

# HOW TO REGISTER FOR AN ACCOUNT

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



# HOW TO REGISTER FOR AN ACCOUNT


The screenshot shows the ATLCORE Business Licensing & Permitting Portal. At the top left is the ATLCORE logo with the tagline 'BUSINESS LICENSING & PERMITTING PORTAL'. To its right is a 'REVIEW before you RENEW' banner for the '2024 Annual Business License Season'. The navigation bar includes 'Home', 'Before You Get Started', 'Apply (NEW Business)', 'Renew', 'Pay Invoices', 'Map', 'Search', and 'Calendar'. A blue banner below the navigation bar contains contact information: 'Business/Email information changes? Still Have Questions? Contact ATL311.COM or 404-546-0311.' The main heading is 'Welcome to the City of Atlanta Self Service'. A central section titled 'BUSINESS LICENSE RENEWALS' provides key dates: '2024 GENERAL BUSINESS LICENSE RENEWALS - BEGINNING JANUARY 2, 2024', 'FAILURE TO RENEW BY FEBRUARY 15, 2024, WILL RESULT IN A \$500 PENALTY', and 'FAILURE TO PAY BY APRIL 1, 2024, WILL RESULT IN A 10% PENALTY & 1.5% INTEREST ASSESSMENT ON UNPAID PRINCIPAL'. It also states 'Business licenses are valid from January 1 through December 31 of year issued.' and '2024 Renewal Requirement: Financial Documents are now required to support annual reported Gross Receipts.' Below this is a grid of service tiles. The 'Login or Register' tile and the 'Start a NEW Business' tile are highlighted with red boxes. The 'Login or Register' tile includes the text: 'Login to an existing or create a new account. You can also find help if you forgot your login information.' The 'Start a NEW Business' tile lists: 'NEW General Business License, Financial Institution, Insurance, Professional License'. Other tiles include 'Pre-Zoning Check', 'Pay Invoice with Debit/Credit Card', 'Pay Invoice via Lockbox', 'RENEW My License for EXISTING Business', 'APPLY for a NEW Alcohol License', and 'APPLY for a NEW Regulatory Permit'. A 'Helpful Guides' icon is on the left, and a 'Before you get started' icon is on the right. A 'Login or Register' button is in the top right corner.

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.


2. To apply, click **START a NEW BUSINESS** from the center of the home page or **APPLY (NEW BUSINESS)** from the top navigation banner.


# HOW TO REGISTER FOR AN ACCOUNT (cont'd)


3. **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](#)

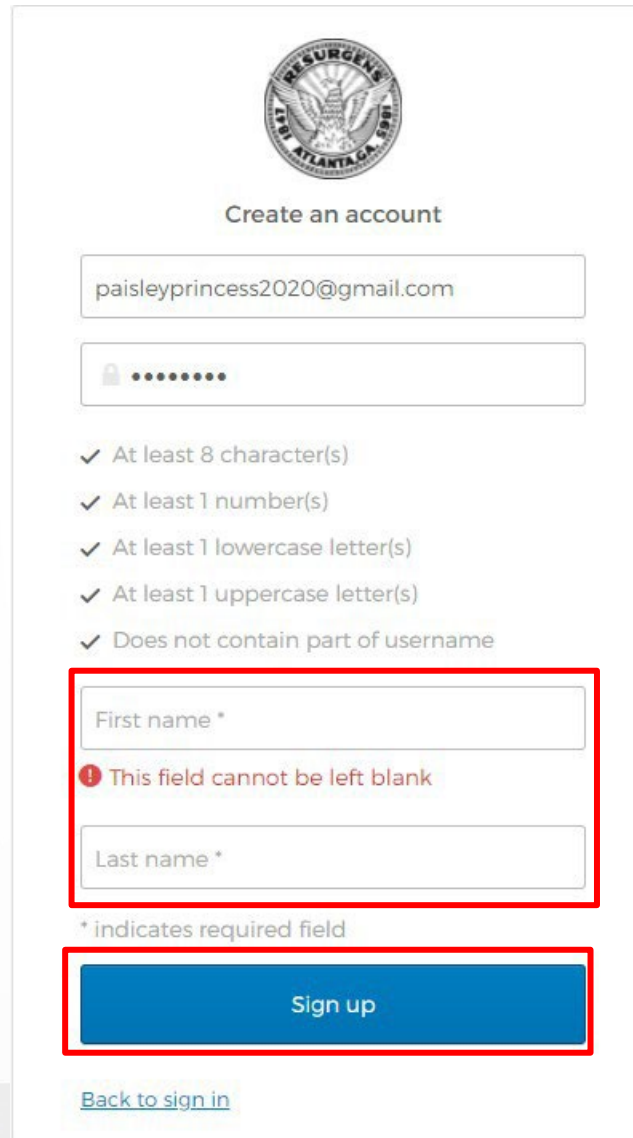
# HOW TO REGISTER FOR AN ACCOUNT (cont'd)

4. 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.

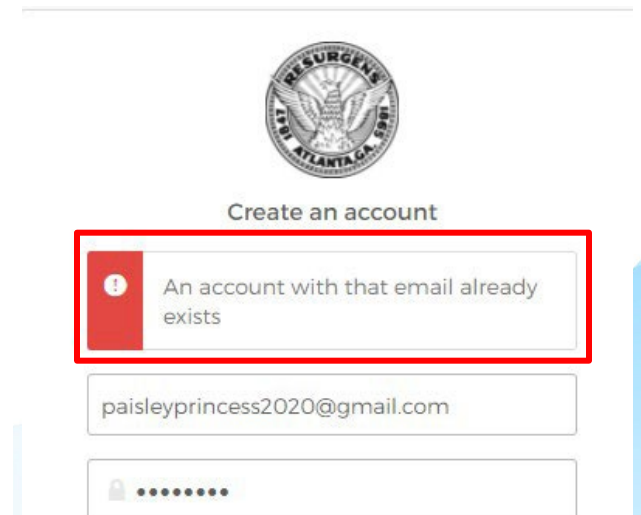
Click **Sign up** to proceed to the next step.



