

Inspection Ready

Account Registration and Management

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Introduction

Inspection Ready Overview

Inspection Ready is an online portal for Owners, Licensed Professionals (LPs)¹, and their Delegates to conduct Inspection-related business with the Department of Buildings. Inspection Ready organizes information using Records. Records are Jobs, BPP Jobs, Place of Assembly, Permits, Devices, Notices, Work, Applications, Certifications, Sign Off Requests & Gas Authorization Requests. Using Inspection Ready, Licensed Professionals, Owners, and their Delegates will be able to request the following types of Development Inspections online:

Electrical	Plumbing
Fire Suppression	Signs
Construction	Boilers
Elevators	Cranes & Derricks
Oil Burning Equipment	BPP
High Rise Initiative	Sustainability

After registering for an account that is associated to your Records, Owners, LPs, and their Delegates can use Inspection Ready to:

- View information related to your Records
- Request Inspections and view the Results
- Request Gas Authorizations and Plumbing Sign Offs
- Receive emails at milestones in your Inspection cycle
- Upload documentation to certify certain Objections
- Assign Delegates (delegate responsibility to other Registered Users)
- Submit Certification documentation (LPs and Crane Owners only)
- Upload PVT Inspection results (PVTs only)
- Group Records into manageable 'Collections'

The purpose of this User Manual is to provide instructions on how to register for and manage your Inspection Ready account.

¹ LPs are defined as: Electrical Contractors, Elevator Agencies/Inspectors, Fire Suppression Contractors, General Contractors, Oil Burner Installers, Master Plumbers, Sign Hangers, Professional Engineers, Registered Architects, and Registered Landscape Architects

Inspection Ready will be available for Account Registration, Account Management, and PIN entry (when required) on 9 Nov 2015.

Registration is required for Owners, LPs, and their Delegates.

All other Inspection Ready functions will be available on 7 Dec 2015.

Account Registration and Management

Registering for an Inspection Ready Account

Owners, LPs, and their Delegates must become Registered Users prior to taking action on Records in Inspection Ready.

1. Navigate to the Inspection Ready login page from the Department of Buildings' website.
2. In the Login box, click **New Users: Register for an Account**.

Inspection Ready
Submit Inspection Requests and Certifications to NYC Department of Buildings

Accessibility Support | [Register for an Account](#) | [Login](#)

Home Buildings

Welcome to *Inspection Ready*

Welcome to *Inspection Ready*. You can login to request and schedule inspections, certify inspections, and view inspection results. Click the 'Register for an Account' link if you do not have a login.

You can use [BIS Web](#) to search for general information on a property in the city including recorded complaints and violations, actions, applications, and inspections. You can also search for information about tradespeople licensed by the Department.

Log in today to get started.

To get started, log in and enter your User Name and Password to the right. If you do not have a User Name, please click on the Register for an Account link.

Login

User Name or E-mail:
Password:

Remember me on this computer
[I've forgotten my password](#)

New Users: Register for an Account

3. Review the terms. Click the box to accept the terms next to "Sign acceptance of the above terms" and click **Submit**.

The screenshot shows a web interface for account registration. At the top, there are two tabs: "Home" and "Buildings", with "Buildings" selected. Below the tabs is a section titled "Account Registration". The text reads: "You will be asked to provide the following information to open an account:" followed by a bulleted list: "Choose a user name and password" and "Personal and Contact Information". Below this, it says "Please review and accept the terms below to proceed." A scrollable text box contains the following text: "I hereby agree to register for Accela Citizen Access with the New York City Department of Buildings (the "Department")." and "PENALTY FOR FALSIFICATION: Falsification on any statement made while using eFiling with intent to defraud or deceive is a misdemeanor and is punishable by a fine, imprisonment or both. I understand that if I am found guilty after hearing to have knowingly or negligently falsified or allowed to be falsified any certificate, form, signed statement, application, report or certification of the correction of a...". Below the text box is a checkbox labeled "Sign acceptance of the above terms." and a "Submit »" button. Both the checkbox and the button are highlighted with red boxes.

4. Complete the Account Registration page by entering information in the fields in the Login Information and Contact Information sections. Required fields are denoted by an asterisk.

Please Note:

- The **User Name** must:
 - Consist of 4-50 alphanumeric characters
 - Consist of letters and/or numbers
 - Not include symbols, other than @ _ - .
 - These symbols are allowed for users who wish to use their email address as their User Name
 - *Please Note: Once the User Name is established, it cannot be changed.*
- The **Password** must:
 - Consist of 8-20 characters
 - Include at least 1 upper-case letter
 - Include at least 1 number
 - Not include any part of your User Name
- **Email Address** requirements for Owners:
 - Owners must register for an Inspection Ready account before filing a Job or Permit AND register using the same email address that is listed on your filing (on Section 26 of the PW1).
 - Starting 7 Dec 2015, this email address will be used to link you to the properties you own and will allow you to take action on your Records.

