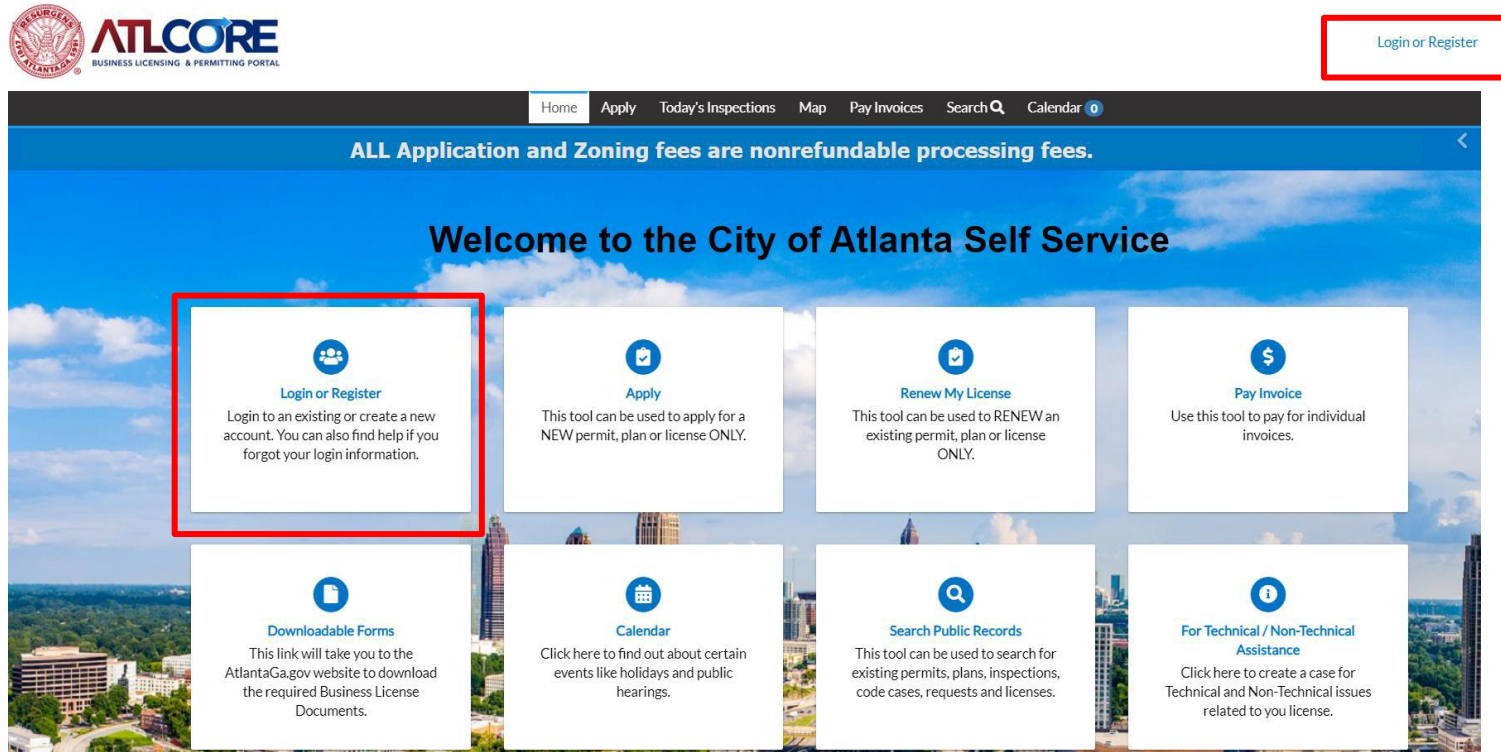


HOW TO REGISTER FOR AN ACCOUNT

For Technical and Non-Technical Issues

Contact **ATL311.com** or **404-546-0311** to create a case.

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.




Sign in to community access services for the City of Atlanta.

 Sign in with Google

 Sign in with Apple

 Sign in with Microsoft

 Sign in with Facebook

OR

OR

Email address

Password

Remember me

Sign in

[Forgot password?](#)

[Unlock account?](#)

[Help](#)

Don't have an account? [Sign up](#)

