



ACC PORTAL TUTORIAL

Creating a New Account and Account Management

Creating an account may take 1 to 2 business days for account verification. Please allow ample time for account registration prior to submittal deadlines.

1. Open the [ACC Community Portal](#). The first step is to determine if you are going to register as a Customer or Business. If you are an individual applicant or irregularly submit plans to ACC, we recommend registering as a Customer. If you are part of a larger company, we recommend that the Principal or an Administrator of the company register for a Business account. A Business account allows an Administrator to add employees as members of their Business account. To ensure your account is setup correctly, it is recommended to contact ACC Planning Staff.

The screenshot shows the homepage of the Athens-Clarke County Unified Government's Online Portal. At the top, there is a navigation bar with the county logo, links for 'Home' and 'Planning Applications', and a search bar. The main header reads 'Welcome to the Athens-Clarke County Unified Government's Online Portal' with a background image of a clock tower. Below the header, a sub-header says 'Athens-Clarke County Unified Government's online portal for Plans Review Applications!'. A note states 'Note: Additional applications and permits will be added at a later date.' On the left, there is a 'Log In to Customer Community' form with fields for 'Email' and 'Password', a 'Forgot your password?' link, and a 'LOG IN' button. On the right, there is a 'Register for an account' section with 'Customer' and 'Business' options, each with a 'REGISTER' button. At the bottom, there are links for 'Code of Ordinance', 'Planning and Zoning GIS Viewer', 'Development Services', 'Help/Portal Tutorial', and 'Contact Support'.

2. If you have previously submitted plans/permits to ACC, you may receive an error message stating "user already exists" when registering for an account. If so, please contact michael.carnes@accgov.com for assistance with creating a portal account and allow 1-2 business days for response.

If you have previously submitted plans/permits to ACC, you may receive an error message stating "user already exists" when registering for an account. If so, please contact michael.carnes@accgov.com for assistance with creating a portal account and allow 1-2 business days for response.

Register for an Account

Customer Account
Register as an individual to submit and monitor permit, license, and land use applications.

Business Account
Register as a business to submit and monitor permit, license, and land use applications.

For general questions regarding the application process, submit all inquiries to planning@accgov.com and for submission inquiries, contact planningsubmittals@accgov.com.

3. For Customer Accounts:
 - a. Fill in the required fields and accept the Terms & Conditions.
 - b. You will receive an email to complete your account registration and set your password.
4. For Business Accounts:
 - a. Fill in the required fields and accept the Terms & Conditions.
 - b. You will receive an email to complete your account registration and set your password.

5. To view your account/contact details and to manage your account, click on the icon in the top right corner.

- Account Information: View your account details and contact details.
- Account Management: For Business accounts, this is where you can invite employees as members or administrators.

Athens-Clarke County Unified Government's online portal for Plans Review Applications!

To the right, you can find your total fees due. Using the tabs above, you can:

1. Start a **new application** or continue a paused application
2. Review all of your submitted applications
3. Review your invoices and receipts and submit payment
4. Access Plans Review comments and project status
5. Manage employees for Business Accounts.

Balance		
	PR-2024-10-2072	120 W DOUGHERTY ST \$2,141.00
	PR-2024-11-2425	120 W DOUGHERTY ST \$15,837.00
	PR-2024-12-2577	120 W DOUGHERTY ST \$5,010.00
<hr/> \$22,988.00		

Pay Now

Start Application **Code of Ordinances** **Planning and Zoning GIS Viewer** **Development Services** **Help/Portal Tutorial** **Contact Support**