TROUBLESHOOTING REGISTRATION AND ACCESSING THE SITE

For Technical and Non-Technical Issues

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

ATLCORE

Rev 06/2024

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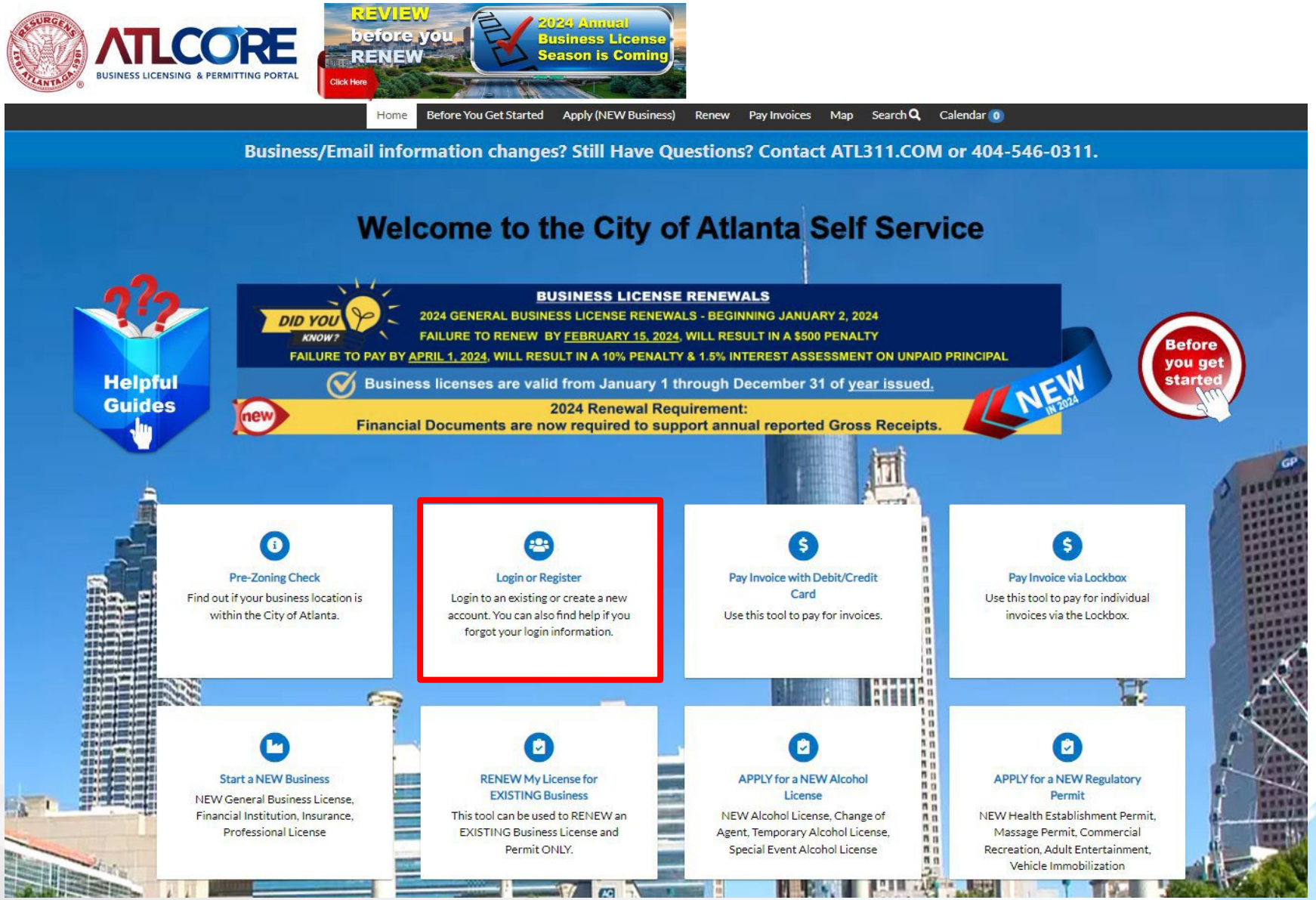
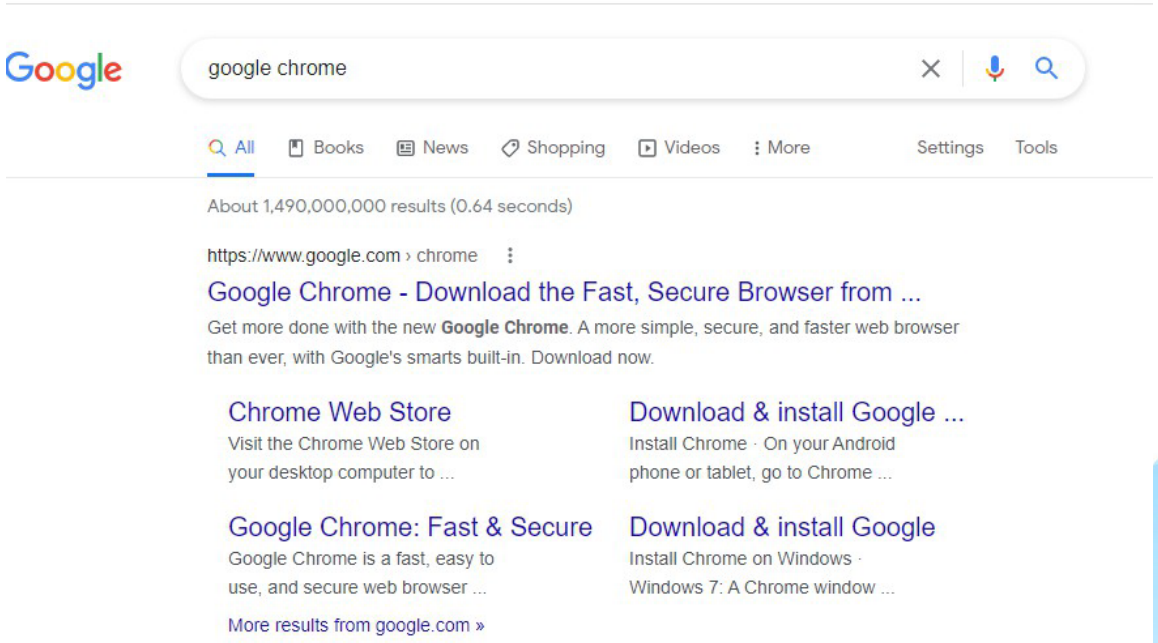
1. Using the Google Chrome browser, navigate to the [ATLCORE Business Licensing and Permitting Portal](). To log in, click **Login or Register (if you do not currently have an account)** from the center of the home page or top right corner of the page.