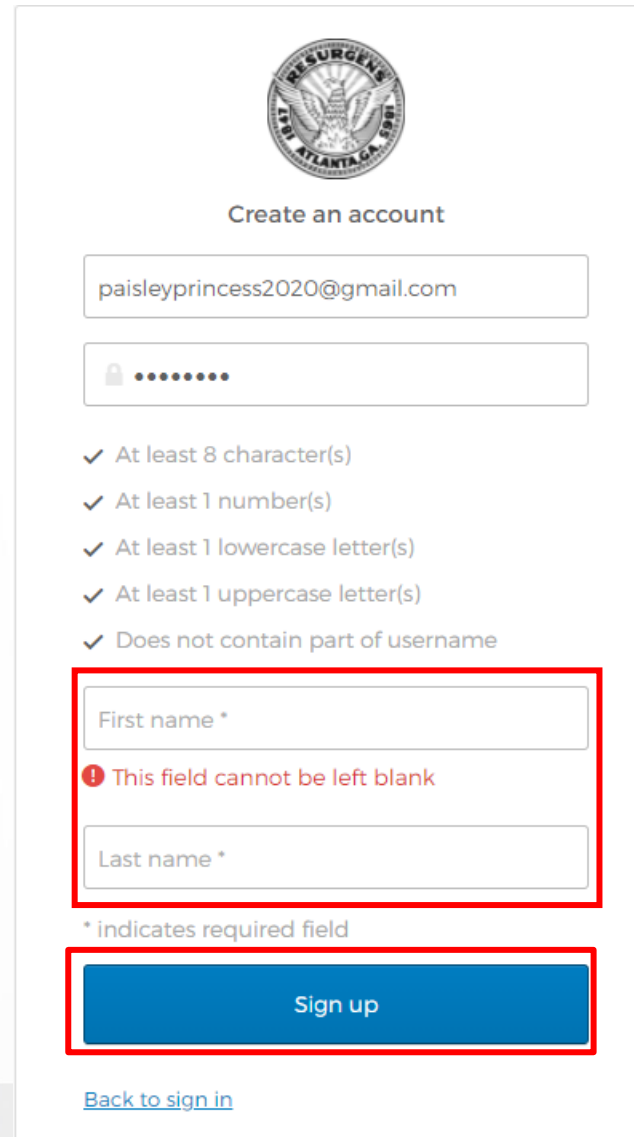
HOW TO REGISTER FOR AN ACCOUNT (cont'd)

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

- Enter Your First Name
- Enter Your Last Name
- Enter an Email Address to be Associated to Your Contact Record
- 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.

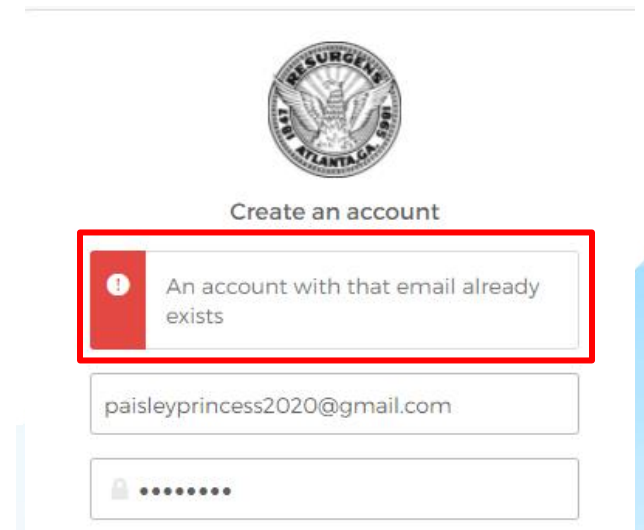
Click **Sign up** to proceed to the next step.



The screenshot shows the 'Create an account' form with the following elements:

- ATLANTA logo at the top.
- Form title: "Create an account".
- Email field: "paisleyprincess2020@gmail.com".
- Password field: masked with dots.
- Validation checks:
 - ✓ 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 field: "First name *", highlighted with a red box. Below it is a red error message: "This field cannot be left blank".
- Last name field: "Last name *", highlighted with a red box.
- * indicates required field.
- Sign up button: A blue button with "Sign up" text, highlighted with a red box.
- Back to sign in link: A blue link with "Back to sign in" text.

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.



The screenshot shows the 'Create an account' form with the following elements:

- ATLANTA logo at the top.
- Form title: "Create an account".
- Error message box: A red box with a white exclamation mark icon and the text "An account with that email already exists", highlighted with a red box.
- Email field: "paisleyprincess2020@gmail.com".
- Password field: masked with dots.
- Back to sign in link: A blue link with "Back to sign in" text.

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 x

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**.

The Okta logo, consisting of the word "okta" in a lowercase, blue, sans-serif font.

