# DOB NOW Account Management

## Integration with NYC.ID

## June 2024 Release

Updated May 2024

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DOB NOW

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, requiring all returning and new users to have a NYC.ID account to login to DOB NOW.

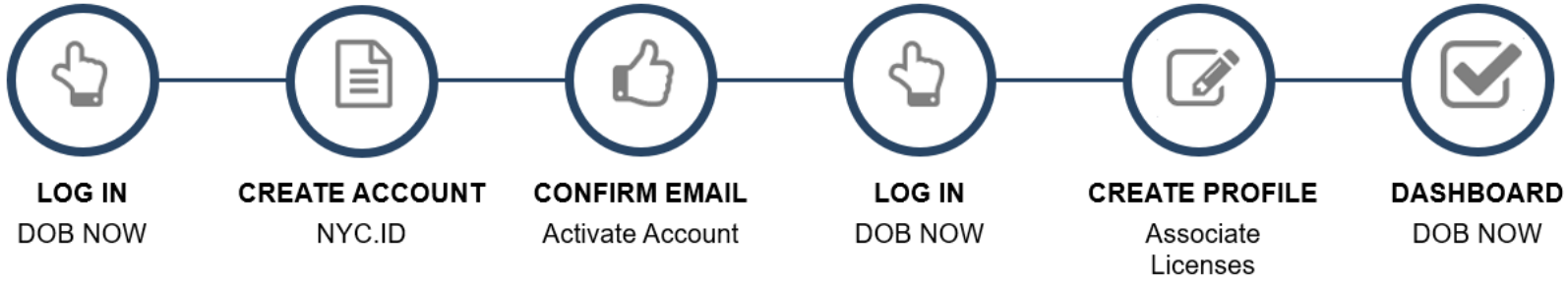
- Users will complete a **one-time** process of creating an NYC.ID account.
- An NYC.ID account is required to access **DOB NOW: *Build, Safety, BIS Options,*** *and* ***Licensing.***
- DOB NOW: *Inspections* and eFiling account registration is not changing and will not require an NYC.ID account.

May 2024 Service Notice

# PROCESS OVERVIEW

One-time process for **Existing DOB NOW Users**:

One-time process for **New Users**:



# DOB NOW – USERS WITH EXISTING ACCOUNTS

- Users who already have an NYC.ID and DOB NOW account with the same email address will sign into DOB NOW and have access to all associated filings. **No action is required.**
- Users with only one of these accounts will need to:

| EXISTING USER ACCOUNTS | ACTIONS |
|---|---|
| ▪ DOB NOW (eFiling account or DOB NOW: Licensing profile) | ▪ Create account in NYC.ID<br>▪ Navigate to DOB NOW Dashboard |
| ▪ NYC.ID only (not registered with DOB NOW) | ▪ Log into DOB NOW<br>▪ Create a profile as a non-Licensee or;<br>▪ Create a profile as a Licensee **(authentication required)** |

# DOB NOW – NEW USERS

- Users who have never logged into DOB NOW will need to:

| NEW USERS | ACTIONS |
|---|---|
| ▪ NON-LICENSEE ⇒ | ▪ Create an account in NYC.ID<br>▪ Create a DOB NOW profile as a **non-Licensee**<br>  ▪ Owners, Building Managers, Owner Representatives and applicants for a new license |
| ▪ NYS/DOB LICENSEES ⇒ | ▪ Create an account in NYC.ID<br>▪ Create a DOB NOW profile as a Licensee **(authentication required)**<br>  ▪ Professional Engineer/Registered Architect<br>  ▪ Contractor, Master Plumber, Electrician, etc. |

- A user who has an eFiling account, but has never logged into DOB NOW, is considered a **New User**.

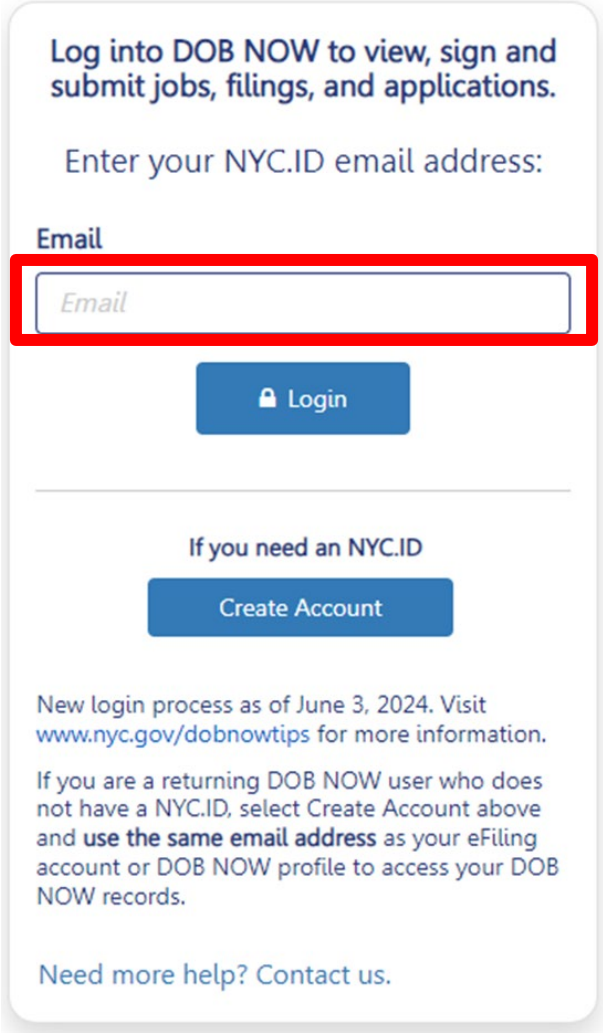
# DOB NOW – MANAGE PROFILE

- Users will be able to manage their DOB NOW Profiles to:
  - Update/change account details
  - Associate all **DOB licenses** (General Contractor, Master Plumber, Electrician, etc.)
  - Manage **New York State licenses** for:
    - Professional Engineer
    - Registered Architect
    - Registered Landscape Architect
    - Boiler Insurance Agency Inspector

# DOB NOW –EXISTING USERS: NYC.ID ACCOUNT

- If you **already have an NYC.ID and DOB NOW account**, you will be prompted to enter your password to access your dashboard for immediate use. No action required.

- If you **have an NYC.ID only**, you can log into DOB NOW using your NYC.ID credentials and then create a DOB NOW profile. See the **Create Profile** section for instructions.



# CREATE AN NYC.ID ACCOUNT

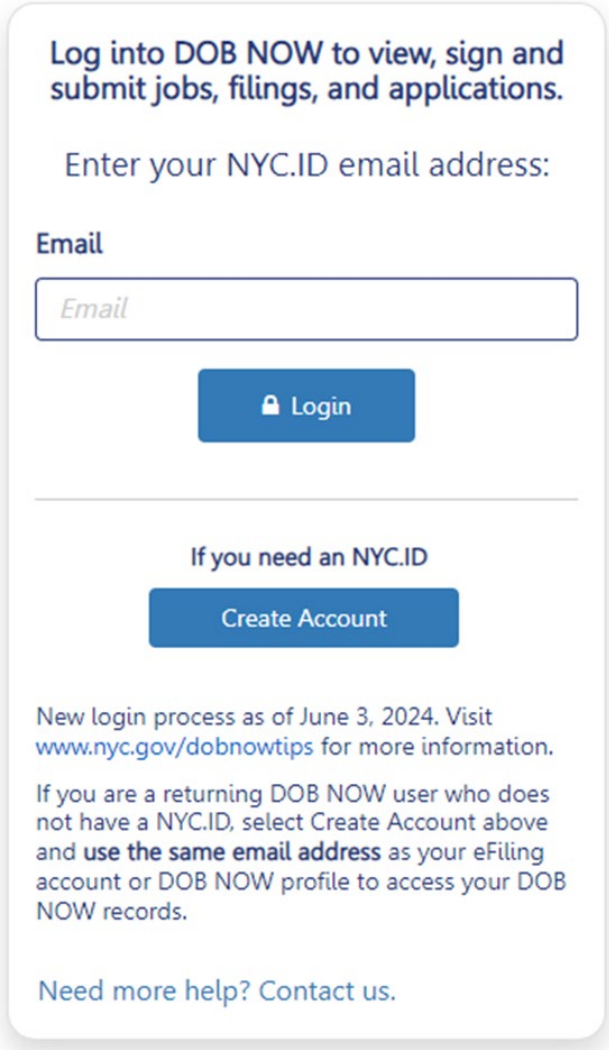
New & Existing DOB NOW Users

# DOB NOW – CREATE AN NYC.ID ACCOUNT

## Step 1: DOB NOW LOGIN

Before accessing DOB NOW, you need an NYC.ID account.

- If you have an **eFiling Account or DOB NOW profile**, enter the same email address associated with all your filings in DOB NOW to create an NYC.ID. You will be redirected to the NYC.ID registration page.
- **New Users** will select **Create Account** to be redirected to the NYC.ID registration page.



