



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 displays the Athens-Clarke County Unified Government's Online Portal. At the top, there is a navigation bar with the ACC logo, 'Home', 'Planning Applications', and a search bar. The main banner features a blue background with a clock tower and the text 'Welcome to the Athens-Clarke County Unified Government's Online Portal'. Below the banner, a heading reads 'Athens-Clarke County Unified Government's online portal for Plans Review Applications!'. A section titled 'Current available services include:' lists two items: '1. Submit a Plans Review Application and Revision' and '2. Pay remaining balance for fees related to applications'. A note states 'Note: Additional applications and permits will be added at a later date.' The main content area is divided into two columns. The left column, 'Log In to Customer Community', contains fields for 'Email' and 'Password', a 'Forgot your password?' link, and a 'LOG IN' button. The right column, 'Register for an account', is highlighted with a red border and contains two sub-sections: 'Customer' (with a description and a 'REGISTER' button) and 'Business' (with a description and a 'REGISTER' button'). At the bottom, there is a row of five blue buttons: 'Code of Ordinance', 'Planning and Zoning GIS Viewer', 'Development Services', 'Help/Portal Tutorial', and 'Contact Support'. A footer note provides contact information for general questions.

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

Current available services include:

1. Submit a Plans Review Application and Revision
2. Pay remaining balance for fees related to applications

Note: Additional applications and permits will be added at a later date.

Log In to Customer Community

Email

Password

Forgot your password?

LOG IN

Register for an account

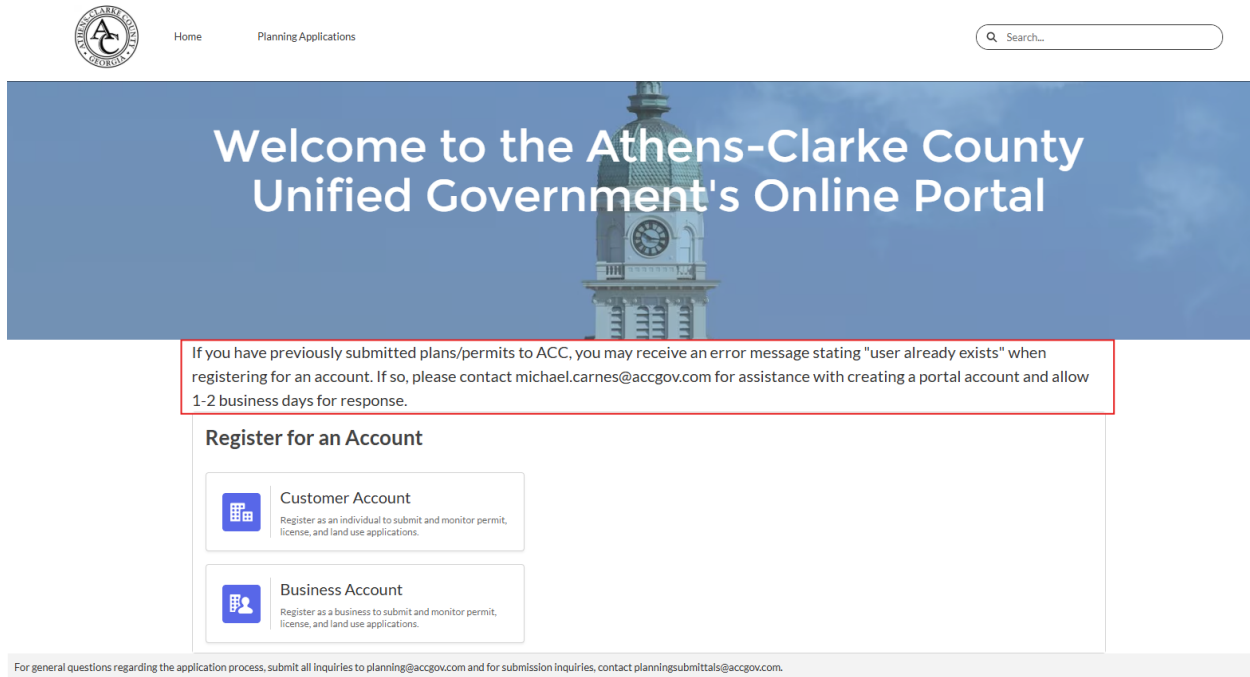
Customer
Register as an individual customer of Athens-Clarke County to submit online applications.
REGISTER

Business
Register as a business to create applications on behalf your clients and add employees.
REGISTER

Code of Ordinance | Planning and Zoning GIS Viewer | Development Services | Help/Portal Tutorial | Contact Support

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

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.



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

The screenshot shows the Athens-Clarke County Unified Government's online portal. The header includes the ACC logo, navigation links for Home, Planning Applications, and My Paused Applications, and a user account menu in the top right corner with options for Account Information, Account Management, and Log Out. The main banner features the title "Athens-Clarke County Unified Government" over a background image of a clock tower. Below the banner, a section titled "Athens-Clarke County Unified Government's online portal for Plans Review Applications!" provides instructions on how to find total fees due. To the right, a "Balance" section displays a table of fees for three plans, with a "Pay Now" button. At the bottom, a row of buttons provides quick access to various services: Start Application, Code of Ordinances, Planning and Zoning GIS Viewer, Development Services, Help/Portal Tutorial, and Contact Support.

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		Pay Now
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
		\$22,988.00

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