

# New License Applications

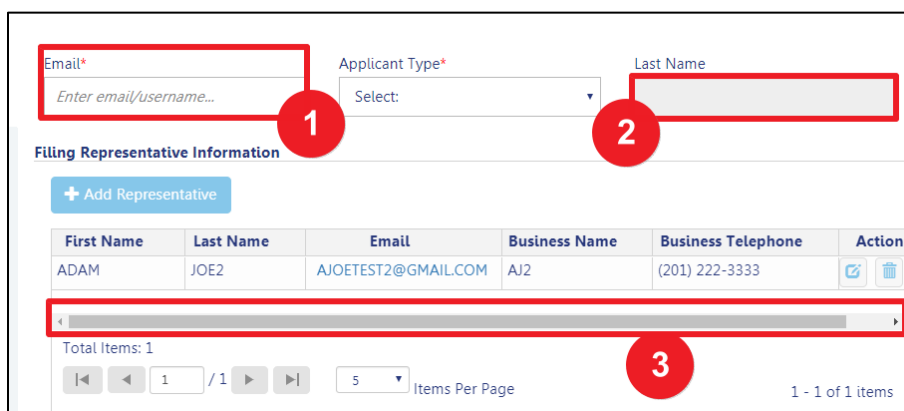
## DOB NOW: *Licensing* Step-by-Step User Guide

This guide is for new license applications for license types in DOB NOW: *Licensing*. See the [Resources page](#) for the license types currently available in DOB NOW: *Licensing*.

### System Guidelines

Chrome is the recommended browser for optimal DOB NOW performance.

1. Fields with a red asterisk (\*) are required and must be completed.
2. Grayed-out fields are Read-Only or are auto-populated by the system.
3. Depending on the size of your screen or browser, you may have to use the scroll bar to view more options or full fields.



The screenshot shows a web form for creating a new license application. At the top, there are three input fields: 'Email\*' (with a red asterisk and a red box around it, labeled '1'), 'Applicant Type\*' (a dropdown menu), and 'Last Name' (a grayed-out field, labeled '2'). Below these is a section titled 'Filing Representative Information' with a '+ Add Representative' button. Underneath is a table with columns: 'First Name', 'Last Name', 'Email', 'Business Name', 'Business Telephone', and 'Action'. The table contains one row with the data: ADAM, JOE2, AJOETEST2@GMAIL.COM, AJ2, (201) 222-3333. Below the table is a scroll bar (labeled '3') and pagination controls showing 'Total Items: 1', '1 / 1', and '5 Items Per Page'.

### Helpful Links

- [DOB NOW: \*Licensing\* Resources page](#): Presentations, Step-by-Step Guides, Resources, and Videos
- [DOB NOW Training page](#)
- [License Requirements by License Type](#)



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## Log into DOB NOW: *Licensing* and start an application

**Step 1:** Navigate to the DOB NOW login page at [nyc.gov/dobnow](http://nyc.gov/dobnow), Enter your NYC.ID email address in the Email field, and select **Login**. If you need to create an NYC.ID account, select **Create Account** or visit [nyc.gov/dobnowtips](http://nyc.gov/dobnowtips) for resources and step-by-step instructions.

**Step 2:** After logging into DOB NOW, the Welcome page displays. Hover over **DOB NOW: Licensing** and select **New License**.

**Step 3:** When the Licensing dashboard displays, click the **+New License** Button.

**Step 4:** Select the radio button next to the License Type and then click **Next**.

The screenshot shows a form titled "License Types" with a list of radio buttons: Gas Work Qualification Only, Journeyman, Welder, Site Safety Professional, Hoisting Machine Operator, and Elevator Agency. At the bottom, there are "Next" and "Cancel" buttons.

**Step 5:** Depending on the License Type a **License Class/Class Type** may need to be selected. If so, select the radio button and click **Next** to proceed.

The screenshot shows a form titled "License Class/Class Type" with a list of radio buttons: Class A, Class B, Class C, Limited L, Limited L, Limited L, Limited L, and Limited L. A modal window is open over this form, titled "License Class/Class Type", with three radio buttons: Site Safety Coordinator, Site Safety Manager, and Construction Superintendent. At the bottom of the modal, there are "Next" and "Cancel" buttons.