DOB NOW

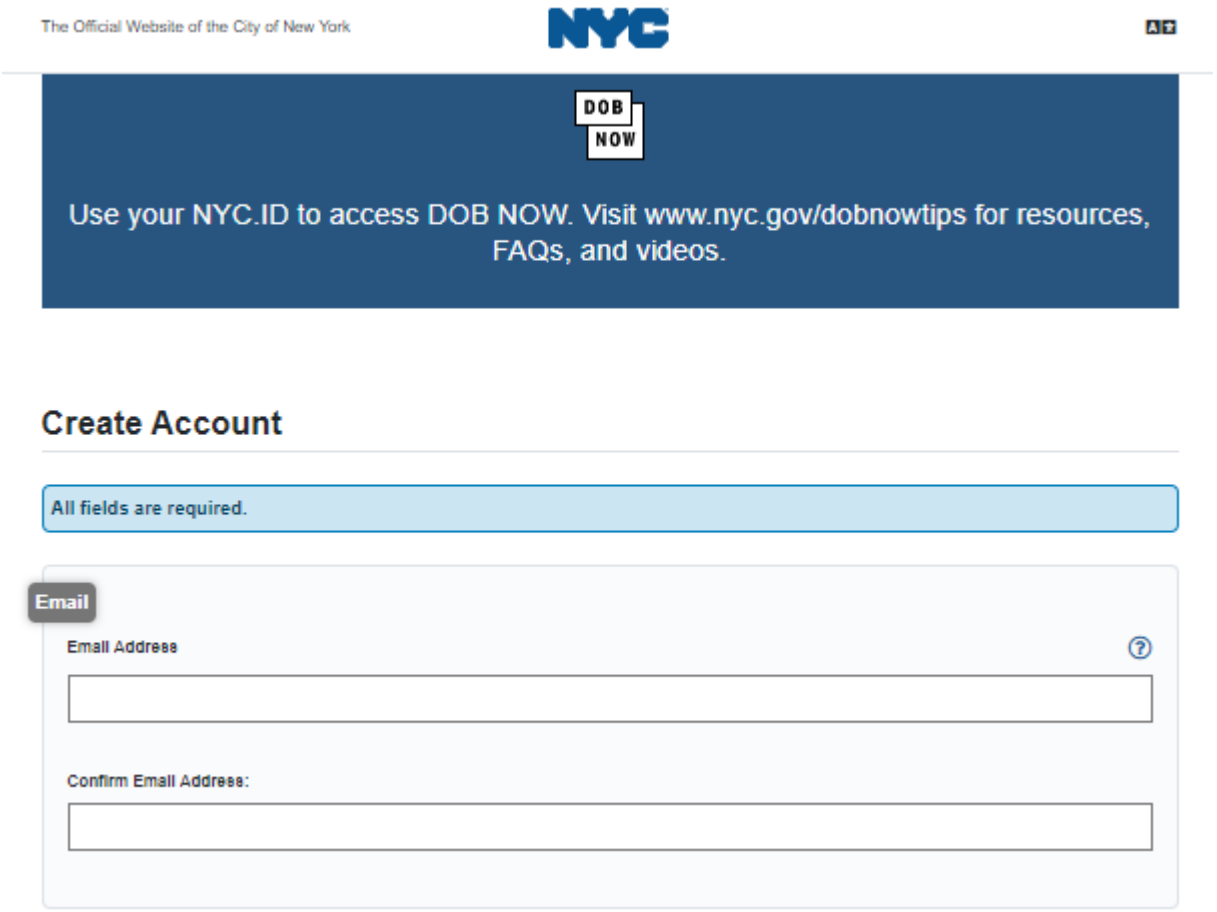
# NYC.ID ACCOUNT

Existing Users

# DOB NOW – CREATE AN NYC.ID ACCOUNT

## STEP 2: CREATE AN NYC.ID

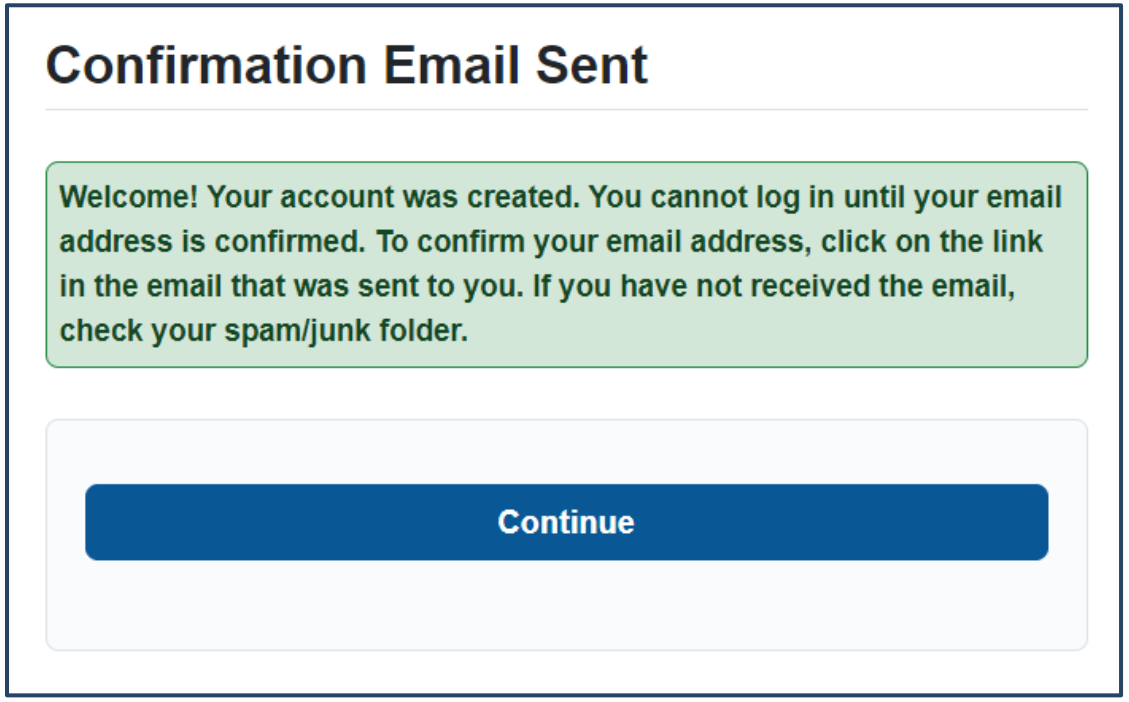
- Complete the following fields to create an account:
  - Email
  - Password
  - First and Last Name
  - Click the checkbox to agree to terms



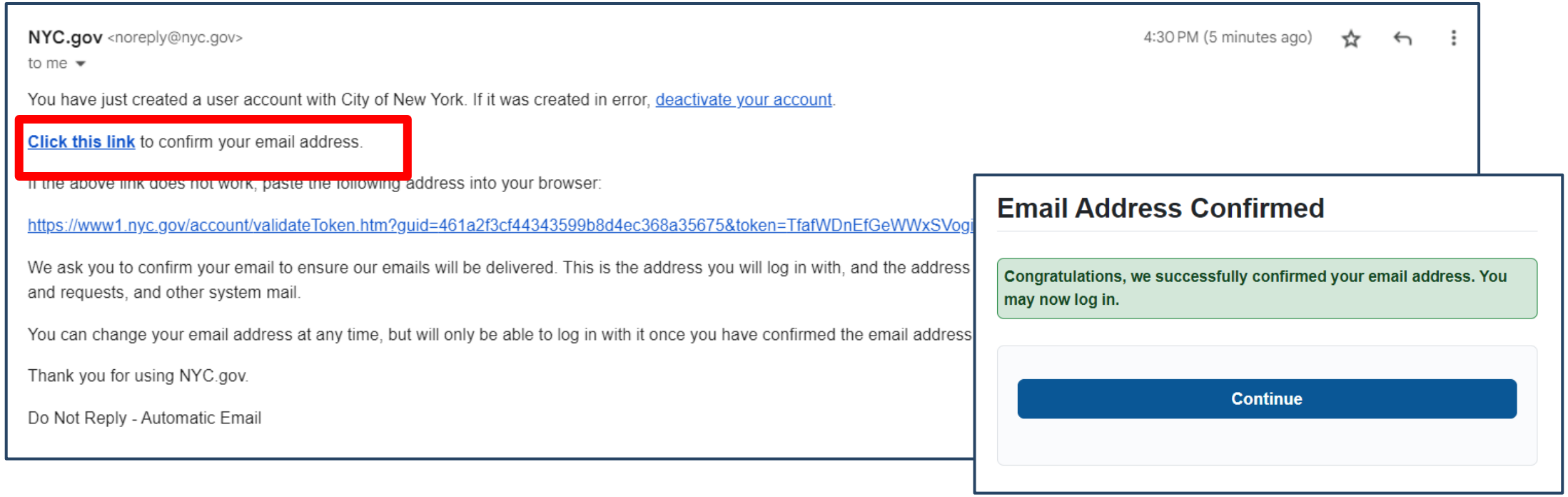
# DOB NOW – CREATE AN NYC.ID ACCOUNT

## STEP 3: COMPLETE REGISTRATION FOR NYC.ID

- After completing the registration, you'll receive a **confirmation email**.
- Confirm your email address to activate your account and log into DOB NOW.



# DOB NOW – CREATE AN NYC.ID ACCOUNT



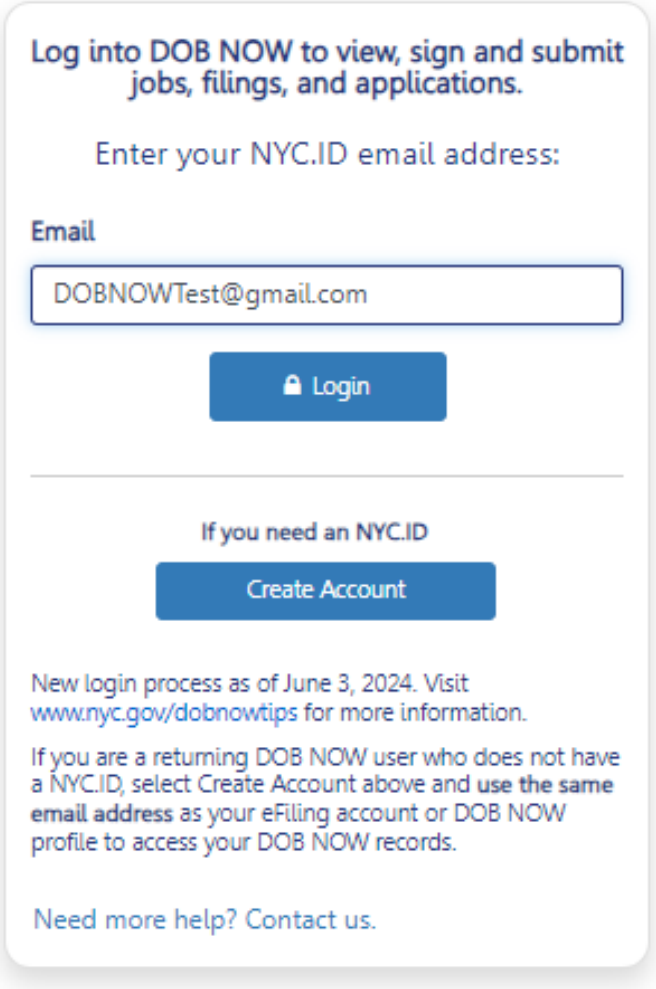

## STEP 4: ACTIVATE YOUR ACCOUNT

- Click the link in the email from NYC.ID. When you see the **Email Address Confirmed** message go to www.nyc.gov/dobnow to log in.
- You will not be able to log into DOB NOW unless you confirm your NYC.ID account email address.

# DOB NOW – CREATE AN NYC.ID ACCOUNT

## STEP 5: LOG INTO DOB NOW WITH YOUR NYC.ID

- 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 prompted to enter your password on the next screen. This will be the new sign in process.

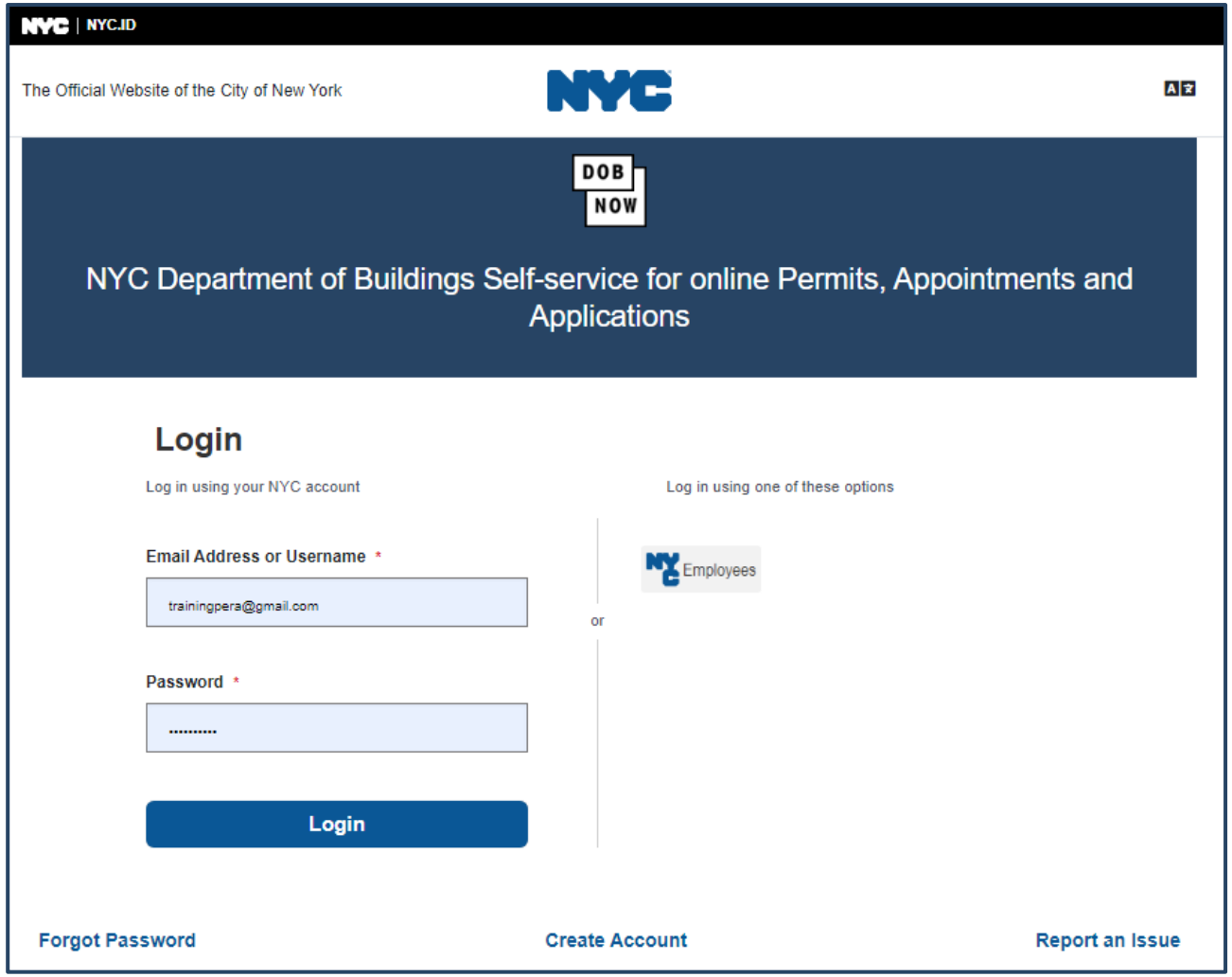


# DOB NOW – CREATE AN NYC.ID ACCOUNT

## STEP 6: ENTER PASSWORD INTO NYC.ID LOGIN PAGE

- The email you entered will be autofilled on the NYC.ID page.
- Enter your **password**.
- Click **Login**.