5. Click **Continue Registration**.

The screenshot shows a web form for account registration. At the top, there are navigation tabs for 'Home' and 'Buildings'. Below the tabs is a search bar. The main heading is 'Account Registration: Enter Account Information', with a note that an asterisk indicates a required field. The form is divided into two main sections: 'Login Information' and 'Contact Information'. The 'Login Information' section includes fields for Username (filled with 'username2'), E-mail Address (filled with 'username2@emailaddress.com'), Password (filled with dots), a password strength indicator showing 'Strong' requirements, a 'Type Password Again' field, a Security Question (filled with 'What is the name of your first pet?'), and an Answer (filled with 'Fido'). The 'Contact Information' section includes fields for Type (Individual), First, Middle, Last, Organization Name, Home Phone, Mobile Phone, Address Line 1, Address Line 2, City, State (NY), Zip Code, Country/Region (United States), and Preferred Channel (E-mail). A red box highlights the 'Continue Registration »' button at the bottom left.

Home Buildings

Account Registration:
Enter Account Information

* indicates a required field.

Login Information

* User Name: ?

* E-mail Address:

* Password: ?

Strong Requirements

* Type Password Again:

* Select a Security Question: ?

* Answer: ?

Contact Information

* Type:

* Individual/Organization:

* First: Middle:

* Last:

Organization Name:

Home Phone:

Mobile Phone:

* Address Line 1:

Address Line 2:

* City: * State:

* Zip Code:

Country/Region:

* Preferred Channel:

Continue Registration »

6. If prompted, check the box next to “I confirm the displayed contact as my own identity.” Click **Continue Registration**.

[Home](#) [Buildings](#)

**Account Registration Step 3:
Confirm Account Information**

Login Information

User Name: username2
E-mail: username2@emailaddress.com
Password: *****
Security Question: What is the name of your first pet?

Contact Information

* Type: Individual	* Individual/Organization: Individual
* First: Middle: FirstName	* Last: LastName
Organization Name:	
Home Phone: 212-555-5555	Mobile Phone: 212-555-5555
* Address Line 1: 11 New York Ave	Address Line 2: #500
* City: State: New York NY	* Zip Code: 10007-
Country/Region: United States	* Preferred Channel: E-mail

confirm the displayed contact as my own identity.

Continue Registration » [Back](#)

7. The following message will display: "Your account has been created successfully. You will receive additional instructions by email."

[Home](#) [Buildings](#)

 **Your account has been created successfully. You will receive additional instructions by e-mail.**

Your account has been successfully created.
Congratulations. You have successfully created an account with the *Inspection Ready*.
An e-mail has been sent to you with instructions for activating your account as a verification step. If you have registered as a licensed professional, additional steps may be required to link your account to your existing Jobs or Permits. If additional steps are necessary, another e-mail will be sent notifying you of the required steps to link your account to associated Jobs or Permits.

Account Information

User Name:	username2
E-mail:	username2@emailaddress.com
Password:	*****
Security Question:	What is the name of your first pet?

Contact Information

FirstName LastName	Home Phone: 212-555-5555
11 New York Ave	Mobile Phone: 212-555-5555
	Preferred Method of Contact: E-mail

8. You will receive an email with the subject of "Action: NYC Department of Buildings Account Verification Required". Click the **Activate Account** link in the email to complete the registration process.

Title
Action: NYC Department Of Buildings Account Verification Required

Attachment(s)

Content
Welcome FirstName LastName

Thank you for registering an account with the NYC Department of Buildings Inspection Ready. In order to complete the registration process, please click on "Activate Account" or copy / paste the link below into your web browser and hit enter: [Activate Account](#)

9. Upon clicking the Activate Account link, the Inspection Ready homepage will open and the page will display the message:

“Thank you for registering for an Inspection Ready account. Your account has been activated. You can now log in by entering your User Name and Password and then clicking the Login button.”

- *Please Note: If you do not activate your account within **three** days, your registration details will be deleted from the system, and you will need to re-start the account registration process from Step 1.*

- *Owners, Please Note:*
 - *Please refer to the [Alternate Access Methods for Owners](#) section below if you:*
 - *Completed the account registration steps listed above and do not see your Records*
OR
 - *Filed before you registered for an Inspection Ready account.*
OR
 - *Filed using an email address (on Section 26 of the PW1) that does not match the one you used to register for an Inspection Ready account.*
OR
 - *Need to request an Electrical Inspection*
OR
 - *Need to request an LAA Inspection*

- *LPs, Please Note:*
 - *After registering, you will take an additional step to take action on your Records. Please refer to the Using your PIN User Manual for instructions.*

The Alternate Access Method for Owners described below will be available on 7 Dec 2015.

