MANAGING MY ACCOUNT INFORMATION

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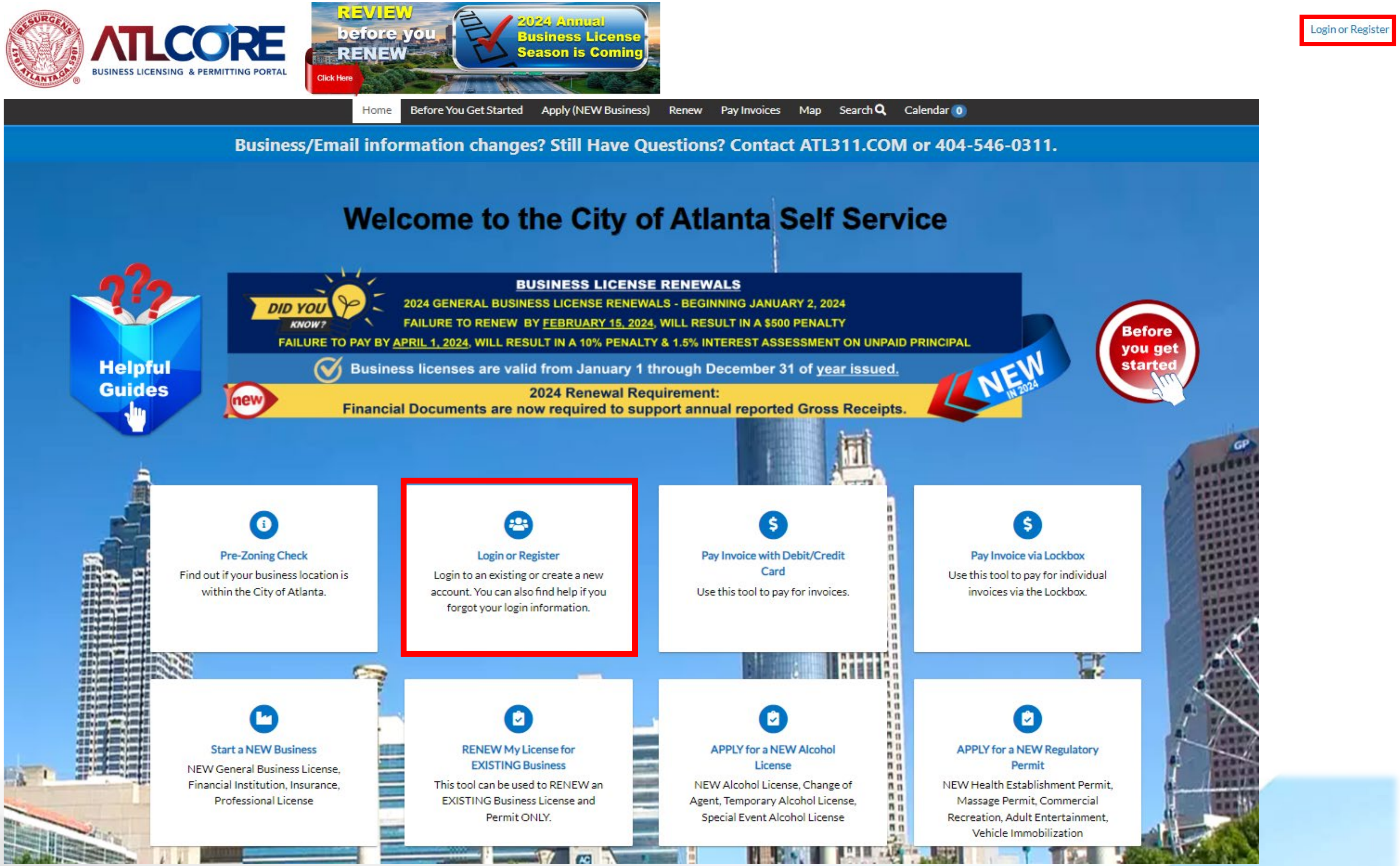
1. Using the Google Chrome browser, navigate to the [ATLCORE Business Licensing and Permitting Portal](). To log in, click **Login or Register (if you do not currently have an account)** from the center of the home page or top right corner of the page.



