MANAGING MY ACCOUNT INFORMATION

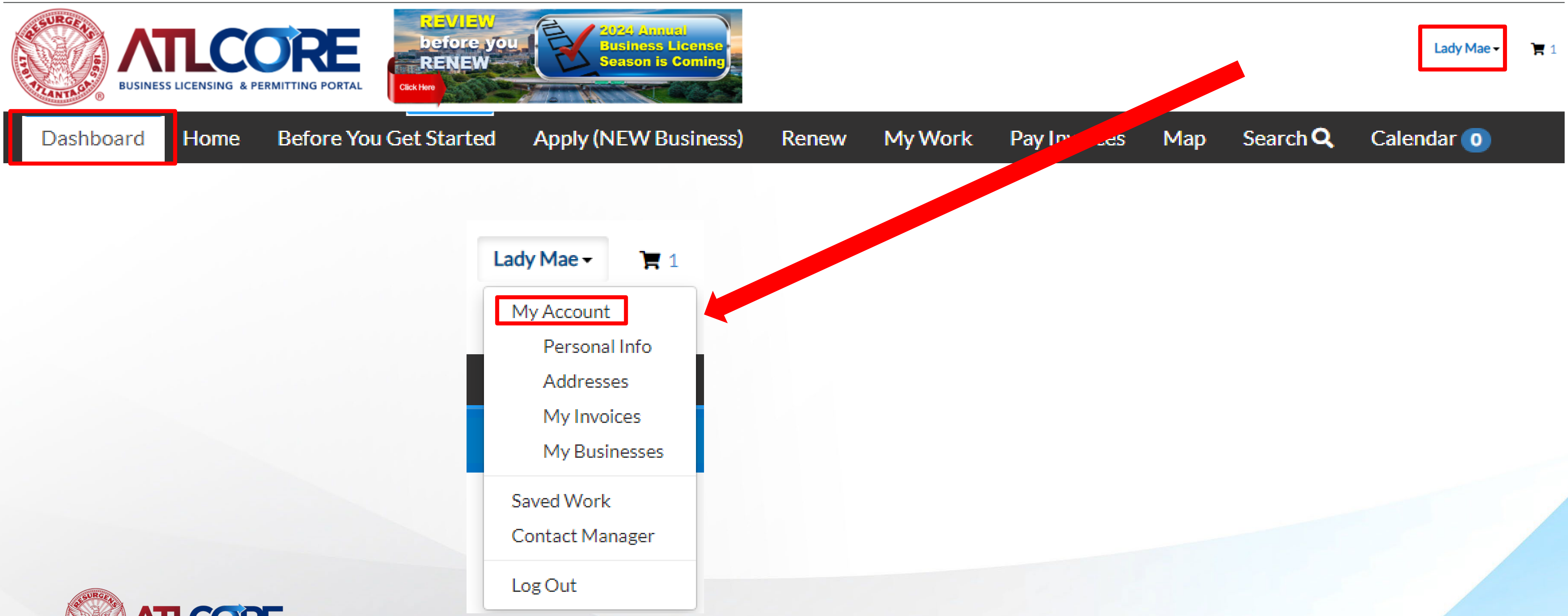
For Technical and Non-Technical Issues
Contact **ATL311.com** or **404-546-0311**to create a case.