Alternate Access Method for Owners

If you are an Owner who:

- Completed the account registration steps listed above and do not see your Records
- Filed for a Job or Permit before you registered for an Inspection Ready account
- Filed using an email address (on Section 26 of the PW1) that does not match the one you used to register for an Inspection Ready account
- Needs to request an Electrical Inspection
- Needs to request an LAA Inspection

Use one of the following methods to gain access to your Records:

- Register for an Inspection Ready account as described above in the [Registering for an Inspection Ready Account](#) section. Then:
 - **Option 1:** Visit the Customer Service Counter on the 5th Floor at 280 Broadway or the respective Inspection Unit, verify your identity (bring a DOB Issued License or Photo ID), and ask the Service Representative to add you to each applicable Record.
 - **Option 2:** Ask the LP on the Record to add you as a Delegate to each applicable Record (Please refer to the *Delegating Responsibilities* User Manual for additional information, available 7 Dec 2015.)

Once one of these options is complete, you can take action on your Records.

Logging into Inspection Ready

After you complete the account registration process, you can log in.

1. Navigate to the Inspection Ready login page from the Department of Buildings' website.
2. Enter your Inspection Ready User Name or Email and Password and click **Login**.

Inspection Ready
Submit Inspection Requests and Certifications to NYC Department of Buildings

Accessibility Support | [Register for an Account](#) | [Login](#)

[Home](#) [Buildings](#)

Welcome to *Inspection Ready*

Welcome to *Inspection Ready*. You can login to request and schedule inspections, certify inspections, and view inspection results. Click the 'Register for an Account' link if you do not have a login.

You can use [BIS Web](#) to search for general information on a property in the city including recorded complaints and violations, actions, applications, and inspections. You can also search for information about tradespeople licensed by the Department.

Log in today to get started.

To get started, log in and enter your User Name and Password to the right. If you do not have a User Name, please click on the Register for an Account link.

Login

User Name or E-mail:

Password:

Remember me on this computer
[I've forgotten my password](#)
[New Users: Register for an Account](#)

Managing Your Account Details

After you complete the account registration process, you can log in and modify your:

- Login Information
 - Login email address
 - Password
 - Security question/ security answer
 - Contact Information
 - Type (i.e., Individual or Organization)
 - Organization Name
 - Address
 - Phone Numbers (Home, Mobile)
 - Contact email address
- *Please Note: Your Password automatically expires every 90 days. Once the Password expiration period has passed, you will be forced to change your Password the next time you log in. Your new password cannot repeat any of your 4 previous passwords.*

1. Navigate to the Inspection Ready login page from the Department of Buildings' website.
2. Enter your Inspection Ready User Name or Email and Password and click **Login**.

Inspection Ready
Submit Inspection Requests and Certifications to NYC Department of Buildings

[Accessibility Support](#) | [Register for an Account](#) | [Login](#)

[Home](#) [Buildings](#)

Welcome to *Inspection Ready*

Welcome to *Inspection Ready*. You can login to request and schedule inspections, certify inspections, and view inspection results. Click the 'Register for an Account' link if you do not have a login.

You can use [BIS Web](#) to search for general information on a property in the city including recorded complaints and violations, actions, applications, and inspections. You can also search for information about tradespeople licensed by the Department.

Log in today to get started.

To get started, log in and enter your User Name and Password to the right. If you do not have a User Name, please click on the Register for an Account link.

Login

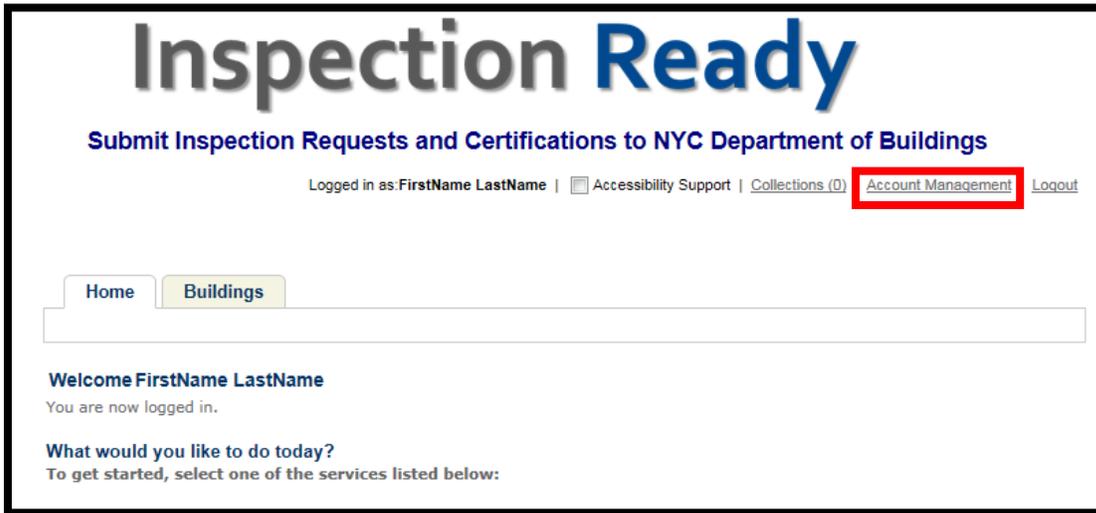
User Name or E-mail:

Password:

Remember me on this computer

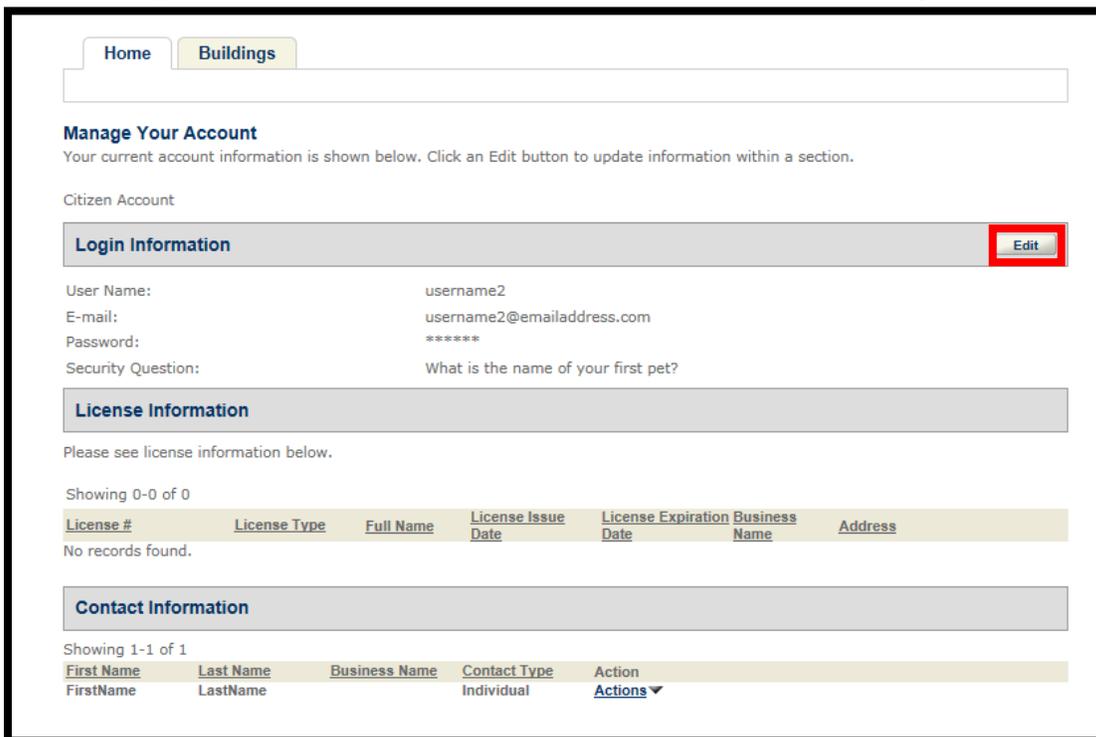
[I've forgotten my password](#)
[New Users: Register for an Account](#)

3. From the Inspection Ready homepage, click **Account Management**.



4. *Login Information*: To change your log in email address, password, and/or security question and answer, click **Edit**.

- *Please Note:*
 - *The information in the License Information section cannot be modified in Inspection Ready. The information is automatically updated directly from BIS Web.*
 - *Step 6 includes instructions on how to view and edit Contact Information.*



5. Modify your Login Information. All required fields must have a value. Click **Save**.
 - *Please Note: If you are changing your email address here you **MUST** also change it in the Contact Information section (see Step 6).*

The screenshot displays the 'Inspection Ready' web application interface. At the top, the title 'Inspection Ready' is prominently displayed in a large, blue, sans-serif font. Below the title, a subtitle reads 'Submit Inspection Requests and Certifications to NYC Department of Buildings'. The user is logged in as 'FirstName LastName', with navigation links for 'Collections (0)', 'Account Management', and 'Logout'. A modal window titled 'Login Information' is open, containing several required fields: 'User Name' (username2), 'E-mail Address' (username2@emailaddress.com), 'Old Password' (masked with dots), 'New Password' (masked with dots, with a 'Strong' password strength indicator and 'Requirements' link), 'Confirm Password' (masked with dots), 'Select a Security Question' (dropdown menu with 'What is the name of your first pet?'), and 'Answer' (Fido). A red box highlights the 'Save' button at the bottom of the modal, with an 'Cancel' link next to it. The background shows a sidebar with navigation options like 'Manage', 'Log', and 'Licenses'.

6. *Contact Information*: To change your contact Type (i.e., Individual or Organization), Organization Name, Address, Phone Numbers, or contact email address, click **Actions**, then click **View**.

