

## **DOB NOW Account Management**

Integration with NYC.ID June 2024 Release

Updated May 2024



- Overview of NYC.ID
- Process for New & Existing Users

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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:





 Users who already have an <u>NYC.ID and DOB NOW</u> account with the same email address will sign into DOB NOW and have access to all associated filings. No action is required.

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Users with <u>only one of these</u> accounts will need to:

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





Users who <u>have never logged into DOB NOW</u> will need to:

NEW USERS	ACTIONS	
▪ NON-LICENSEE ➡	<ul> <li>Create an account in NYC.ID</li> </ul>	
	<ul> <li>Create a DOB NOW profile as a non-Licensee</li> </ul>	
	<ul> <li>Owners, Building Managers, Owner Representatives and</li> </ul>	
	applicants for a new license	
NYS/DOB LICENSEES	<ul> <li>Create an account in NYC.ID</li> </ul>	
	<ul> <li>Create a DOB NOW profile as a Licensee (authentication required)</li> </ul>	
	<ul> <li>Professional Engineer/Registered Architect</li> </ul>	
	<ul> <li>Contractor, Master Plumber, Electrician, etc.</li> </ul>	
A user who has an eFiling account, but has ne logged into DOB NOW, is considered a <b>New I</b>		



## **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.)

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- Manage New York State licenses for:
  - Professional Engineer
  - Registered Architect
  - Registered Landscape Architect
  - Boiler Insurance Agency Inspector



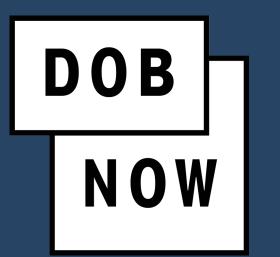
## DOB NOW - EXISTING USERS: NYC.ID ACCOUNT

- 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.

	nto DOB NOW to view, sign and nit jobs, filings, and applications.
Ente	er your NYC.ID email address:
Email	
Ema	il
	🔒 Login
	If you need an NYC.ID
	Create Account
	gin process as of June 3, 2024. Visit c.gov/dobnowtips for more information.
www.ny If you a not hav and <b>use</b>	gin process as of June 3, 2024. Visit c.gov/dobnowtips for more information. re a returning DOB NOW user who does e a NYC.ID, select Create Account above <b>a the same email address</b> as your eFiling t or DOB NOW profile to access your DOB

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# **CREATE AN NYC.ID ACCOUNT**

New & Existing DOB NOW Users

#### 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.

	Log into DOB NOW to view, sign and submit jobs, filings, and applications.
	Enter your NYC.ID email address:
	Email
$\Rightarrow$	Email
	🔒 Login
	If you need an NYC.ID
⇒	Create Account
	New login process as of June 3, 2024. Visit www.nyc.gov/dobnowtips for more information.
	If you are a returning DOB NOW user who does not have a NYC.ID, select Create Account above and <b>use the same email address</b> as your eFiling account or DOB NOW profile to access your DOB NOW records.
	Need more help? Contact us.

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# 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

**Create Account** 

NYC The Official Website of the City of New York AŻ DOB NOW Use your NYC.ID to access DOB NOW. Visit www.nyc.gov/dobnowtips for resources, FAQs, and videos.

Creat	te Ac	count

All fields are required.	
Email	
Email Address	0
Confirm Email Address:	



#### **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.

## **Confirmation Email Sent**

Welcome! Your account was created. You cannot log in until your email address is confirmed. To confirm your email address, click on the link in the email that was sent to you. If you have not received the email, check your spam/junk folder.

