

# HOW TO RENEW A PROFESSIONAL LICENSE

**For Technical and Non-Technical Issues**

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

# HOW TO RENEW A PROFESSIONAL LICENSE

1. 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.

2. To apply, click **RENEW My License for EXISTING Business** from the center of the home page or top navigation banner on the page.

**ATLCORE**  
BUSINESS LICENSING & PERMITTING PORTAL

**REVIEW** before you **RENEW** **2024 Annual Business License Season is Coming**

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

Business/Email information changes? Still Have Questions? Contact [ATL311.COM](mailto:ATL311.COM) or 404-546-0311.

## 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

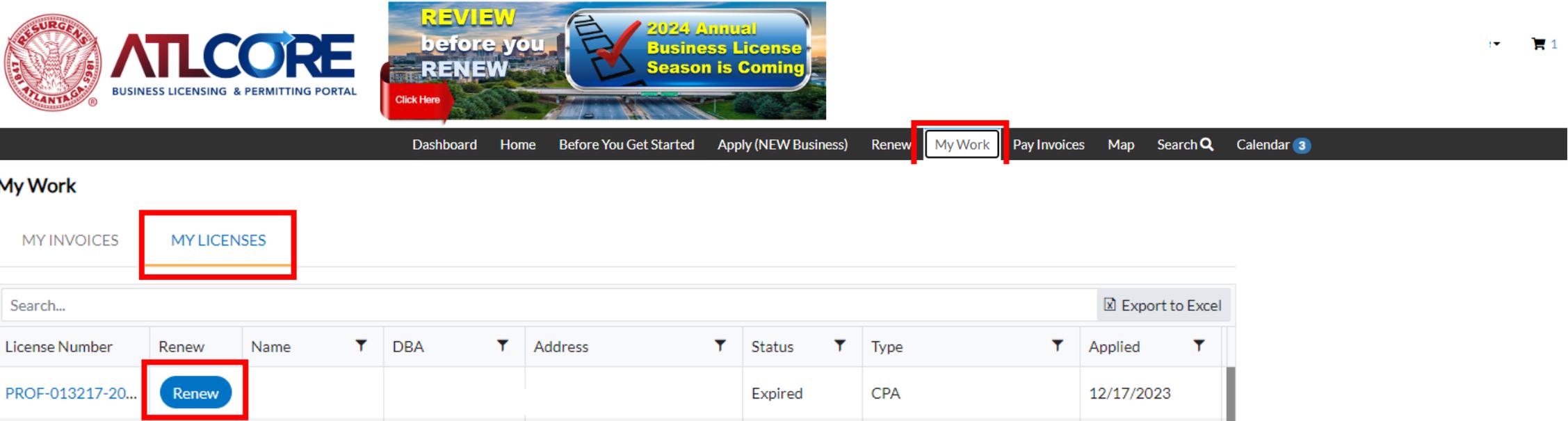
**RENEW My License for EXISTING Business**  
This tool can be used to RENEW an EXISTING Business License and Permit ONLY.

**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 RENEW A PROFESSIONAL LICENSE (cont'd)

3. From **My Work – My Licenses**, locate your license. Click the blue **Renew** button.



The screenshot shows the ATL CORE Business Licensing & Permitting Portal. At the top left is the logo for the State of Georgia, Department of Community Affairs, and the ATL CORE logo. A banner for the 2024 Annual Business License Season is visible. The navigation menu includes Dashboard, Home, Before You Get Started, Apply (NEW Business), Renew, My Work, Pay Invoices, Map, Search, and Calendar. The 'My Work' menu item is highlighted. Below the navigation, the 'My Work' section is active, showing 'MY INVOICES' and 'MY LICENSES' tabs. The 'MY LICENSES' tab is selected. A search bar and 'Export to Excel' button are present. A table lists licenses with columns for License Number, Renew, Name, DBA, Address, Status, Type, and Applied. The first row shows a license with ID 'PROF-013217-20...' and a 'Renew' button highlighted in a red box. The status is 'Expired' and the type is 'CPA'.