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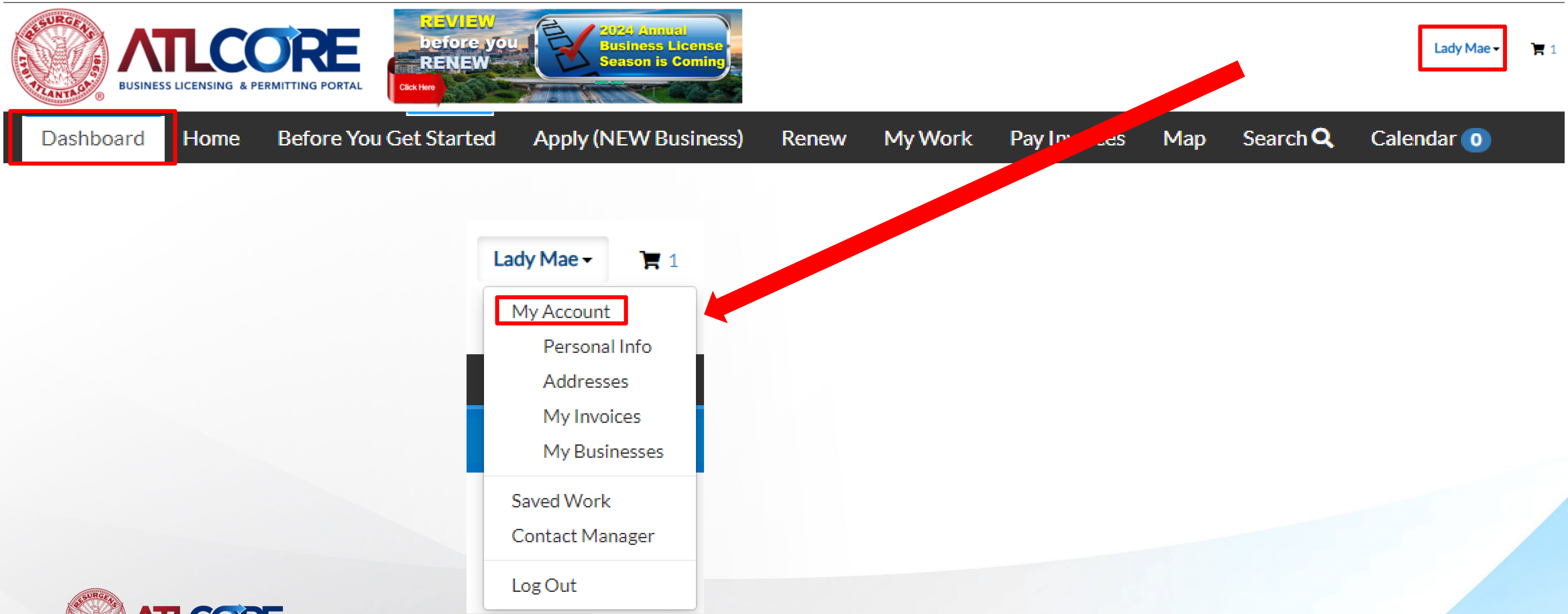
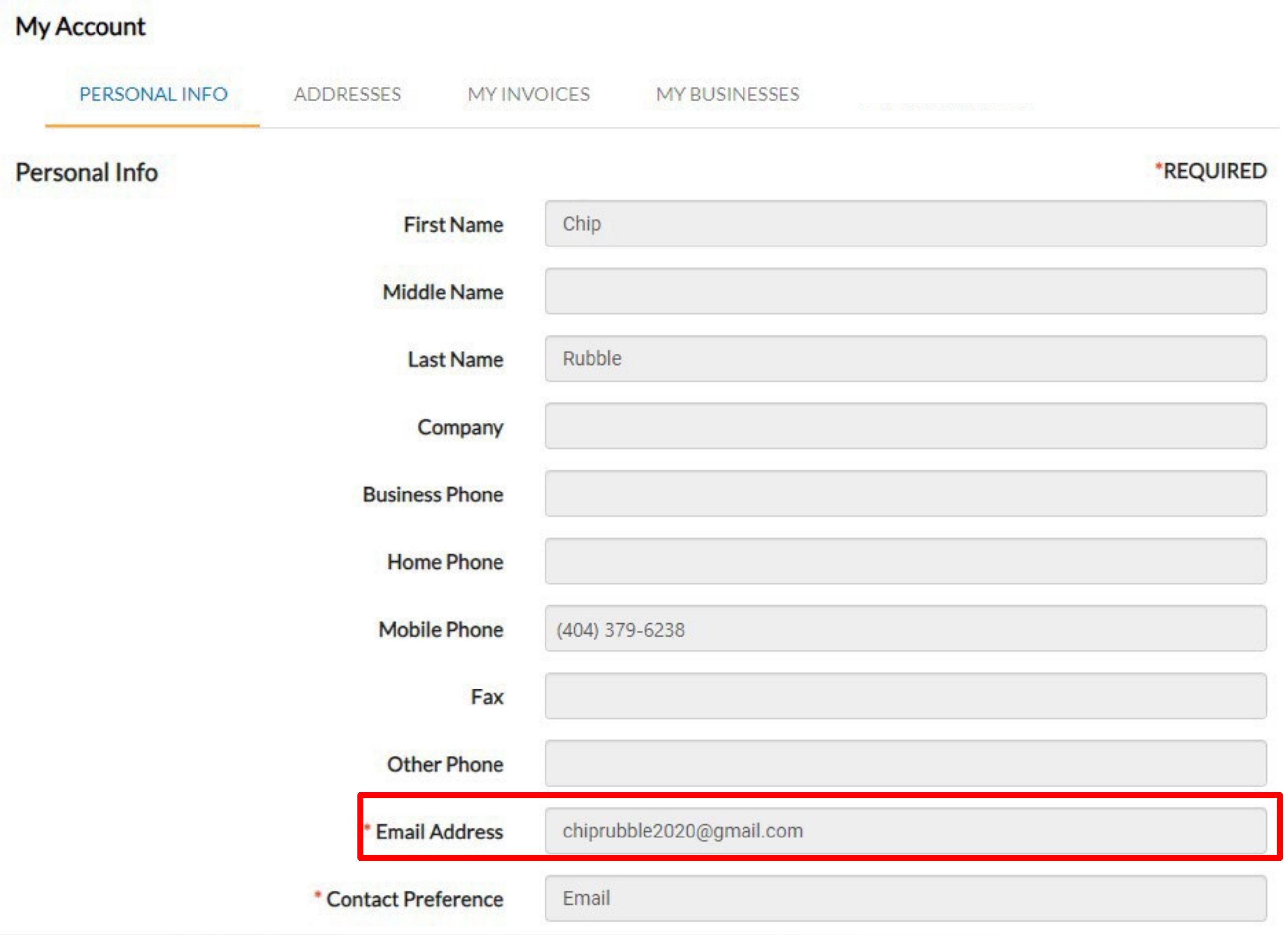
2. From your **Dashboard**, navigate to your username in top right corner.