**Step 6:** Answer all the questions on the **Supplemental Investigation Questionnaire** and click the **Submit** button to proceed. Depending on the License Type, different questions may appear.

If you are required to provide a course provider ID number, see the list of **DOB Approved Course Providers**.

\*Once these selections are submitted, they cannot be changed.

The screenshot shows a "Confirm" dialog box with a close button (X) in the top right corner. The text inside reads: "Questionnaire selections cannot be changed after they are submitted. Please review your selections carefully. Are you sure you want to submit?". At the bottom, there are "Yes" and "No" buttons.

The screenshot shows a "Supplemental Investigation Questionnaire" form with several questions and radio buttons for "Yes" and "No":

- Are you at least eighteen (18) years old?\*
- Are you fit to perform the work authorized by the trade?\*
- Are you able to read and write the English language? \*
- Are you of good moral character?\*
- Do you hold the national certification(s) (e.g. NCCCO) required for this license per 1 RCNY 104-09(d)?\*
- Do you have at least two (2) years of experience, within the three (3) years prior to submitting this application, operating hoisting machines in accordance with the requirements of 1 RCNY 104-09(a)(4)(ii). Further, I have completed the outrigger placement requirements of 1 RCNY 104-09(a)(5)?
- If **within NYC**, under the direct and continuing supervision of a Class A, B, or C Hoisting Machine Operator licensed by the Department, and including outrigger placements incorporating at least one hundred (100) crane set ups.
- If **outside of NYC**, under the direct and continuing supervision of a Hoisting Machine Operator licensed in an urban area of comparable density within the United States that regulates cranes, including outrigger placements incorporating at least one hundred (100) crane set ups.
- At least one year of the qualifying two (2) years of experience above must have been in New York City or in an urban area of comparable density within the United States. \*
- I have at least one (1) year of experience, within the five (5) years prior to submitting this application, operating mini cranes in New York City in accordance with the requirements of 1 RCNY 104-09(a)(4)(iii). \*

At the bottom, there are "Submit" and "Cancel" buttons.

**Step 7:** You will then be taken into the application to complete the General Information section. The **Applicant of Record** and **Address information** will be auto filled based on the user login. Additional sections may need to be completed on the General Information tab depending on the License Type. Select **Save** to continue.

- If you do not have a DOB license, General Information is auto populated from your NYC.ID and DOB NOW Account. To change your name or email address, select **Manage/Associate Licenses** from the person icon in the top right corner. Then select the link in **update your NYC.ID account** or the **Edit** button to change your address information.
- If you have an existing DOB license, the General Information section will be auto filled from that license information. To update license name or address information, select the **Dashboard** icon and then **Manage My Profile**.

The screenshot shows a web form titled "General Information" with a "Save" button in the top left corner, indicated by a red arrow. The form is divided into three sections:

- Application Information:** Contains three dropdown menus: "Application Type" (set to "New License"), "License Type" (set to "Hoisting Machine Operator"), and "License Class/Class Type" (set to "Class A").
- Applicant of Record:** Contains text input fields for "First Name" (HMO), "Middle Initial", "Last Name" (License), and "Email" (hmlicense01@gmail.com).
- Address:** Contains text input fields for "House Number" (280), "Street Name" (Broadway), "Apartment/Building Number", "City" (new york), "Borough" (Manhattan), and "State" (New York).

**Step 8:** After clicking **Save**, you will see a **Notification** that the **Application Type** cannot be changed after saving. Click **Save** again.

The notification box has a title "Notification" and contains the following text:

Please note that the below information cannot be changed after saving:

- Application Type:** New License
- License Type:** Hoisting Machine Operator
- License Class/Class Type:** Limited License Mini Cranes
- Email:** HMLICENSE01@GMAIL.COM

At the bottom right of the notification box, there are "Save" and "Cancel" buttons, with a red arrow pointing to the "Save" button.

**Step 9:** The **Personal Information** section will only appear after saving. Enter **Date of Birth** and **SSN/ITIN** if not auto-populated. The email address of a registered DOB NOW user can also be entered in the **Filing Representative Class I/Preparer** section.

- When filing representatives/preparers log into DOB NOW, the application will appear on their DOB NOW: *Licensing* dashboard and they can enter data and upload documents in the application. However, only the applicant can complete the Statements & Signatures section and submit the application.

