

HOW TO REGISTER FOR AN ACCOUNT

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

HOW TO REGISTER FOR AN ACCOUNT



The screenshot shows the ATLCORE homepage with a red box highlighting the 'Login or Register' button located at the top right of the page. Below the header, a banner states 'ALL Application and Zoning fees are nonrefundable processing fees.' The main content area features a 'Welcome to the City of Atlanta Self Service' message and several service icons:

- Login or Register**: Click to log in or register a new account.
- Apply**: Tool for applying for a NEW permit, plan or license ONLY.
- Renew My License**: Tool for renewing an existing permit, plan or license ONLY.
- Pay Invoice**: Tool for paying individual invoices.
- Downloadable Forms**: Link to download required Business License Documents.
- Calendar**: Tool to find information about holidays and public hearings.
- Search Public Records**: Tool to search for existing permits, plans, inspections, code cases, requests and licenses.
- For Technical / Non-Technical Assistance**: Tool to create a case for Technical and Non-Technical issues related to your license.

1. To register on CSS, click **Login or Register** from the center of the home page or top right corner of the page.

NOTE: For existing customers, you **must** register with the email account that is currently associated with your existing license account with the Atlanta Police Department or the Office of Revenue.

To have your email address updated or linked to your account, Contact **ATL311.com** or **404-546-0311** to create a case.

HOW TO REGISTER FOR AN ACCOUNT (cont'd)

2. **Don't have an account?** Click **Sign up** when this window loads.



Sign in to community access services for the City of Atlanta.



Sign in with Google



Sign in with Apple



Sign in with Microsoft



Sign in with Facebook

OR

OR

Email address

Password

Remember me

Sign in

[Forgot password?](#)

[Unlock account?](#)

[Help](#)

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

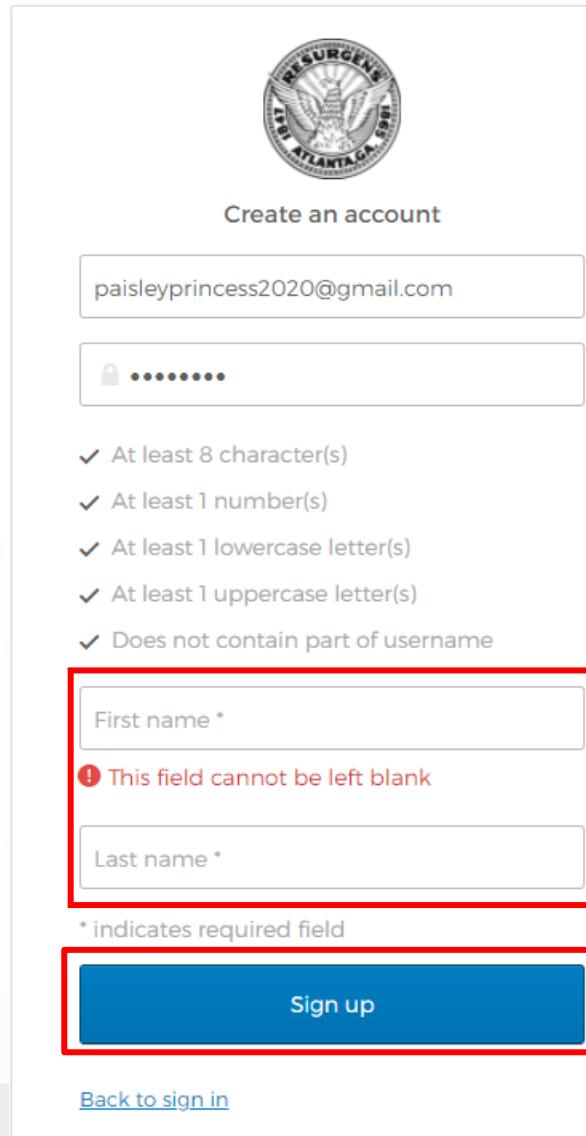
HOW TO REGISTER FOR AN ACCOUNT (cont'd)

3. From the “Create an account window, enter the following information

- a. Enter Your First Name
- b. Enter Your Last Name
- c. Enter an Email Address to be Associated to Your Contact Record
- d. Choose and confirm a password.