3. Click on your username.

4. Select **My Account**.



MANAGING MY ACCOUNT INFORMATION (cont'd)



5. Click **Personal Info** tab.

6. Please review this tab on a regular basis.

7. All fields can be updated and edited ***except*** Email Address.

NOTE: *The Email Address in this field must be the same as the email used to register for your account.*

8. Contact Preference: Your selected contact preference type must have the corresponding fields populated.

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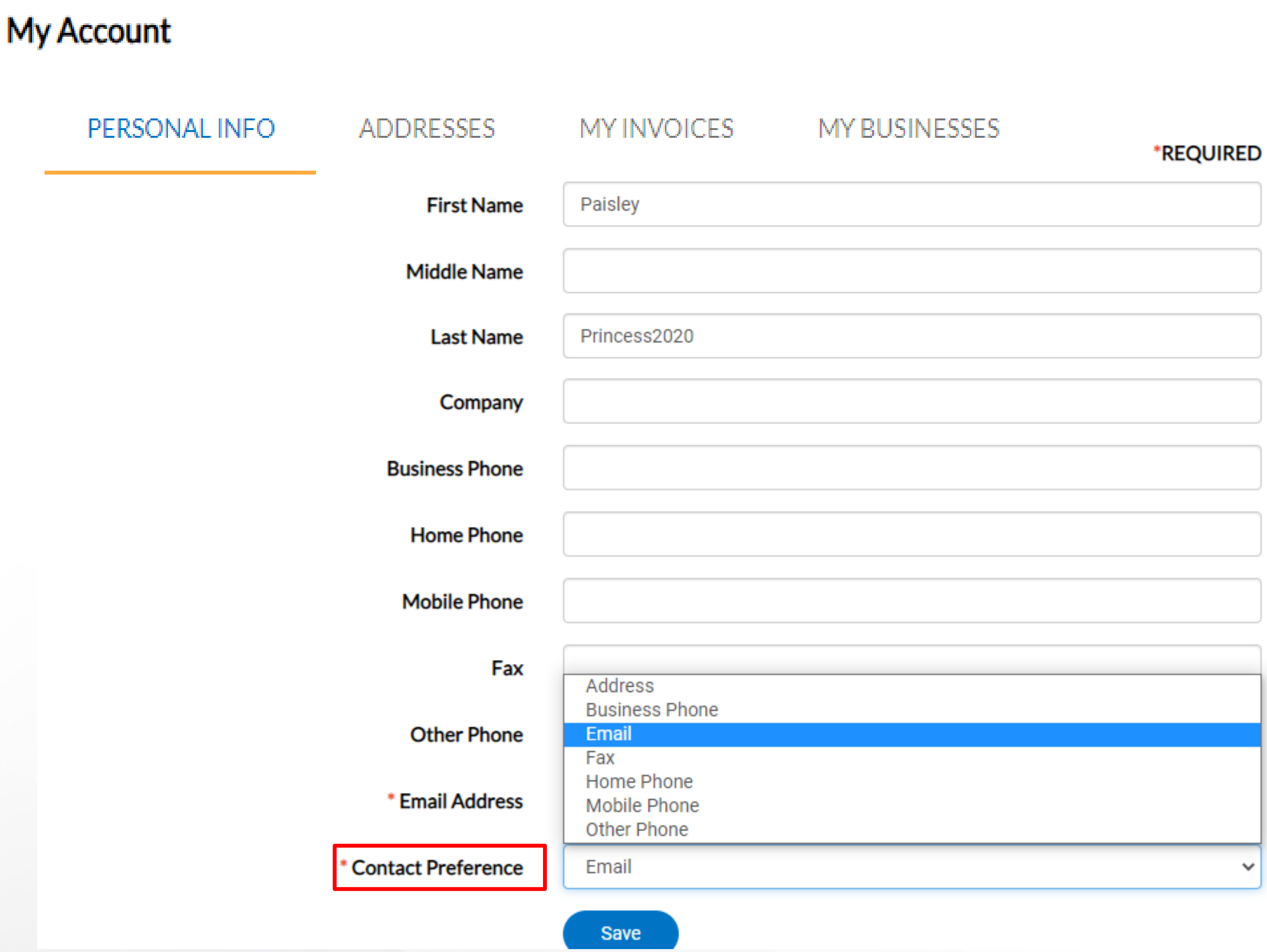
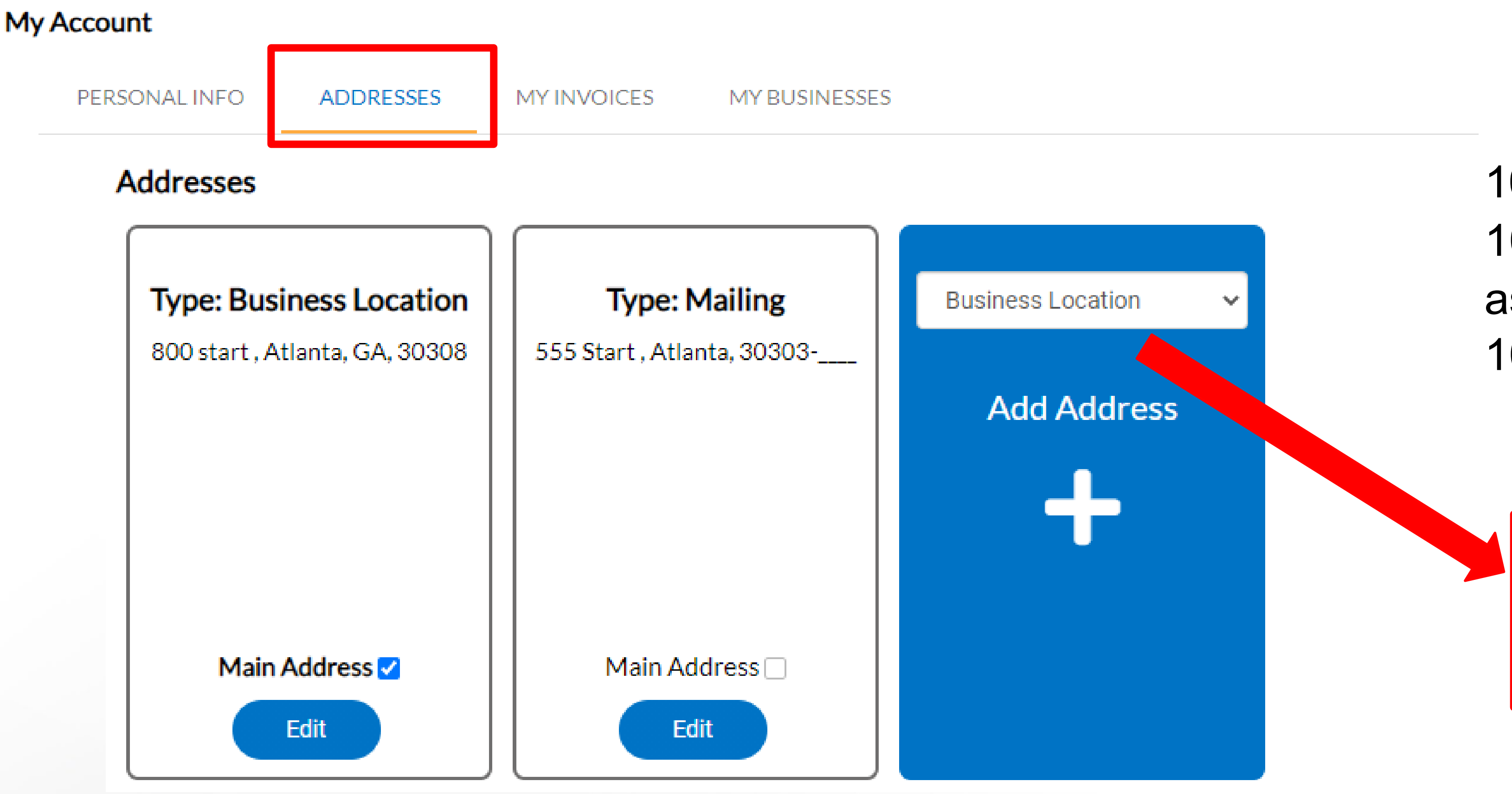
MANAGING MY ACCOUNT INFORMATION (cont'd)

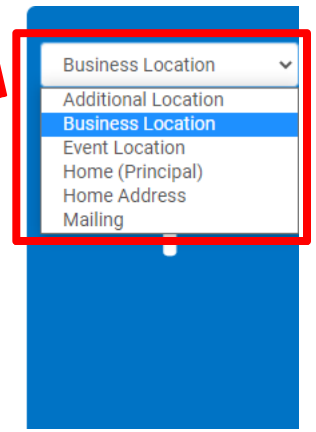


9. **Contact Preference**: Your selected contact preference type must have the corresponding fields populated.