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:

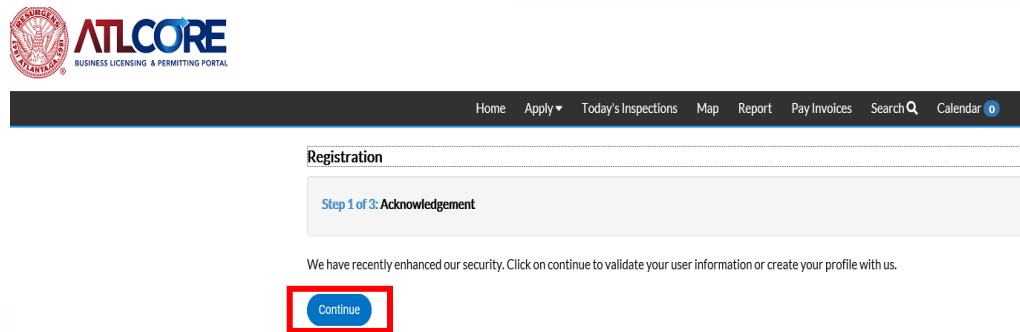
[Activate account](#)



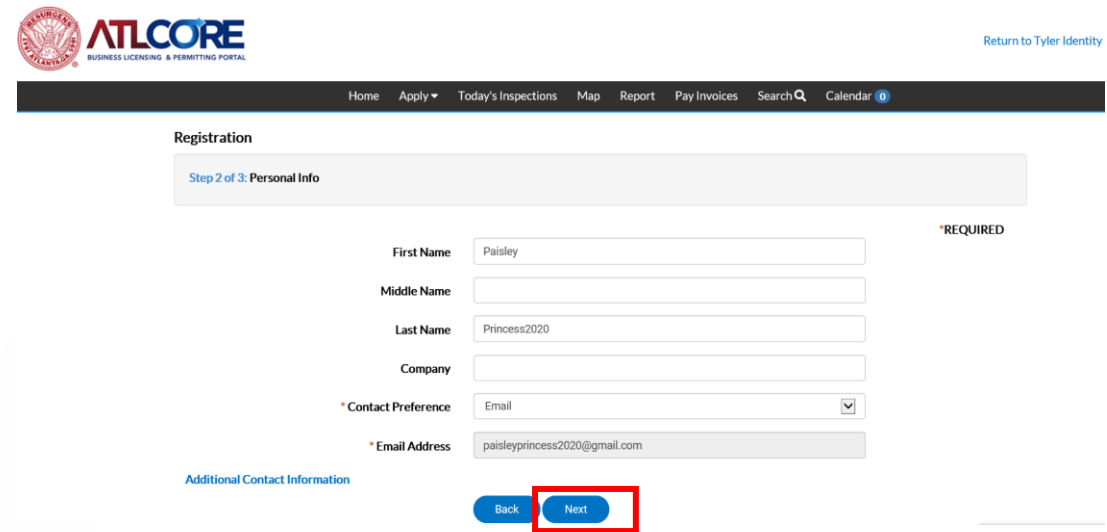
HOW TO REGISTER FOR AN ACCOUNT (cont'd)

7. Complete the Registration process: Step 1 of 3: Acknowledgement

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



The screenshot shows the ATL CORE Business Licensing & Permitting Portal. The navigation bar includes Home, Apply, Today's Inspections, Map, Report, Pay Invoices, Search, and Calendar. The main content area is titled "Registration" and "Step 1 of 3: Acknowledgement". A message states: "We have recently enhanced our security. Click on continue to validate your user information or create your profile with us." A blue "Continue" button is highlighted with a red box.



The screenshot shows the ATL CORE Business Licensing & Permitting Portal. The navigation bar includes Home, Apply, Today's Inspections, Map, Report, Pay Invoices, Search, and Calendar. The main content area is titled "Registration" and "Step 2 of 3: Personal Info". The form includes fields for First Name (Paisley), Middle Name, Last Name (Princess2020), Company, Contact Preference (Email), and Email Address (paisleyprincess2020@gmail.com). A "Next" button is highlighted with a red box.

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)

Home Apply Today's Inspections Map Report Pay Invoices Search Calendar

Registration

Step 3 of 3: Address

*REQUIRED

Country Type

*Address Line 1

Pre Direction

Address Line 2

Street Type

Post Direction

Unit Or Suite

City

State

Postal Code

County

*Address Type

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)



Pepper Longstocking

Dashboard Home Apply My Work Today's Inspections Map Pay Invoices Search Calendar

Business/Email information changes? Technical/Non-Technical assistance? Contact ATL311.COM or 404-546-0311.

My Licenses

Draft
0

[View My Licenses](#)

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.

My Permits

Attention 0	Pending 0	Active 0	Draft 0	Recent 0
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[View My Permits](#)

My Inspections

Requested 0	Scheduled 0	Closed 0
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[View My Inspections](#)

My Invoices

Current 0	\$0.00
Past Due 0	\$0.00
Total 0	\$0.00

[View My Invoices](#)

CONGRATULATIONS!!

YOU HAVE SUCCESSFULLY COMPLETED THE REGISTRATION PROCESS.

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

