

# TROUBLESHOOTING REGISTRATION AND ACCESSING THE SITE

For Technical and Non-Technical Issues  
Contact [ATL311.com](https://atl311.com) or [404-546-0311](tel:4045460311) to create a case.



# TROUBLESHOOTING REGISTRATION AND ACCESSING THE SITE

**ATLCORE**  
BUSINESS LICENSING & PERMITTING PORTAL

**REVIEW** before you **RENEW** **2024 Annual Business License Season is Coming**

Home Before You Get Started Apply (NEW Business) Renew Pay Invoices Map Search Calendar

Business/Email information changes? Still Have Questions? Contact ATL311.COM or 404-546-0311.

## Welcome to the City of Atlanta Self Service

**Helpful Guides**

**BUSINESS LICENSE RENEWALS**  
2024 GENERAL BUSINESS LICENSE RENEWALS - BEGINNING JANUARY 2, 2024  
FAILURE TO RENEW BY **FEBRUARY 15, 2024**, WILL RESULT IN A \$500 PENALTY  
FAILURE TO PAY BY **APRIL 1, 2024**, WILL RESULT IN A 10% PENALTY & 1.5% INTEREST ASSESSMENT ON UNPAID PRINCIPAL

Business licenses are valid from January 1 through December 31 of year issued.

**2024 Renewal Requirement:**  
Financial Documents are now required to support annual reported Gross Receipts.

**NEW IN 2024**

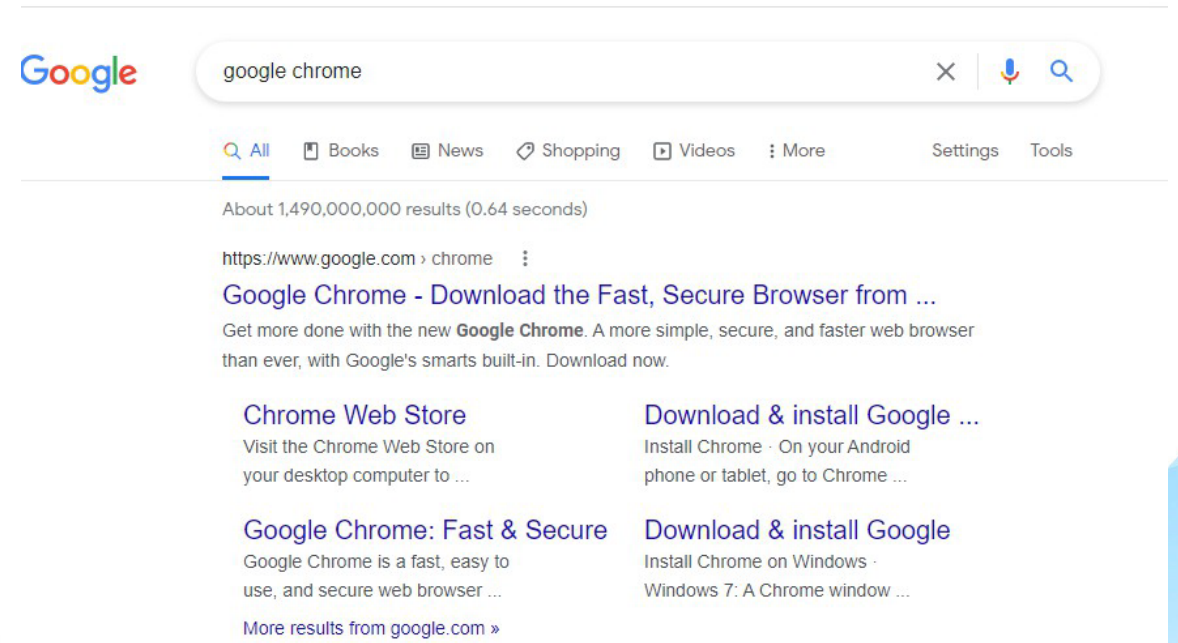
**Before you get started**

- Pre-Zoning Check**  
Find out if your business location is within the City of Atlanta.
- Login or Register**  
Login to an existing or create a new account. You can also find help if you forgot your login information.
- Pay Invoice with Debit/Credit Card**  
Use this tool to pay for invoices.
- Pay Invoice via Lockbox**  
Use this tool to pay for individual invoices via the Lockbox.
- Start a NEW Business**  
NEW General Business License, Financial Institution, Insurance, Professional License
- RENEW My License for EXISTING Business**  
This tool can be used to RENEW an EXISTING Business License and Permit ONLY.
- APPLY for a NEW Alcohol License**  
NEW Alcohol License, Change of Agent, Temporary Alcohol License, Special Event Alcohol License
- APPLY for a NEW Regulatory Permit**  
NEW Health Establishment Permit, Massage Permit, Commercial Recreation, Adult Entertainment, Vehicle Immobilization