MANAGING MY ACCOUNT INFORMATION (cont'd)



10. Click **Addresses**.
10a. Update **Mailing Address** as needed.
10b. Add other Address types.



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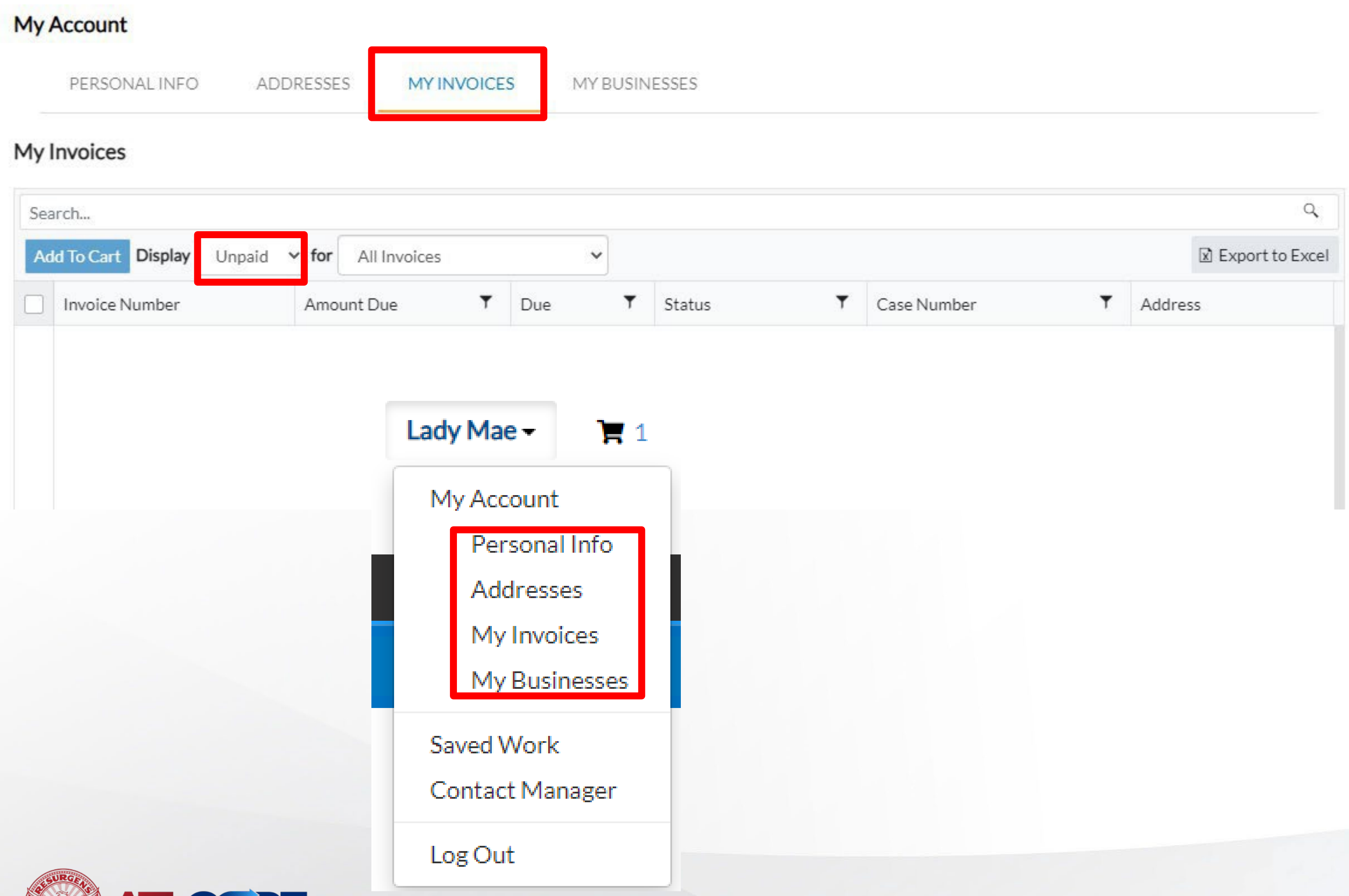

11. Click **My Invoices** to view a list of all your business invoices.
12. Choose Display option:
    a. Unpaid
    b. Paid
    c. Voided
13. Choose Invoice option:
    a. All Invoices
    b. Inspection Invoices
    c. Permit Invoices
    d. Plan Invoices
    e. Business License Invoices
    f. Professional License Invoices
    g. Overdue
    h. Due in 7 Days
    i. Application Invoices