The screenshot shows a web interface for account management. At the top, there are tabs for 'Home' and 'Buildings'. Below this is a search bar. The main heading is 'Manage Your Account' with a sub-heading 'Your current account information is shown below. Click an Edit button to update information within a section.' There are three main sections: 'Login Information', 'License Information', and 'Contact Information'. The 'Login Information' section includes fields for User Name, E-mail, Password, and Security Question. The 'License Information' section shows a table with columns for License #, License Type, Full Name, License Issue Date, License Expiration Date, Business Name, and Address, with a note that no records were found. The 'Contact Information' section shows a table with columns for First Name, Last Name, Business Name, Contact Type, and Action. The 'Action' column for the first record has a dropdown menu with 'View' selected, which is highlighted by a red box.

Home Buildings

Manage Your Account

Your current account information is shown below. Click an Edit button to update information within a section.

Citizen Account

Login Information

Edit

User Name: username2
E-mail: username2@emailaddress.com
Password: *****
Security Question: What is the name of your first pet?

License Information

Please see license information below.

Showing 0-0 of 0

License #	License Type	Full Name	License Issue Date	License Expiration Date	Business Name	Address
No records found.						

Contact Information

Showing 1-1 of 1

First Name	Last Name	Business Name	Contact Type	Action
FirstName	LastName		Individual	Actions View

7. Modify your Contact Information. All required fields must have a value. Click **Save**.
 - *Please Note: If you are changing your email address here you **MUST** also change it in the Login Information section (see Step 5).*

Inspection Ready
Submit Inspection Requests and Certifications to NYC Department of Buildings

Logged in as: FirstName LastName | [Collections \(0\)](#) | [Account Management](#) | [Logout](#)

Contact Information [X]

* Type:
Individual [v]

* First: [FirstName] Middle: [] * Last: [LastName]

Home Phone: [212-555-5555] Mobile Phone: [212-555-5555]

* Address Line 1: [11 New York Ave] Address Line 2: [#500]

* City: [New York] * State: [NY] * Zip Code: [10007-]

Country/Region: [United States] [v]

E-mail: [username2@emailaddress.com]

Save [Cancel](#)

Contact Information

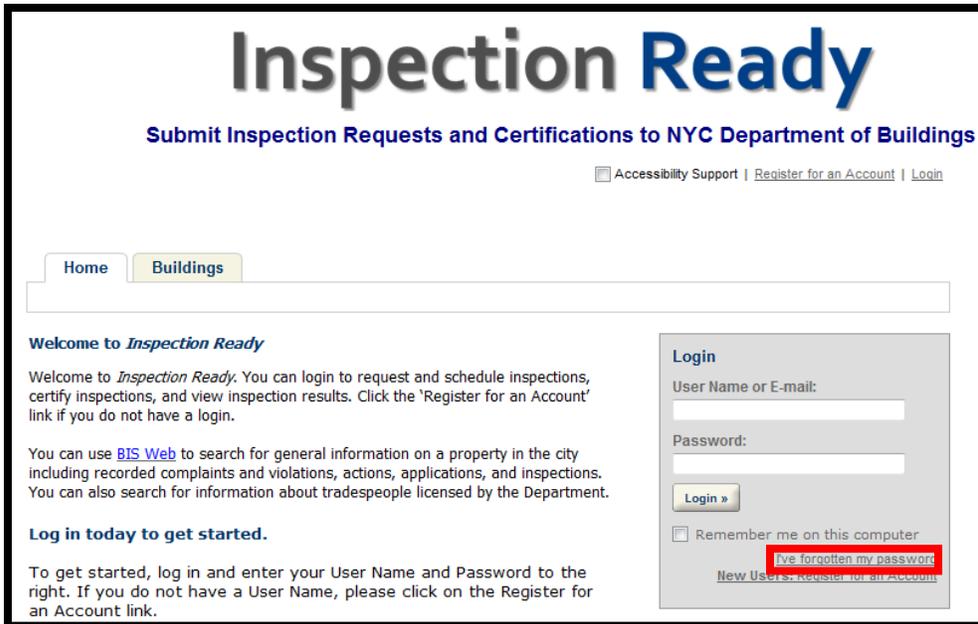
Showing 1-1 of 1

First Name	Last Name	Business Name	Contact Type	Action
FirstName	LastName		Individual	Actions [v]