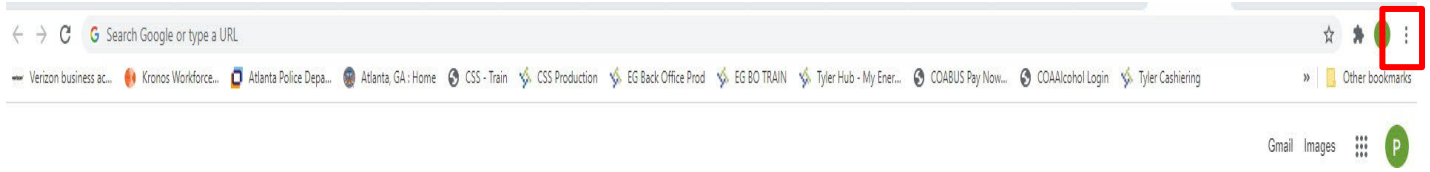


TROUBLESHOOTING REGISTRATION AND ACCESSING THE SITE (cont'd)

1. Recommended device – laptops or desktops.
2. Recommended browser – **GOOGLE CHROME**
3. Apple computers users if you are experiencing issue, use Google Chrome browser.
    a. Search for Google Chrome.
    b. Download and Install Google Chrome. (browser is free)
4. Troubleshooting all browsers
    a. Unblock all third-party cookies
    b. Clear cache (for all time)



TROUBLESHOOTING REGISTRATION AND ACCESSING THE SITE (cont'd)