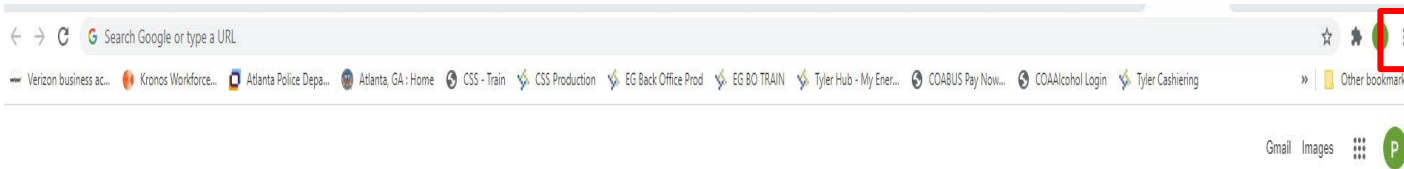
1. Using the Google Chrome browser, navigate to the [ATLCORE Business Licensing and Permitting Portal](#). To log in, click **Login or Register** (if you do not currently have an account) from the center of the home page or top right corner of the page.

# 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)

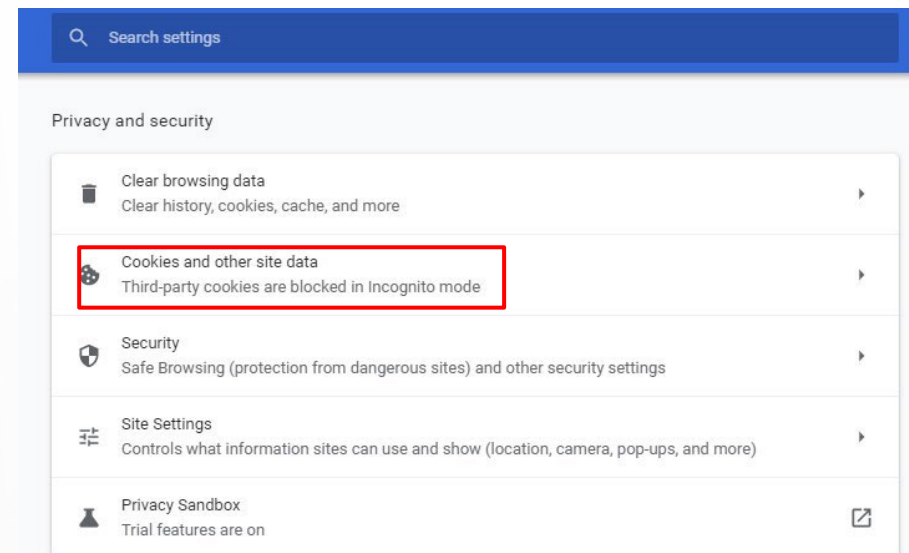
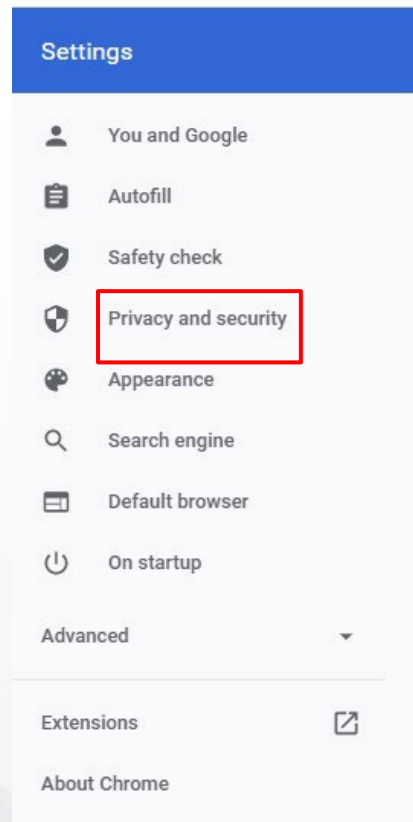
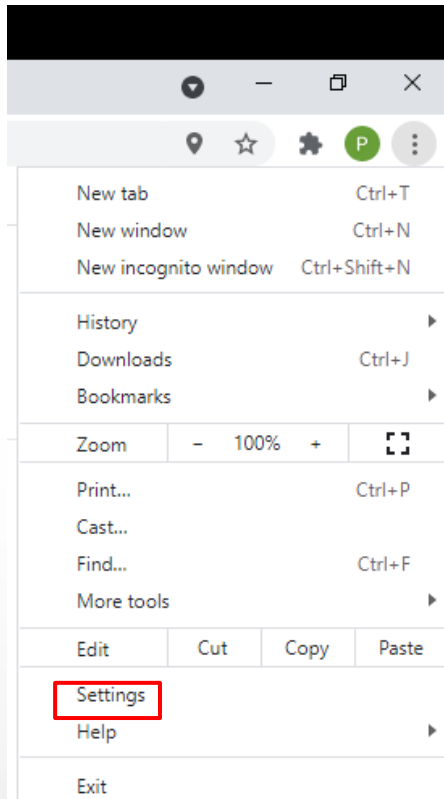