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

- ATLCore 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.

5. 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:

- ATLCore 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](#)

Welcome to your Community Access account Inbox x

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

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

6. 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.

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:

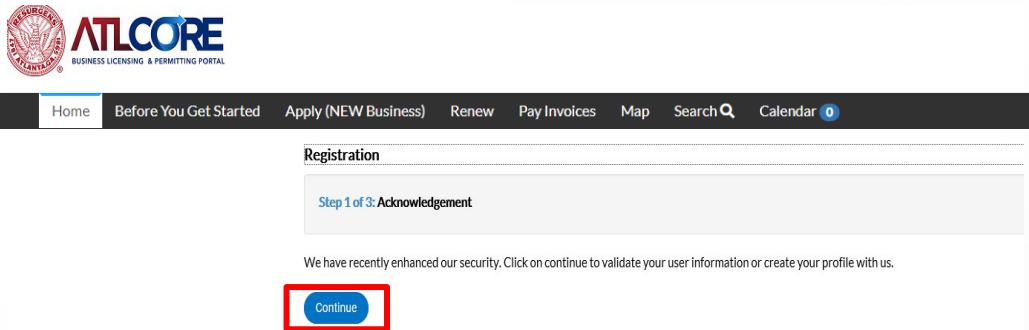
[Activate account](#)



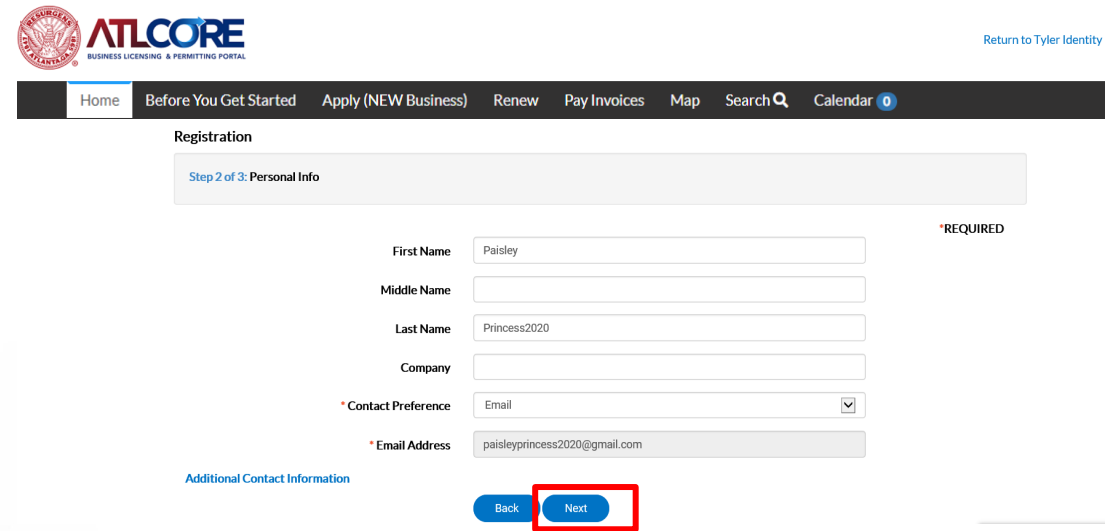
# HOW TO REGISTER FOR AN ACCOUNT (cont'd)

## 8. 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, Before You Get Started, Apply (NEW Business), Renew, Pay Invoices, Map, Search, and Calendar. The registration progress bar indicates 'Step 1 of 3: Acknowledgement'. Below the progress bar, 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, Before You Get Started, Apply (NEW Business), Renew, Pay Invoices, Map, Search, and Calendar. The registration progress bar indicates 'Step 2 of 3: Personal Info'. The form fields are: First Name (Paisley), Middle Name (empty), Last Name (Princess2020), Company (empty), 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)

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)



Freddie Mertz -

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

### My Licenses

Expired <b>136</b> DAYS Freddie's Construction - Test No. GBL-0821-06056 Type: General Business Lic... Renew	Expired <b>127</b> DAYS Mertz Retail Trade - Test No. GBL-0821-05378 Type: General Business Lic... Renew	Expired <b>74</b> DAYS Mertz Manufacturing II - TEST No. GBL-1021-07108 Type: Business License Re... Renew	Expired <b>61</b> DAYS MAGIC MUFFINS - Test No. ALCO-1021-07688 Type: Alcohol License - Ret... Renew	Draft <b>2</b> Alcohol License - Co... 1 General Business Lic... 1
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**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.

[View My Licenses](#)

### My Permits

Attention <b>0</b>	Pending <b>0</b>	Active <b>0</b>	Draft <b>0</b>	Recent <b>0</b>
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[View My Permits](#)

### My Inspections

Requested <b>0</b>	Scheduled <b>0</b>	Closed <b>0</b>
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[View My Inspections](#)

### My Invoices

Current	\$0.00
Past Due	\$0.00
<b>Total</b>	<b>\$0.00</b>

[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.