Continue



## **DOB NOW – CREATE AN NYC.ID ACCOUNT**

NYC.gov <noreply@nyc.gov> to me ▼</noreply@nyc.gov>	4:30 PM (5 minutes ago) 🛧 🕤 🗄
You have just created a user account with City of New York. If it was created in error, deactivate your account.	
<u>Click this link</u> to confirm your email address.	
п the above link does not work, paste the following address into your browser:	
https://www1.nyc.gov/account/validateToken.htm?guid=461a2f3cf44343599b8d4ec368a35675&token=TfafWDnEfGeWWxSVogi	Email Address Confirmed
We ask you to confirm your email to ensure our emails will be delivered. This is the address you will log in with, and the address and requests, and other system mail.	Congratulations, we successfully confirmed your email address. You may now log in.
You can change your email address at any time, but will only be able to log in with it once you have confirmed the email address	
Thank you for using NYC.gov.	
Do Not Reply - Automatic Email	Continue

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#### **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.



#### **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.

Log into DOB NOW to view, sign and submit jobs, filings, and applications.
Enter your NYC.ID email address:
Email
DOBNOWTest@gmail.com
🔒 Login
If you need an NYC.ID Create Account
New login process as of June 3, 2024. Visit www.nyc.gov/dobnowtips for more information.
If you are a returning DOB NOW user who does not have a NYC.ID, select Create Account above and use the same email address as your eFiling account or DOB NOW profile to access your DOB NOW records.
Need more help? Contact us.

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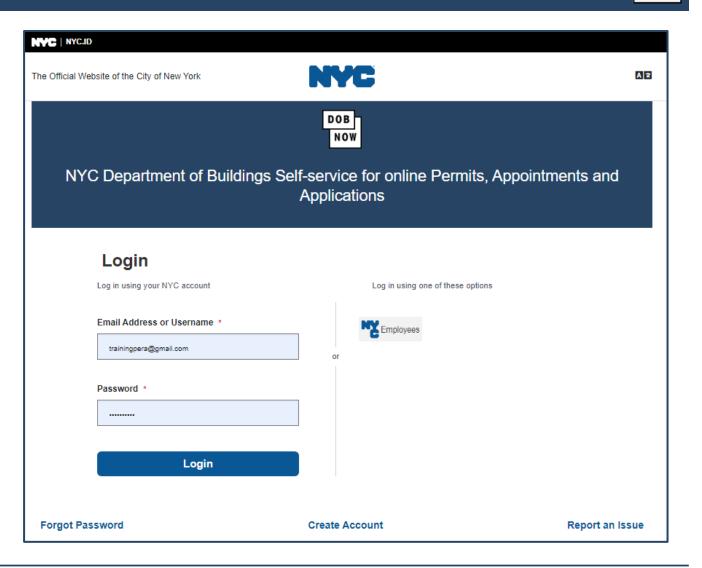


## DOB NOW – CREATE AN NYC.ID ACCOUNT

## 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.



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# **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.

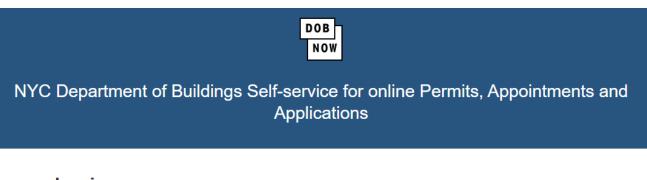
	DOB NOW to view, sign and obs, filings, and applications.
Enter y	our NYC.ID email address:
Email	
Email	
	Login
	If you need an NYC.ID
	Create Account
	process as of June 3, 2024. Visit v/dobnowtips for more information.
not have a N and <b>use the</b>	returning DOB NOW user who does NYC.ID, select Create Account above <b>same email address</b> as your eFiling DOB NOW profile to access your DOI ds.

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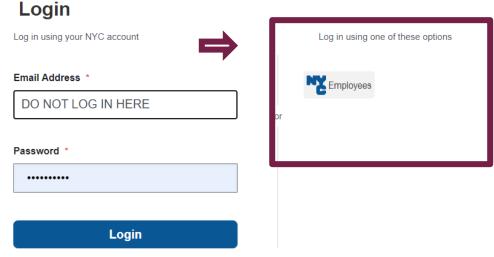


#### **STEP 2: ACCESS NYC EMPLOYEES LOGIN**

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



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## 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).

