

# NYC.ID for DOB NOW

## Frequently Asked Questions

### Contents

- Create an NYC.ID Account.....3**
- 1. Is NYC.ID the same as IDNYC? ..... 3
- 2. How do I know if I already have an NYC.ID? ..... 3
- 3. I am trying to register for NYC.ID but I got the error message that my email is already in use. ....3
- 4. How do I create an NYC.ID account if I have a primary and secondary email address associated with my eFiling account? ..... 3
- 5. Is it ok if my password is different from the one I used in DOB NOW? ..... 3
- 6. I forgot my NYC.ID password, how can I reset it? ..... 3
- 7. I created my NYC.ID but did not click on the link in the activate email. How can I get the email resent to me? ..... 3
- 8. When I clicked on the email to activate my account and selected Continue, I am taken to a page that says server not found. .... 3
- 9. Do I need to create an NYC.ID to register with eFiling?..... 3
- 10. Do I need an NYC.ID to use DOB NOW: *Inspections*? ..... 4
- I already have an NYC.ID .....4**
- 11. Can I keep the NYC.ID I have and transfer all my DOB filings? ..... 4
- 12. I already have an NYC.ID account for use in the NYC Landmarks Preservation Commission’s Portico permitting portal. Do I need to create another NYC.ID account?..... 4
- 13. I created my NYC.ID account with a different email address. Should I change the email address associated with my account in eFiling so I don’t lose access to my filings in DOB NOW? ..... 4
- How do I update my name and contact information? .....5**
- 14. I created my NYC.ID with a username and not an email address, can I still log into DOB NOW?.....5
- 15. How do I change the email address associated with my DOB NOW account? ..... 5
- 16. How do I change the name on my account? ..... 5
- 17. When I am prompted to Create Profile when logging into DOB NOW, my first and last name are blank. They are grayed out and I can’t type in the fields. How can I edit these? ..... 5
- 18. How do I change the address on my account?..... 6
- 19. Can I have more than one business name associated with my account? ..... 6
- 20. Can I have more than one address associated with my account?..... 6

# NYC.ID for DOB NOW

- 21. I entered my address in my DOB NOW profile but when I log into DOB NOW I do not see all of the filings associated with my address. .... 6
- Using My NYC.ID ..... 7
- 22. I already created an NYC.ID account but when my email address is entered into a DOB NOW filing in the owner’s section, my email address is not recognized. .... 7

# NYC.ID for DOB NOW

## Create an NYC.ID Account

1. Is NYC.ID the same as IDNYC?  
No. NYC.ID is a single sign-on account for all online services and is part of the [MyCity](#) initiative. [IDNYC](#) is a government-issued photo ID card. Starting June 2024, all [DOB NOW](#) users will require an NYC.ID to login.
  
2. How do I know if I already have an NYC.ID?  
On June 3 or later, log into DOB NOW at [www.nyc.gov/dobnow](http://www.nyc.gov/dobnow). If you don't have an NYC.ID it will automatically take you to the page to create an NYC.ID account. If you have an NYC.ID it will take you to the NYC.ID login page and you can select forgot password, if needed.
  
3. I am trying to register for NYC.ID but I got the error message that my email is already in use.  
There is already an NYC.ID account with your email address. Go to [www.nyc.gov/dobnow](http://www.nyc.gov/dobnow). Enter your email address and select **Login**. It will take you to the NYC.ID login page. From this page select **Forgot Password** at the bottom. Reset your password and then go back to the DOB NOW page to login.
  
4. How do I create an NYC.ID account if I have a primary and secondary email address associated with my eFiling account?  
A separate account is required for each email address. Create an NYC.ID account for your primary account and then create a new NYC.ID account for your secondary email address. You will be able to access all DOB NOW filings associated with the email address you are logged in with.
  
5. Is it ok if my password is different from the one I used in DOB NOW?  
Yes, you are creating a new account for NYC.ID and the password is specifically for NYC.ID.
  
6. I forgot my NYC.ID password, how can I reset it?  
To reset your NYC.ID password, enter your email address on the DOB NOW login page and select Login to be taken to the NYC.ID login page. On the NYC.ID page, select forgot password.
  
7. I created my NYC.ID but did not click on the link in the activate email. How can I get the email resent to me?  
Enter your email address on the DOB NOW login page and select Login to be taken to the NYC.ID login page. Log into NYC.ID and it will take you to the page to request to have the email resent.
  