License Number	Renew	Name	DBA	Address	Status	Type	Applied
PROF-013217-20...	<a href="#">Renew</a>				Expired	CPA	12/17/2023

# HOW TO RENEW A PROFESSIONAL LICENSE (cont'd)

4. The **Type** section, under **LICENSE DETAILS** displays your **License Type** and **Description**.

**Note:** Review for accuracy.  
*(You cannot make changes.)*

Click **Next**, to proceed.

Renew License - CPA \*REQUIRED

1 Type      2 Attachments      3 Review and Submit

**LICENSE DETAILS**

License Type: CPA

Description:

License Holder:

**Next**

# HOW TO RENEW A PROFESSIONAL LICENSE (cont'd)

5. On the **Attachments** section, under **Attachments**, to add a document, select the attachment type, click **+ Add Attachment** and upload the document from your computer.

**You will not be able to proceed without providing the required documents.**

Click **Next**, to proceed.

Renew License - CPA \*REQUIRED

Progress: 1. Type (✓) → 2. Attachments (highlighted) → 3. Review and Submit

Attachments (highlighted)

Select Type

Add Attachment

+ (Add Attachment icon)

Supported: .pdf, .jpg, .png, .jpeg, .gif, .tiff, .doc, .docx, .xls, .xlsx, .text, .dwg, .zip, .csv, .rtf, .dxf,...

Back (highlighted) Next (highlighted)



# HOW TO RENEW A PROFESSIONAL LICENSE (cont'd)

✓ Your license application was submitted successfully.

7. Your **License Number** will appear in the top left corner.

License Number: PROF-013217-2023

• License cannot be printed at this time. License has not been issued.

Note message on pink banner (*messages may vary from the messages shown*)

The **Status** of your application is in the blue shaded section.

[License Details](#) | [Tab Elements](#) | [Main Menu](#)

## License Details

License Holder:

License Type: CPA

Applied Date:

District:

Account Number:

Period Start Date:

Issued By:

Status: Submitted Online -  
Renewal

Expiration Date:

Description:

Locations

Fees

Attachments

Contacts

More Info

# HOW TO RENEW A PROFESSIONAL LICENSE (cont'd)

[← Back](#)

Shopping Cart

Total \$400.00  
[Check Out](#)

Invoice: [INV-00138028](#) Description: PROF-013214-2023  
Due Date: 10/09/2023

Case Number	Project	Case Address	Amount Due
PROF-013214-2023		1234 Stop	\$400.00

\$400.00  
[Remove](#)  
[Top | Main Menu](#)

Total \$400.00  
[Check Out](#)

8. When the Billing team has completed processing your application, your invoice can be found on the **My Work** tab, under **My Invoices**. Select the invoice, click **Add to Cart** to pay applicable invoice, select **Check Out**.

9. From the shopping cart, you can **Remove** the invoice or select **Check Out** to proceed to the payment screen.

# HOW TO RENEW A PROFESSIONAL LICENSE (cont'd)



Atlanta, GA  
Order Number: 92023  
Thursday, May 25, 2023

Invoice #	Item Description	Quantity	Unit Price	Total Price
INV-00128490	GBL-0523-21048	1	\$125.00	\$125.00
			Item Total:	\$125.00
			Order Total:	\$125.00

## Payment Details

\*all fields are required

Cardholder Name	Billing Street	Billing Zip Code
<input type="text"/>	<input type="text"/>	<input type="text"/>
Card Type	Card Number	Expiration Date
<input type="text" value="Select one..."/>	<input type="text"/>	Month... <input type="text"/> Year... <input type="text"/>
CVV Code		
<input type="text"/>		

**Pay Now - \$125.00**

Cancel

10. Enter your payment information to complete your transaction. Select **Pay Now** to process your payment.

**NOTE:** Once your payment is received, your license application can be processed.

For Technical and Non-Technical Issues

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