# TROUBLESHOOTING REGISTRATION AND ACCESSING THE SITE (cont'd)

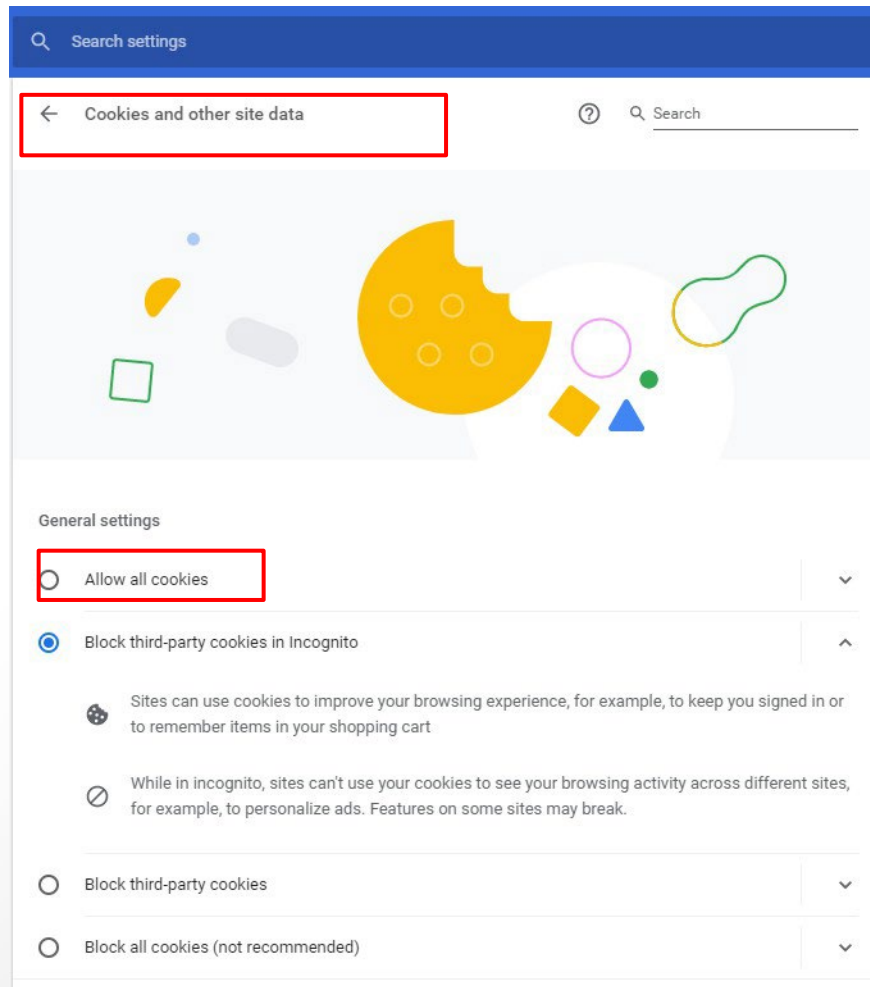


## 5. Unblocking third-party cookies (Google)

- Click to three dots in top right corner.
- Select Settings.
- On right of screen, click **Privacy and security**.
- Click **Cookies and other site data**