Once the NYC.ID single sign on process is complete, the next step is to create a profile as a non-Licensee or DOB/NYS Licensee.



DOB NOW

# CREATE AN NYC.ID ACCOUNT

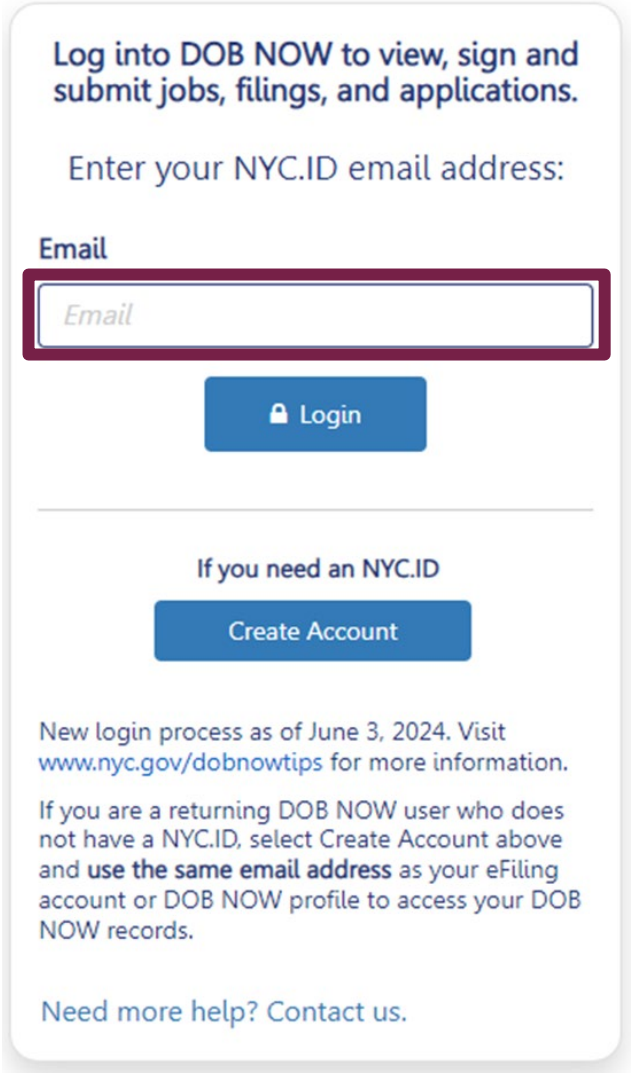
City Employees

# DOB NOW – CREATE AN NYC.ID ACCOUNT (CITY EMPLOYEES)

## STEP 1: LOG INTO DOB NOW

Before accessing DOB NOW, you need an NYC.ID account.

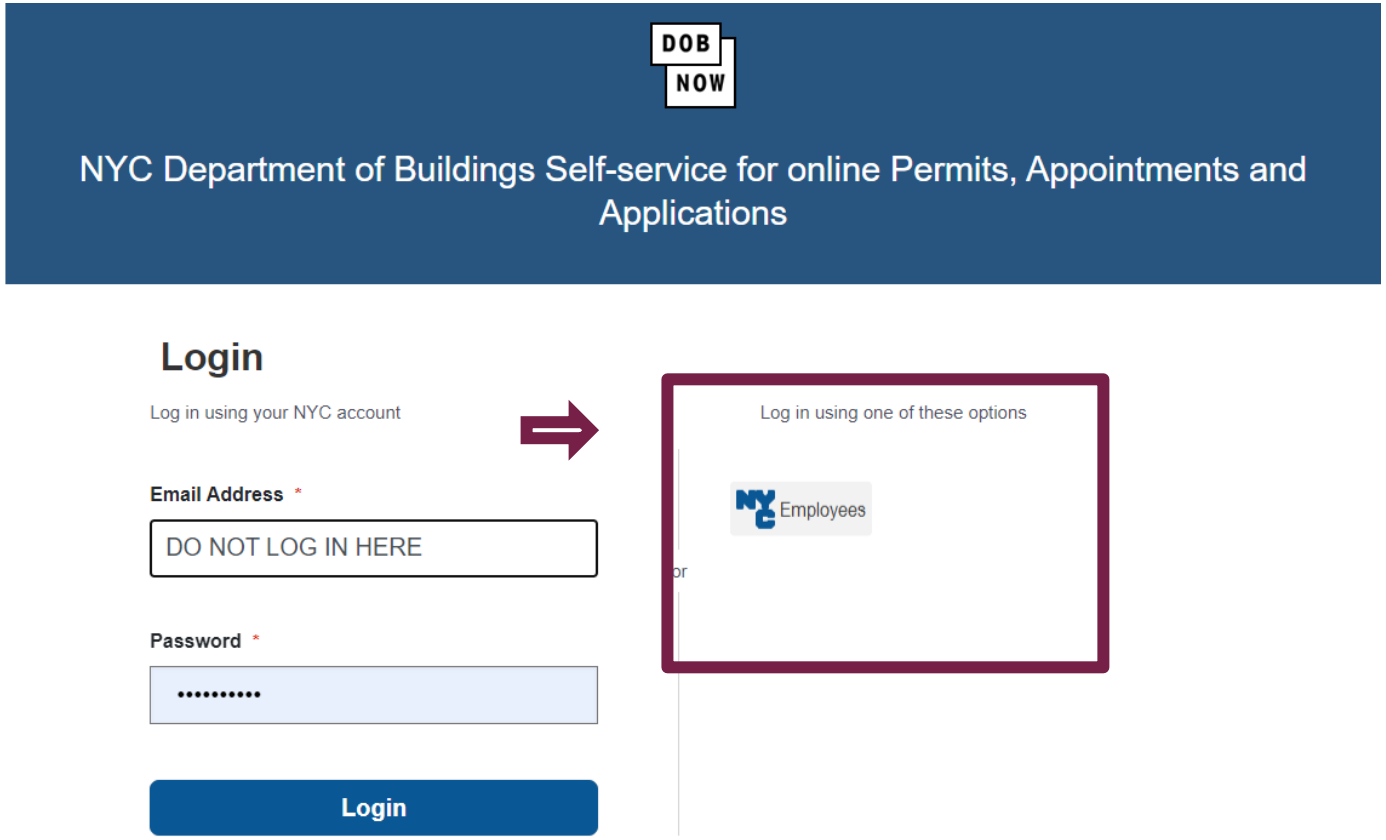
- Enter your **NYC Employee email address** and select Login. You will be redirected to the NYC.ID Login page.



# DOB NOW – CREATE AN NYC.ID ACCOUNT (CITY EMPLOYEES)

## STEP 2: ACCESS NYC EMPLOYEES LOGIN

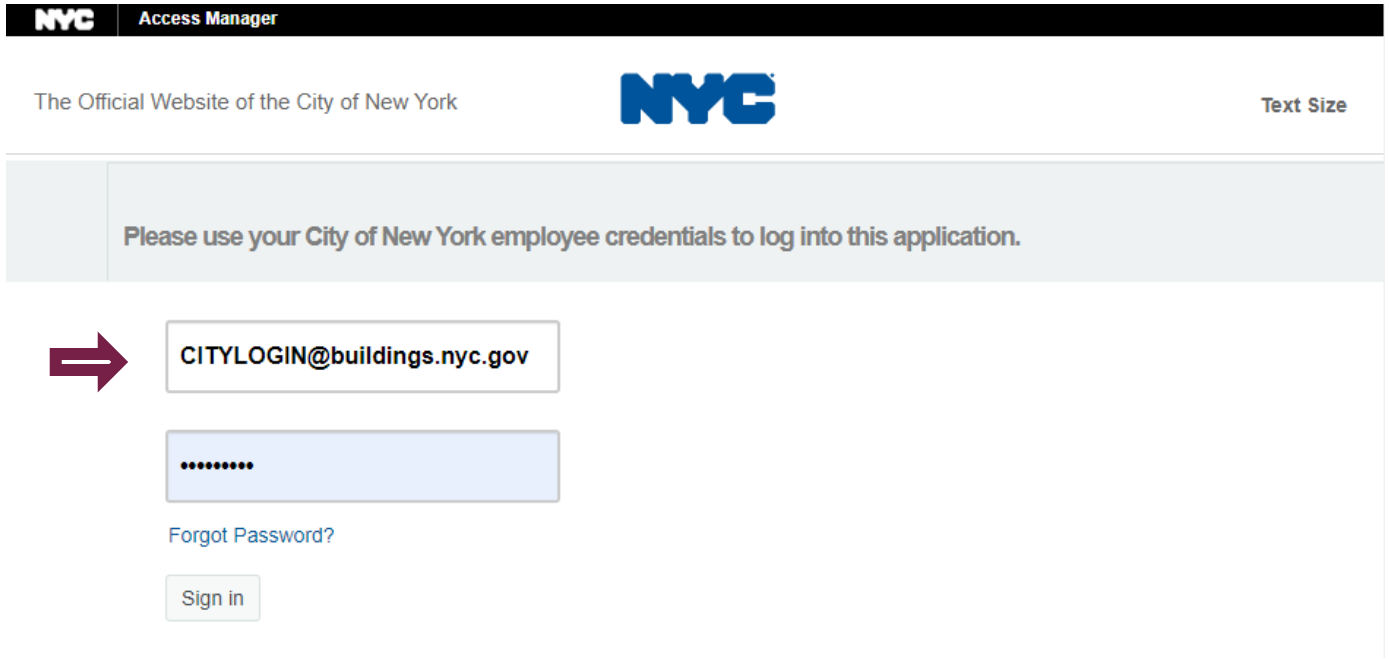
- City Employees select the **NYC Employees** icon to access the City employee login page.