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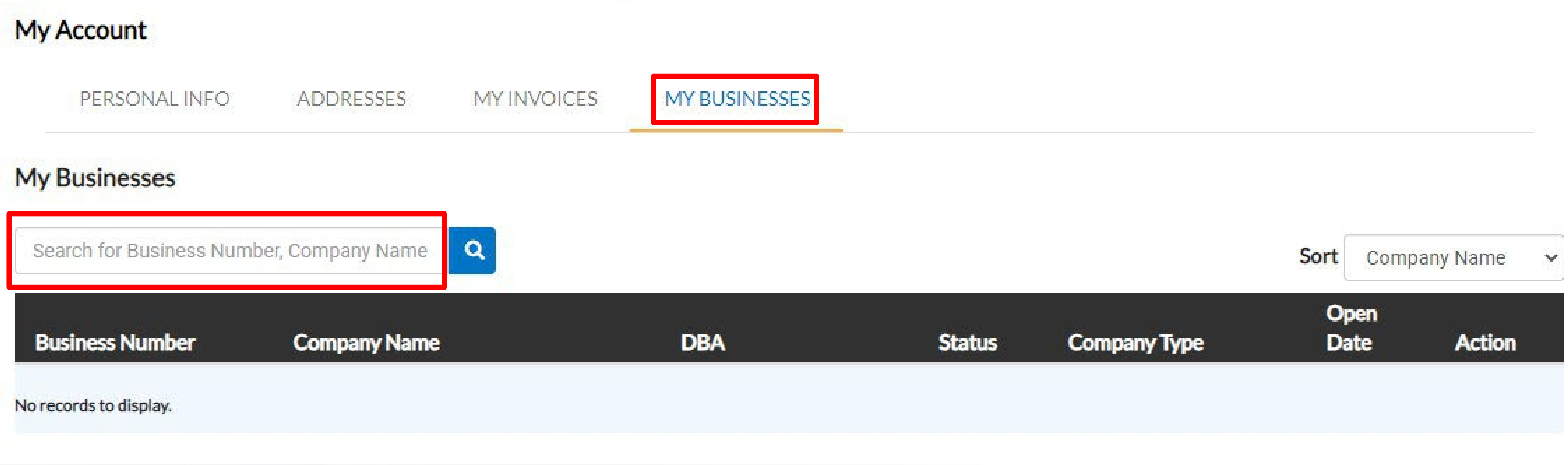
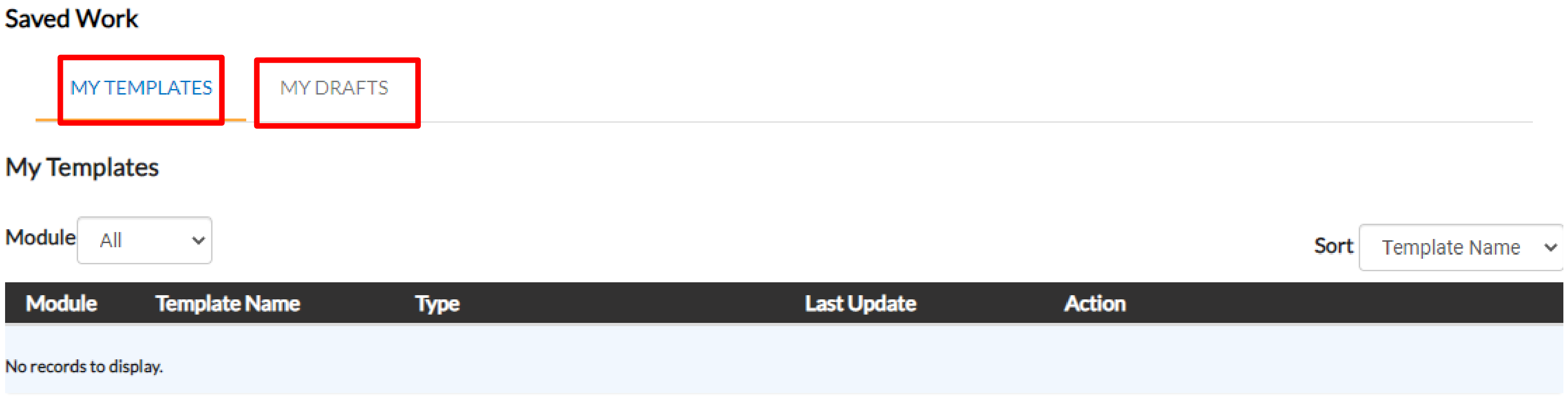
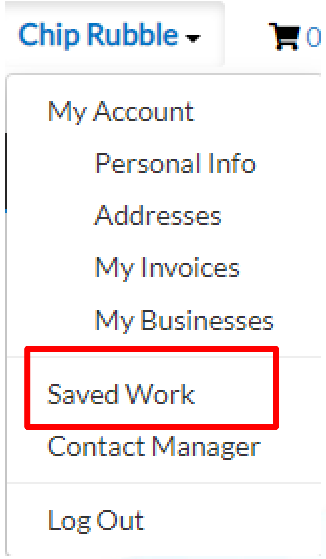
14. Click **My Businesses** tab.
15. This tab lists all associated businesses to this account.
16. Search for Business Number or Company Name.