ATLCORE

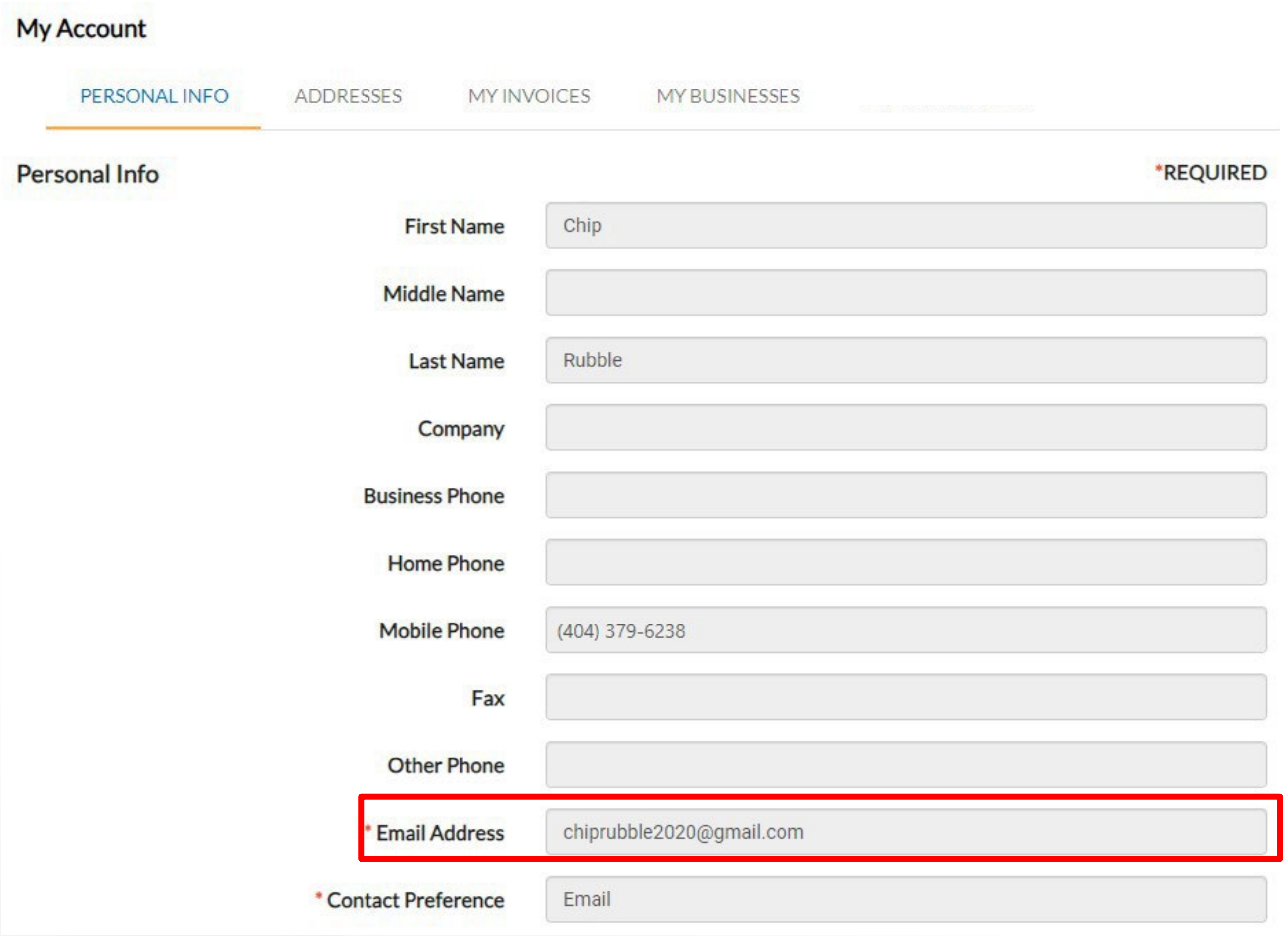
Rev 12/2023

MANAGING MY ACCOUNT INFORMATION

1. From your **Dashboard**, navigate to your username in top right corner.
2. Click on your username.
3. Select **My Account**.