# DOB NOW – CREATE AN NYC.ID ACCOUNT (CITY EMPLOYEES)

## STEP 3: LOG IN WITH YOUR CITY EMPLOYEE CREDENTIALS

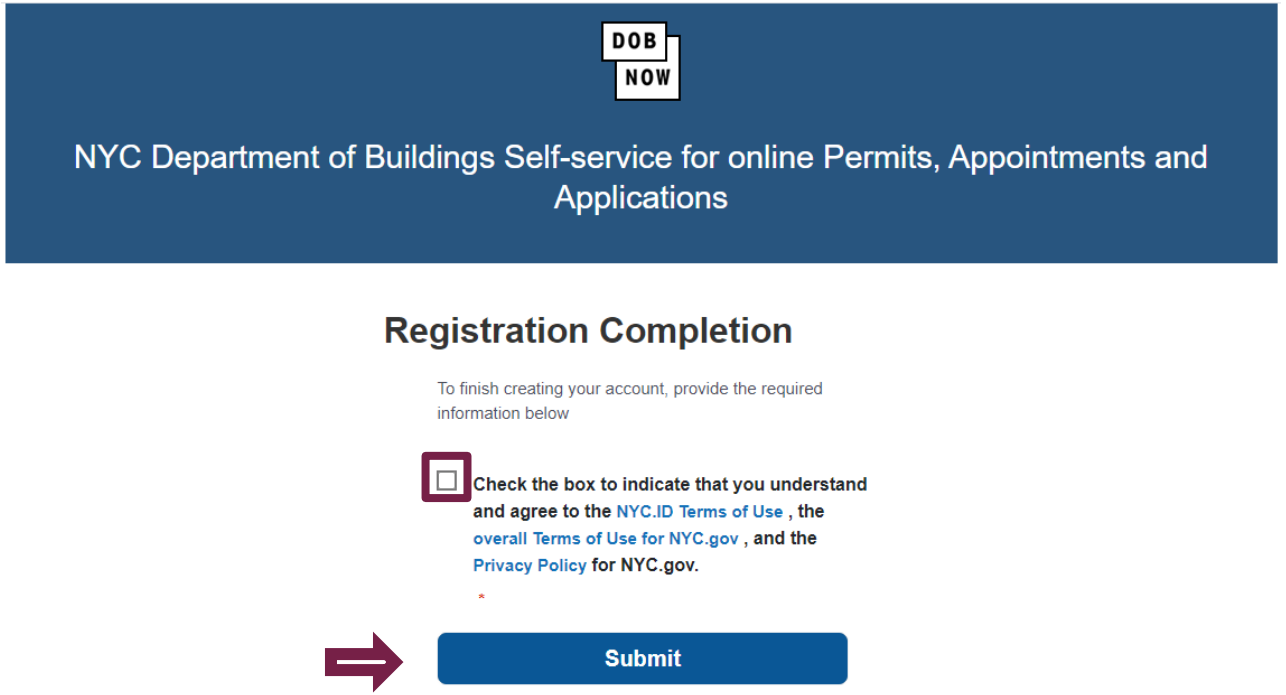
- Enter your city employee email address and network password (the password you use to log into your workstation).



# DOB NOW – CREATE AN NYC.ID ACCOUNT (CITY EMPLOYEES)

## STEP 4: COMPLETE REGISTRATION FOR NYC.ID

- **Check the box** to agree to terms
- Select **Submit** to complete the registration.
- Your email address will be validated.
- Go to **www.nyc.gov/dobnow** to login



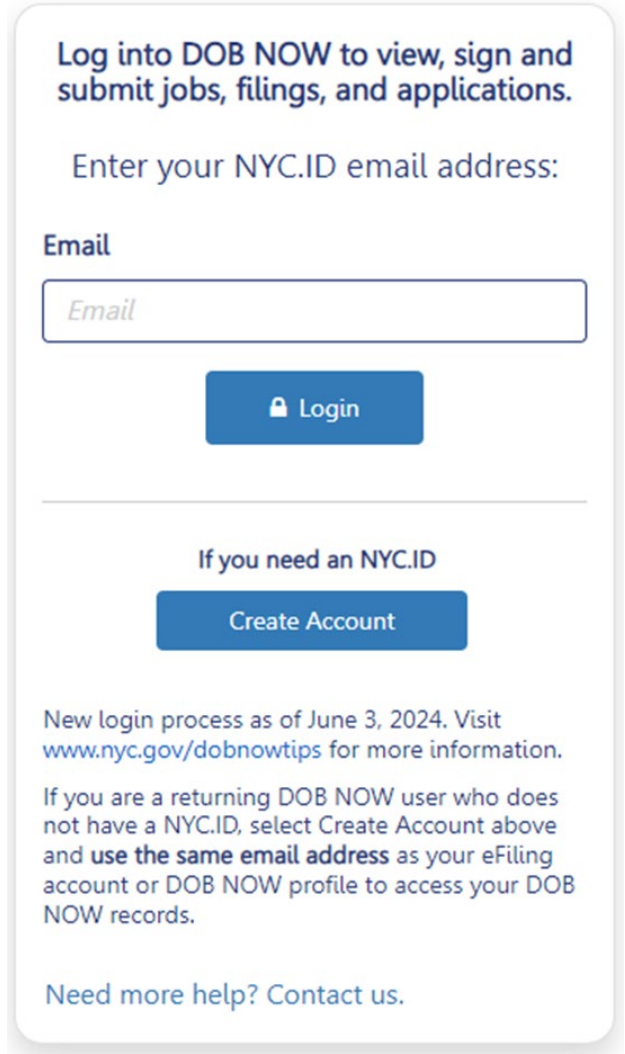
# DOB NOW – CREATE AN NYC.ID ACCOUNT (CITY EMPLOYEES)

## STEP 5: LOG INTO DOB NOW WITH YOUR NYC.ID

- Once your NYC.ID is **active**, return to the DOB NOW login page.
- Enter your **City Employee email** in the field and click **Login**.

If you had an **eFiling account** associated with your city employee email address, you will see all of your filings when you log in.

If you are a **new DOB NOW user**, once the NYC.ID single sign on process is complete, the next step is to create a profile as a non-Licensee or DOB/NYS Licensee.



DOB NOW

# CREATE PROFILE: NON-LICENSEE

New Users

# DOB NOW: CREATE PROFILE

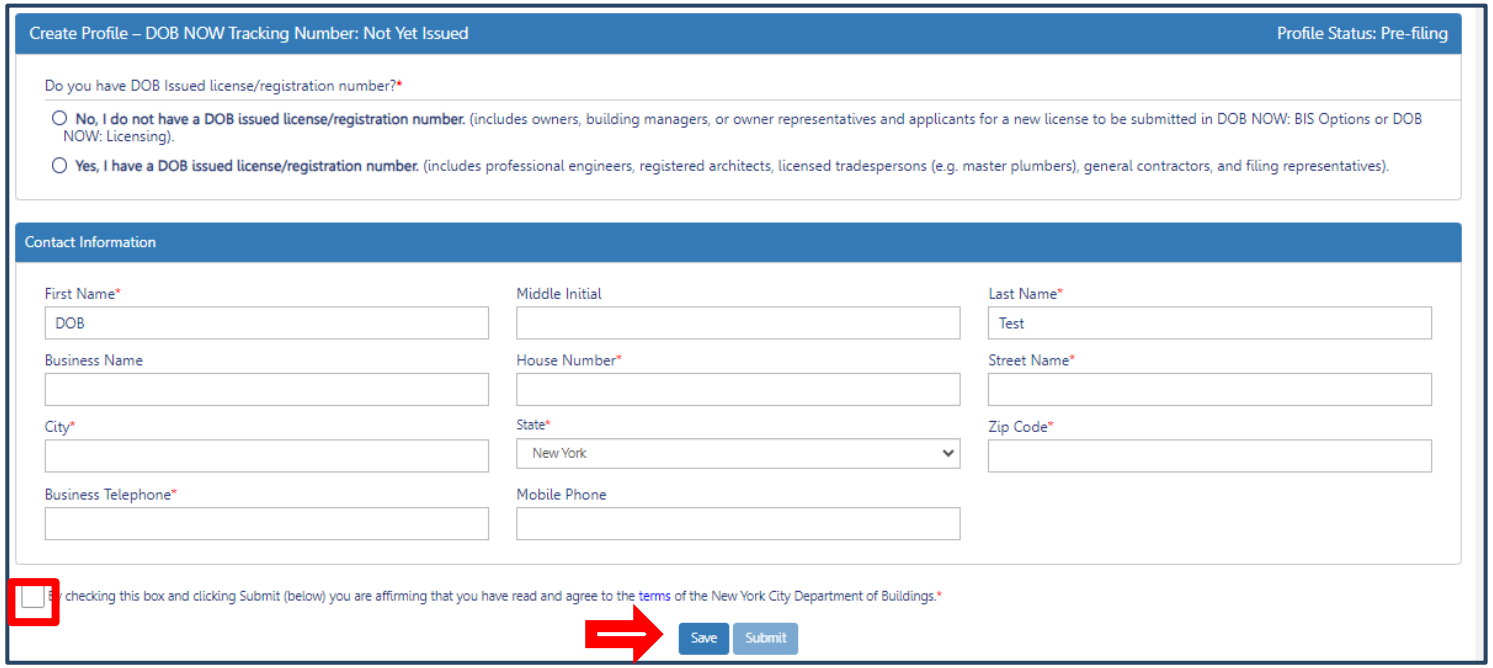
Since this is **your first time logging into DOB NOW** with your NYC.ID, you will need to create a profile.

- The profile will enable you to access DOB NOW: Build, Safety, Licensing and BIS Options and perform actions as an owner/non-licensee.

# DOB NOW – CREATE PROFILE: NON-LICENSEE

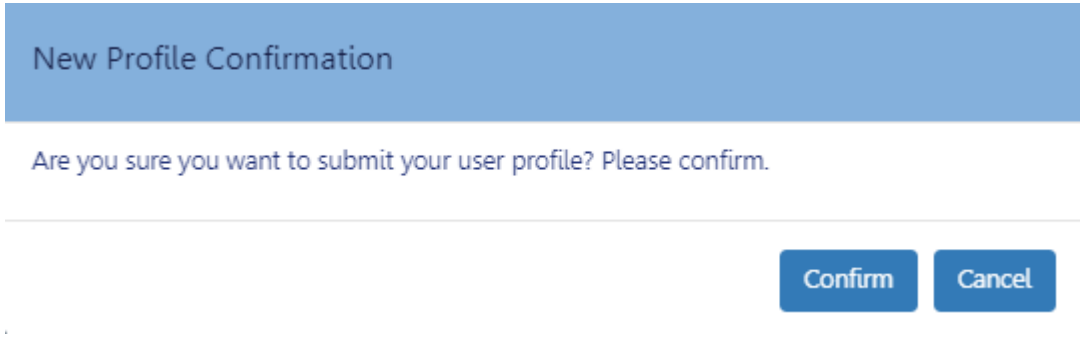
To create a profile as an owner, buildings manager, owner representative, or register for a new license, select “No, I do not have a DOB Issued license/registration number”

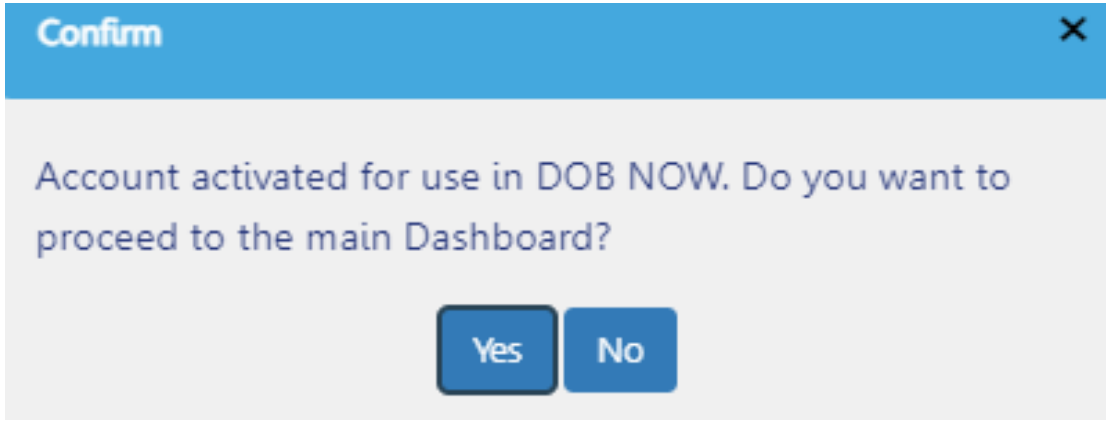
- Complete the **required fields**.
- **Check the box** to accept the terms, then click Accept on the Statements & Signatures.
- Select **Submit** or click **Save** to save your information and return to the registration process later.



# DOB NOW – CREATE PROFILE: NON-LICENSEE

- You will receive a notification on the screen that your account has been activated for use in DOB NOW.
- The system will then redirect you to the main dashboard.