MANAGING MY ACCOUNT INFORMATION (cont'd)

17. Click **Saved Work.**
18. This tab lists **MY TEMPLATES** and **MY DRAFTS**.





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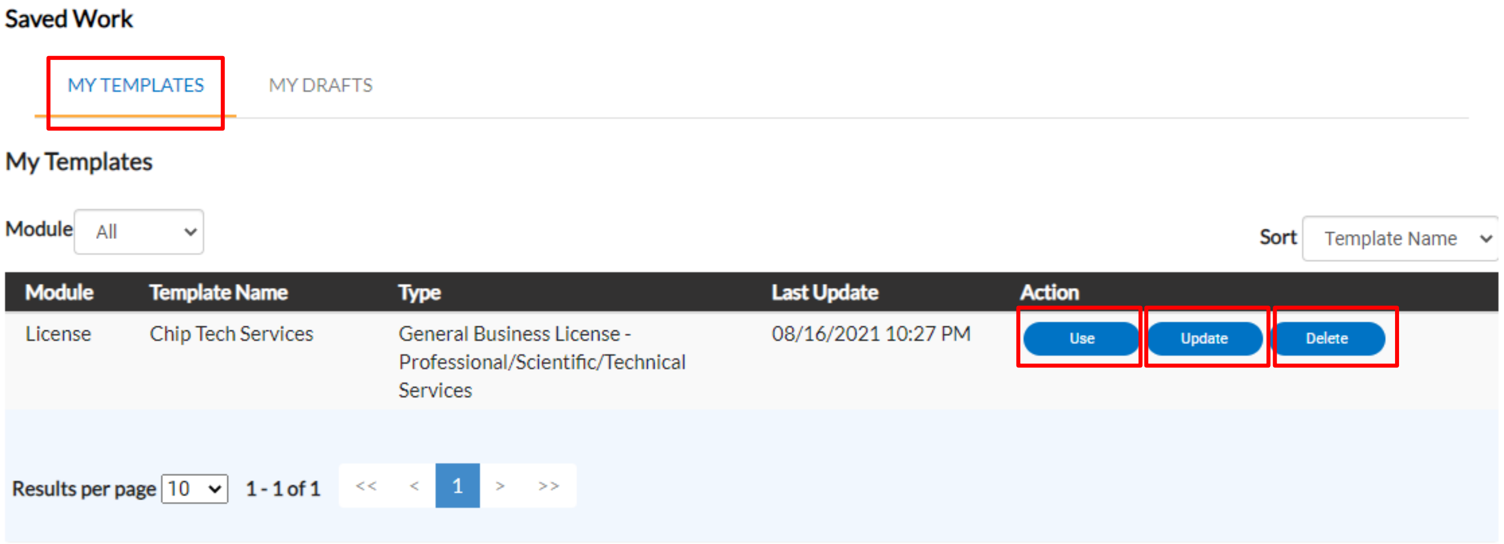

19. Click **My Templates** tab.
20. This tab lists all templates created by this account.
21. Select **Use** to complete a similar application.
22. Select **Update** to edit a template.
23. Select **Delete** to remove a template.

NOTE: Templates are saved while entering new applications.

Note: Any updates in the system to the application setup will cause saved templates or drafts to become invalid. Using invalid templates or drafts will result in the inability to submit.

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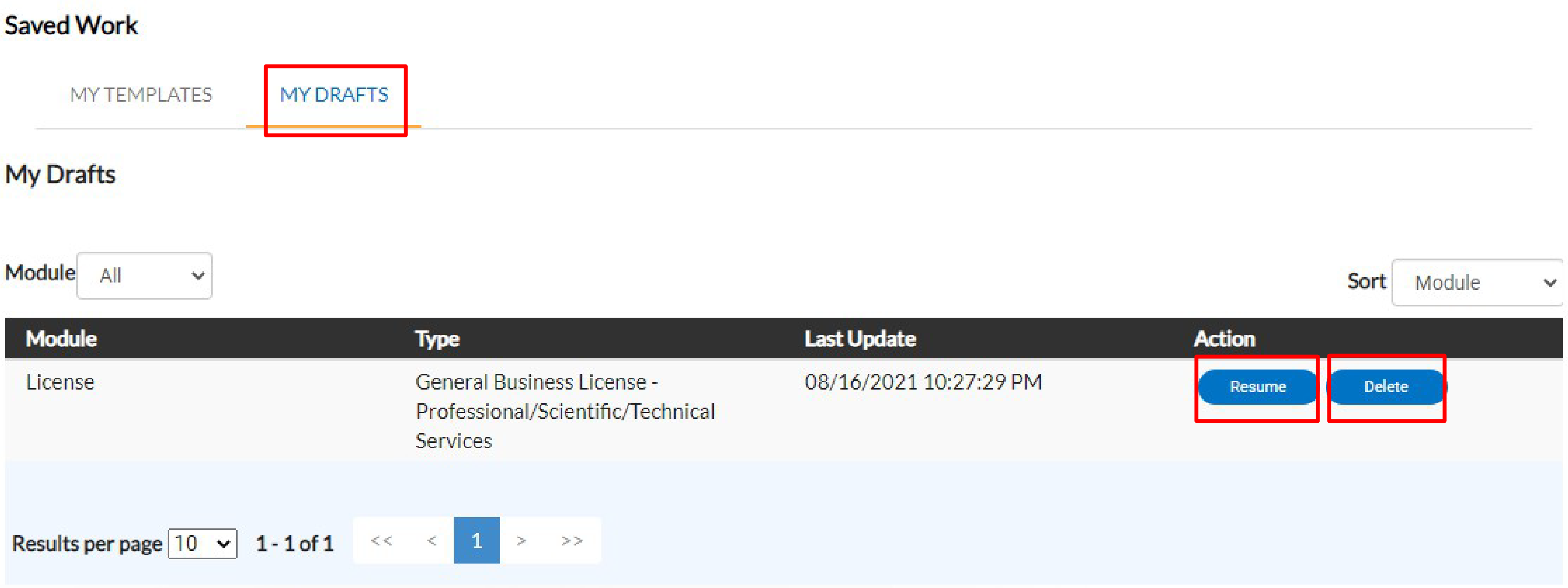

24. Click **My Drafts** tab.
25. This tab lists all saved Drafts created by this account.
26. Select **Resume** to continue.
27. Select **Delete** to remove.

