

HOW TO NAVIGATE THE CITY OF ATLANTA SELF SERVICE PORTAL

For Technical and Non-Technical Issues

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

HOW TO NAVIGATE THE CITY OF ATLANTA SELF SERVICE PORTAL



Login or Register

1. From the HOME page, click **Login or Register** from top right corner of the page or the center of the home page.

2. Sign in using the same method that was used at registration. (Google, Apple, Microsoft, Facebook or entering your email address. Follow the steps.

3. **Note: If you have not registered your email or do not currently have an account, click Sign up to create an account.)**

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

Home Before You Get Started Apply (NEW Business) Renew Pay Invoices Map Search Q Calendar 0

NEW 2024 Business License Requirement for Renewals: Financial Documents are now required to support reported annual Gross Receipts.

Welcome to the City of Atlanta Self Service

BUSINESS LICENSE RENEWALS
2024 GENERAL BUSINESS LICENSE RENEWALS - BEGINNING JANUARY 2, 2024
FAILURE TO RENEW BY **FEBRUARY 15, 2024**, WILL RESULT IN A \$500 PENALTY
FAILURE TO PAY BY **APRIL 1, 2024**, WILL RESULT IN A 10% PENALTY & 1.5% INTEREST ASSESSMENT ON UNPAID PRINCIPAL

Business licenses are valid from January 1 through December 31 of year issued.

2024 Renewal Requirement:
Financial Documents are now required to support annual reported Gross Receipts.

Helpful Guides

Before you get started

- Pre-Zoning Check**
Find out if your business location is within the City of Atlanta.
- Login or Register**
Login to an existing or create a new account. You can also find help if you forgot your login information.
- Pay Invoice with Debit/Credit Card**
Use this tool to pay for invoices.
- Pay Invoice via Lockbox**
Use this tool to pay for individual invoices via the Lockbox.
- Start a NEW Business**
NEW General Business License, Financial Institution, Insurance, Professional License
- RENEW My License for EXISTING Business**
This tool can be used to RENEW an EXISTING Business License and Permit ONLY.
- APPLY for a NEW Alcohol License**
NEW Alcohol License, Change of Agent, Temporary Alcohol License, Special Event Alcohol License
- APPLY for a NEW Regulatory Permit**
NEW Health Establishment Permit, Massage Permit, Commercial Recreation, Adult Entertainment, Vehicle Immobilization



HOW TO NAVIGATE THE CITY OF ATLANTA SELF SERVICE PORTAL (cont'd)

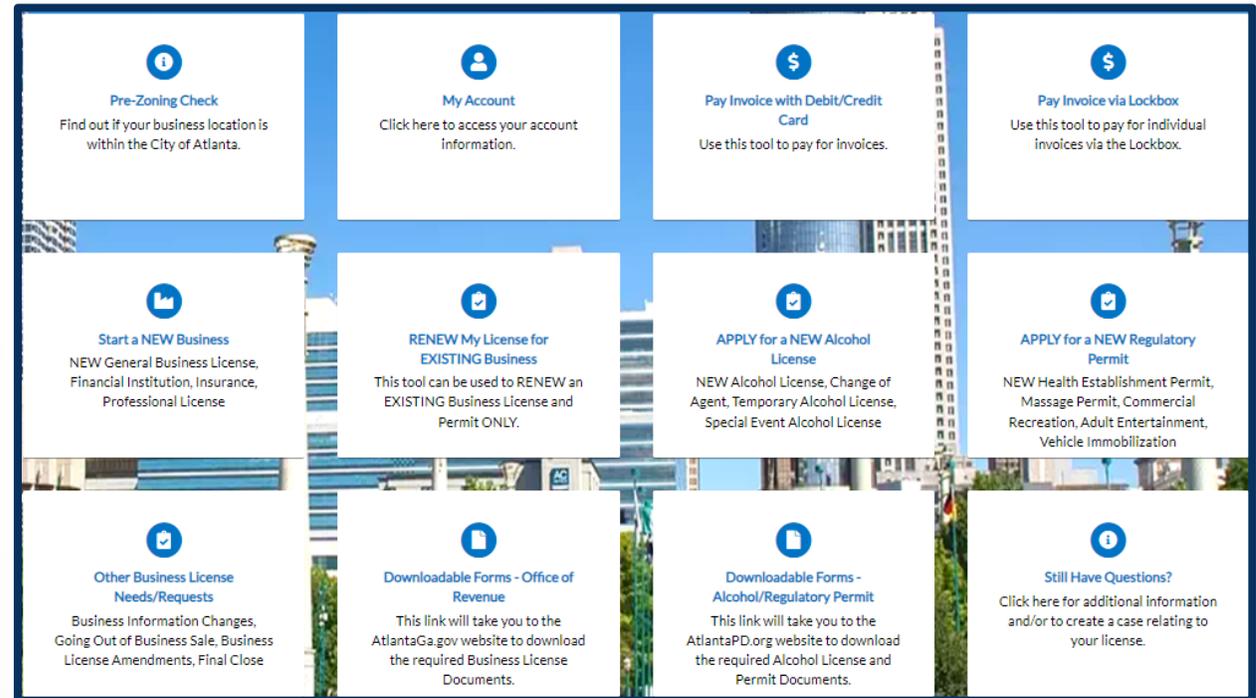
1. From the Home page, click **Before You Get Started** to learn the information for a successful submission.



