

# License Renewal Requests

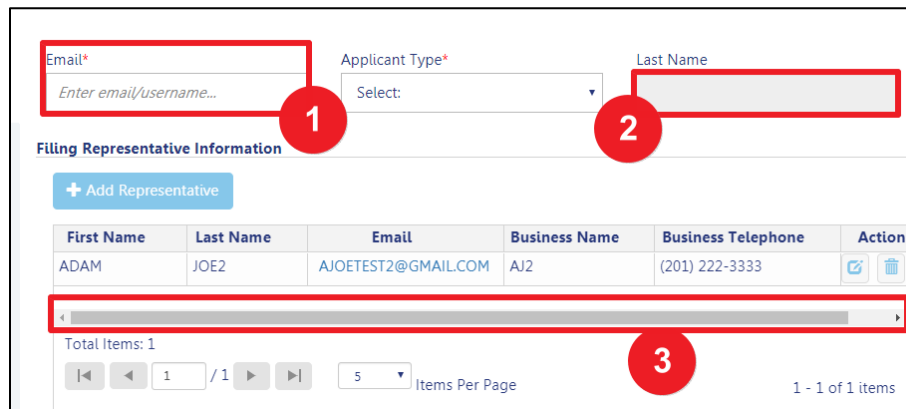
## DOB NOW: *Licensing* Step-by-Step User Guide

This guide is for license renewal requests for license types in DOB NOW: *Licensing*. See the [Resources page](#) for the license types 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 license renewal. At the top, there are three fields: 'Email\*' (with a red asterisk and a red box around it, labeled '1'), 'Applicant Type\*' (a dropdown menu with 'Select:' below it), 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 data: 'ADAM', 'JOE2', 'AJOETEST2@GMAIL.COM', 'AJ2', '(201) 222-3333', and two icons. Below the table is a scroll bar (labeled '3') and pagination controls showing 'Total Items: 1', '1 / 1', '5' items per page, and '1 - 1 of 1 items'.