**Personal Information**

Date of Birth\*   SSN/ITIN\*

---

**Filing Representative Class I/Preparer**

Email <input type="text" value="Enter email/username..."/>	Registration Number <input type="text"/>	First Name <input type="text"/>
Middle Initial <input type="text"/>	Last Name <input type="text"/>	Business Name <input type="text"/>
Business Telephone <input type="text"/>	Business Address <input type="text"/>	City <input type="text"/>
State <input type="text"/>	Zip Code <input type="text"/>	

**Step 10:** If **License Use** is a required field under Application Information, a **Business Information** section will populate. Add the required details by selecting **+Add Business Information** or **+Add** under Partner or Officer Information.

**business information**

Actions	Address Type	Business Type	Business Name	Business Email	Business A

---

**Partner or Officer Information**

Actions	Name	Street Address	License Number	% Control	

**Step 11:** Answer if you are a **City Employee** (employed by a NYC government agency)

**City Employee**

Are you a City Employee?\*  Yes  No

**Step 12:** Applicants who live outside New York City are required to provide a **Named Agent**. Once you click **Yes** to the question, the **Named Agent** fields will appear. Enter all data and click the checkbox to attest to the role of the Named Agent. If you do not enter a Named Agent, a different Attestation will need to be checked.

- An applicant can select **No** to waive this requirement and agree to **Voluntary Authorization for Service of Process by Email** on the **Statements and Signatures** section of the application.

**Named Agent Information**

Do you have a Named Agent?  Yes  No

First Name*	Middle Initial	Last Name*
<input type="text"/>	<input type="text"/>	<input type="text"/>
House Number*	Street Name*	Apartment/ Building Number
<input type="text"/>	<input type="text"/>	<input type="text"/>
City*	Borough*	State*
<input type="text"/>	Select	Select
Zip Code*	Email*	
<input type="text"/>	<i>Enter email/username...</i>	

I hereby agree that the above Named Agent may accept service of Notices of Violation (NOV) Summonses issued by the New York City Department of Buildings (DOB). I also agree that service to this Agent at the address listed above shall be deemed to be valid service of the NOV's Summonses under New York City Charter 1049-a, section 6-08 of the rules of OATH Hearings Division and other applicable laws to allow for the docketing of judgments. I further agree not to raise any defect with respect to service for any NOV's Summonses received from DOB at the address above, in any forum, including before a hearing officer of OATH/ECB, the Environmental Control Board itself, or in any court of law.

I have personally reviewed all information entered on this application. I understand and agree that by personally clicking on the box at left I am electronically signing this application and expressing my agreement with all of its terms. I understand that this electronic signature shall have the same validity and effect as a signature affixed by hand.\*

Name	Date
<input type="text"/>	<input type="text"/>

**Step 13:** Select the **Save** button at the top of the screen to save the data entered on the General Information tab. A **License Application number** will be assigned, and five more tabs will appear below General Information:

- Background Information
- Qualifications/Experience
- Child Support Certification
- Documents
- Statements and Signature

L00013402
General Information
Background Investigation
Qualifications/Experience
Child Support Certification
Documents
Statements and Signature

## Background Investigation section

**Step 1:** Go to the **Background Investigation** tab and then click the **+Add History** button to enter details of any license, certification or registration issued to the Applicant by any City or State.

**At least one** License, Certification or Registration must be listed in this section.

**Step 2:** For each license, enter the **Name, Type, License/Certification/Registration Number, Current Status and Expiration Date** and click **Save**.

**Step 3:** Answer the 3 questions. Any **Yes** answers will require additional information to be entered.

Do you currently have a valid Driver's License? \*  Yes  No

Have any license application(s) ever been denied to you by the Department of Buildings or any other Government entity? \*  Yes  No

Have any licenses or privileges granted to you or your associated business(es) by the Department of Buildings or any other government entity ever been rescinded, revoked, surrendered, suspended or have you or your related business(es) ever been disqualified from performing inspections? If Yes please indicate the type of license/certification/registration with the reason for the suspension, restriction, surrender, revocation, or disciplinary action in the Comments. \*  Yes  No

**Step 4:** Enter data in the **Personal Information** section if you have ever been known by any other names. Click the **+Add History** button to enter any prior names.



