

HOW TO RENEW AN INSURANCE LICENSE

For Technical and Non-Technical Issues

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



HOW TO RENEW AN INSURANCE 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.

The screenshot shows the ATL CORE Business Licensing & Permitting Portal homepage. At the top, there is a navigation bar with links: Home, Before You Get Started, Apply (NEW Business), **Renew**, Pay Invoices, Map, Search, and Calendar. A banner at the top right says "2024 Annual Business License Season is Coming". Below the navigation bar, a blue banner reads "Business/Email information changes? Still Have Questions? Contact ATL311.COM or 404-546-0311." The main heading is "Welcome to the City of Atlanta Self Service". A central blue box contains "BUSINESS LICENSE RENEWALS" information for 2024, including renewal dates and penalties. To the left is a "Helpful Guides" icon, and to the right is a "Before you get started" icon. Below this, a grid of eight service tiles is displayed. The "Login or Register" tile and the "RENEW My License for EXISTING Business" tile are highlighted with red borders. The "RENEW My License for EXISTING Business" tile specifies it is for renewing an existing business license and permit only.

ATL CORE
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 or 404-546-0311.

Welcome to the City of Atlanta Self Service

BUSINESS LICENSE RENEWALS

DID YOU KNOW? 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

Login or Register

HOW TO RENEW AN INSURANCE LICENSE (cont'd)

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



[Dashboard](#) [Home](#) [Before You Get Started](#) [Apply \(NEW Business\)](#) [Renew](#) **[My Work](#)** [Pay Invoices](#) [Map](#) [Search](#) [Calendar 3](#)

My Work

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

Search...

[Export to Excel](#)

License Number	Renew	Name	DBA	Address	Status	Type	Applied
INS-0923-21474	Renew	Insurance Agent...		1234 Stop	Expired	Insurance - Agent/Agency	09/27/2023

HOW TO RENEW AN INSURANCE LICENSE (cont'd)

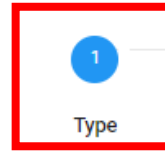
4. The **Type** section, under **LICENSE DETAILS** displays your **License Type** and **Description**.

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

Click **Next**, to proceed.

Renew License - Insurance - Agent/Agency

*REQUIRED



Type



More Info



Attachments



Review and Submit

LICENSE DETAILS

License Type

Insurance - Agent/Agency

Description

Next

HOW TO RENEW AN INSURANCE LICENSE (cont'd)

5. On the **More Info** section, under **More Info**, fields denoted with an asterisk (*) must be completed.

Click **Next**, to proceed.

Renew License - Insurance - Agent/Agency *REQUIRED

1 Type

2 More Info

3 Attachments

4 Review and Submit

MORE INFO

Fields denoted with an Asterisk (*) must be completed.

*Insurance Commissioner License Number

Back Next

HOW TO RENEW AN INSURANCE LICENSE (cont'd)

6. 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.

Apply for License - Insurance - Agent/Agency *REQUIRED

Locations Type Contacts More Info **Attachments** Review and Submit

Attachments

This business type requires the following required documents. Click the form type below or click "FORMS" here to download current forms. To add a document, select the attachment type, click + Add Attachment and upload the document from your computer.

This business type requires the following Supporting Documents:

- Government Issued ID - It must be valid and match the signature on the application.
- E-Verify Affidavit - THE FORM MUST BE NOTARIZED.
- S.A.V.E Affidavit - THE FORM MUST BE NOTARIZED.

Government Issued Photo ID
Add Attachment
Supported: .pdf, .jpg, .png, .jpeg, .gif, .tiff, .doc, .docx, .xls, .xlsx, .text, .dwg, .zip, .csv, .rtf, .dxf, ...
REQUIRED

Valid State License/Certificate..
Add Attachment
Supported: .pdf, .jpg, .png, .jpeg, .gif, .tiff, .doc, .docx, .xls, .xlsx, .text, .dwg, .zip, .csv, .rtf, .dxf, ...
REQUIRED

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

Back Create Template Save Draft **Next**

HOW TO RENEW AN INSURANCE LICENSE (cont'd)

Renew License - Insurance - Agent/Agency

*REQUIRED



Type



More Info



Attachments



Review and Submit

Submit

Locations

Business Location

Basic Info

Type

Insurance - Agent/Agency

7. On the **Review and Submit** section, review all application details prior to clicking **Submit** to submit your application.

HOW TO RENEW AN INSURANCE LICENSE (cont'd)

✓ Your license application was submitted successfully.

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

License Number: INS-0923-21474

- 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 Type:

District:

Applied Date:

Account Number:

Issued By:

Period Start Date:

Status:

Expiration Date:

Description:

Business

Locations

Attachments

Contacts

Classifications

More Info

Company Name:

DBA:

Open Date:

Company Type:

Status:

Submitted

Closed Date:

HOW TO RENEW AN INSURANCE LICENSE (cont'd)

Invoice		Description:	
INV-00130668			
Due Date: 09/28/2023			
Case Number	Project	Case Address	Amount Due
INS-0923-21474			\$52.50

\$52.50

Remove

[Top](#) | [Main Menu](#)

Total \$354.50

Check Out

9. 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**.

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

HOW TO RENEW AN INSURANCE 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
Select one... ▼	<input type="text"/>	Month... ▼
		Year... ▼
CVV Code		
<input type="text"/>		

Pay Now - \$125.00

[Cancel](#)

11. 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.

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