### Helpful Links

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



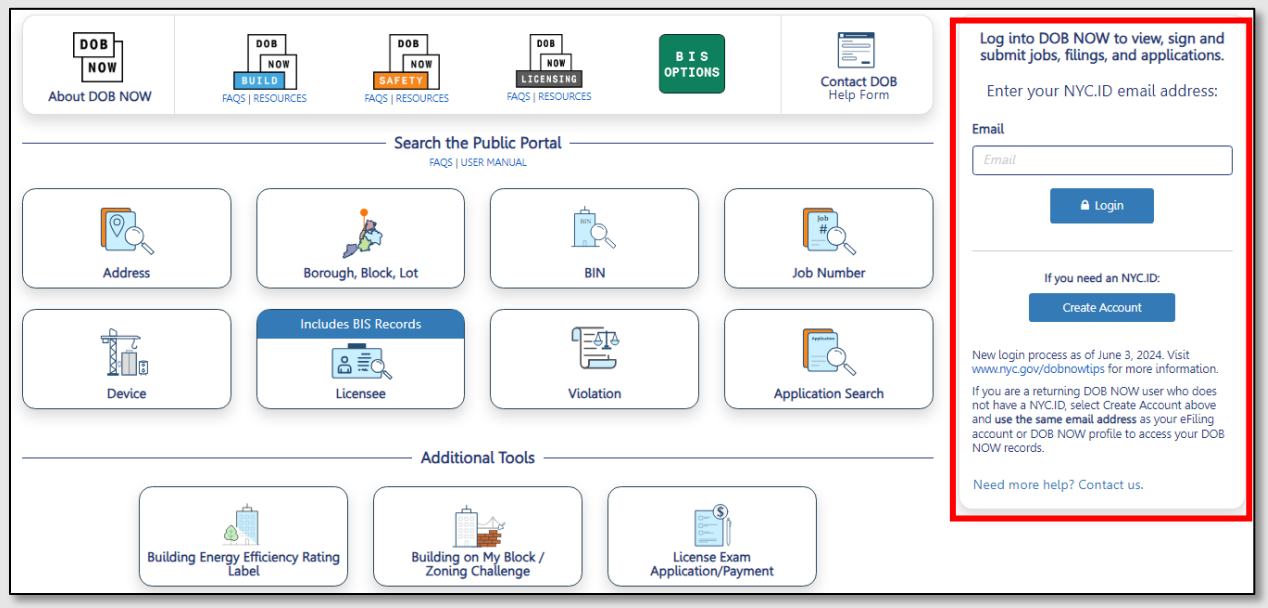
## Table of Contents

---

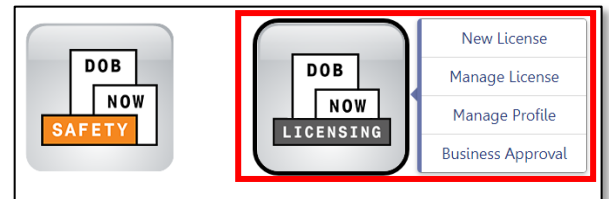
<b>DOB NOW: <i>Licensing</i> Step-by-Step User Guide</b> .....	1
System Guidelines .....	1
Helpful Links .....	1
<b>Log into DOB NOW: <i>Licensing</i> and start a renewal application</b> .....	3
<b>Update Sections and Upload Documents</b> .....	7
<b>Statements &amp; Signatures Section</b> .....	8
<b>How to pay</b> .....	9
<b>How to submit the application</b> .....	9
<b>Respond to Objections/QA Failed Reasons</b> .....	11
<b>Next steps</b> .....	12

## Log into DOB NOW: *Licensing* and start a renewal application

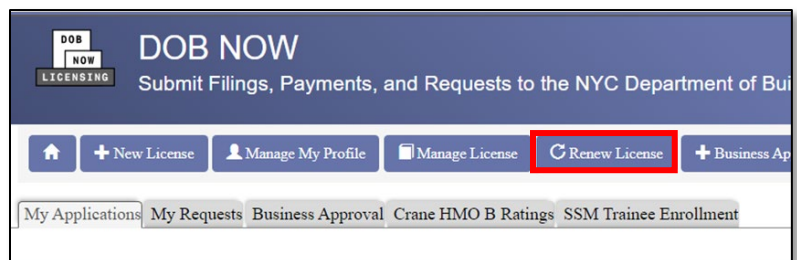
**Step 1:** Navigate to the DOB NOW login page at [nyc.gov/dobnow](https://nyc.gov/dobnow), Enter your NYC.ID email address in the Email field, and select **Login**. If you need to create an NYC.ID account, select **Create Account** or visit [nyc.gov/dobnowtips](https://nyc.gov/dobnowtips) for resources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



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



**Step 3:** When the Licensing dashboard displays, click the **Renew License** button.



**Step 4:** Select the radio button of the license you want to renew and press **Proceed**.

Renew License

Select	License Number	License Type	License Class/Class Type	Expiration Date	Status
<input type="radio"/>	H-015118	Hoisting Machine Operator	Class B	05/03/2027	Active
<input type="radio"/>	M-001414	Site Safety Professional	Construction Superintendent	06/02/2024	Active
<input type="radio"/>	M-001459	Site Safety Professional	Site Safety Manager	04/30/2027	Active

**Step 5:** If you want to change the business information on the license, select **Yes** for **Renewal with Change?**

If there are no changes to the business information select **No** for **Renewal with Change**. Press **Next** to continue to the **Supplemental Investigation Questionnaire**.

Renewal

Renewal with Change?\*  Yes  No

Renewal with:\*

Change Business Information

**Step 6:** The **Supplemental Investigation Questionnaire** appears, with the same questions as seen on the initial license application. Answer all questions then press **Submit** to continue.