**Step 5:** Answer the **Yes/No** Questions about whether you have worked for a City, State, or Federal Government Agency and whether you are related to any DOB employee(s). **Yes** answers must be explained in the comments field.

Have you ever been employed by a city, state or federal govt agency? \*  Yes  No

Are you related to any DOB employee(s) including through marriage? \*  Yes  No

If you answer YES to any of the questions in this section, you must provide complete details, specifying the date, agency, reason, disposition, etc. in the Comments box.

Comments

500 characters remaining

**Step 6:** Enter the **full address** of all residences where you have lived for 3 or more months in the past 10 years (or since graduating high school, whichever is less). Click the **+Add Residence** button.

**Residence\***

Starting with your present address and working back, list the full address of every place you have resided for more than a three (3) month period. List only your residences over the past ten (10) years or since you left high school, whichever is less.

**+ Add Residence**

From ▾	To ▾	Street Address	
--------	------	----------------	--

**Step 7:** Enter the most recent address information and click **Save**.

Residence

From\*

To\*

This is my current address

Street Address\*

City\*

State\*

Zip Code\*

**Save** **Cancel**

**Step 8:** Click **OK** to complete the process. **Repeat** as many times as necessary.

Notification

Residence has been added.

**OK**

## Qualifications/Experience and Child Support Certification sections

**Step 1:** Click on the **Qualifications/Experience** tab. Answer the three Yes/No questions about **Convictions and Fines**.

- Any **Yes** answer will bring up a new **Supplemental Affidavit** tab where details must be provided.
- This tab will also display a read-only view of all the **Supplemental Investigation** questions and their answers that were answered at the beginning of the application and cannot be changed once the application has been saved.

**L00013965**

General Information

Background Investigation

**Qualifications/Experience**

Child Support Certification

Supplemental Affidavit

**Convictions and Fines\***

Have you ever been convicted or pled guilty to an offense anywhere (an offense is defined as a violation, misdemeanor, or felony)?\*  Yes  No

Do you owe any penalties or fines to the City of New York?\*

Does any company or business you have been associated with under your Department-issued license owe any fines, penalties or fees to the City of New York that were incurred during your association with that company or business?\*

**Step 2:** Enter **Employment History** for each job you want to use as **Qualifying Experience**. Click the **+Add Employment History** button to enter jobs, starting with the current job and then proceed in *reverse chronological order*.

**Employment History\***

**+ Add Employment History**

Start with your current job and list the employment history for each job you intend to use as a Qualifying Experience. You must provide a valid Supervisor(s) Telephone Number for experience verification:

Company Name	Street Address	Date of Employment Began

**Step 3:** Enter all required information on the **Employment Information** tab of the Employment History Information pop-up window. A valid **Supervisor Telephone Number** is required for experience verification.

Employment History Information

**Employment Information** Wages Detail

Date Employed From\*

Date Employed To\*

This is my current job

Company Name\*

Street Address\*

City\*

**Step 4:** On the **Wages Detail** tab, enter: Title, Time Period, Wages Per Hour, Hours Per Week, Description of Type of Work Performed. Click **Add**. Repeat for other titles held at that company. Click **Save** to complete entry. Additional Experience Verification may be required depending on the License Type.

Employment History Information

Employment Information **Wages Detail**

Applicant Title\*  Time Period\*  Wages Per Hour\*

Hours Per Week\*

Describe Type of Work Performed\*

250 characters remaining

**Add**

Applicants Name	Time Period	Hours Per Week	Wages Per Hour ...	Actions

**Step 5:** On the **Child Support Certification** tab, answer the **Yes/No** questions. **Yes** answers will open additional questions that must be entered.

Child Support\*

Are you under a court or administrative order to pay child support?\*  Yes  No

Child support account number(s)\*

Do you owe arrears equal to 4 months or more of child support payments?\*  Yes  No

Select the statement that applies to you\*

(A) I am making payments by income execution or by court agreed payment/repayment plan or by a plan agreed to by the parties.

(B) My child support obligation is the subject of a pending court proceeding.

(C) I am currently in receipt of Public Assistance or Supplemental Security Income.