Note: Any updates in the system to the application setup will cause saved templates or drafts to become invalid. Using invalid templates or drafts will result in the inability to submit.

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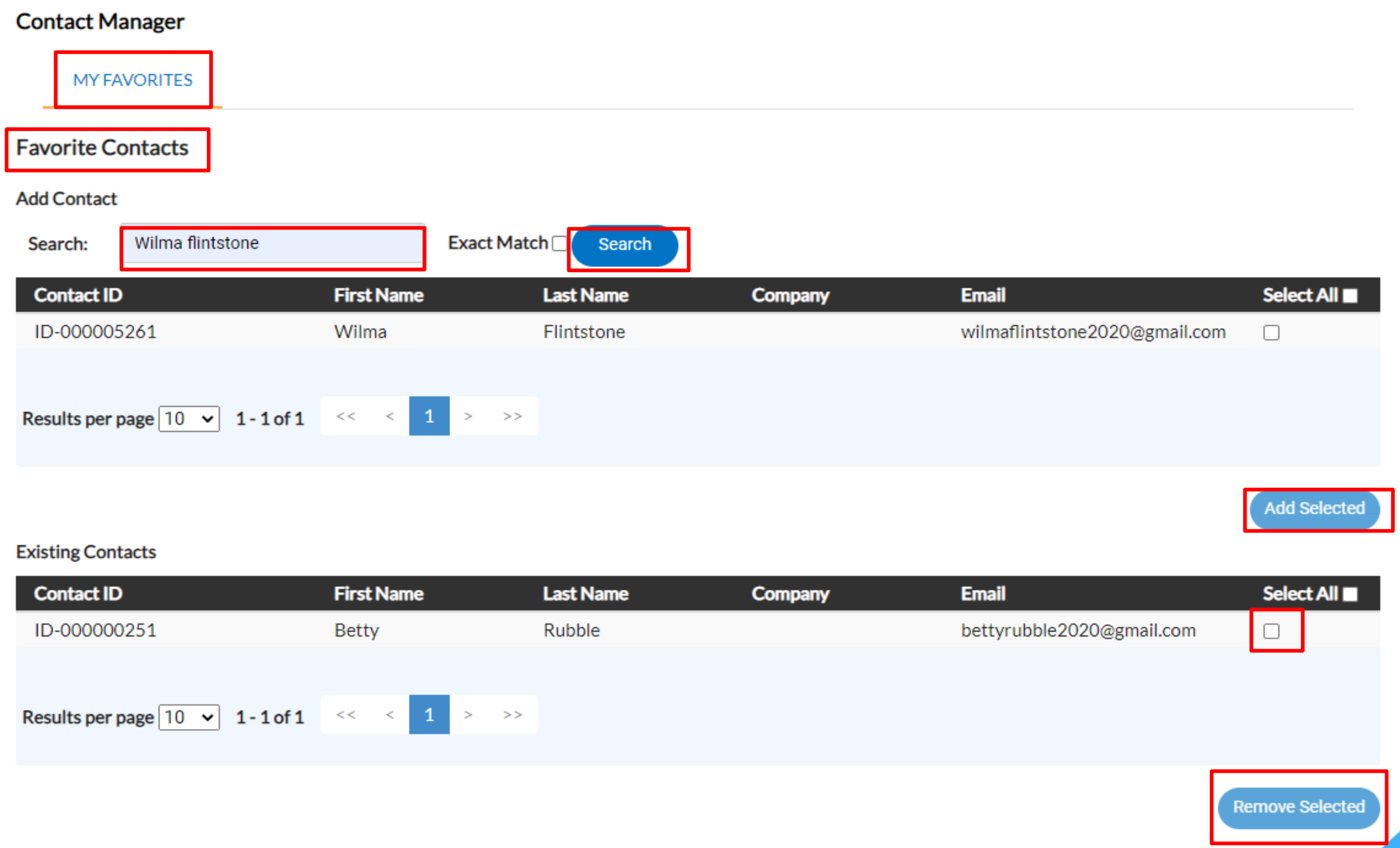

28. Click **Contact Manager.**
29. This tab allows for adding Favorite Contacts.
30. Enter Name, Email or Company into search field. Add contact to your Favorites.
31. Search for a contact that has registered in the system.
32. Click the associated box.
33. Click **Add Selected**.
34. Existing Contacts can be removed.
35. Click the associated box.
36. Click Remove Selected.

NOTE: Changing contact information in My Account *does not* update the contact on your license.