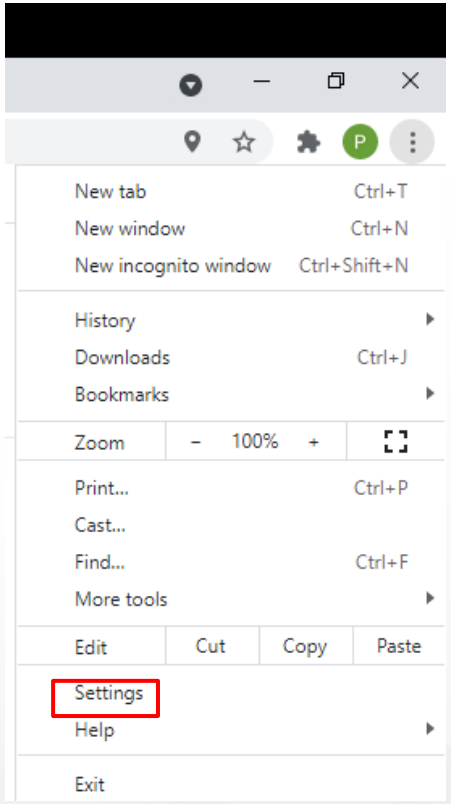
5. Unblocking third-party cookies (Google)

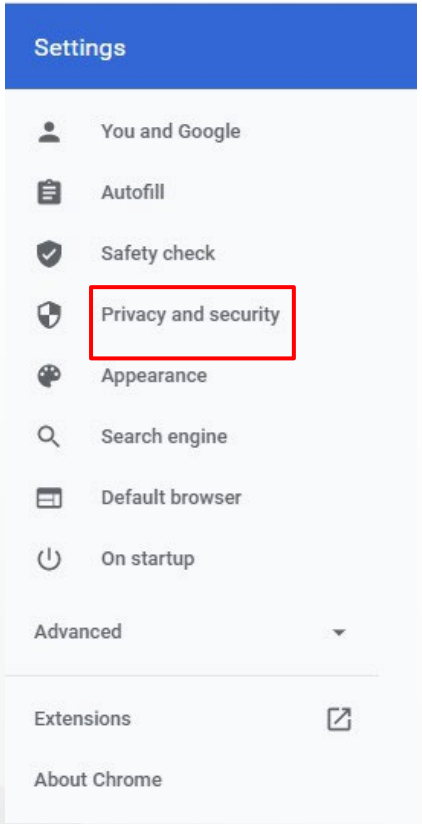
a. Click to three dots in top right corner.

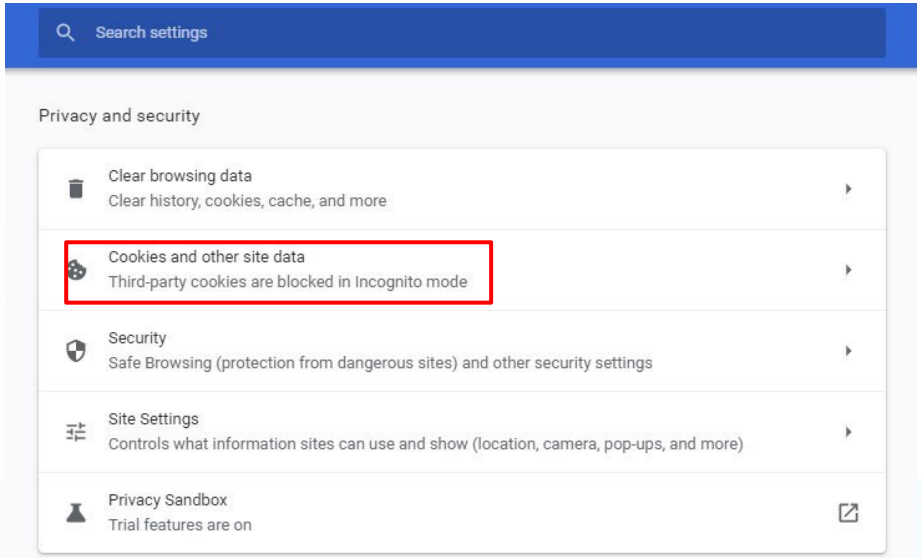
b. Select Settings.

