

# HOW TO LOG IN or RESET YOUR PASSWORD

**For Technical and Non-Technical Issues**

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



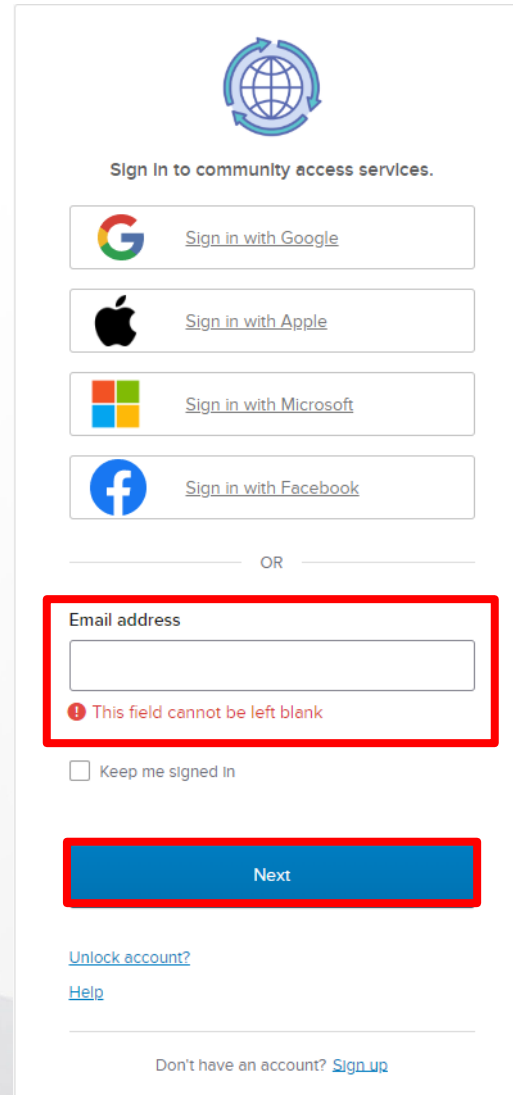
# HOW TO LOG IN or RESET YOUR PASSWORD

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. The top navigation bar includes links for Home, Before You Get Started, Apply (NEW Business), Renew, Pay Invoices, Map, Search, and Calendar. A red box highlights the 'Login or Register' button in the top right corner. The main content area features a 'Welcome to the City of Atlanta Self Service' banner. Below this, there are several informational sections: a 'BUSINESS LICENSE RENEWALS' section with a 'DID YOU KNOW?' icon, a '2024 Renewal Requirement' banner stating 'Financial Documents are now required to support annual reported Gross Receipts.', and a 'Helpful Guides' icon. At the bottom, there are four service tiles: 'Pre-Zoning Check', 'Login or Register' (highlighted with a red box), 'Pay Invoice with Debit/Credit Card', and 'Pay Invoice via Lockbox'. A 'Login or Register' button is also visible in the top right corner.


# HOW TO LOG IN or RESET YOUR PASSWORD (cont'd)


2. Enter the email address used to register the associated account.
3. Click **Next**




Sign in to community access services.

 [Sign in with Google](#)


 [Sign in with Apple](#)

 [Sign in with Microsoft](#)

 [Sign in with Facebook](#)

OR

Email address

 This field cannot be left blank

Keep me signed in

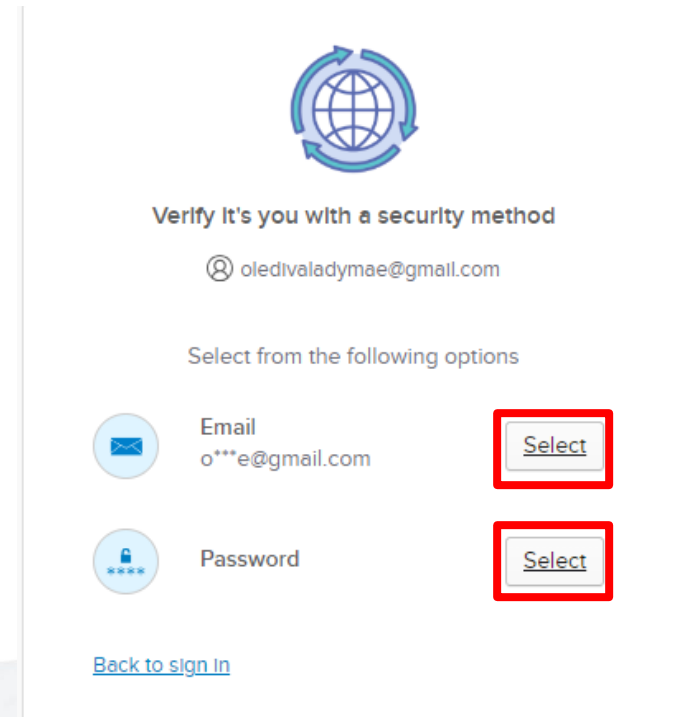
[Next](#)

[Unlock account?](#)


[Help](#)

Don't have an account? [Sign up](#)


4. Verify your account by selecting **Email** or **Password**. If selecting email, a verification code will be sent to the email address associated with the account. If selecting password, enter the password registered with the associated account.