# CREATE PROFILE: ASSOCIATE LICENSE

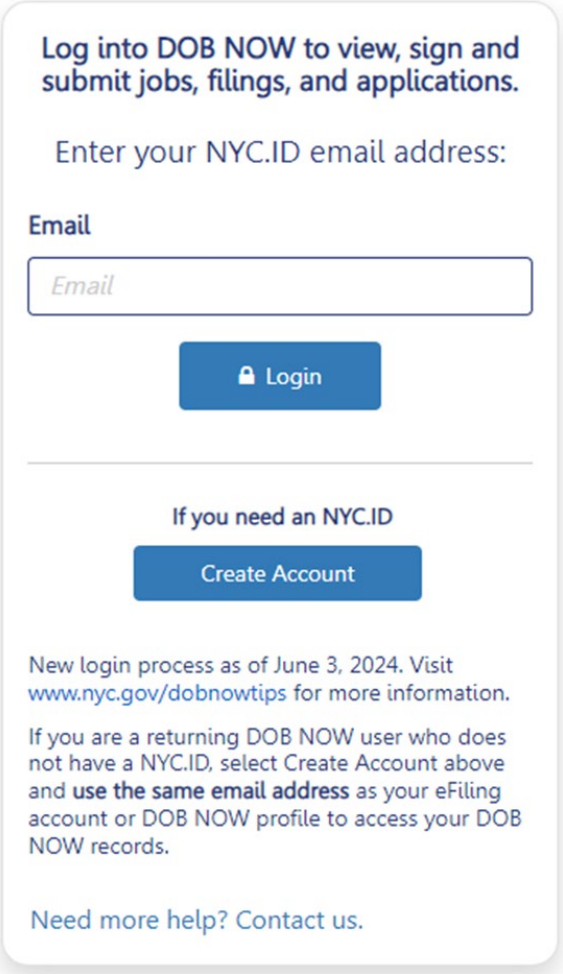
New DOB NOW Users

# DOB NOW – CREATE PROFILE: ASSOCIATE LICENSES

## STEP 1: INITIAL LOG IN TO DOB NOW

- Visit the DOB NOW login page.
- Since this is your first time, you will need to **associate your license(s)** to your email.

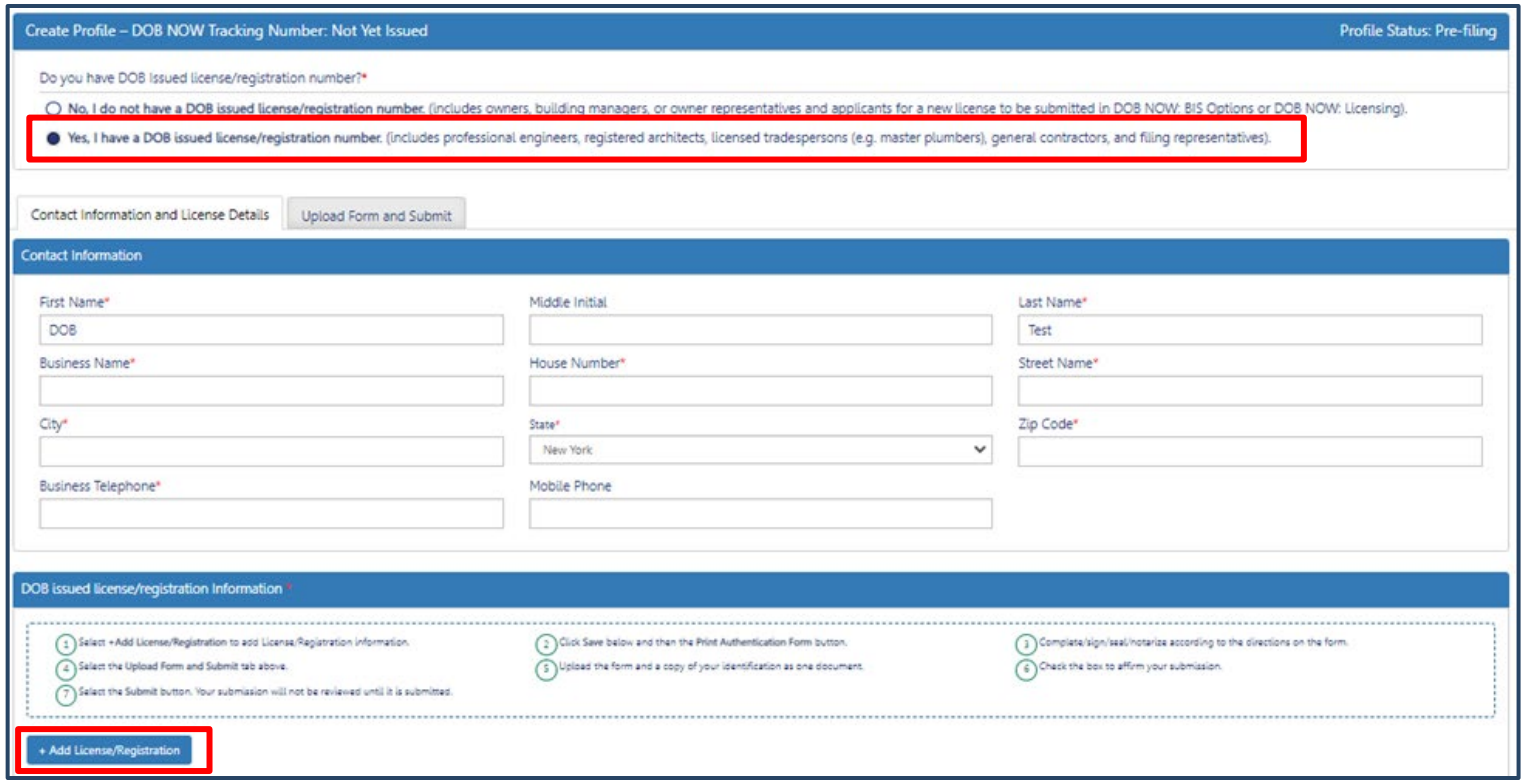
- Current DOB NOW users who already have an NYC.ID account will not have to link any licenses. The information will be automatically linked.



# DOB NOW – CREATE PROFILE: ASSOCIATE LICENSES

## STEP 2: CREATE A PROFILE & ASSOCIATE LICENSES

- Select **"Yes, I have a DOB Issued license/registration number"**
- Enter **Contact Information**
- Then click **+Add License** to select the type of license(s) you have.

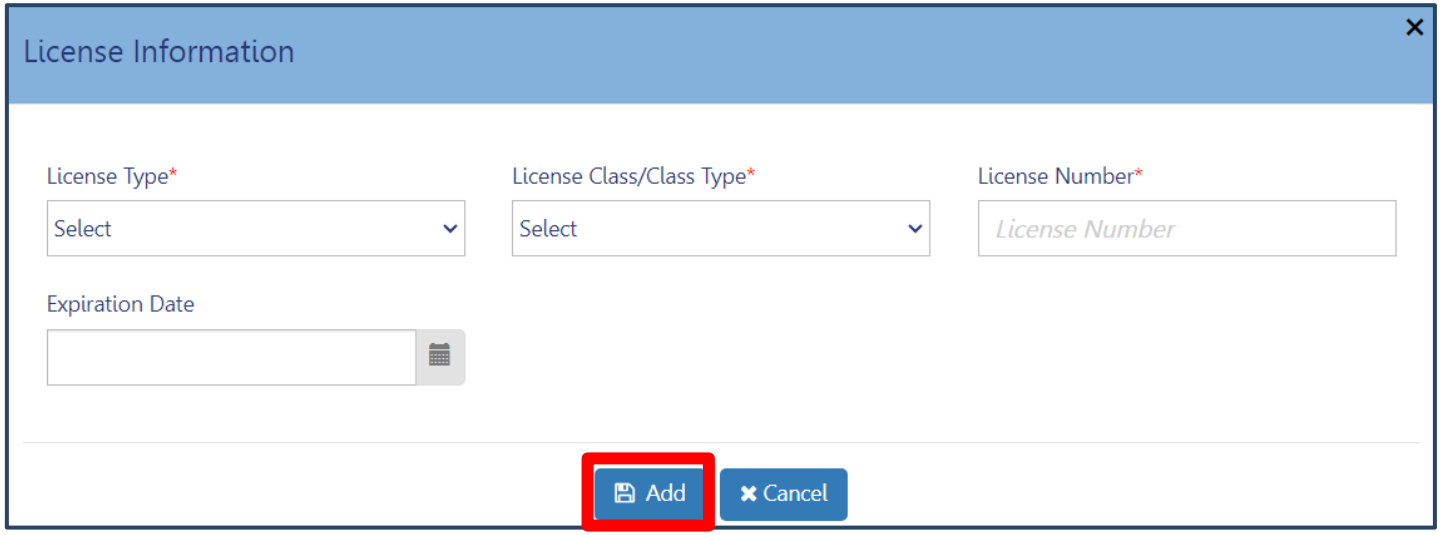


# DOB NOW – CREATE PROFILE: ASSOCIATE LICENSES

## STEP 3: COMPLETE LICENSE INFORMATION

- Select a **License Type**
- Enter the **License Class/Class Type** if applicable
- Type the **License Number**
- **Expiration Date** will auto-populate if applicable
- Click **Add** to associate the license.

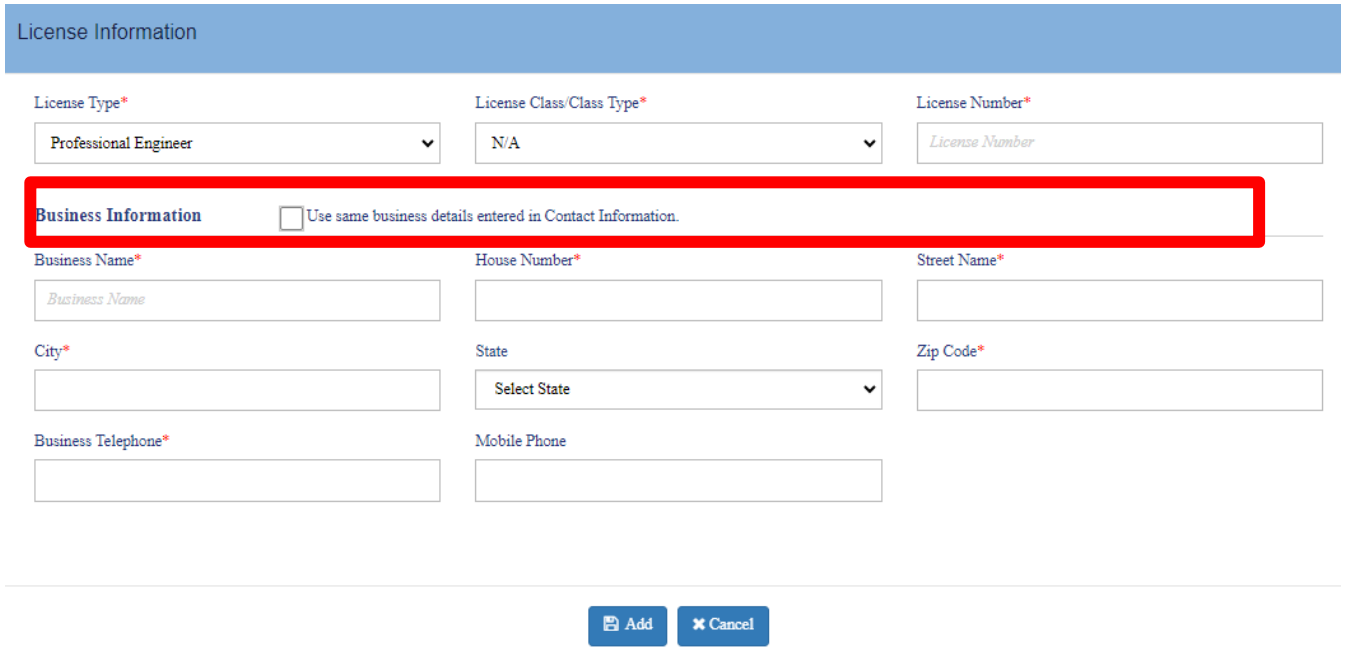
Continue this step to associate all licenses.