Forgotten Password

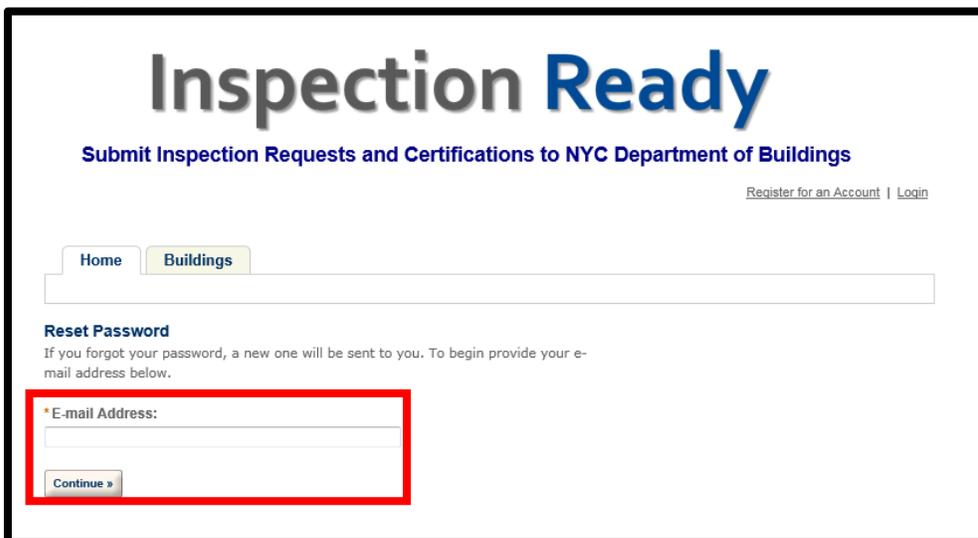
Follow the steps below if you've forgotten your Password.

1. Click the **I've forgotten my Password** link.



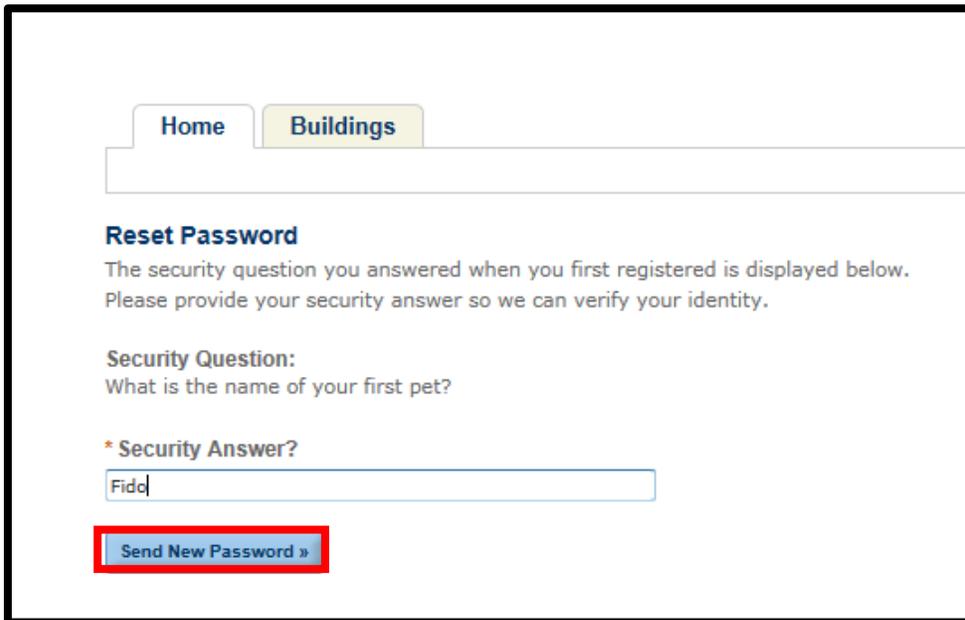
The screenshot shows the 'Inspection Ready' login page. At the top, it says 'Inspection Ready' and 'Submit Inspection Requests and Certifications to NYC Department of Buildings'. There are links for 'Accessibility Support', 'Register for an Account', and 'Login'. Below this are 'Home' and 'Buildings' tabs. The main content area has a 'Welcome to Inspection Ready' message and a 'Login' form. In the login form, the 'I've forgotten my password' link is highlighted with a red box.