# TROUBLESHOOTING REGISTRATION AND ACCESSING THE SITE (cont'd)



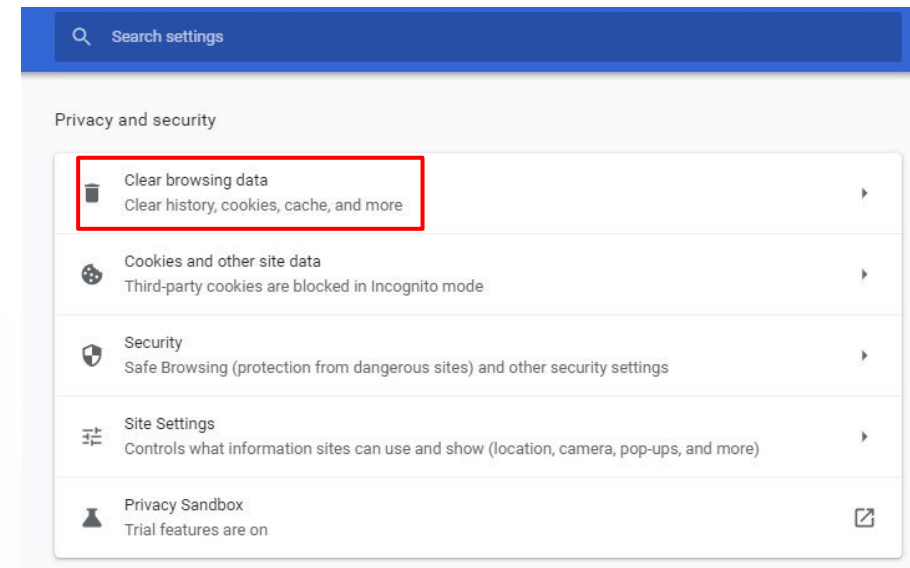
## 5. Unblocking third-party cookies (Google)

e. Click **Allow all cookies**

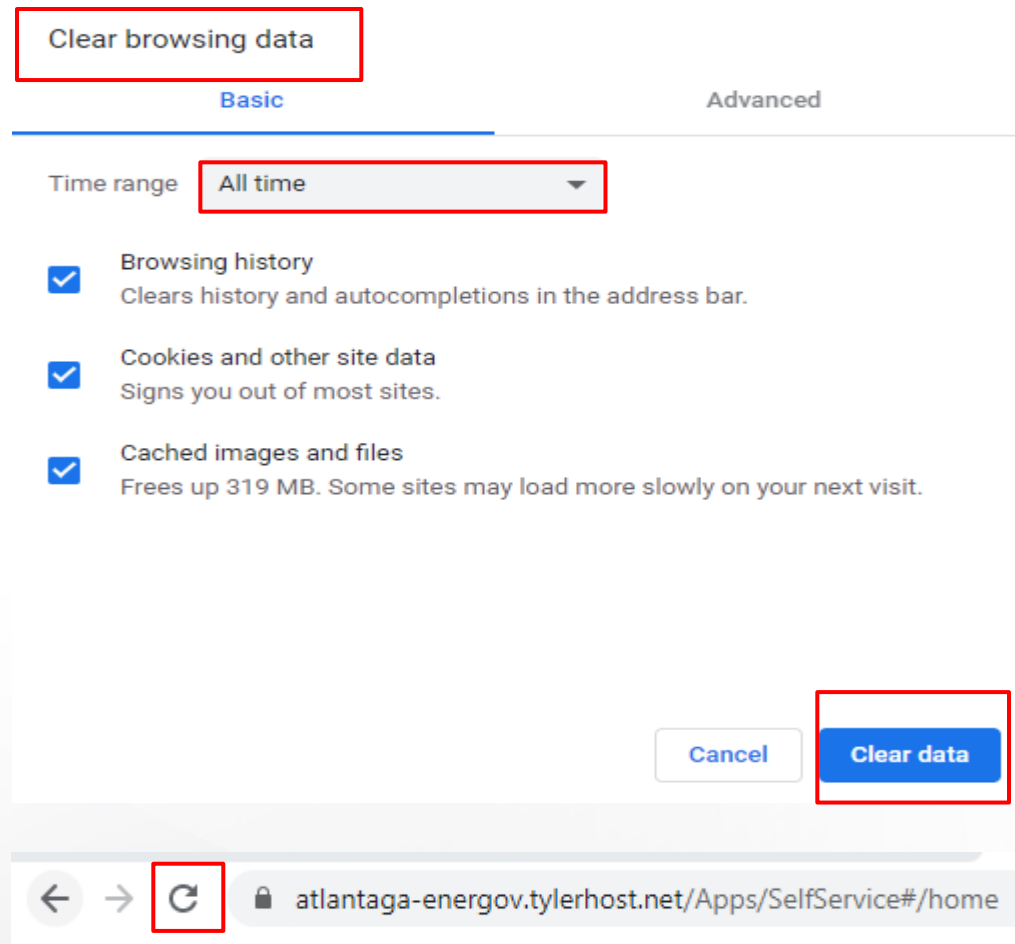
## 6. Clearing cache

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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