# DOB NOW – CREATE PROFILE: ASSOCIATE LICENSES

## STEP 3: COMPLETE LICENSE INFORMATION (CONTINUED)

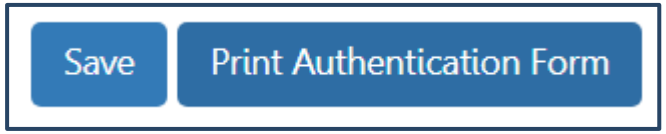
- For **Landscape Architects**, **New York State Boiler Inspectors**, **Professional Engineers** or **Registered Architects**, the form will offer the ability to enter new Business Information or to use the business details entered in the Personal Information section.
- Click **Add** to associate the license.

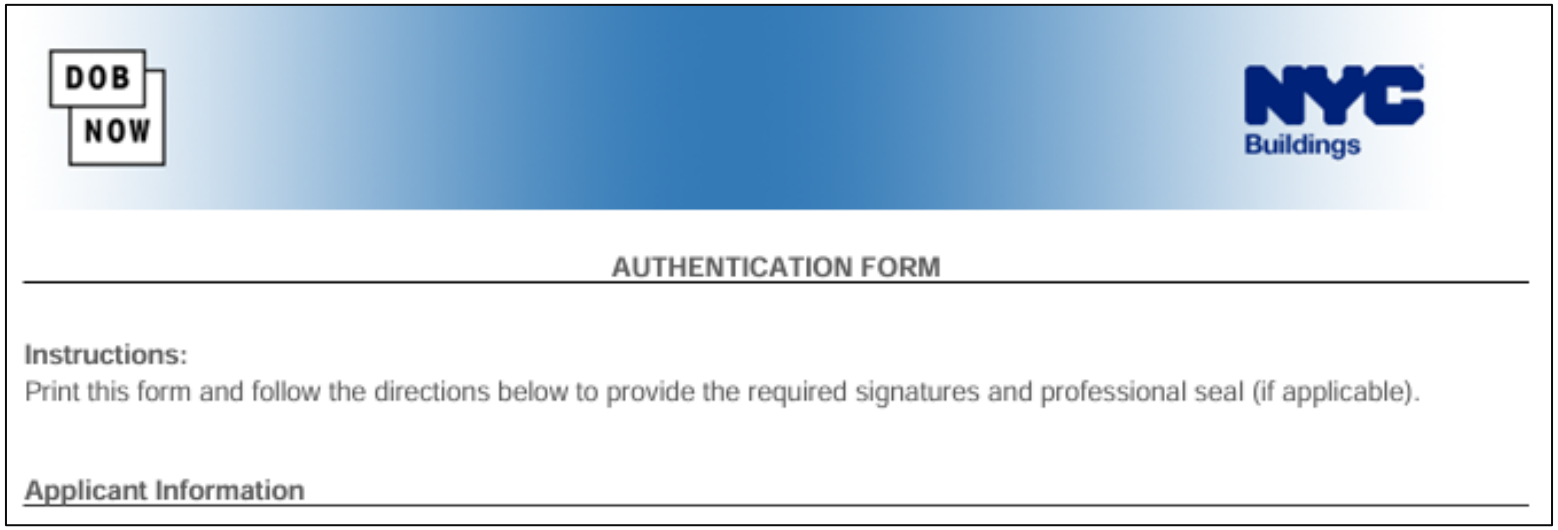


# DOB NOW – CREATE PROFILE: ASSOCIATE LICENSES

## STEP 4: PRINT AUTHENTICATION FORM

- After adding a license, **Save** and click the **Print Authentication Form** button at the bottom of the page.



AUTHENTICATION FORM

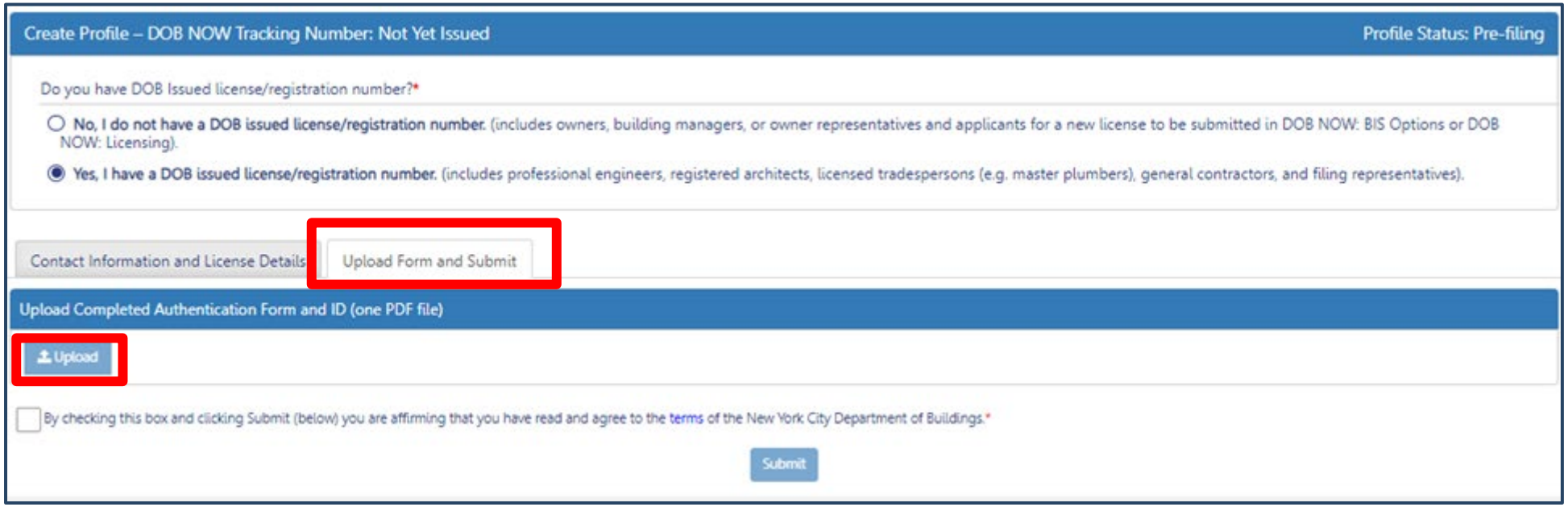
Instructions:
Print this form and follow the directions below to provide the required signatures and professional seal (if applicable).

Applicant Information

# DOB NOW – CREATE PROFILE: ASSOCIATE LICENSES

## STEP 5: UPLOAD AUTHENTICATION FORM

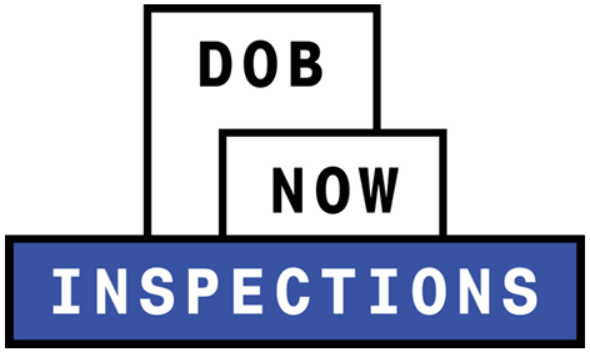
- Sign the Authentication form, stamp with your Professional Seal (if applicable) or have it notarized.
- Include a copy of your Driver's License or DOB Issued photo ID.
- Upload the combined forms as one document in the **Upload Form and Submit** tab.



# DOB NOW – CREATE PROFILE: EFILING ACCOUNT ALSO REQUIRED

**If you are also using your license/registration for the first time in DOB NOW: *Inspections*, you will need a PIN. To get this PIN, you are required to create an eFiling account at www.nyc.gov/dobefiling.**

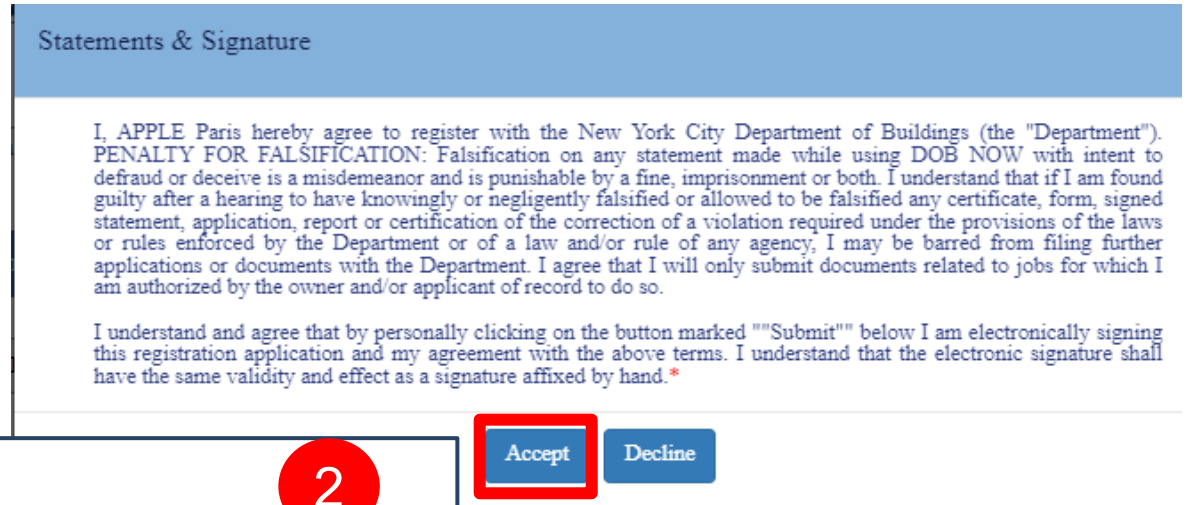
- Before submitting the authentication form in DOB NOW, create an eFiling account with your license/registration information.
- Once you submit the form in DOB NOW, you will be authenticated in both DOB NOW and eFiling.
- You will then receive by email a PIN to connect the applications and permits filed under your license number to your account in DOB NOW: *Inspections*. See the Using Your Pin guide for more information.