c. On right of screen, click **Privacy and security.**

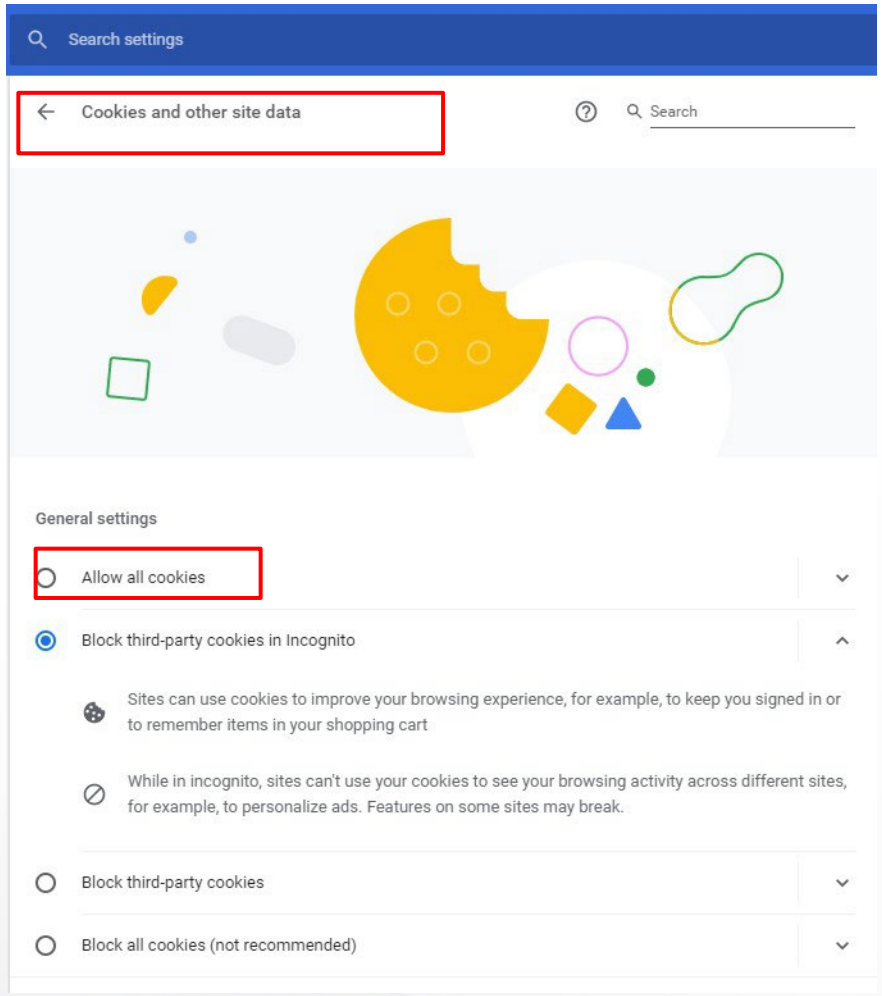
d. Click **Cookies and other site data**







TROUBLESHOOTING REGISTRATION AND ACCESSING THE SITE (cont'd)



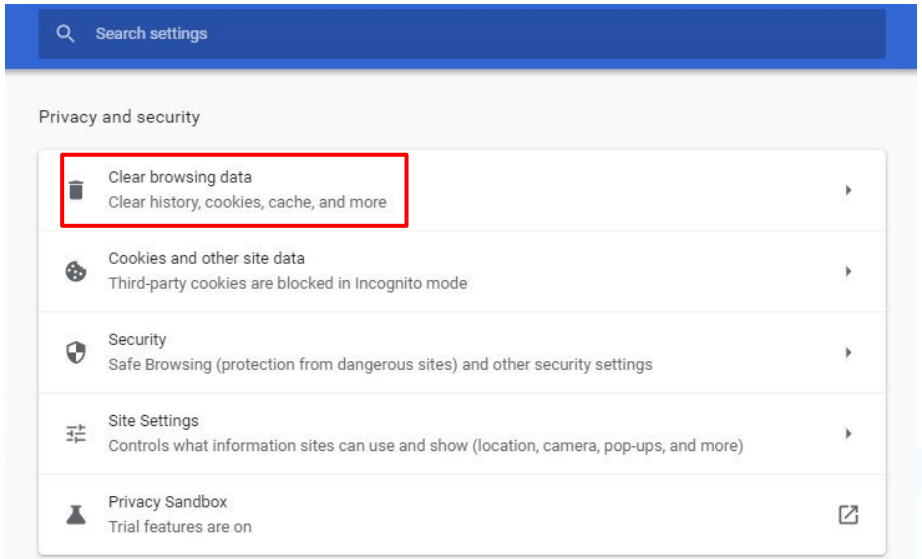
5. Unblocking third-party cookies (Google)