NYC Ad	cess Manager		
The Official V	Vebsite of the City of New York	NYC	Text Size
Ple	ase use your City of New York emplo	yee credentials to log into this application.	
⇒	CITYLOGIN@buildings.nyc.gov		
	•••••		
	Forgot Password?		
	Sign in		

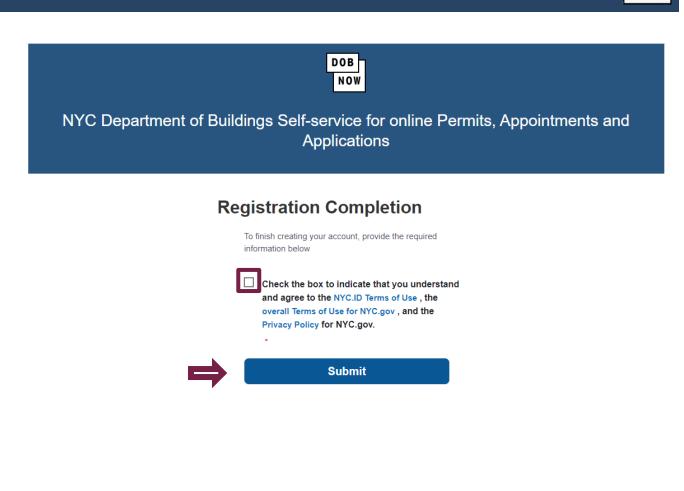
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## DOB NOW – CREATE AN NYC.ID ACCOUNT (CITY EMPLOYEES)

#### **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 <u>www.nyc.gov/dobnow</u> to login



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#### **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.

Log into DOB NOW to view, sign and submit jobs, filings, and applications.
Enter your NYC.ID email address:
Email
Email
🔒 Login
If you need an NYC.ID
Create Account
New login process as of June 3, 2024. Visit www.nyc.gov/dobnowtips for more information.
If you are a returning DOB NOW user who does not have a NYC.ID, select Create Account above and <b>use the same email address</b> as your eFiling account or DOB NOW profile to access your DOB NOW records.
Need more help? Contact us.

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# **CREATE PROFILE: NON-LICENSEE**

New Users

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.

Create Profile – DOB NOW Tracking Number: Not Yet Issued	Profile Status: Pre-filing
Do you have DOB Issued license/registration number?*	
O No, I do not have a DOB issued license/registration number. (includes owners, building managers, or owner representatives and applicants for a new license to be submitted in DOB NOW: Licensing).	NOW: BIS Options or DOB
O Yes, I have a DOB issued license/registration number. (includes professional engineers, registered architects, licensed tradespersons (e.g. master plumbers), general contractors, and f	filing representatives).



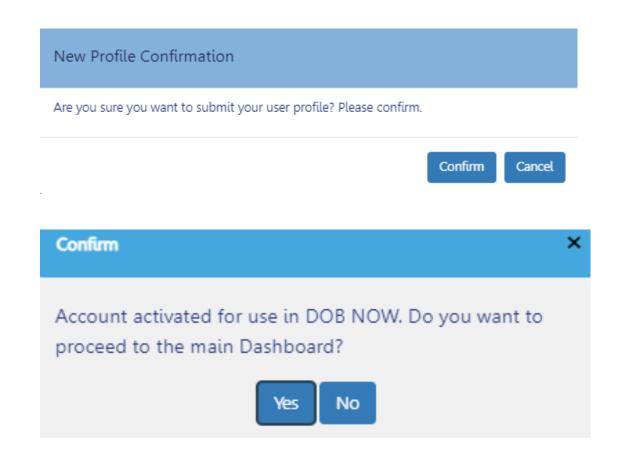
To create a profile as an owner, buildings manager, owner representative, or register for a new license, select "No, <u>I do not have a DOB</u> <u>Issued license/registration number</u>"

- 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.