Verify It's you with a security method

 oledivaladymae@gmail.com

Select from the following options

 Email  
o\*\*\*e@gmail.com [Select](#)

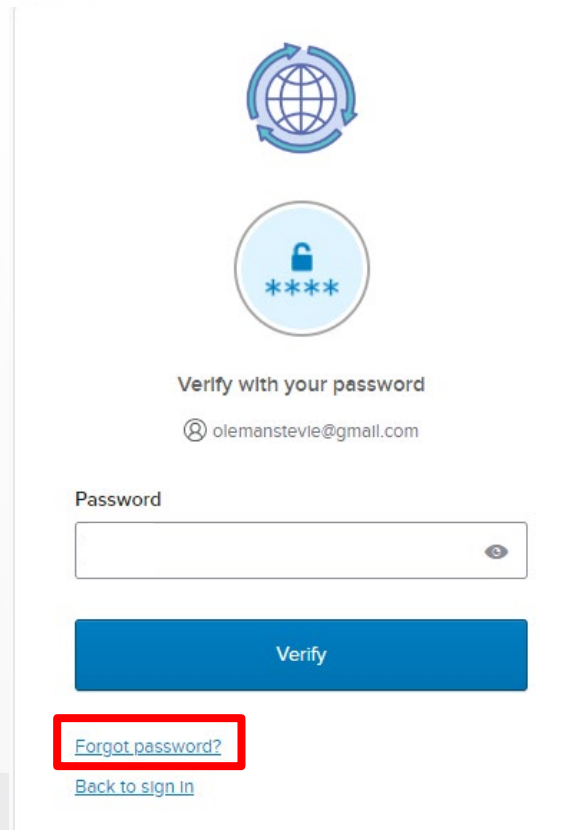
 Password [Select](#)

[Back to sign in](#)

# HOW TO LOG IN or RESET YOUR PASSWORD (cont'd)

5. If you forgot the password, follow these steps:  
Enter the Password associated with your current ATLCORE account.

a. Click **Forgot password?**



Verify with your password

olemanstevie@gmail.com

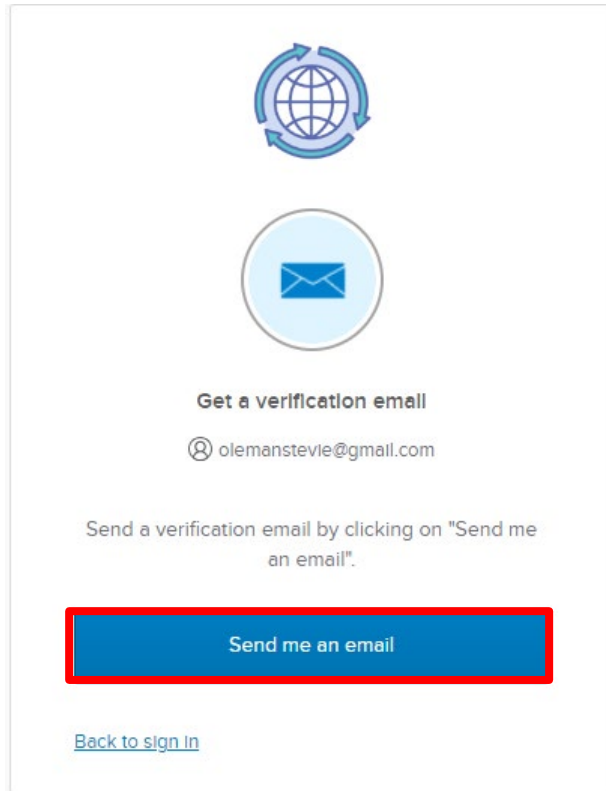
Password

Verify

[Forgot password?](#)

[Back to sign in](#)

# HOW TO LOG IN or RESET YOUR PASSWORD (cont'd)



The screenshot shows a web form for requesting a verification email. At the top, there is a circular icon with a globe and arrows. Below it is a circular icon with an envelope. The text reads: "Get a verification email" followed by the email address "olemanstevie@gmail.com". A note says: "Send a verification email by clicking on 'Send me an email'". A blue button with the text "Send me an email" is highlighted with a red border. At the bottom left, there is a link that says "Back to sign in".

6. Click **Send me an email**.

7. The system will send an email to the email address entered with instructions on how to create a new password.

8. Log in to your email account to retrieve the email with instructions. (Remember to check your Junk/SPAM folder if necessary. For Gmail account holders, the email may be in your **Promotions** folder)

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