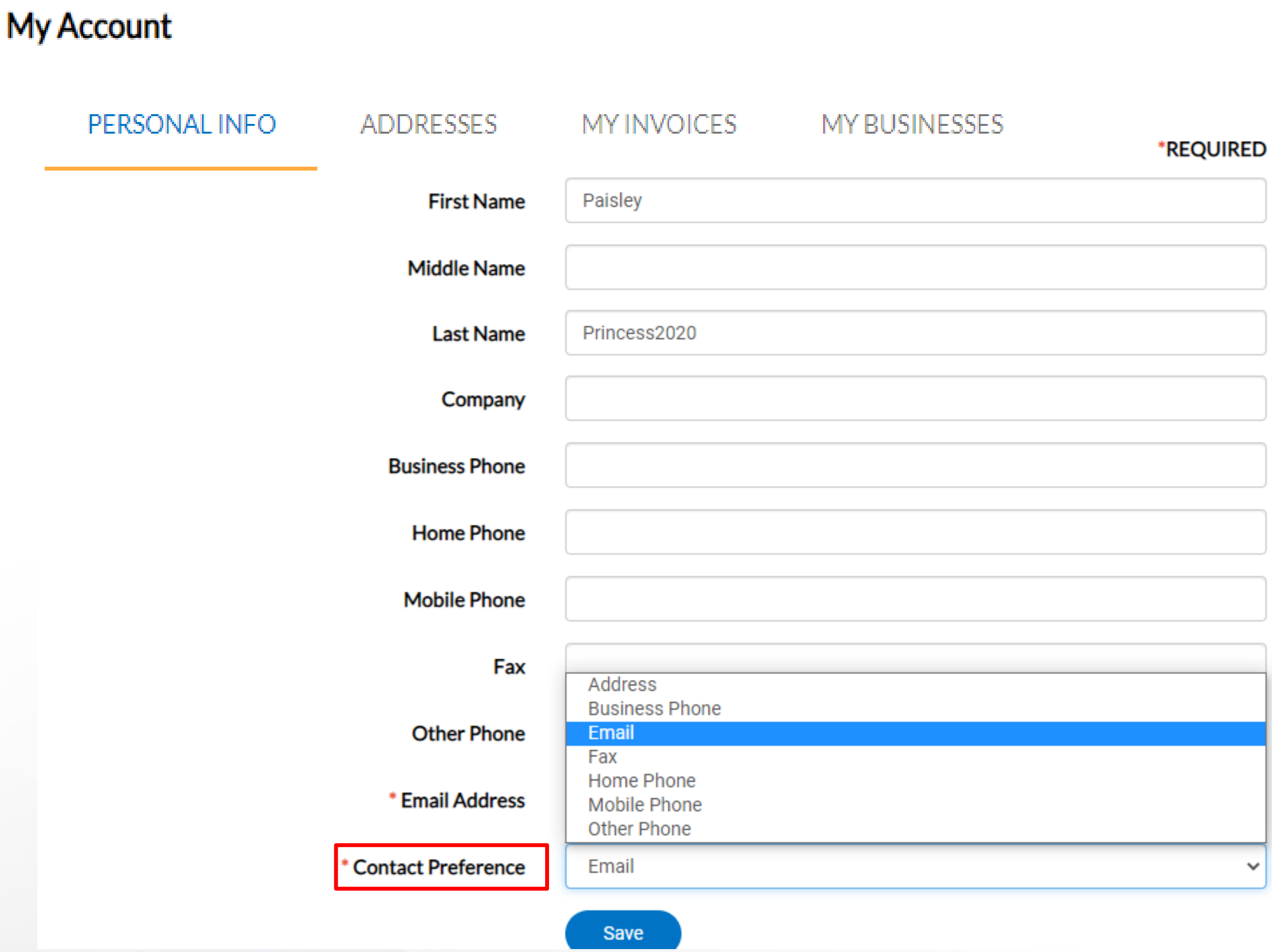


MANAGING MY ACCOUNT INFORMATION (cont'd)