(D) None of the above statements apply to me. Please upload Verification Letter in the documents section.

## Supplemental Affidavit section (if applicable)

**Step 1:** After completing the Qualifications/Experience tab, select the **Save** button at the top left of the screen for the **Supplemental Affidavit** tab to appear. Select this tab and then click **+Add** under Convictions. Enter **Conviction Details** and click **Save** on this window to proceed.

**Conviction Details**

Date of Conviction\*

Charge or Offense\*

250 characters remaining

Name of Court\*

Location of Court\*

Sentence or Disposition\*

500 characters remaining

**L00014658**

General Information **+Add**

Background Investigation

Qualifications/Experience

Child Support Certification

**Supplemental Affidavit**

Documents

Statements and Signature

**Convictions\***

Date of Conviction ▾

**Penalties and Fines\***

**+Add**

**Debtor**

**Step 2:** Click **+ Add** under the Penalties and Fines section and enter **Penalty and Fine Details**. Click **Save** on this window to proceed.

**Penalty and Fine Details**

Debtor\*

Company

Amount Owed\*

## How to Upload Documents

**Step 1:** All required documents for your application will be listed on the **Documents** tab. Click the **upload button** for each document. (See the **Licensing Required Documents** for an overview of the documents required for New License Applications.)

Required Documents

+ Add Document

Actions	Document Type	Document Status	Comment
	Security card	Required	
	National Certification Practical Exam Results	Required	
	NCCCO Certification Card	Required	
	Social Security history of earning	Required	
	Current Drivers License	Required	
	Current Drivers Abstract	Required	
	Latest paystub or W2	Required	

**Step 2:** Click **Choose File** to navigate to the document on your computer. Click **Upload** to complete the upload process for the document. If you want to change the document that was uploaded, select the Upload button again to Reupload it.

Upload a Document

Document Type\*

Experience Verification Forms

Document

Choose File No file chosen

Upload Cancel

**Step 3:** An applicant can choose to provide Additional Supporting Document(s) by selecting **+Add Document**. Additional Support Documents can be deleted by selecting the delete button under Actions.

Documents\*

+ Add Document

Actions	Document Type	Document Status
	Additional Supporting Document 1	Pending

## Statements & Signatures Section

On the **Statements & Signature** tab, the Applicant must be logged in (not the filing representative/preparer) and clicks the checkboxes to **Sign** the application. Click the **Save** button at the top left of the screen to save the selections. Based on selections in the applications, the Attestations that may be listed are:

- License Application
- Background Investigation
- Voluntary Authorization for Service of Process by Email
- Substance Abuse Attestation
- Authorization for Service of Process by Agent
- Child Support

Licensee - Statements & Signature

License Application \*

As a condition of being granted a license/registration and/or qualification from the New York City Department of Buildings, I attest that I comply with all New York City Administrative Code and Department rules, regulations, and directives governing how licensees/ registrants/qualification holders conduct their specific trade.

I have reviewed the information provided in this application and, to the best of my knowledge and belief, attest to its accuracy. I understand that falsification of any statement made to the Department is a misdemeanor and that it is also unlawful to give to a city employee, or for a city employee to accept, any benefit, monetary or otherwise, either as a gratuity for properly performing the job or in exchange for special consideration. Such actions are punishable by imprisonment, fine and/or loss of license/registration and/or qualification.

In the event of an accident that involves my actions undertaken in connection with my license/registration and/or qualification, I understand that the Administrative Code requires that I cooperate with any investigation and that failure to do so may result in immediate suspension, revocation or other disciplinary action.

I hereby agree that the above Named Agent may accept service of Notices of Violation (NOV)/Summons issued by the New York City Department of Buildings (DOB). I also agree that service to this Agent at the address listed above shall be deemed to be valid service of the NOV/Summons under New York City Charter 1049-a, section 6-08 of the rules of OATH Hearings Division and other applicable laws to allow for the docketing of judgments. I further agree not to raise any defect with respect to service for any NOV/Summons received from DOB at the address above, in any forum, including before a hearing officer of OATH/ECB, the Environmental Control Board itself, or in any court of law.

I agree that by personally clicking on the box at left I am electronically signing this application and expressing my agreement with all of its terms. I understand that this electronic signature shall have the same validity and effect as a signature affixed by hand.