**Supplemental Investigation Questionnaire**

Are you at least eighteen (18) years old? \*  Yes  No

Are you fit to perform the work authorized by the trade? \*  Yes  No

Are you able to read and write the English language? \*  Yes  No

Are you of good moral character? \*  Yes  No

Do you hold the national certification(s) (e.g. NCCCO) required for this license per 1 RCNY 104-09(d)? \*  Yes  No

Do you have at least three (3) years of experience, within the five (5) years prior to submitting this application, operating hoisting machines in New York City in the presence of and under the direct supervision of a licensed Class A or Class B Hoisting Machine Operator in accordance with the requirements of 1 RCNY 3319-01(a)(4)(l). At least (2) years of this experience was in the operation of either mobile cranes with a manufacturer's rated capacity in excess of 50 tons (45.36 t) or tower cranes. Further, I have completed the outrigger placement requirements of 1 RCNY 104-09(a)(5)? \*  Yes  No

**Step 7:** Most of the fields in the **General Information** tab will auto populate with the information from the prior license.

- Auto-populated information will be grayed out and cannot be changed.
- To update license name or address information, select the **Dashboard** icon and then **Manage My Profile**.

If the Application Type is **Renewal with Change**, updates can be made to the **License Use** field, **Business Information** and **Partner or Officer Information**.

Select **Save** to continue.

Save

Dashboard

General Information

**Application Information**

Application Type* <input type="text" value="Renewal with Change"/>	License Type* <input type="text" value="Site Safety"/>	License Class/Class Type* <input type="text" value="Manager"/>
License Number* <input type="text" value="001635"/>	License Use <input type="text" value="Individual/Sole-Proprietor"/>	

Renewal with:

Change Business Information

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

Notification

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

**Application Type:** Renewal with Change

**License Type:** Site Safety

**License Class/Class Type:** Manager

**Email:** RMEKALA201@OUTLOOK.COM

---

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

**Step 9:** At the bottom of the **General Information** tab, check the box to attest to the **Named Agent Information**. 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

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

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 5-08 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.\*

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

## Update Sections and Upload Documents

**Step 1:** Update any of the information required in the **Background Investigation**, **Qualifications/Experience**, and **Child Support Certification** sections. 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 License Renewal 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**

No file chosen

**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. The Attestations listed are based on selections in the application.

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)/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 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 multi-step application process. The progress bar at the top indicates the current step is 'Approved, License Issuance Pending'. Below the progress bar are 'Save' and 'Preview to File' buttons. A text box provides instructions: '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 form area is titled 'Licensee - Statements & Signature' and contains a 'License Application' section with a red asterisk. 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 application form with the 'Preview to File' button highlighted with a red box. The progress bar shows 'Pre-filing' and 'Pending Background Review'. The form title is 'L00001632' and the section is 'Application Information'. The 'Application Type' dropdown is 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' window. The 'Next' button is highlighted with a red box. The window also shows navigation controls like 'Previous', 'Zoom', and '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.

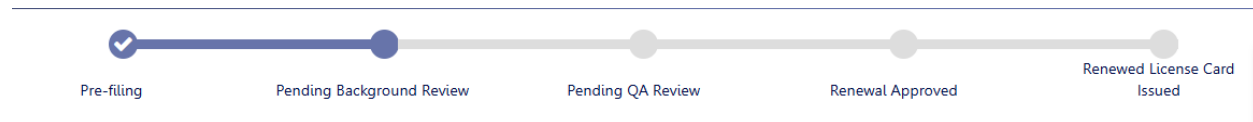
I understand and agree that by personally clicking on the box at left I am electronically signing this application and expressing my agreement with all of its terms. I understand that this electronic signature shall have the same validity and effect as a signature affixed by hand.

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

[Resubmit](#)

**L00022712**

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

Objection	Status	Action
Further documentation required, Missing application documents.	Open	<a href="#">Resolve</a>

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 QA Review Renewal Approved Renewed License Card Issued

Resubmit

**L00024436**

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
11/14/2024	Other	Open

Reason Sub-Category  
Not Available

Comments\*

500 characters remaining

QA Failed History

## Next steps

Once the Licensing Unit has **Approved** the request, you will receive an email notification. The new License Card will be mailed out within 10 business days.