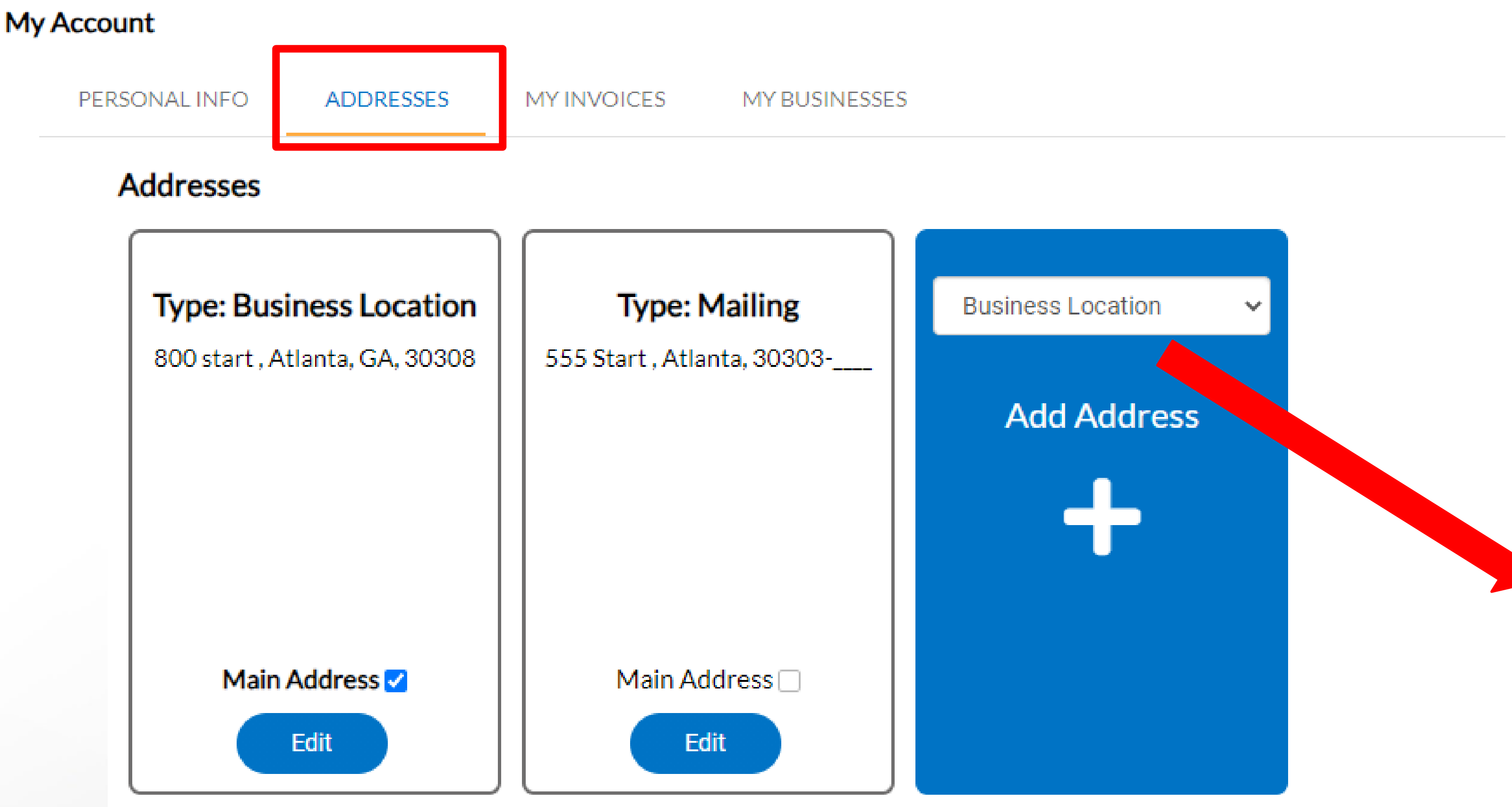
4. Click **Personal Info** tab.
5. Please review this tab on a regular basis.
6. All fields can be updated and edited ***except*** Email Address.
7. **NOTE: *The Email Address in this field must be the same as the email used to register for your account.***
8. Contact Preference: Your selected contact preference type must have the corresponding fields populated.

MANAGING MY ACCOUNT INFORMATION (cont'd)



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

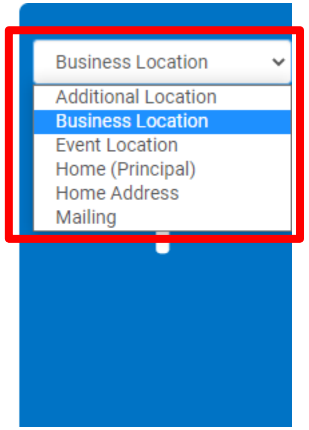
MANAGING MY ACCOUNT INFORMATION (cont'd)