Name

Date

## How to pay

Click the **Pay Now** button at the bottom of the right toolbar to make the payment.

- See the **DOB NOW Payment User Manual** for details about using CityPay.
- Payment is not the last step; the application must be submitted by selecting Preview to File (see below).
- Payments made by eCheck can take up to 10 days to process and your application will not be submitted to DOB until the payment status is updated.

The screenshot shows a progress bar at the top with five stages: Pre-filing, Pending Background Review, Approval Letter Sent, Approved, License Issuance Pending, and License Card Issued. Below the progress bar are 'Save' and 'Preview to File' buttons. A message box states: 'Complete all required fields that have a red asterisk. Once the Save button is selected, additional sections will appear. Complete all required sections then select the Pay Now button. After payment is submitted, select the Preview to File button to submit the application. If the status bar above indicates Pre-filing status, it has not been submitted to DOB for review.' The main content area shows 'Licensee - Statements & Signature' for application L00014806. A red arrow points to the '\$600.00 Pay Now' button in the right-hand toolbar.

## How to submit the application

**Step 1:** The applicant must be logged in (not the filing representative/preparer) and clicks on the **Preview to File** button to submit the License Application. An alert will display if any information is missing and needs to be provided.

The screenshot shows the progress bar with 'Pre-filing' and 'Pending Background Review' stages. The 'Preview to File' button is highlighted with a red box. The application ID is L00001632. The 'Application Information' section shows 'Application Type\*' set to 'New License'.


**Step 2:** The **Application Preview** opens in a new window. Review the entire application and page through the preview by clicking the **Next** button.

The screenshot shows the 'Application Preview' toolbar. It includes 'Previous', 'Next', 'Zoom', and '100%' options. The 'Next' button is highlighted with a red box. The page indicator shows 'Page : 1 / 6'.

**Step 3:** Click the checkbox to sign the filing and then click **File**. A notification will appear that the application has been submitted and the Status Bar at the top of the screen will update from Pre-filing to a status that indicates Department of Buildings review.

I understand and agree that by personally clicking on the box at left I am electronically signing this application and expressing my agreement with all of its terms. I understand that this electronic signature shall have the same validity and effect as a signature affixed by hand.

Name  Date   
(Electronically Signed)



Notification ×

Application has been submitted to DOB for review. You will receive status notifications by email. The application status will also be updated in DOB NOW.





## Respond to Objections/QA Failed Reasons

**Objections:** If a background investigator requires you to make updates to the application, you will receive an email notification that the application is in **Objections** status. This is indicated on the status bar of the application with a **red exclamation point**.

- Select the **Objections** tab to see the details provided by the background investigator. After you make the necessary changes, fill out the **Comments** field and select **Resolve** under the Action column.
- Select the **Resubmit** button. Your application will not be reviewed again by DOB until the application has been resubmitted.

Pre-filing      Pending Background Review      Qualification Approved - Business Application Pending      Approved, License Issuance Pending      License Card Issued

**L00022712**

- General Information
- Background Investigation
- Qualifications/Experience
- Child Support Certification
- Supplemental Affidavit
- Documents
- Objections**
- Statements and Signature

### Objections

Objection	Status	Action
Further documentation required, Missing application documents.	Open	

Comments\*

255 characters remaining

Objection History  
On 10/4/2024 2:49 PM by CRM System Account : Please upload your 2023 W2

**QA Failed Reasons:** If a QA Reviewer requires you to make updates to the application, you will receive an email notification that the application is in **QA Failed** status. This is indicated on the status bar of the application with a **red exclamation point**.

- Select the **QA Fail** tab to see the details provided by the QA reviewer. After you make the necessary changes, fill out the **Comments** field and then change the QA Failed Status from Open to **Resolved** under the Action column.
- Select the **Resubmit** button. Your application will not be reviewed again by DOB until the application has been resubmitted.

