

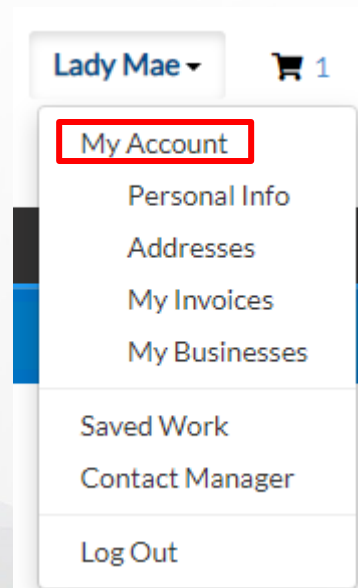
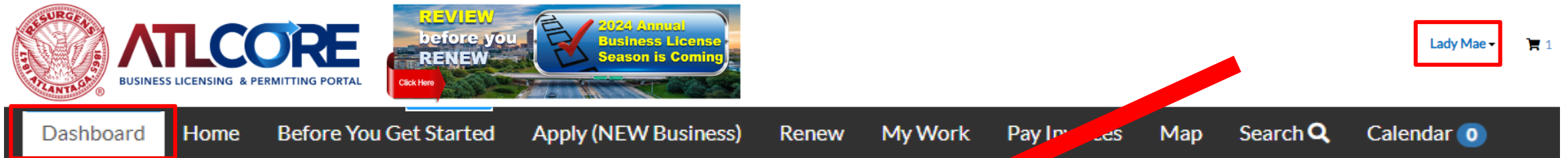
MANAGING MY ACCOUNT INFORMATION

For Technical and Non-Technical Issues

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

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)

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

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)

My Account

PERSONAL INFO	ADDRESSES	MY INVOICES	MY BUSINESSES
*REQUIRED			
First Name	<input type="text" value="Paisley"/>		
Middle Name	<input type="text"/>		
Last Name	<input type="text" value="Princess2020"/>		
Company	<input type="text"/>		
Business Phone	<input type="text"/>		
Home Phone	<input type="text"/>		
Mobile Phone	<input type="text"/>		
Fax	<input type="text"/>		
Other Phone	<input type="text"/>		
* Email Address	<input type="text"/>		
* Contact Preference	<div><div>Address Business Phone Email Fax Home Phone Mobile Phone Other Phone</div><div>Email</div></div>		
<input type="button" value="Save"/>			

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



Business Location
Additional Location
Business Location
Event Location
Home (Principal)
Home Address
Mailing

10. Click **Addresses**.

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

10b. Add other Address types.

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:

- 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.

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)

19. Click **Saved Work**.

20. 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 > >>

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.

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.

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 > >>

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)

Contact Manager

MY FAVORITES

Favorite Contacts

Add Contact

Search: Wilma flintstone

Exact Match ☐

Search

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

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

Remove Selected

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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