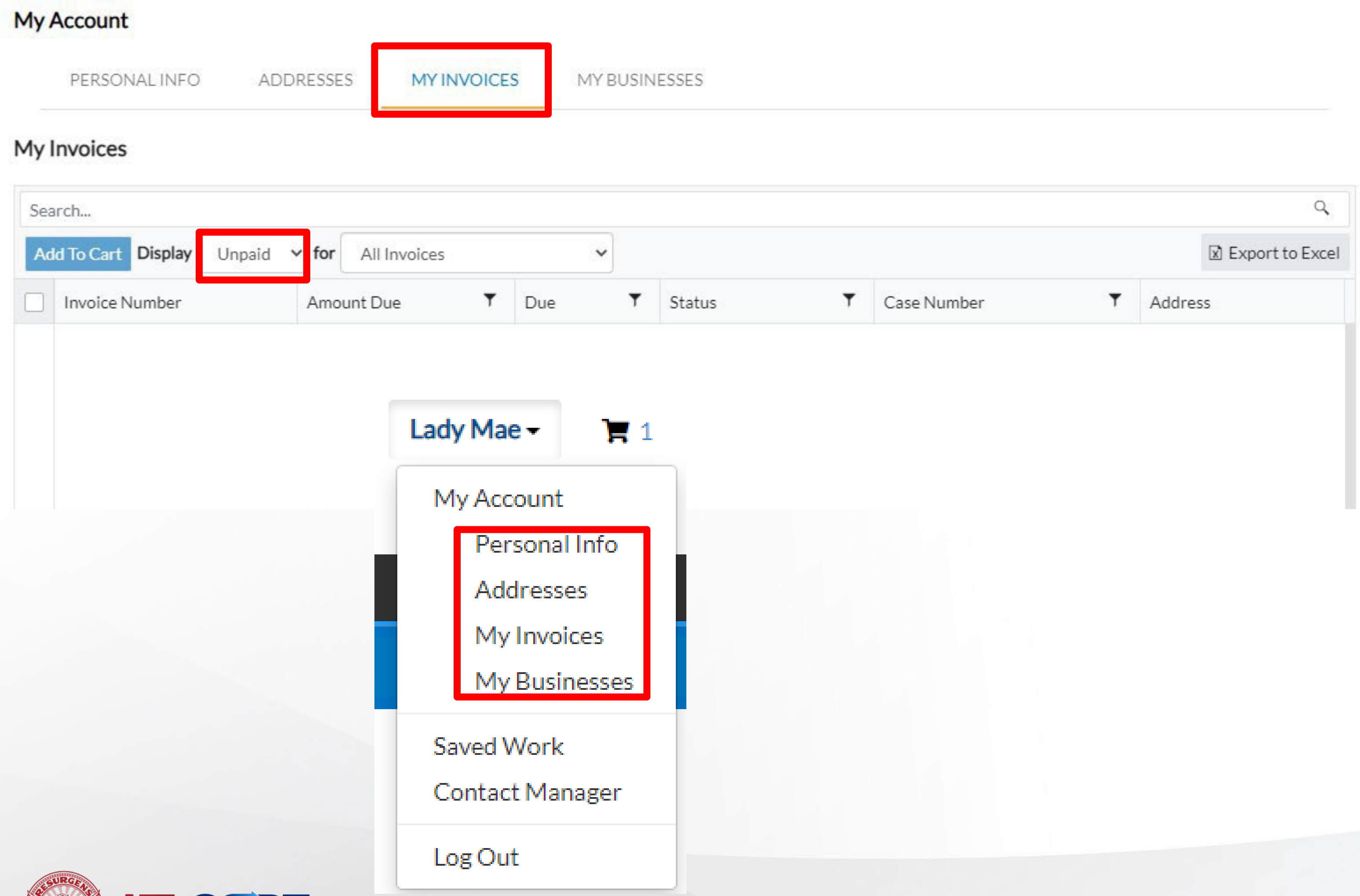
10. Click **Addresses**.

10a. Update **Mailing Address** as needed.

10b. Add other Address types.



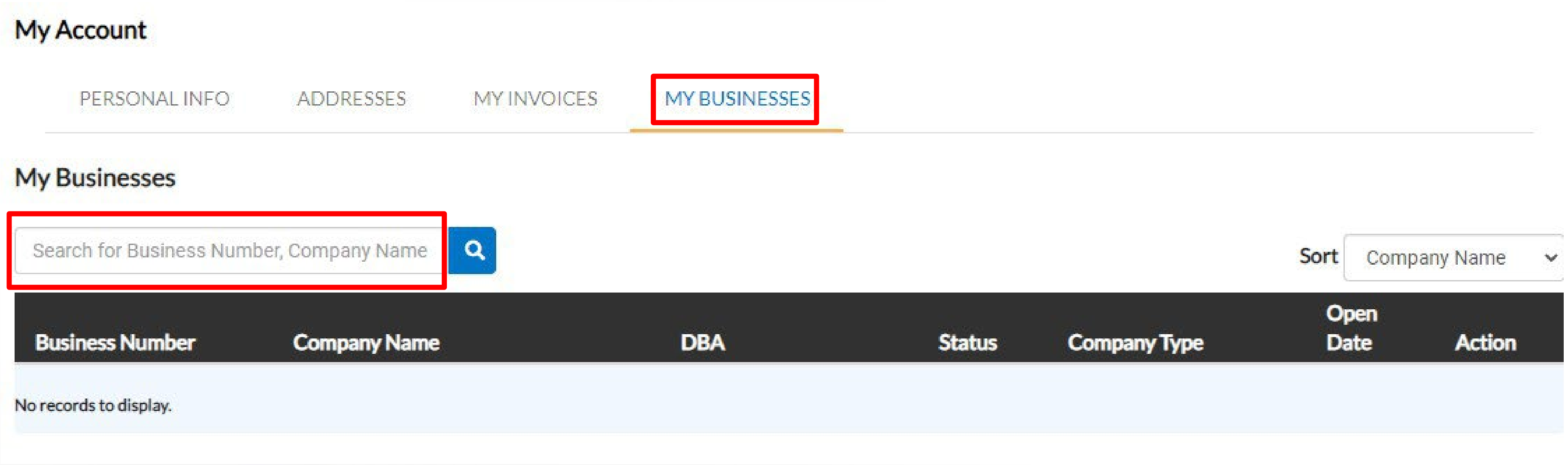
MANAGING MY ACCOUNT INFORMATION (cont'd)



