

# SERVICE NOTICE

## New DOB NOW Login Process Requiring NYC.ID Account

Beginning June 3, 2024, all existing and new of DOB NOW users are required to have a NYC.ID account. Visit [nyc.gov/dobnowtips](http://nyc.gov/dobnowtips) for more information.

- Users will complete a one-time process of creating an NYC.ID account.
- An NYC.ID account is required to access DOB NOW: *Build, Safety, BIS Options, and Licensing*.
- DOB NOW: *Inspections* and eFiling account registration is not changing and will not require an NYC.ID account

New York City is launching single sign-on accounts called NYC.ID for all online services as part of the **MyCity** initiative. Beginning on Monday, June 3, 2024, DOB NOW is integrating with NYC.ID, and **users without an NYC.ID account will not be able to access DOB NOW: *Build, Safety, BIS Options, and Licensing***.

### Existing DOB NOW Users

On June 3, 2024, or later, follow these steps to create an NYC.ID:

- Go to [nyc.gov/dobnow](http://nyc.gov/dobnow) and enter the email address associated with your eFiling account or DOB NOW profile (the email you have used in the past to login to DOB NOW) and select the **Login** button.
- To continue to have access to all your filings in DOB NOW, it is critical that you use the same email address when first creating your NYC.ID.
- The system will automatically redirect you to the NYC.ID registration page. Complete the fields and select **Create Account**.
- Check your email for an activation link from NYC.ID and click on the link. You will not be able to login to DOB NOW unless you activate your NYC.ID account.

- Once your NYC.ID is active, return to the DOB NOW login page. Enter your email in the field and click **Login**. You will be taken to the NYC.ID login page. Once you login to NYC.ID you will be directed to the DOB NOW landing page to select a module and begin using DOB NOW. This is how you will login to DOB NOW from now on and any existing filings associated with your email address will appear on your dashboard.

### Training & Support

Visit [nyc.gov/dobnowtips](http://nyc.gov/dobnowtips) for step-by-step guides, FAQs, training videos, and a schedule of in-person and online sessions for one-on-one support post launch. Inquiries may also be submitted via the **DOB NOW Help Form** at [nyc.gov/dobnowhelp](http://nyc.gov/dobnowhelp).