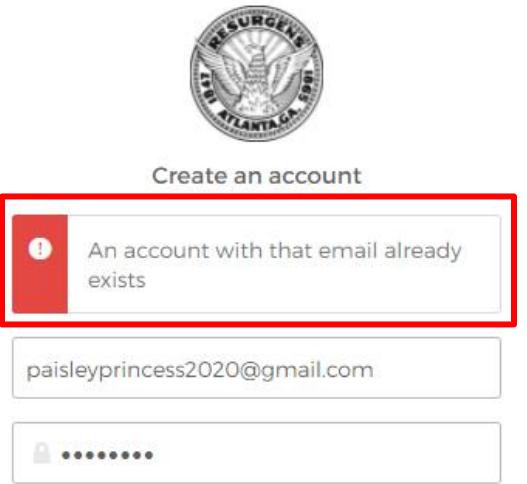
Note: Passwords must be minimum length 8 characters to include 1 uppercase character, 1 lowercase character, and does not contain part of username.

Click **Sign up** to proceed to the next step.



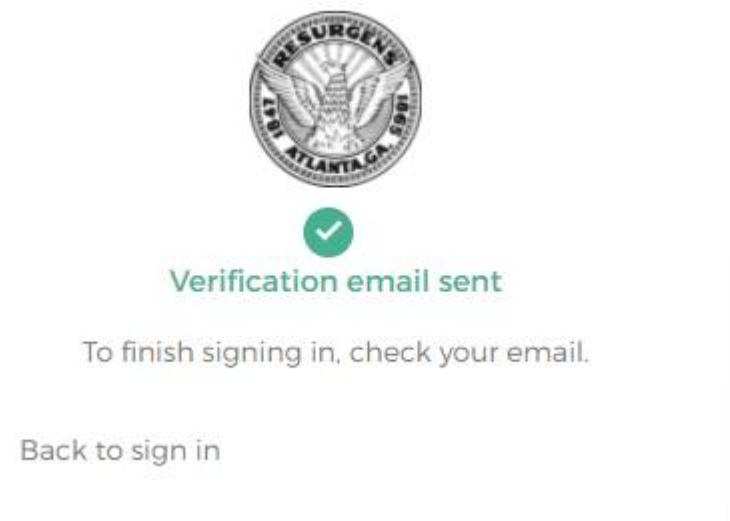
The screenshot shows the "Create an account" page. At the top is the ATLCore seal. Below it is a "Create an account" button. Two input fields are shown: one with the email "paisleyprincess2020@gmail.com" and another with a masked password. To the right of these fields is a list of password requirements with checkmarks: "At least 8 character(s)", "At least 1 number(s)", "At least 1 lowercase letter(s)", "At least 1 uppercase letter(s)", and "Does not contain part of username". Below these requirements are two input fields: "First name *" and "Last name *". A red box highlights both of these fields, and a red error message "This field cannot be left blank" appears above the "First name" field. Below the input fields is a note "* indicates required field". At the bottom is a large blue "Sign up" button, also highlighted with a red box. A link "Back to sign in" is at the very bottom.

4. If your email has been used to sign up in ATLCore, you will see the below message. Click **Back to sign in** and repeat step 3.



The screenshot shows the same "Create an account" page after an error occurs. The "First name" and "Last name" fields are still highlighted with a red box and show the error message "This field cannot be left blank". A new red box highlights the top message area, which now displays a red exclamation mark icon and the text "An account with that email already exists". The rest of the page remains the same, with the email and password fields, password requirements, and "Sign up" button visible.

HOW TO REGISTER FOR AN ACCOUNT (cont'd)



Welcome to your Community Access account Inbox x

Community Access Identity <noreply@identity.tylerportico.com>
to me ▾

6. From email, click Activate account. You will be redirected back to ATL CORE Citizen Portal after clicking Confirm. Click Log in.



5. You will receive a confirmation email to the email address entered during step 3. Follow the instructions in the confirmation email to confirm your account.