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

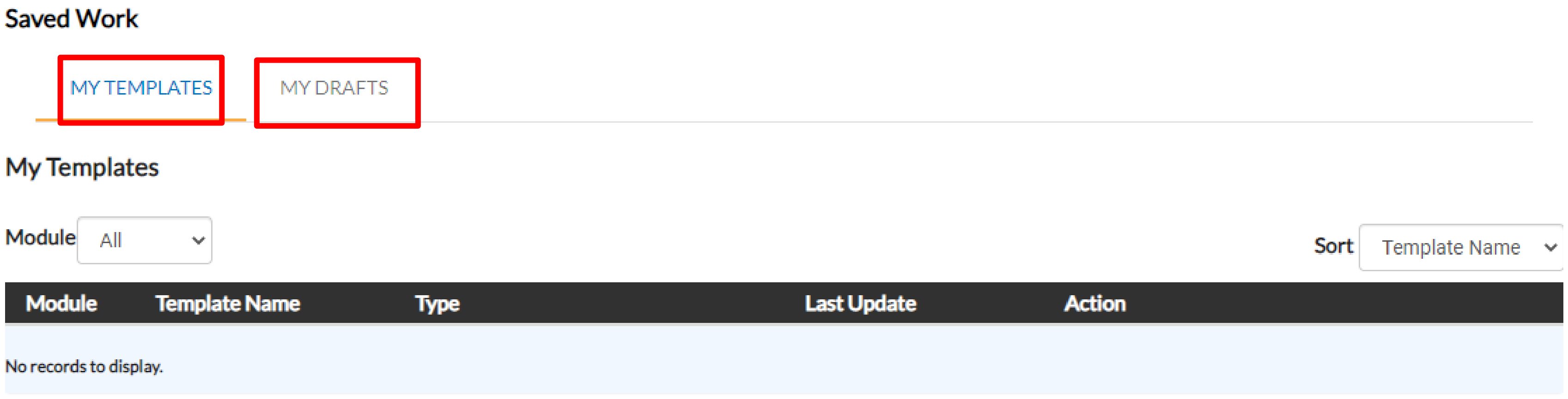
MANAGING MY ACCOUNT INFORMATION (cont'd)

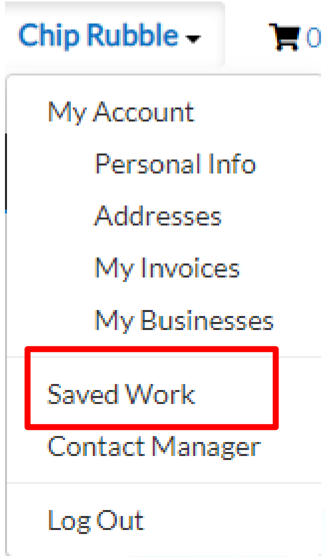
14. Click **My Businesses** tab.
15 This tab lists all associated businesses to this account.
16 Search for Business Number or Company Name.



MANAGING MY ACCOUNT INFORMATION (cont'd)