8. When I clicked on the email to activate my account and selected Continue, I am taken to a page that says server not found.  
If you click the email on a mobile device, you will need to manually go to the DOB NOW homepage at [nyc.gov/dobnow](http://nyc.gov/dobnow) to finish registration.
  
9. Do I need to create an NYC.ID to register with eFiling?  
No, create an eFiling account to continue the following transactions in [eFiling](#):
  - All filings submitted before September 3, 2019, that were filed in BIS and are still in process.

# NYC.ID for DOB NOW

- New Building (NB) Applications for Affordable Housing (All other NB filings must be submitted in DOB NOW)
- Alteration Type 1 (Alt-1) Applications for Affordable Housing
- Fee deferred filings
- Alt-1 no work (All other Alt-CO job filings must be submitted in DOB NOW.)
- BIS job related fees: PAA Fees, Records Management Fees, Benchmark Violation Penalty Payment, Filing Fee Balances and AEU Hazardous Violation Penalty Payment.

## 10. Do I need an NYC.ID to use DOB NOW: *Inspections*?

No, there is no change to the DOB NOW: *Inspections* login process. However, if you are a **new** licensee who was approved in DOB NOW: *BIS Options* or a **new** Registered Architect, Professional Engineer or Registered Landscape Architect, you will also need to create an eFiling account so that you can obtain a PIN for use in DOB NOW: *Inspections*. Before you upload the authentication form as part of creating a profile in DOB NOW: *Build*, [create an eFiling account](#). You will be authenticated for use in DOB NOW and eFiling at the same time. Once authenticated you will receive an email with your [PIN for use in DOB NOW: \*Inspections\*](#).

## I already have an NYC.ID

### 11. Can I keep the NYC.ID I have and transfer all my DOB filings?

If your NYC.ID account was created with the same email address associated with all of your filings in DOB NOW, all records will be reflected on your dashboard when logged in. No action is required.

If your NYC.ID account was created with a different email address, you may change the email address in your NYC.ID account to the one associated with your DOB NOW filings or create a new NYC.ID with the email associated with your DOB NOW filings. You can have more than one NYC.ID account.

To make updates to your NYC.ID account, log into DOB NOW and select Manage/Associate Licenses from the person icon in the top right corner. Click on the link in the text: update your **NYC.ID** account. Log into NYC.ID and select the Email tab to update your email address. If an error screen appears when you log into NYC.ID, select **Profile** from the top menu bar. Click on the link in the email sent from NYC.ID to confirm your new email address. Then log into DOB NOW for the change to be reflected in your filings.

### 12. I already have an NYC.ID account for use in the NYC Landmarks Preservation Commission’s Portico permitting portal. Do I need to create another NYC.ID account?

If your NYC.ID account was created with the same email address associated with all your filings in DOB NOW, all records will be reflected on your DOB NOW dashboard when you log in. No action is required.

### 13. I created my NYC.ID account with a different email address. Should I change the email address associated with my account in eFiling so I don’t lose access to my filings in DOB NOW?

No, if you change the email address in your eFiling account you will lose access to all your records in DOB NOW. On June 3 or later, create your NYC.ID with the email address associated with your eFiling account. Then log into DOB NOW to maintain access to your records. Then you can change

# NYC.ID for DOB NOW

your email address in NYC.ID and all your filings in DOB NOW will update to the new email address the next time you login.

## How do I update my name and contact information?

### 14. I created my NYC.ID with a username and not an email address, can I still log into DOB NOW?

Update the username in NYC.ID to your email address by going to [mycity.nyc.gov](http://mycity.nyc.gov) and selecting Login from the top menu. Once your NYC.ID account is updated with an email address, use that email address to log into DOB NOW.

### 15. How do I change the email address associated with my DOB NOW account?

If you change the email address before you log into DOB NOW at least once, you will lose access to all your records. Create your NYC.ID with the email address associated with your eFiling account and all your DOB NOW filings. Then log into DOB NOW to maintain access to your records. Then you can change your email address in NYC.ID and all your filings in DOB NOW will update to the new email address the next time you login.

To change your email address in NYC.ID, log into DOB NOW and select Manage/Associate Licenses from the person icon in the top right corner. Click on the link in the text: update your **NYC.ID** account. Log into NYC.ID and select the Email tab to update your email address. If an error screen appears when you log into NYC.ID, select **Profile** from the top menu bar. Click on the link in the email sent from NYC.ID to confirm your new email address. Then log into DOB NOW for the change to be reflected in your filings.