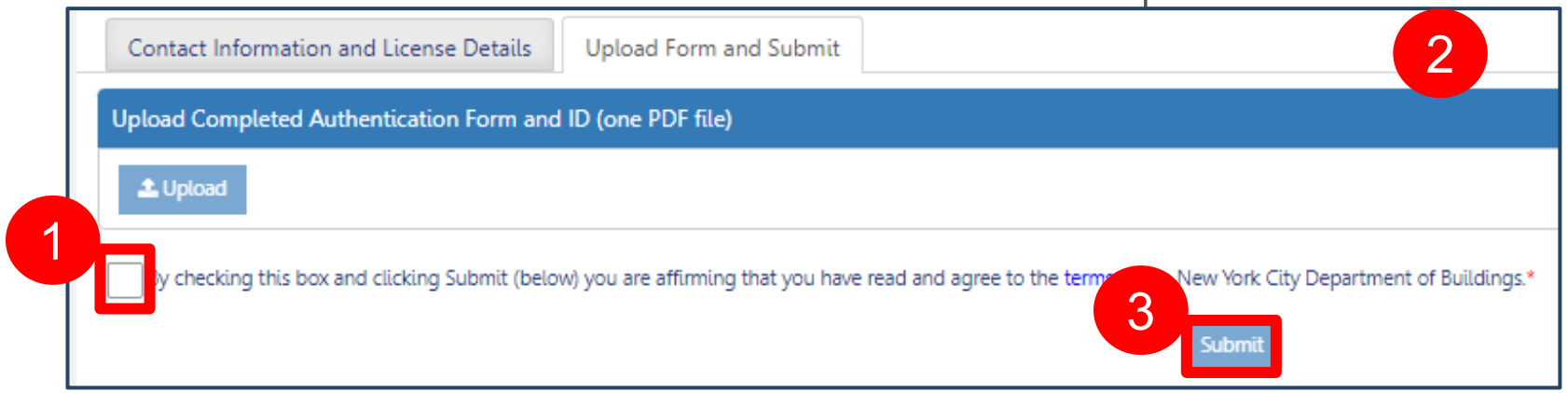


# DOB NOW – CREATE PROFILE: ASSOCIATE LICENSES

## STEP 6: SUBMIT LICENSE DETAILS

- **Check the box** to view the Statements & Signature terms
- Select **Accept** on the **Statements & Signature**
- Click **Submit** to complete the profile registration

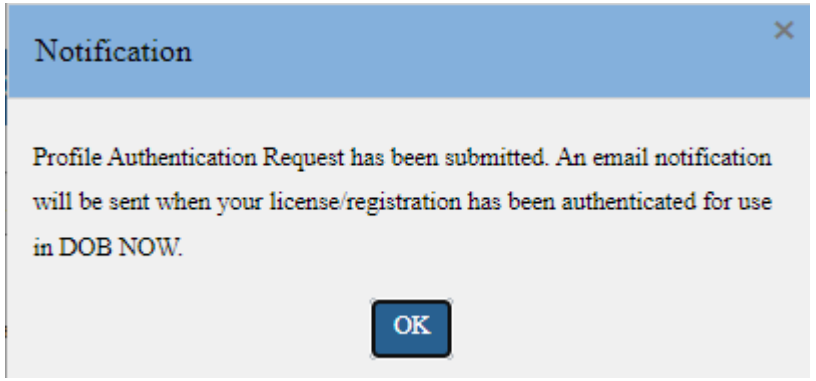


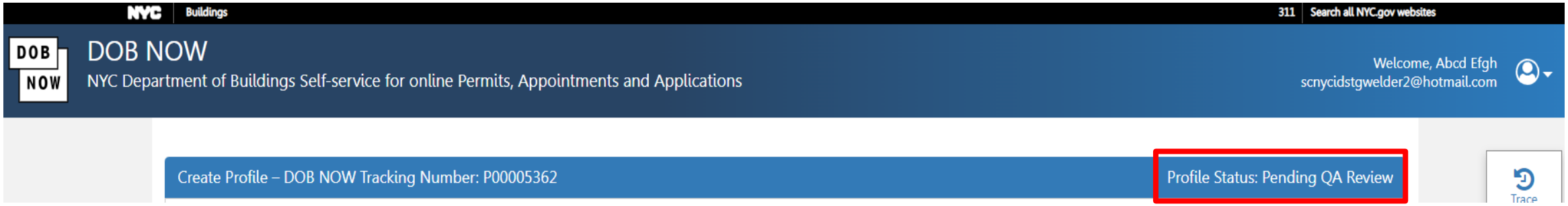



# DOB NOW – CREATE PROFILE: ASSOCIATE LICENSES

## STEP 7: ACTIVATE YOUR ACCOUNT

- Once your details are submitted, your information will undergo a Quality Assurance review.




- You will receive a message upon submitting and an email notification that your request is in review and **Profile Status is updated to Pending QA Review**.

DOB NOW

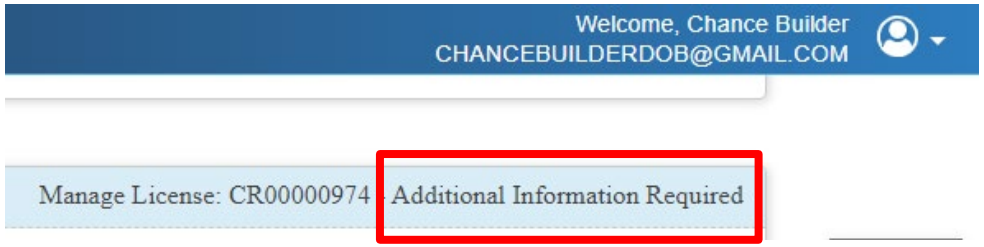
# PROFILE QA REVIEW

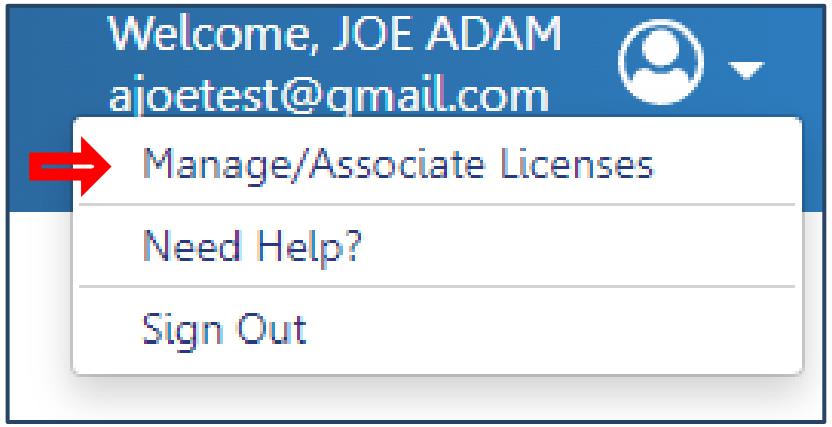
New & Existing Users

# DOB NOW- PROFILE QA REVIEW: ADDITIONAL INFORMATION REQUIRED

Once the profile is submitted for review, you will be able to access DOB NOW as a Non-Licensee. Notification will be sent by email if the profile is approved or if insufficient documentation was provided. If additional information is required:

- The profile status will be updated to **Additional Information Required**.
- Log into DOB NOW and select **Manage/Associate Licenses** to make changes and resubmit the profile request.

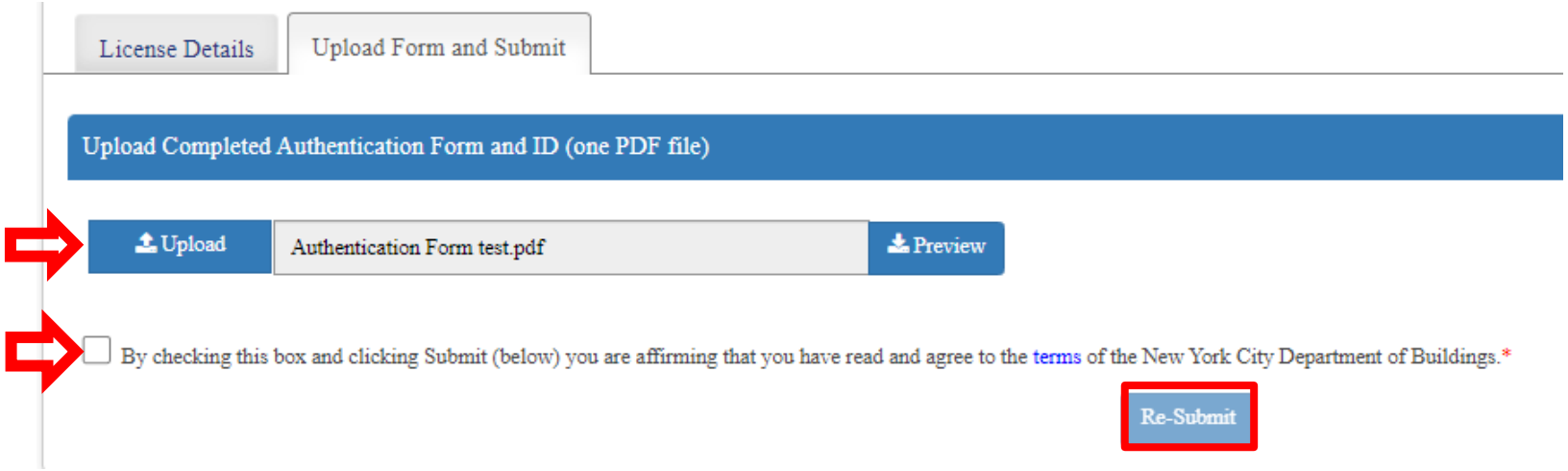


# DOB NOW- PROFILE QA REVIEW: RESUBMIT

From the profile, you will be able to make any edits as indicated by the QA Reviewer.

- Edit the **Contact Information and License Details** and/or
- Upload a new **Authentication Form**
- **Check the box** to agree to the terms
- **Resubmit** the profile for review.



# DOB NOW – ACCOUNT ACTIVATED

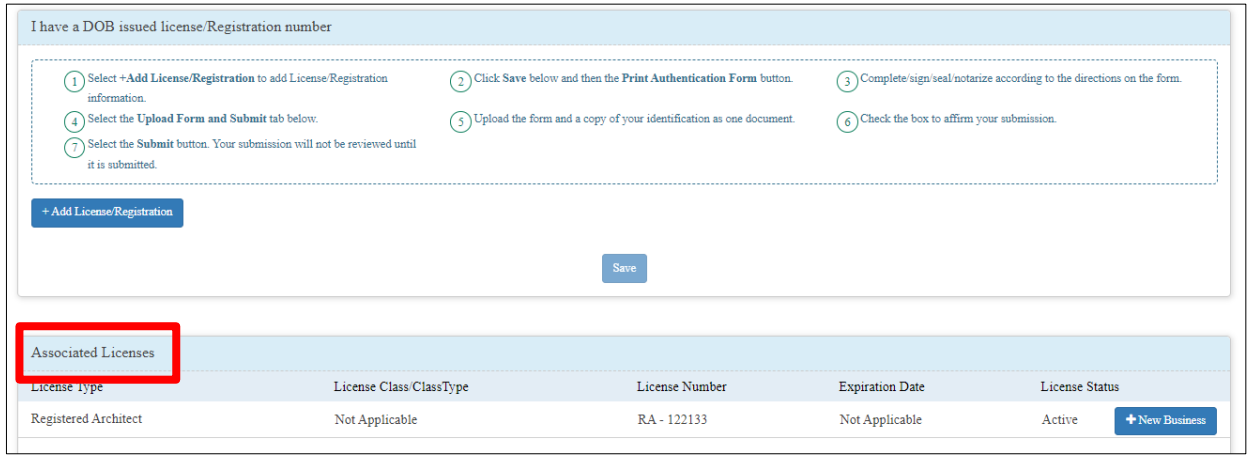
You will receive an email when your account is activated:

Your account has been associated with your DOB license/registration and is activated for use in DOB NOW. Log into DOB NOW at least once at www.nyc.gov/dobnow for your account information to appear in a DOB NOW filing.

This is an automated message. Please do not reply. If you have any questions, submit an inquiry at www.nyc.gov/dobnowhelp.