The image shows an email from Okta. The subject line is "Welcome to your Community Access account!". The body of the email starts with "Hi Pepper," followed by "Welcome to your Community Access account! Your town uses Community Access using Tyler Technologies and Okta to manage access to town applications. This means you can conveniently access all applications your town has to offer, as well as applications in other towns that are also using Tyler Technologies software. Learn more about Community Access. To verify your email address and activate your account, please click the following link: [Activate account](#)". A red rectangular box highlights the "Activate account" button.

okta

Hi Pepper,

Welcome to your Community Access account!

Your town uses Community Access using Tyler Technologies and Okta to manage access to town applications.

This means you can conveniently access all applications your town has to offer, as well as applications in other towns that are also using Tyler Technologies software.

[Learn more about Community Access.](#)

To verify your email address and activate your account, please click the following link:

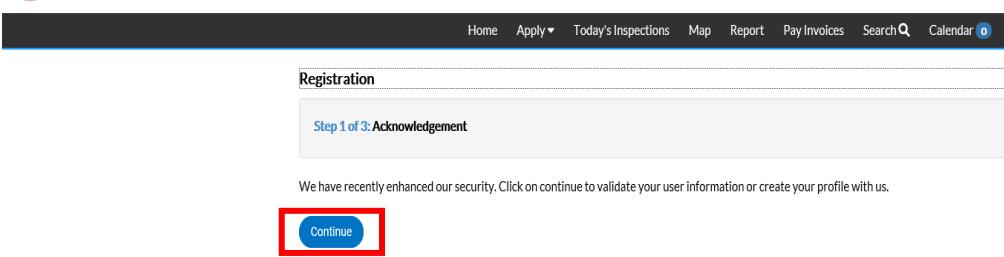
[Activate account](#)

HOW TO REGISTER FOR AN ACCOUNT (cont'd)

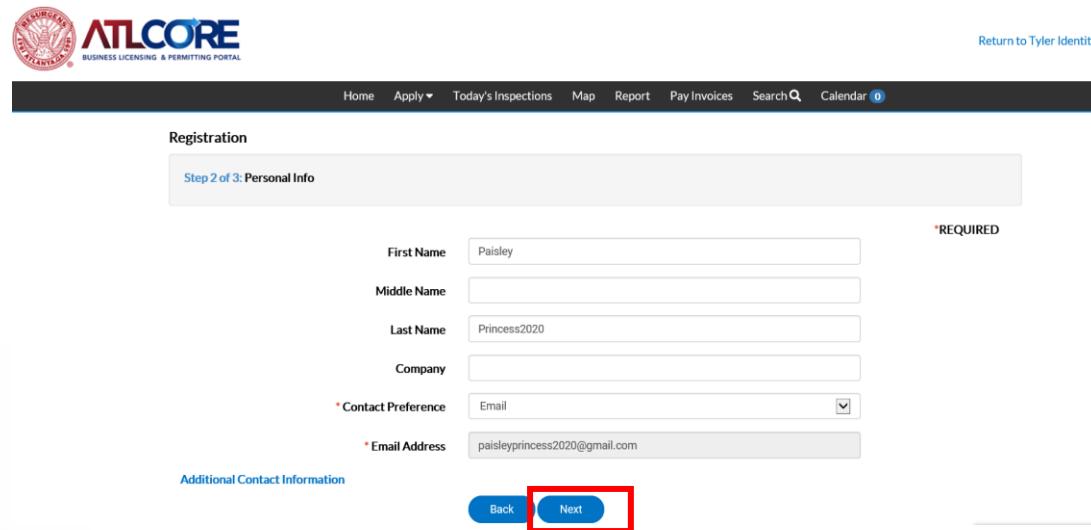
7. Complete the Registration process:

Step 1 of 3: Acknowledgement

Click **Continue** to acknowledge the statement below.



This screenshot shows the "Step 1 of 3: Acknowledgement" page of the registration process. At the top, there's a header bar with links for Home, Apply, Today's Inspections, Map, Report, Pay Invoices, Search, and Calendar. Below the header, the page title is "Registration" and the sub-section is "Step 1 of 3: Acknowledgement". A message at the top states: "We have recently enhanced our security. Click on continue to validate your user information or create your profile with us." A blue "Continue" button is located at the bottom left of the page area, with a red box drawn around it to indicate it as the next step.