2. Enter your email address and click **Continue**.



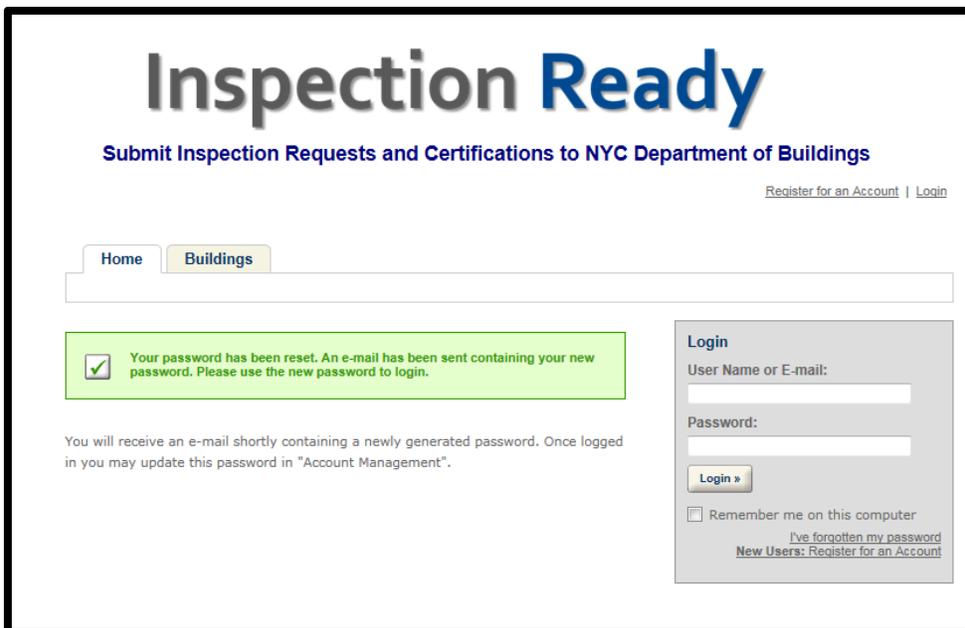
The screenshot shows the 'Inspection Ready' password reset page. At the top, it says 'Inspection Ready' and 'Submit Inspection Requests and Certifications to NYC Department of Buildings'. There are links for 'Register for an Account' and 'Login'. Below this are 'Home' and 'Buildings' tabs. The main content area has a 'Reset Password' section with a text input field for the email address and a 'Continue' button. Both the input field and the button are highlighted with a red box.

3. Answer the security question you selected when you registered for your account. Click **Send New Password**.



The screenshot shows the 'Reset Password' page. At the top, there are navigation tabs for 'Home' and 'Buildings'. Below the tabs, the heading 'Reset Password' is followed by the text: 'The security question you answered when you first registered is displayed below. Please provide your security answer so we can verify your identity.' The 'Security Question' is 'What is the name of your first pet?'. Below this, there is a field for the 'Security Answer' with the text 'Fidd' entered. A red box highlights the 'Send New Password »' button.

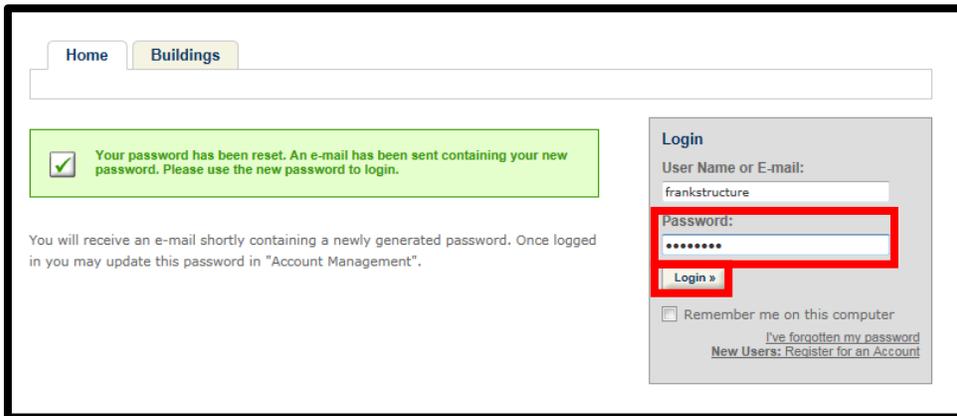
4. The following message will display: "Your password has been reset. An e-mail has been sent containing your new password. Please use the new password to login."



The screenshot shows the 'Inspection Ready' website. The heading 'Inspection Ready' is prominently displayed, followed by the subtitle 'Submit Inspection Requests and Certifications to NYC Department of Buildings'. There are links for 'Register for an Account' and 'Login'. Below the navigation tabs, a green message box contains a checkmark and the text: 'Your password has been reset. An e-mail has been sent containing your new password. Please use the new password to login.' Below this message, there is a note: 'You will receive an e-mail shortly containing a newly generated password. Once logged in you may update this password in "Account Management".' To the right, there is a 'Login' form with fields for 'User Name or E-mail' and 'Password', a 'Login »' button, and a checkbox for 'Remember me on this computer'. There are also links for 'I've forgotten my password' and 'New Users: Register for an Account'.

5. A temporary password will be sent to the email address provided, with the subject line of "Reset Password for Inspection Ready website."

- Return to the Inspection Ready homepage. Use the temporary password provided. Click **Login**.



The screenshot shows the Inspection Ready login page. At the top, there are navigation tabs for "Home" and "Buildings". Below the tabs is a search bar. A green notification box on the left contains a checkmark and the text: "Your password has been reset. An e-mail has been sent containing your new password. Please use the new password to login." Below this notification, a paragraph states: "You will receive an e-mail shortly containing a newly generated password. Once logged in you may update this password in 'Account Management'". On the right side, there is a "Login" form. The "User Name or E-mail:" field contains the text "frankstructure". The "Password:" field is highlighted with a red box and contains seven dots. Below the password field is a "Login »" button, also highlighted with a red box. At the bottom of the login form, there is a checkbox for "Remember me on this computer", a link for "I've forgotten my password", and a link for "New Users: Register for an Account".