19. Click **Saved Work.**
20. This tab lists **MY TEMPLATES** and **MY DRAFTS**.





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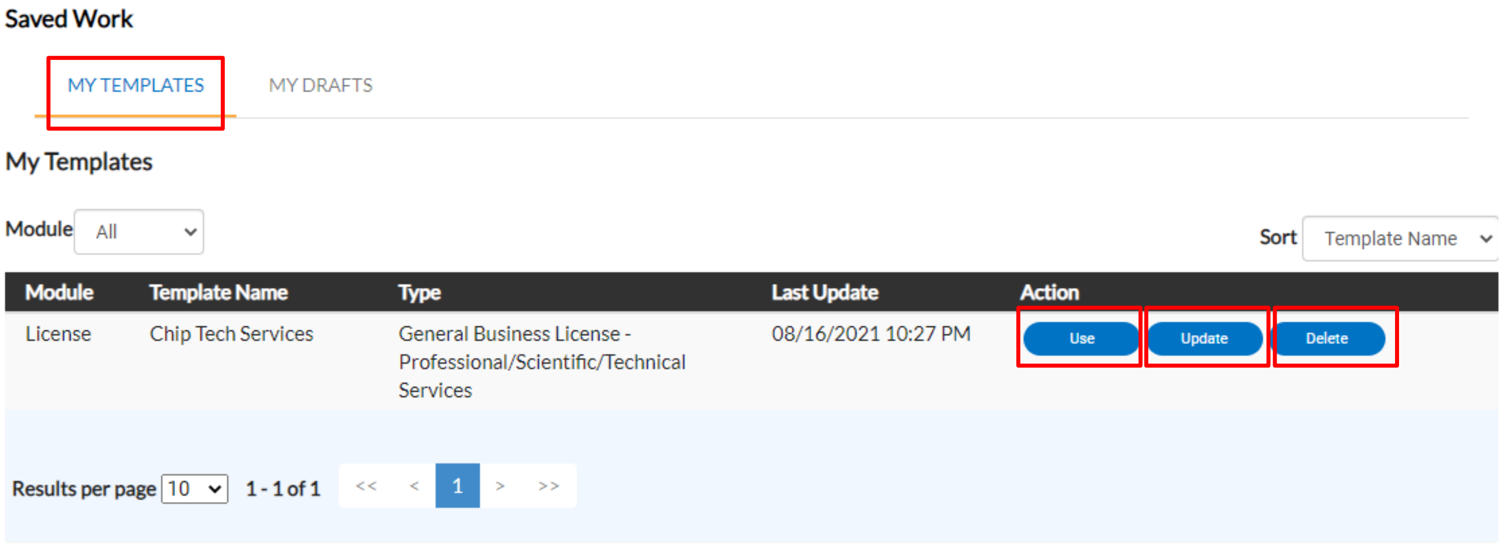
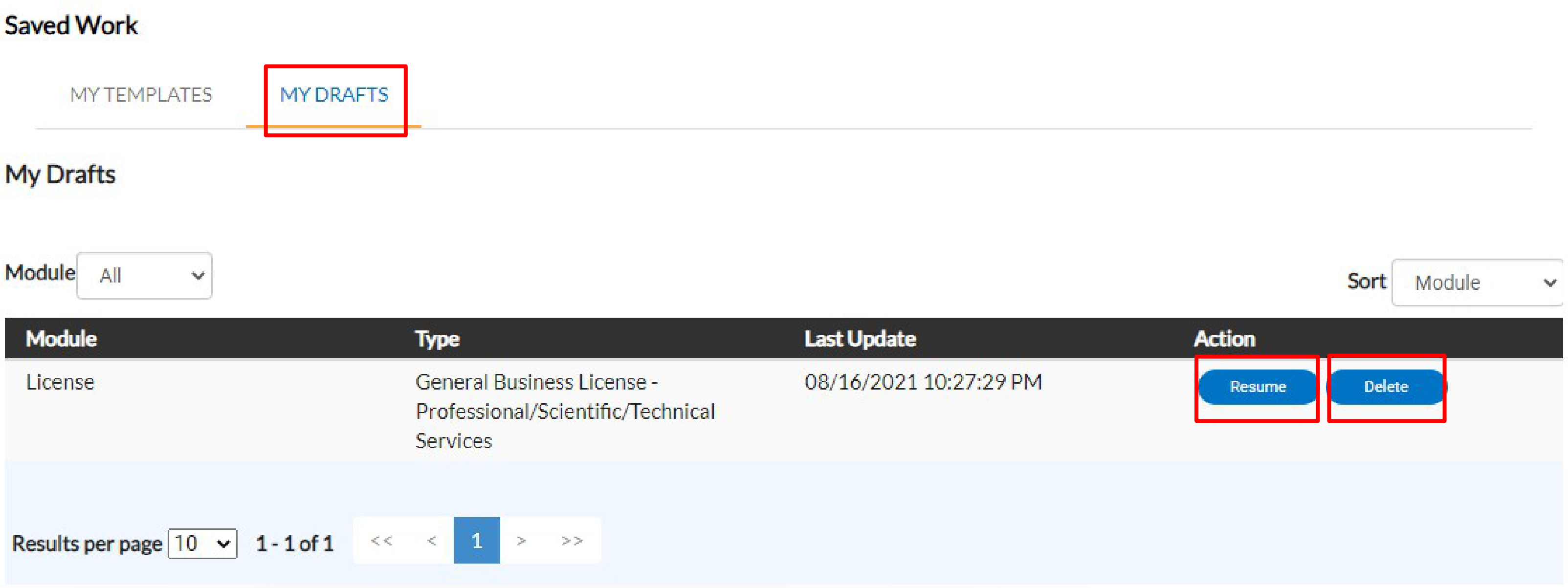


21. Click **My Templates** tab.
22. This tab lists all templates created by this account.
23. Select **Use** to complete a similar application.
24. Select **Update** to edit a template.
25. Select **Delete** to remove a template.
26. **NOTE: Templates are saved while entering new applications.**

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.