This screenshot shows the "Step 2 of 3: Personal Info" page of the registration process. At the top, there's a header bar with links for Home, Apply, Today's Inspections, Map, Report, Pay Invoices, Search, and Calendar. Below the header, the page title is "Registration" and the sub-section is "Step 2 of 3: Personal Info". The form fields include: First Name (Paisley), Middle Name (empty), Last Name (Princess2020), Company (empty), Contact Preference (Email selected), and Email Address (paisleyprincess2020@gmail.com). A note indicates that First Name, Last Name, and Email Address are required. At the bottom, there are "Back" and "Next" buttons, with the "Next" button being highlighted by a red box.

Step 2 of 3: Personal Info

Enter the requested information in the form.

- **Note:** First Name, Last Name, and Email Address should automatically populate from the registration information entered during **Step 3**.
- Enter Middle Name, if desired but it is not required.
- Enter Your Company Name, if applicable.
- Select Your Contact Preference. (Required)
- Click Additional Contact Information
- Add Phone numbers. (Business, Home, Mobile, Fax, Other)
- Click **Next**.

HOW TO REGISTER FOR AN ACCOUNT (cont'd)

The screenshot shows a registration form titled "Step 3 of 3: Address". The form includes fields for "Country Type" (set to "US"), "Address Line 1", "Pre Direction", "Address Line 2", "Street Type", "Post Direction", "Unit Or Suite", "City", "State", "Postal Code", "County", and "Address Type" (set to "Business Location"). A red box highlights the "Submit" button at the bottom. A small "REQUIRED" label is positioned above the "Address Line 1" field.

Home Apply▼ Today's Inspections Map Report Pay Invoices Search🔍 Calendar 0

Registration

Step 3 of 3: Address

*REQUIRED

Country Type: US

*Address Line 1:

Pre Direction:

Address Line 2:

Street Type:

Post Direction:

Unit Or Suite:

City:

State:

Postal Code:

County:

*Address Type: Business Location

Back Submit

Complete the Final Step in the Registration Process

Step 3 of 3: Address

- Select Your **Country Type**: (US, International, Canada)
- **Street Number** is entered on **Address Line 1**
- Select the **Pre-Direction**: (E, N, NE, NW, S, SE, SW, W)
- **Street Name** is entered on **Address Line 2**
- Select the **Street Type**: (RD, ST, AVE, PKWY, etc.,)
- Select the **Post Direction**: (E, N, NE, NW, S, SE, SW, W)
- Enter **Unit or Suite**, when applicable: (Unit, Suite, Apartment, Building, etc.,)
- Enter **Your City**
- Select **State** from drop down list
- Enter **Your Postal (Zip) Code**
- Enter the **County** for Your Address (ex: Fulton)
- Select the **Address Type**: Additional Location, Business Location, Event Location, Home (Principal), Home Address, Mailing
- Click **SUBMIT** to Complete the Registration Process

HOW TO REGISTER FOR AN ACCOUNT (cont'd)



Dashboard Home Apply My Work Today's Inspections Map Pay Invoices Search Q Calendar ⓘ

Business/Email information changes? Technical/Non-Technical assistance? Contact ATL311.COM or 404-546-0311.

Pepper Longstocking ⌂ 0

My Licenses

Draft 0

[View My Licenses](#)

NOTE: Your name will appear in the top right corner of the portal when logged in. Click the small arrow to the right of your name to view a menu of account options.

My Permits

Attention 0	Pending 0	Active 0	Draft 0	Recent 0
-------------	-----------	----------	---------	----------

[View My Permits](#)

My Inspections

Requested	Scheduled	Closed
0	0	0

[View My Inspections](#)

My Invoices

Current 0	\$0.00
Past Due 0	\$0.00
Total 0	\$0.00

[View My Invoices](#)

CONGRATULATIONS!!

YOU HAVE SUCCESSFULLY COMPLETED THE REGISTRATION PROCESS.

YOU ARE NOW ON YOUR DASHBOARD THAT WILL SHOW ANY ACTIVITY ASSOCIATED TO YOUR ACCOUNT.