

MANAGING MY ACCOUNT INFORMATION

For Technical and Non-Technical Issues

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

MANAGING MY ACCOUNT INFORMATION



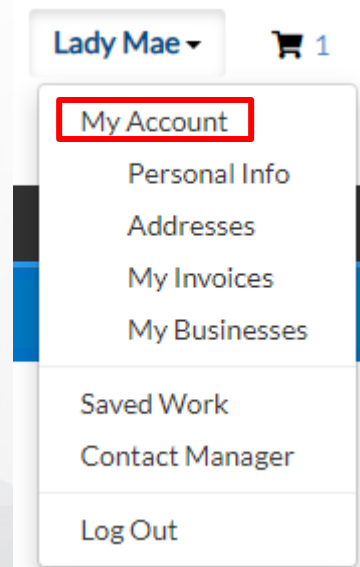
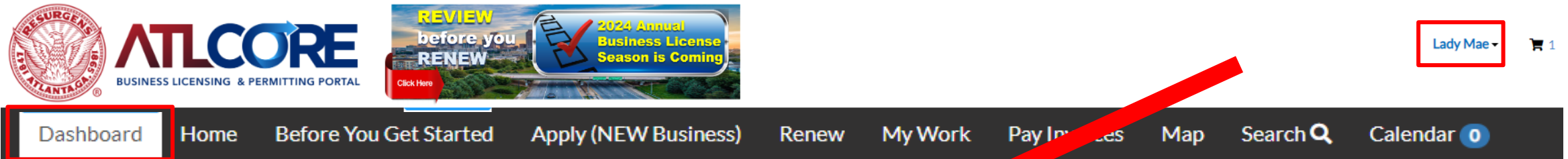
Login or Register

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.

The screenshot shows the ATLCORE Business Licensing and Permitting Portal home page. At the top, there is a navigation bar with links: Home, Before You Get Started, Apply (NEW Business), Renew, Pay Invoices, Map, Search, and Calendar. Below the navigation bar is a blue banner with the text: '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'. Below this, there is a 'Helpful Guides' icon on the left and a 'Before you get started' icon on the right. The central section features a 'BUSINESS LICENSE RENEWALS' banner with the following text: '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'. Below this, there is a 'new' icon and a '2024 Renewal Requirement: Financial Documents are now required to support annual reported Gross Receipts.' banner. The main content area consists of eight white cards with blue icons and text. The 'Login or Register' card is highlighted with a red border. The cards are: 'Pre-Zoning Check', 'Login or Register', 'Pay Invoice with Debit/Credit Card', 'Pay Invoice via Lockbox', 'Start a NEW Business', 'RENEW My License for EXISTING Business', 'APPLY for a NEW Alcohol License', and 'APPLY for a NEW Regulatory Permit'. The background of the page shows a cityscape with tall buildings.

MANAGING MY ACCOUNT INFORMATION

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)

My Account

PERSONAL INFO ADDRESSES MY INVOICES MY BUSINESSES

Personal Info *REQUIRED

First Name	Chip
Middle Name	
Last Name	Rubble
Company	
Business Phone	
Home Phone	
Mobile Phone	(404) 379-6238
Fax	
Other Phone	
* Email Address	chiprubble2020@gmail.com
* Contact Preference	Email

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.

MANAGING MY ACCOUNT INFORMATION (cont'd)

My Account

PERSONAL INFO ADDRESSES MY INVOICES MY BUSINESSES *REQUIRED

First Name

Middle Name

Last Name

Company

Business Phone

Home Phone

Mobile Phone

Fax

Other Phone

* Email Address

* Contact Preference

Save

(Note: The 'Contact Preference' field and its dropdown menu are highlighted with a red box in the original image. The dropdown menu is open, showing options: Address, Business Phone, Email, Fax, Home Phone, Mobile Phone, Other Phone. 'Email' is selected.)

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

MANAGING MY ACCOUNT INFORMATION (cont'd)

My Account

PERSONAL INFO

ADDRESSES

MY INVOICES

MY BUSINESSES

Addresses

Type: Business Location
800 start , Atlanta, GA, 30308

Main Address

Edit

Type: Mailing
555 Start , Atlanta, 30303-____

Main Address

Edit

Business Location

Add Address

+

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

Business Location

Additional Location

Business Location

Event Location

Home (Principal)

Home Address

Mailing

MANAGING MY ACCOUNT INFORMATION (cont'd)

My Account

PERSONAL INFO

ADDRESSES

MY INVOICES


MY BUSINESSES

My Invoices

Search...

Add To Cart Display Unpaid for All Invoices Export to Excel

<input type="checkbox"/>	Invoice Number	Amount Due	Due	Status	Case Number	Address
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Lady Mae  1

My Account

- Personal Info
- Addresses
- My Invoices
- My Businesses

Saved Work

Contact Manager

Log Out

11. Click **My Invoices** to view a list of all your business invoices.

12. Choose Display option:

- Unpaid
- Paid
- Voided

13. Choose Invoice option:

- All Invoices
- Inspection Invoices
- Permit Invoices
- Plan Invoices
- Business License Invoices
- Professional License Invoices
- Overdue
- Due in 7 Days
- Application Invoices

MANAGING MY ACCOUNT INFORMATION (cont'd)

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

My Account

PERSONAL INFO

ADDRESSES

MY INVOICES

MY BUSINESSES

My Businesses

Search for Business Number, Company Name



Sort

Company Name



Business Number

Company Name

DBA

Status

Company Type

Open
Date

Action

No records to display.

MANAGING MY ACCOUNT INFORMATION (cont'd)

17. Click **Saved Work**.

18. This tab lists **MY TEMPLATES** and **MY DRAFTS**.

Saved Work

MY TEMPLATES

MY DRAFTS

My Templates

Module All

Sort Template Name

Module	Template Name	Type	Last Update	Action
No records to display.				

Chip Rubble



- My Account
- Personal Info
- Addresses
- My Invoices
- My Businesses
- Saved Work**
- Contact Manager
- Log Out



MANAGING MY ACCOUNT INFORMATION (cont'd)

Saved Work

MY TEMPLATES MY DRAFTS

My Templates

Module All

Sort Template Name

Module	Template Name	Type	Last Update	Action
License	Chip Tech Services	General Business License - Professional/Scientific/Technical Services	08/16/2021 10:27 PM	Use Update Delete

Results per page 10 1 - 1 of 1 << < 1 > >>

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: 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.

NOTE: Templates are saved while entering new applications.

MANAGING MY ACCOUNT INFORMATION (cont'd)

Saved Work

MY TEMPLATES

MY DRAFTS

My Drafts

Module All

Sort Module

Module	Type	Last Update	Action
License	General Business License - Professional/Scientific/Technical Services	08/16/2021 10:27:29 PM	Resume Delete

Results per page 10 1 - 1 of 1 << < 1 > >>

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.

MANAGING MY ACCOUNT INFORMATION (cont'd)

Contact Manager

MY FAVORITES

Favorite Contacts

Add Contact

Search: Wilma flintstone Exact Match Search

Contact ID	First Name	Last Name	Company	Email	Select All
ID-000005261	Wilma	Flintstone		wilmaflintstone2020@gmail.com	<input type="checkbox"/>

Results per page 10 1 - 1 of 1 << < 1 > >>

Add Selected

Existing Contacts

Contact ID	First Name	Last Name	Company	Email	Select All
ID-000000251	Betty	Rubble		bettyrubble2020@gmail.com	<input type="checkbox"/>

Results per page 10 1 - 1 of 1 << < 1 > >>

Remove Selected

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.



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