2. If you have questions, from the Home page, click **Helpful Guides** for assistance.



3. To perform the activity that you need to complete:
a. From the Home page, click the tile that applies to the activity you need to perform.



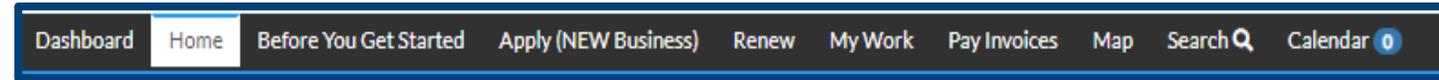
b. From the Home page, select **Dashboard** from the toolbar.



HOW TO NAVIGATE THE CITY OF ATLANTA SELF SERVICE PORTAL (cont'd)

1. From the Dashboard:
 - a. Review **Expired** licenses.
 - b. Click **View My Licenses** on the **My Work** page.
 - c. Review **My Invoices** for **Current** and **Past Due** totals. Select **Add to Cart to Pay**.
 - d. Click **View My Invoices** on the **My Work** page.

2. Select **My Work** will display **My Invoices** and **My Licenses**. It also displays any licenses eligible to **Renew**.



My Licenses

<p>Expired</p> <p>352</p> <p>DAYS</p> <p>Chip Rubble Interior Designs ...</p> <p>No. GBL-0523-20707</p> <p>Type General Business Lic...</p> <p>Renew</p>	<p>Expires in</p> <p>13</p> <p>DAYS</p> <p>Chip's Food Services - TEST%</p> <p>No. GBL-1222-17766</p> <p>Type General Business Lic...</p>	<p>Expires in</p> <p>999+</p> <p>DAYS</p> <p>Chip and Things</p> <p>No. GBL-1123-23506</p> <p>Type General Business Lic...</p>	<p>Draft</p> <p>0</p>
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[View My Licenses](#)

My Inspections

Requested	Scheduled	Closed
0	0	0

[View My Inspections](#)

My Invoices

Current	0	\$0.00	
Past Due	9	\$674,168.77	Add To Cart
Total	9	\$674,168.77	Add To Cart

[View My Invoices](#)

My Work

[MY INVOICES](#) [MY LICENSES](#)

Search... [Export to Excel](#)

License Number	Renew	Name	DBA	Address	Status	Type	Applied
GBL-1123-23506		Chip and Things		300 Stop ST	Submitted - ...	General Business License - ...	11/21/2023
GBL-0523-20707	Renew	Chip Rubble Inte...		300 Stop ST 300 Atlanta, 30...	Expired	General Business License - P...	06/26/2023