Pre-filing      Pending Background Review      Pending QA Review      Renewal Approved      Renewed License Card Issued

**Resubmit**

**L00019937**

General Information

Background Investigation

Qualifications/Experience

Child Support Certification

Documents

**QA Fail**

Statements and Signature

**QA Failed Reasons**

Created on	QA Failed Reason	QA Failed Status
10/15/2024	Affidavit must be notarized	Open <span>Close</span>

Reason Sub-Category  
Not Available

Comments\*

500 characters remaining

QA Failed History  
On 10/15/2024 5:39 PM By CRM System Account :

## How to schedule an appointment

**Step 1:** You will receive an email notifying you when your application has been approved. To receive your license, you are required to schedule an appointment. Log into DOB NOW: *Licensing*, open your application and then complete the **Executive Order** section on the **Statements and Signature** tab.

Child Support Certification

Supplemental Affidavit

Documents

Appointments

**Statements and Signature**

**Executive Order**

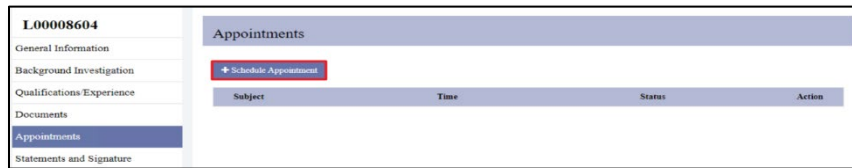
Executive Order Memo 1  
I understand that I am responsible for reading & understanding the NYC Building Code and all safety related provisions of applicable NYC Department of Buildings' rules and regulations, this includes all RCNY Chapter 3300 Safeguards during Construction or Demolition.

Name: hmo Test (Electronically Signed)      Date: 08/14/2024

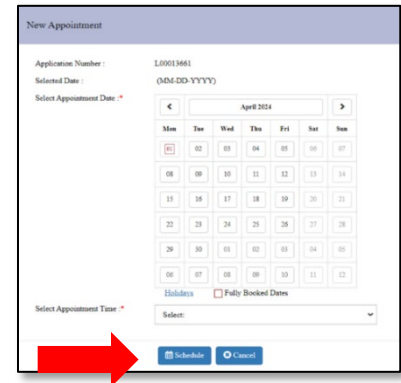
Executive Order Memo 2  
I understand that offering a bribe or gratuity for any benefit(s) and/or action(s) to be taken by a DOB employee is a crime and that I may face criminal and/or disciplinary action for violation the provisions of the New York State penal Law. I have received, read and understand the DOB Executive Order #5/09 and understand that I may face disciplinary action for inducing a DOB employee to violate the provision of the Executive Order (see Executive Order #5/09)

Name: hmo Test (Electronically Signed)      Date: 08/14/2024

**Step 2:** Click on the **Appointments tab** and then click **+ Schedule Appointment**.



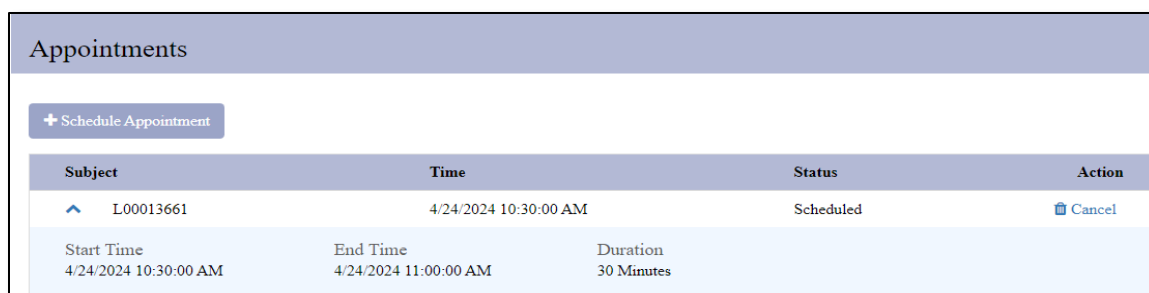
**Step 3:** A pop-up will open with an **Appointment Calendar**, allowing you to click on the day for your Appointment Date. Select the **Appointment Time** by using the drop-down and then click **Schedule**.



**Step 4:** A confirmation window will confirm the appointment date and time. Click **Yes** to close the window.



**Step 5:** The appointment details will be listed on the tab. If there is a need to cancel the appointment, return to this section and select the **Cancel** option.



## Next steps

Your card will be issued at the appointment scheduled with DOB. If a picture is necessary, it will be taken during that appointment.