O No, I do not have a DOB issued license/re NOW: Licensing).	gistration number. (includes owners, building managers, or own	ner representatives and applicants	s for a new license to be submitted in DOB NOW: BIS Options or DOB
<ul> <li>Yes, I have a DOB issued license/registration</li> </ul>	on number. (includes professional engineers, registered archited	ts, licensed tradespersons (e.g. m	naster plumbers), general contractors, and filing representatives).
tact Information			
First Name*	Middle Initial		Last Name*
DOB			Test
Business Name	House Number*		Street Name*
City*	State*		Zip Code*
	New York	~	
Business Telephone*	Mobile Phone		



- 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

#### **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.

Log into DOB NOW to view, sign and submit jobs, filings, and applications.
Enter your NYC.ID email address:
Email
Email
🔒 Login
If you need an NYC.ID
Create Account
New login process as of June 3, 2024. Visit www.nyc.gov/dobnowtips for more information.
If you are a returning DOB NOW user who does not have a NYC.ID, select Create Account above and <b>use the same email address</b> as your eFiling account or DOB NOW profile to access your DOB NOW records.
Need more help? Contact us.

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# 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.

Do you have DOB Issued license/registration number?*				
O No, I do not have a DOB issued license/registration number. (inclue	des owners, building managers, or owner representatives and applicants for a n	ew license to	o be submitted in DOB NOW: BIS Options or DOB NOW: Licensing).	
	fessional engineers, registered architects, licensed tradespersons (e.g. master pl			
ontact Information and License Details Upload Form and Submit				
tact Information				
First Name"	Middle Initial		Last Name*	
DOB			Test	
Business Name*	House Number*		Street Name*	
ūty"	State*		Zip Code*	
	New York	~		
Business Telephone*	Mobile Phone			
8 issued license/registration Information				
(1) Select +Add License/Registration to add License/Registration information.	2) Click Save below and then the Print Authentication Form button.		3 Complete/sign/seal/hotarize according to the directions on the form.	
4 Select the Upload Form and Submit tab above.	S Upload the form and a copy of your identification as one document.		Check the box to affirm your submission.	
Select the Submit button. Your submission will not be reviewed until it is submitted.				

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#### **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.

icense Type*		License Class/Class Type*		License Number*	
Select	~	Select	~	License Number	
xpiration Date					

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# 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.

License Information					
License Type* Professional Engineer	License Class/Class Type*	License Number*			
Business Information Use same business details entered in Contact Information.					
Business Name*	House Number*	Street Name*			
Business Name					
City*	State	Zip Code*			
	Select State	~			
Business Telephone*	Mobile Phone				

🖹 Add

X Cancel

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#### **STEP 4: PRINT AUTHENTICATION FORM**

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



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DOB NOW	Buildings
AUTHENTICATION FORM	
Instructions: Print this form and follow the directions below to provide the required signatures and pr	rofessional seal (if applicable).
Applicant Information	



#### **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.

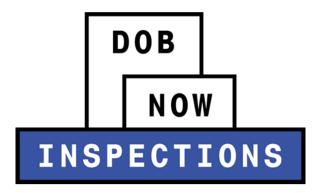
Create Profile – DOB NOW Tracking Number: Not Yet Issued	Profile Status: Pre-filing
Do you have DOB Issued license/registration number?*	
O No, I do not have a DOB issued license/registration number. (includes owners, building managers, or owner representatives and applicants for a new license to be submitted in DOB NO NOW: Licensing).	W: BIS Options or DOB
• Yes, I have a DOB issued license/registration number. (includes professional engineers, registered architects, licensed tradespersons (e.g. master plumbers), general contractors, and filing	g representatives).
Contact Information and License Details Upload Form and Submit	
Upload Completed Authentication Form and ID (one PDF file)	
± Upload	
By checking this box and clicking Submit (below) you are affirming that you have read and agree to the terms of the New York City Department of Buildings.*	
Submit	

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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 <u>www.nyc.gov/dobefiling</u>.

- 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 <u>DOB NOW: *Inspections*</u>. See the <u>Using Your Pin</u> guide for more information.