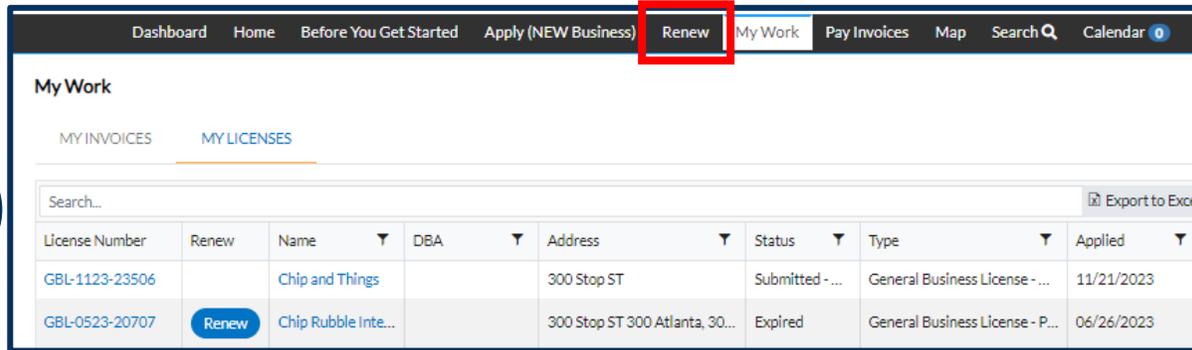


HOW TO NAVIGATE THE CITY OF ATLANTA SELF SERVICE PORTAL (cont'd)

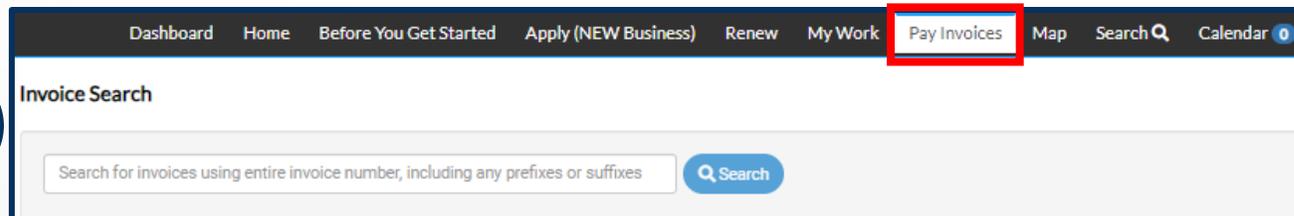
1. From the Toolbar, click **Apply (New Business)** to begin a new business license submission.



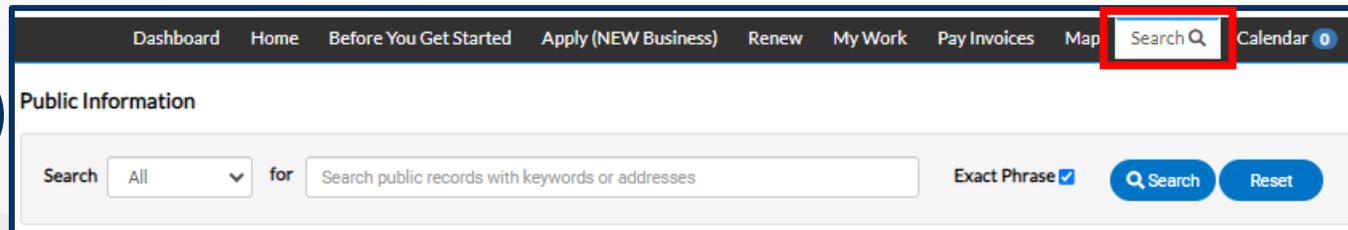
2. From the toolbar, click **Renew** to begin a renewal.



3. From the toolbar, click **Pay Invoices** to search for invoice numbers and pay due or past due invoices.



4. Click **Search** to search for Permits, Code Cases, Requests or Licenses.



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