    e. Click **Allow all cookies**

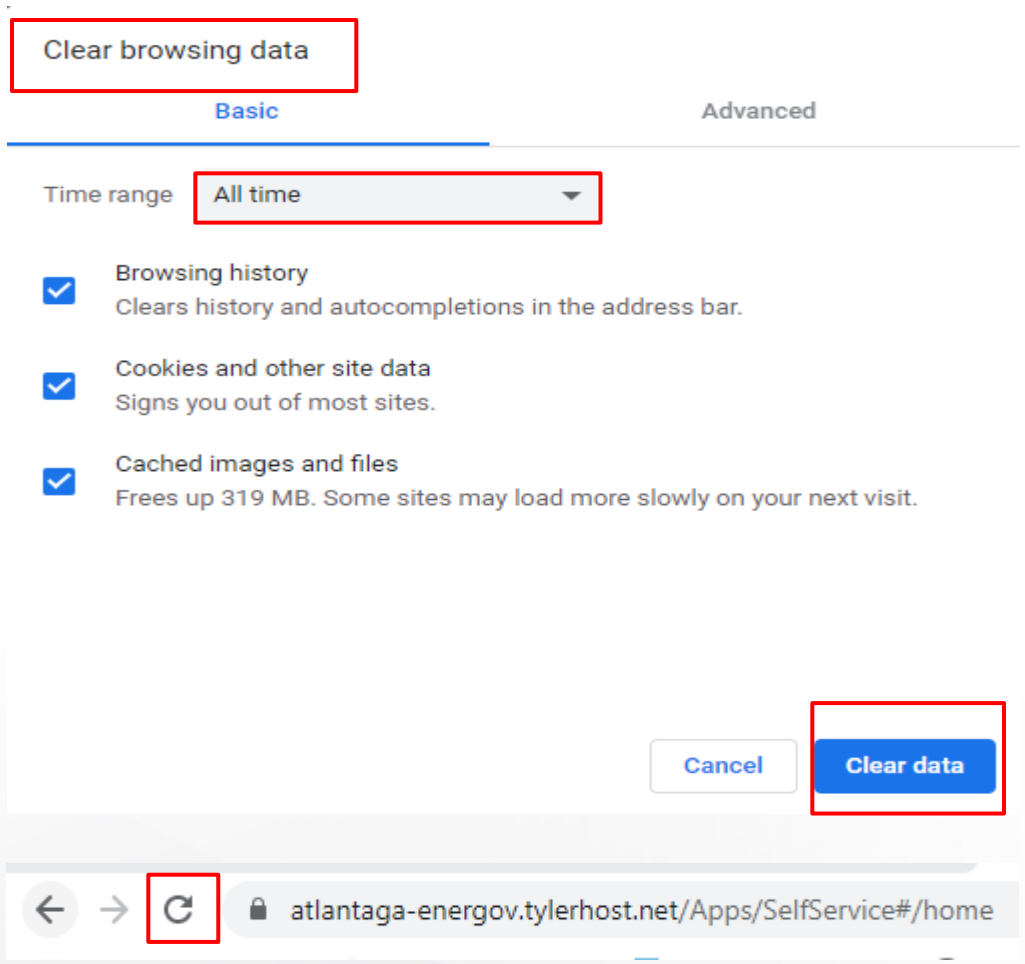
6. Clearing cache

    a. On right of screen, click **Privacy and security.**

    b. Click **Clear browsing data**



TROUBLESHOOTING REGISTRATION AND ACCESSING THE SITE (cont'd)



5. Unblocking third-party cookies (Google)
    e. Click **Allow all cookies**
6. Clearing browsing data (cache)
    a. On right of screen, click **Privacy and security.**
    b. Click **Clear browsing data**
    c. Set the time range to **ALL TIME**
    d. Click **Clear data**
7. **Go to:**

    https://atlantaga-energov.tylerhost.net/Apps/SelfService#/home

6. **REFRESH SCREEN**
7. Proceed to register/log in

TROUBLESHOOTING REGISTRATION AND ACCESSING THE SITE (cont'd)

Frequently Asked Questions

Q. My page is flickering back and forth.
   A. Refer to: Allow third-party cookies and clearing browser data (cache)

Q. I am not receiving the verification email.
   A. Check all spam folders (junk, promotions, social, spam, focused mail)

   Small Company

   a. Refer to: Allow third-party cookies and clearing browser data (cache)
   b. Refresh

   Large Company

   a. Refer to: Allow third-party cookies and clearing browser data (cache)
   b. Refresh
   c. Contact your IT department to request that @tyleridentity.com is white-listed. Have them to check all blocked emails.

Q. My surface pro or iPad will not allow me to register.
   A. Try using a desktop or laptop.

Q. What browser are you using?
   A. Try using Google Chrome

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