#### **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



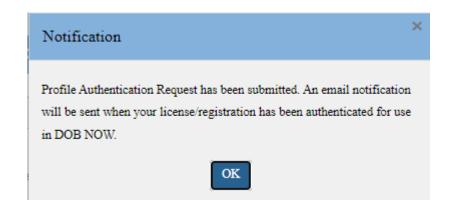
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Contact Information and License Details Upload Form and Submit	Accept	Decline
Upload Completed Authentication Form and ID (one PDF file)		
1 Upload		
by checking this box and clicking Submit (below) you are affirming that you have read and agree to the terms of New York City Department of Buildings.*		



#### **STEP 7: ACTIVATE YOUR ACCOUNT**

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



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 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.





# **PROFILE QA REVIEW**

New & Existing Users

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.



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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.



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### **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 <a href="http://www.nyc.gov/dobnow">www.nyc.gov/dobnow</a> 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 <u>www.nyc.gov/dobnowhelp</u>.

DOB NOW Support NYC Department of Buildings



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

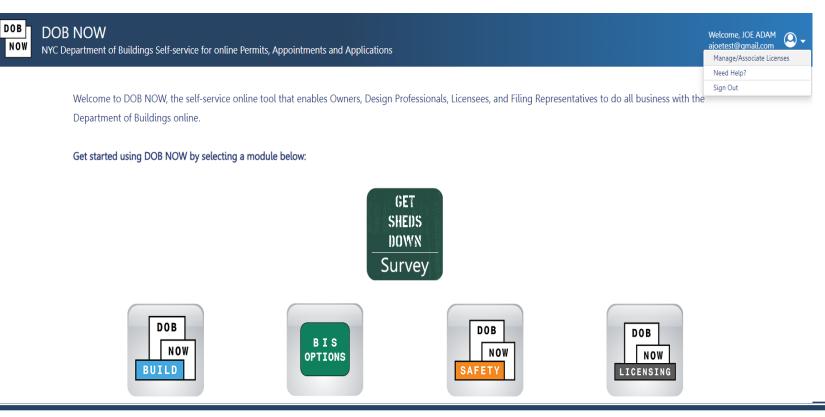
1 Select +Add License/Registration to add License/Re information.	gistration (2) Click Save below and then the Print Authentication Form but	3 Complete/sign/seal/notarize according to the directions on the form.			
(4) Select the Upload Form and Submit tab below.	5 Upload the form and a copy of your identification as one docume	6 Check the box to affirm your submission.			
Select the Submit button. Your submission will not be reviewed until it is submitted.					
Add License/Registration					
Add License/Registration					
Add License/Registration	Save				
Add License/Registration	Save				
	Save				
* Add License/Registration	Save icense Class/ClassType License Number	Expiration Date License Status			



#### **DOB NOW: MAIN DASHBOARD**

All registered DOB NOW users can:

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



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# 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.



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#### **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.

Account Details			
To change your name or email address in Account Details, u information will populate in DOB NOW the next time you existing) in DOB NOW will update with the new email add	log in. If you change your email address i	-	License Types     Information
APPLE PARIS Email: applerome19@gmail.com	Address Information <b>7</b> I Business Name	House Number	Street Name
	AR LLC City NYC	Not Available State NY Mobile Phone	Not Available <b>Zip Code</b> 10000
	Business Telephone (201) 333-0000	Not Available	

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#### **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.)

<ul> <li>Click Save below and then the Print Authentication Form button.</li> <li>Upload the form and a copy of your identification as one document.</li> </ul>	<ul> <li>Complete/sign/seal/notarize according to the directions on the form.</li> <li>Check the box to affirm your submission.</li> </ul>
Save	
	Form button. (5) Upload the form and a copy of your identification as one document.

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Associated Licenses				
License Type	License Class/ClassType	License Number	Expiration Date	License Status
Professional Engineer	Not Applicable	PE - 078712	Not Applicable	Active + New Business
Journeyman	Plumber - Basic	J - 007593	Not Applicable	Active





# **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.

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- 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.



**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.

NO

**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 <u>as needed</u> 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