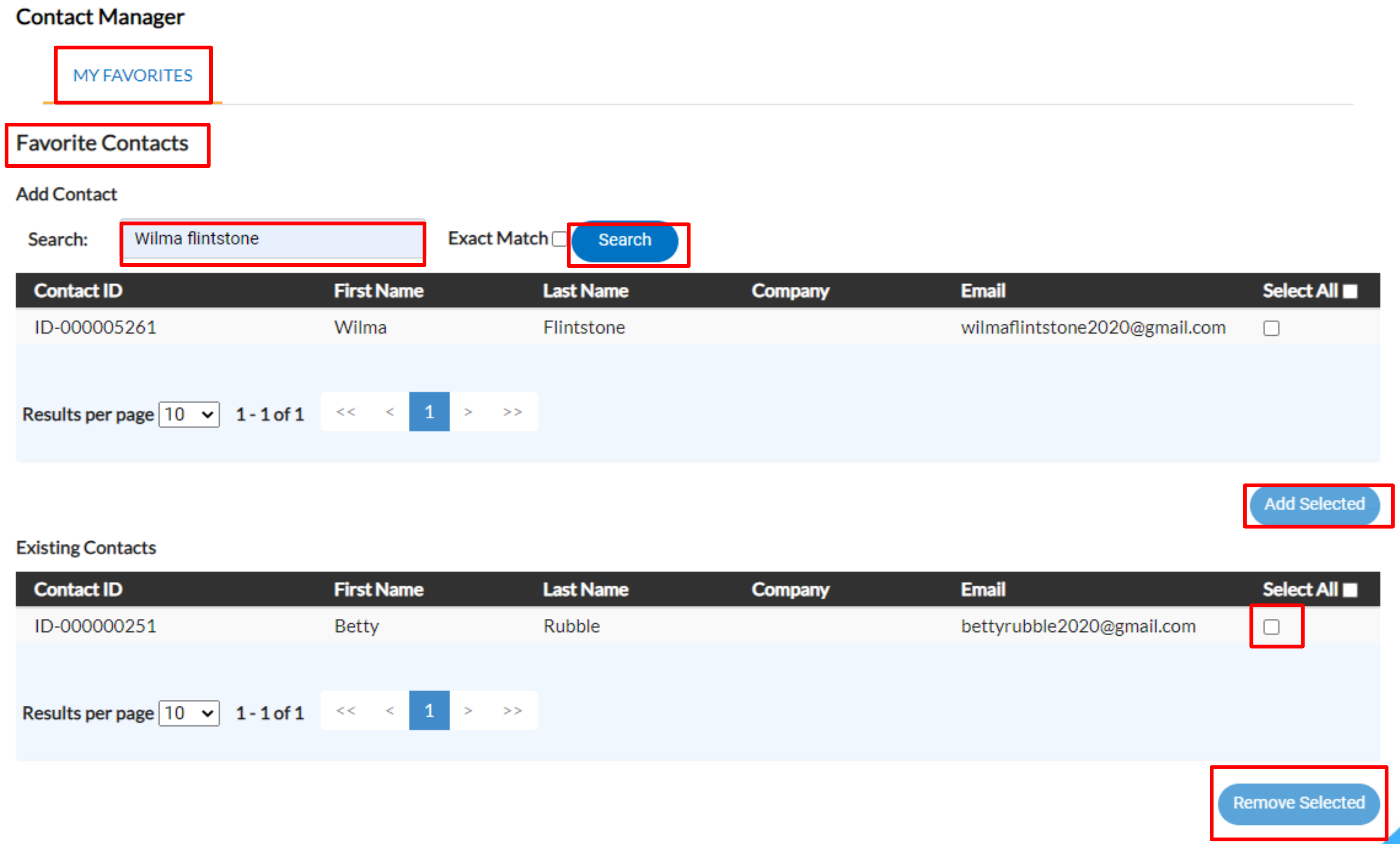
MANAGING MY ACCOUNT INFORMATION (cont'd)



27. Click **My Drafts** tab.
28. This tab lists all saved Drafts created by this account.
29. Select **Resume** to continue.
30. 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)



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

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

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