DOB NOW Support
NYC Department of Buildings

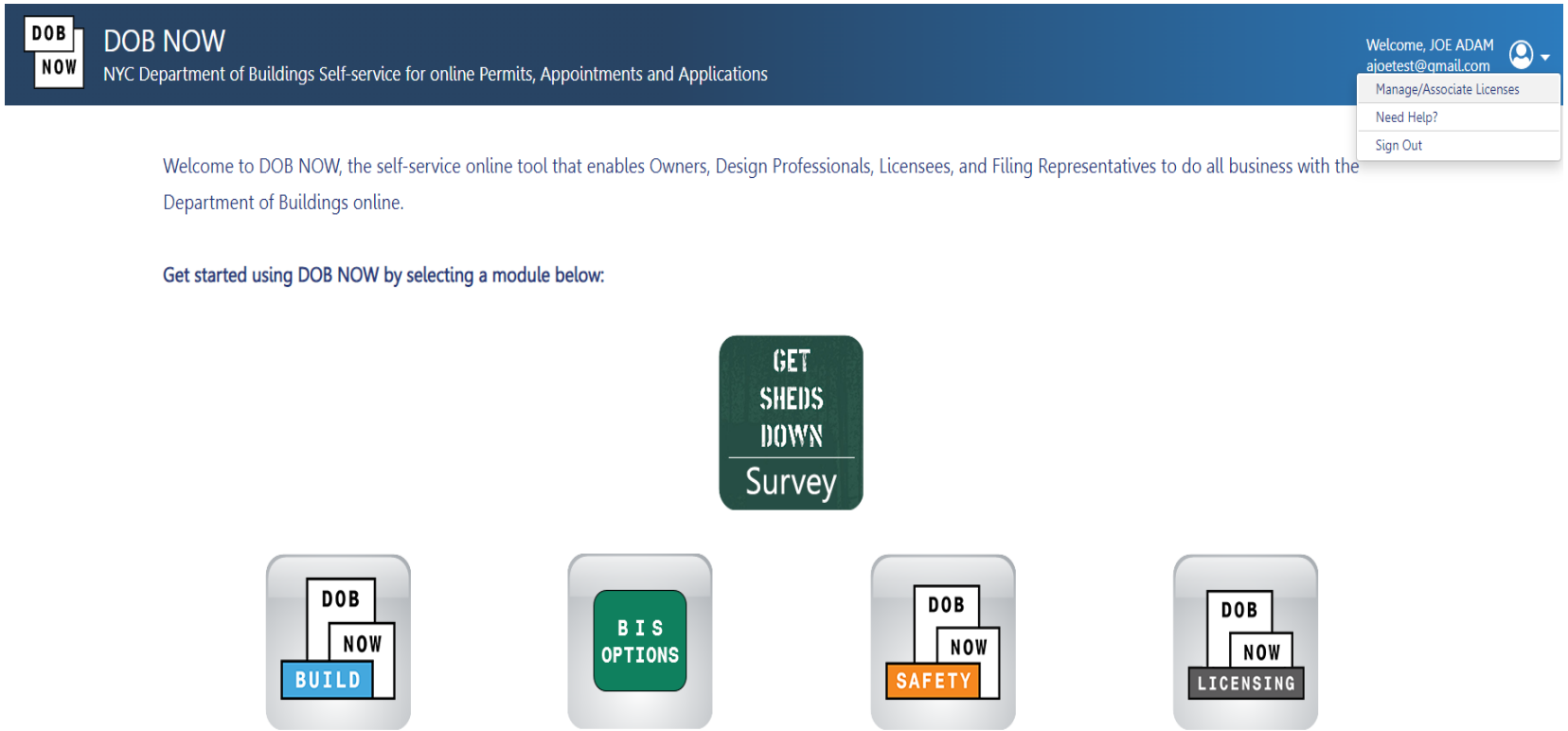
Your license will appear on the Account Details page as an Associated License.



# DOB NOW: MAIN DASHBOARD

All registered DOB NOW users can:

- Manage profiles
- Associate licenses
- Access **DOB NOW: *Build, Safety, Licensing*** and ***BIS Options***

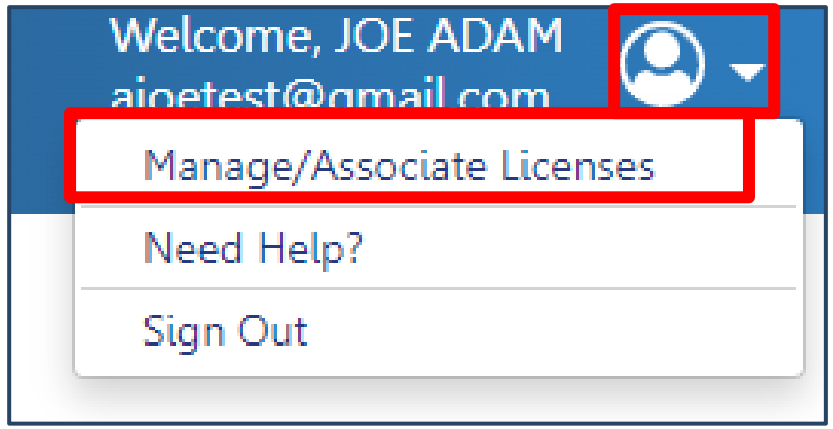


# MANAGE/ASSOCIATE LICENSES AFTER INITIAL ACCOUNT CREATION

New & Existing DOB NOW Users

# DOB NOW – MANAGE/ASSOCIATE LICENSES

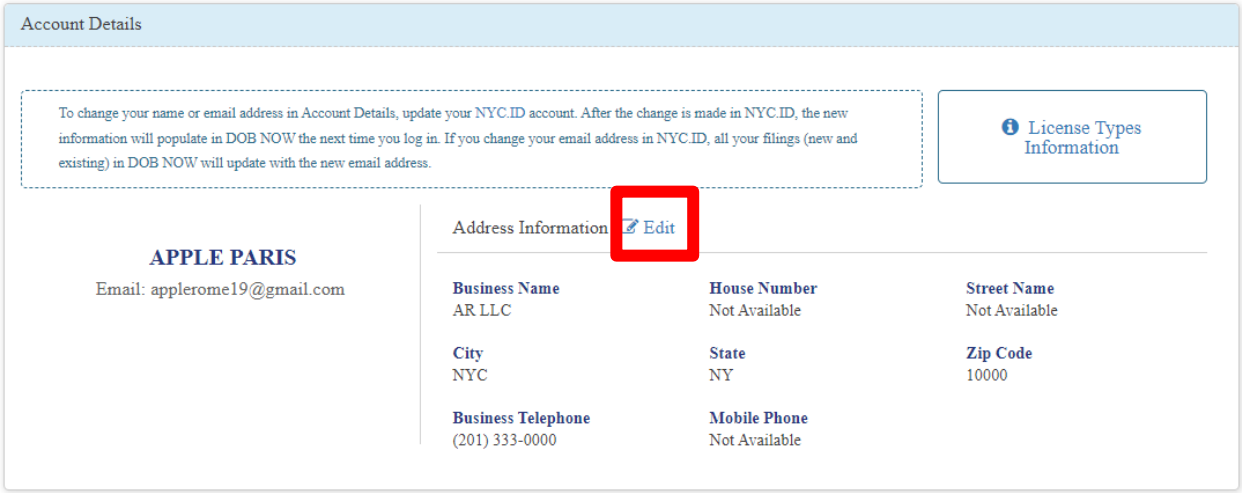
- Once your account is set up, you will be able to log into DOB NOW and start your tasks.
- To update your associated license(s), hover over the dropdown arrow next to your login information in the upper right corner of the DOB NOW screen.
- Select **Manage/Associate Licenses**.



# DOB NOW – MANAGE ACCOUNT DETAILS, CHANGE ADDRESS

- The system will display the **Account Details** for the user.
- Click on **Edit** next to the Address Information field. The new address will only update on filings where your role is not a DOB licensee or registrant.

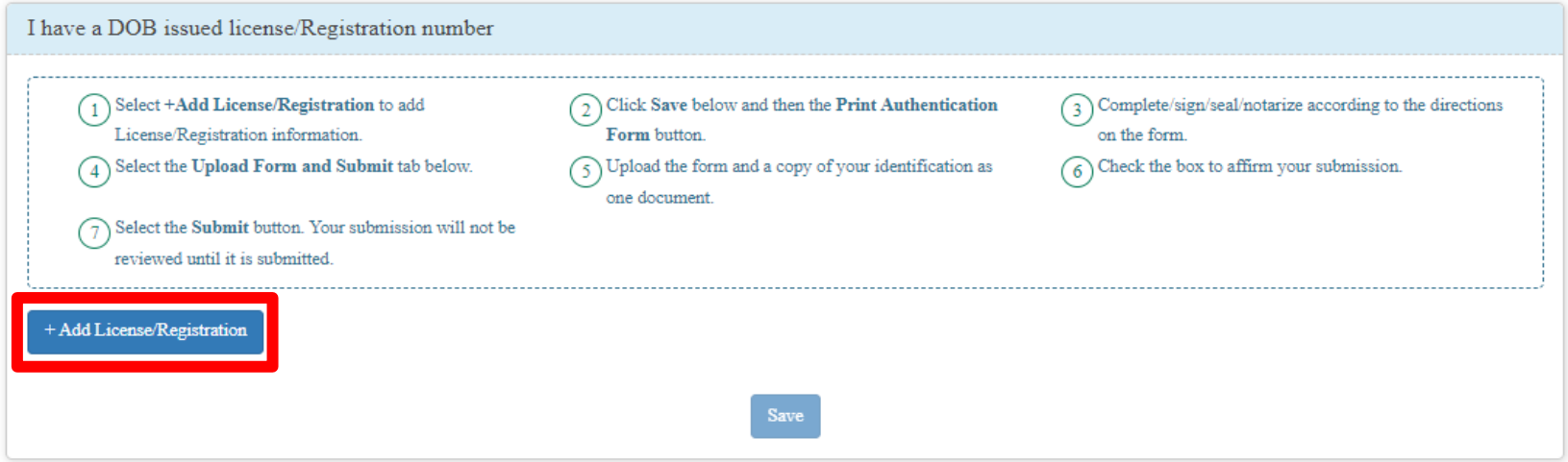
- If you have a DOB license or registration associated with your account, follow the directions provided by the **Licensing Unit** for your License Type.
- For welder, journeyman, elevator agency licensees, log into **DOB NOW: *Licensing*** and submit a Change Address request.
- Once the Licensing Unit 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.

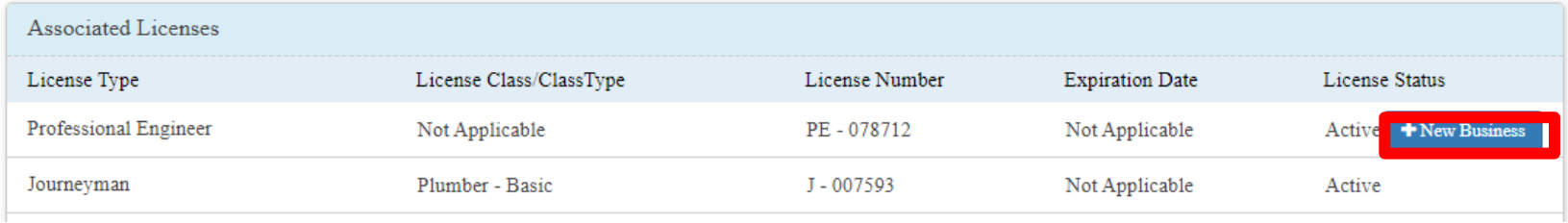


# DOB NOW – ASSOCIATE LICENSES

- Existing **Licenses** associated with the login will be listed at the bottom of the page.
- Additional Licenses may be linked by clicking **+Add License/Registration**.

- **State licensees** (Registered Architects, Professional Engineers and Registered Landscape Architects) can have multiple business names associated with their account.
- Select **+New Business**.
- Also select +New Business to update the address (use the same business name but update the address.)



DOB NOW

# IMPORTANT NOTES

## ACCOUNT CHANGES

# DOB NOW – NAME CHANGES

- **Non-Licensees** update your First, Middle, and Last name in NYC.ID
- **State Licensees (PE/RA/RLA),** update your First, Middle, and Last name in NYC.ID
- **DOB Licensees/Registrants,** update your name information as a DOB licensee/registrant, following the directions provided by the Licensing Unit for your License Type. Once updated with the Licensing Unit, the new name information will populate in DOB NOW on filings associated with your license/registration the next time you log in.
- **Welder/Journeyman/Elevator Agency Registrants,** use the Change name transaction in DOB NOW: *Licensing*.
- All changes will be automatically updated upon the next login. The details will be updated on the Contact information in DOB NOW and the existing filings will also be updated.

# DOB NOW – EMAIL CHANGES: DOS AND DON'TS

**DO** create your NYC.ID login with the same email you use for your DOB NOW login. This will enable you to see all activities you have already taken in DOB NOW.

**DO NOT** use a new email as your NYC.ID login or you will be treated as a new account with no history.

**DO** update your NYC.ID email as needed AFTER it has been linked with your DOB NOW account.

Once the email is updated in NYC.ID all filings in DOB NOW will be updated with the new email.

Visit nyc.gov/dobnowtips for additional FAQs