7. Upon logging in, you will be prompted to reset your password.
 - Enter the temporary password provided in the “**Old Password**” field.
 - Enter your new password into the “**New Password**” and “**Confirm Password**” fields. These fields must match.
 - The Password must:
 - Consist of 8-20 characters
 - Include at least 1 upper-case letter
 - Include at least 1 number
 - Not include any part of your User Name
 - Not repeat any of your 4 previous passwords

The screenshot shows a web interface with a navigation bar containing 'Home' and 'Buildings' tabs. Below the navigation bar is a yellow system message box with a warning icon and the text: "System Message: Please update your login information with a new password." Below this is a grey header for the "Change Password" form. The form contains the following fields and elements:

- *User Name: frankstructure
- *Old Password: [Redacted]
- *New Password: [Redacted]
- A password strength indicator showing "Medium" with a green progress bar and a "Requirements" link.
- *Confirm Password: [Redacted]
- Submit » button

A red rectangular box highlights the "Old Password", "New Password", and "Confirm Password" fields.

8. Click **Submit**.

The screenshot shows a web interface with two tabs: 'Home' and 'Buildings'. Below the tabs is a yellow system message box with a warning icon and the text: "System Message: Please update your login information with a new password." Below this is a grey header for the "Change Password" form. The form contains four required fields: "* User Name:" with the value "frankstructure", "* Old Password:" with masked characters, "* New Password:" with masked characters and a "Medium Requirements" progress bar, and "* Confirm Password:" with masked characters. A "Submit »" button is highlighted with a red box at the bottom left of the form area.

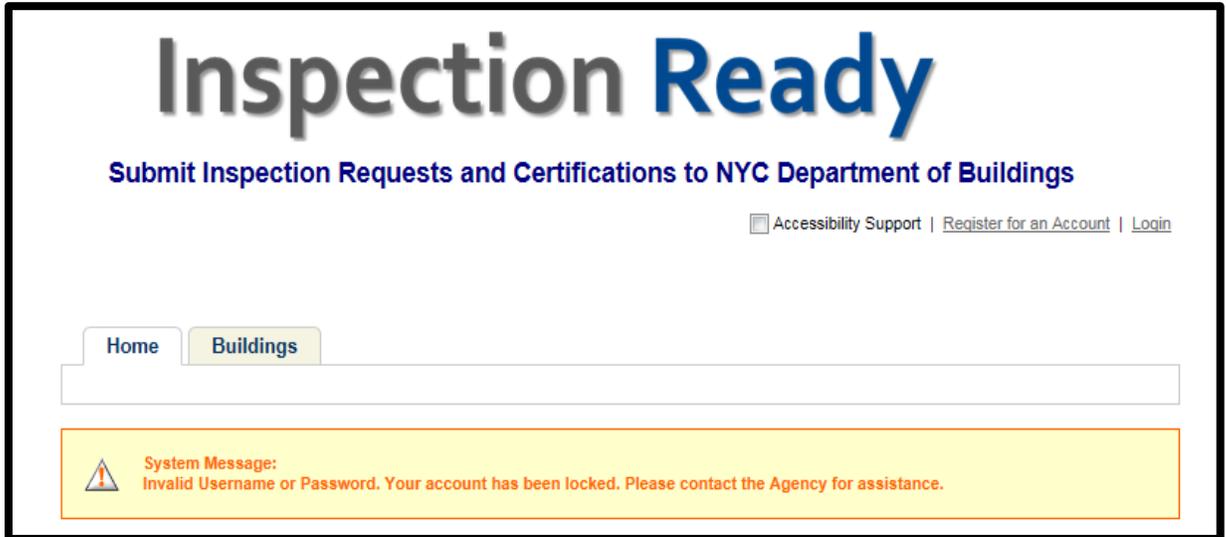
9. Your account homepage will display.

The screenshot shows the account homepage for "Frank Structure". It features a navigation bar with "Home" and "Buildings" tabs. The main content area includes a welcome message: "Welcome Frank Structure. You are now logged in." Below this is a section titled "What would you like to do today?" with instructions on how to use the "General Information" and "Buildings" sections. At the bottom, there are two columns of links: "General Information" with a link to "Search Licensed Professionals/Licensees" and "Buildings" with links to "Select an Online Service", "Search Records", and "Access My Records".

Locked Account

Your Inspection Ready account will lock after 5 failed login attempts within a 1 hour period.

- When possible, you are highly encouraged to follow the steps in the [Forgotten Password](#) section above prior to submitting a 5th failed login that will result in a locked account.
- When an account has been locked, the screen below will appear and an email will automatically be sent to the email address associated with the User Name.



- If your account is locked, you must contact Customer Service for assistance. It is not possible to unlock an Inspection Ready account online.