your **Postal (Zip) Code**
- Enter the **County** for Your Address (ex: Fulton)
- Select the **Address Type**: Additional Location, Business Location, Event Location, Home (Principal), Home Address, Mailing
- Click **SUBMIT** to Complete the Registration Process

HOW TO REGISTER FOR AN ACCOUNT (cont'd)

NOTE: *Your name will appear in the top right corner of the portal when logged in. Click the small arrow to the right of your name to view a menu of account options.*

CONGRATULATIONS!!

YOU HAVE SUCCESSFULLY COMPLETED THE REGISTRATION PROCESS.

YOU ARE NOW ON YOUR DASHBOARD THAT WILL SHOW ANY ACTIVITY ASSOCIATED TO YOUR ACCOUNT.