### 16. How do I change the name on my account?

To change your name in **DOB NOW Account Details**, log into DOB NOW and select Manage/Associate Licenses from the person icon in the top right corner. Click on the link in the text: update your **NYC.ID** account. Log into NYC.ID and select the Name tab to update the information. If an error screen appears when you log into NYC.ID, select **Profile** from the top menu bar. If you had already logged into DOB NOW with an NYC.ID and then changed your name in NYC.ID, all filings in DOB NOW (new and existing) will update with the new name the next time you log in. The name change will only show on filings where your role is not a DOB licensee or registrant.

If you have a DOB license or registration associated with your account, follow the directions provided by the [Licensing Unit](#) for your License Type. For welder, journeyman, elevator agency licensees, log into DOB NOW: *Licensing* and submit a Change name request. Once the Licensing Unit has updated the new name information, it will populate in DOB NOW the next time you log in on filings associated with your license/registration.

### 17. When I am prompted to Create Profile when logging into DOB NOW, my first and last name are blank. They are grayed out and I can't type in the fields. How can I edit these?

The name is populated from your NYC.ID account. Log into your [NYC.ID account](#), select the **Name** tab, and enter the correct name information. Your DOB NOW profile and all filings in DOB NOW (new and existing) will update with the new name information the next time you log in. The name change will only show on filings where your role is not a DOB licensee or registrant.

# NYC.ID for DOB NOW

If you have a DOB license or registration associated with your account, follow the directions provided by the [Licensing Unit](#) for your License Type. For welder, journeyman, elevator agency licensees, log into DOB NOW: *Licensing* and submit a Change name request. Once the Licensing Unit has updated the new name information, it will populate in DOB NOW the next time you log in on filings associated with your license/registration.

## 18. How do I change the address on my account?

Log into DOB NOW and select Manage/Associate Licenses from the person icon in the top right corner. Click on Edit next to the Address Information field. The address change will only show on filings where your role is not a DOB licensee or registrant. If you are a state licensee (Registered Architect, Professional Engineer or Registered Landscape Architect), select +New Business and enter a new business with the same name to provide a new address.

If you have a DOB license or registration associated with your account, follow the directions provided by the [Licensing Unit](#) for your License Type. For welder, journeyman, elevator agency licensees, log into DOB NOW: *Licensing* and submit a Change Address request. Once the Licensing Unit has updated the new address information, it will populate in DOB NOW the next time you log in on filings associated with your license/registration.

## 19. Can I have more than one business name associated with my account?

State licensees (Registered Architects, Professional Engineers and Registered Landscape Architects) can have multiple business names associated with their account. Log into DOB NOW and select Manage/Associate Licenses from the person icon in the top right corner. Select **+New Business**.

## 20. Can I have more than one address associated with my account?

State licensees (Registered Architects, Professional Engineers and Registered Landscape Architects) can have multiple addresses associated with their account. Log into DOB NOW and select Manage/Associate Licenses from the person icon in the top right corner. Select **+New Business**. This functionality is currently not available for owners.

If an owner has more than one address, separate email addresses and NYC.ID accounts are required. While you can only enter one address in the DOB NOW profile, one email address can be used to associate an owner to multiple properties so that when you log into DOB NOW with the one email address you will see all filings you are associated with. The address information that is entered when a DOB NOW profile is created populates in a filing, but the system does not use that information to associate you to filings.

## 21. I entered my address in my DOB NOW profile but when I log into DOB NOW I do not see all of the filings associated with my address.

The filings listed on your DOB NOW dashboard are associated to your email address, not the property address. When a filing is created in DOB NOW, the licensed professional manually enters the email address provided by the owner in the stakeholder section to associate that person to the filing. When you log into DOB NOW, you are only seeing filings where you have been manually entered as a stakeholder on the filing. The address information that is entered when a DOB NOW

## NYC.ID for DOB NOW

profile is created populates in a filing, but the system does not use that information to associate you to filings.

### Using My NYC.ID

22. I already created an NYC.ID account but when my email address is entered into a DOB NOW filing in the owner's section, my email address is not recognized.

The owner needs to start at the DOB NOW page at [www.nyc.gov/dobnow](http://www.nyc.gov/dobnow) and enter the email address. This will take you to the NYC.ID login page. Log into NYC.ID and then it will take you to the DOB NOW Create Profile Page. Select **No, I do not have a DOB issued license**, complete the contact information, and select **Submit**. The account is not authenticated for use in DOB NOW until the profile information is submitted. Once this step is completed, the owner information will populate when an email address is entered into a DOB NOW filing.