

FILING REPRESENTATIVES TRAINING ONLINE COURSE SCHEDULING USER GUIDE

October 18, 2013

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1 ABOUT THIS DOCUMENT

This guide provides information to assist Filing Representatives with using the Department's Online Training Course Scheduling Tool. In order to meet the Department's requirements for renewing Filing Representative Registration, all Filing Representatives must complete their training requirements prior to the end of the registration renewal period. The training requirement for Class 1 Filing Representatives is 16 hours and for Class 2 Code and Zoning Representatives is 36 hours.

This guide will assist Filing Representatives with:

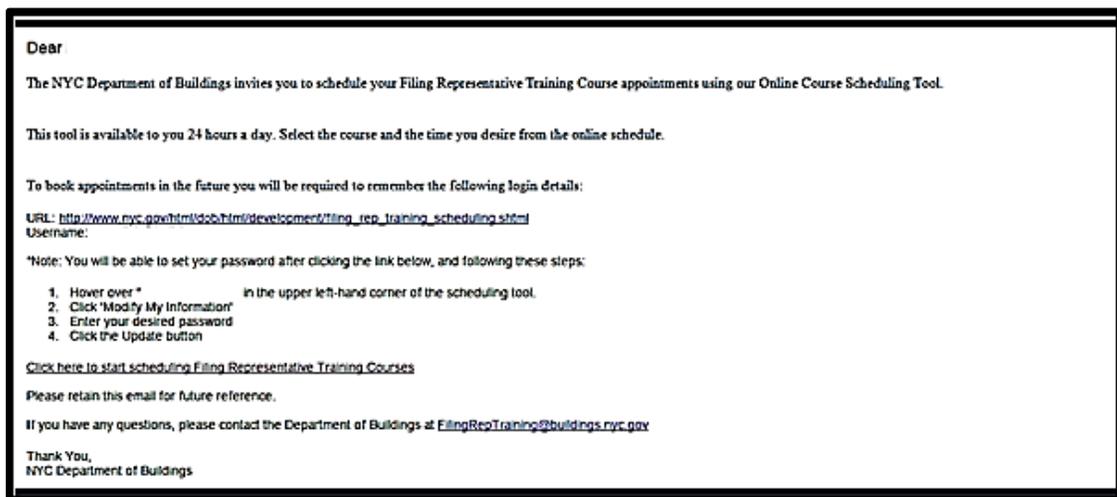
- Registration
- Logging into the Online Training Course Scheduling Tool
- Creating and Managing Training Course Bookings
- Rescheduling an Existing Course Booking
- Cancelling a Course Booking

2 REGISTRATION

This section provides information on logging into the Online Training Course Scheduling Tool to register for courses from an email invitation sent by the Department, and registering as a new user from the Department of Buildings website.

2.1 REGISTRATION VIA EMAIL INVITATION FROM THE DEPARTMENT OF BUILDINGS

All active Filing Representatives with a valid email address on file with the Department of Buildings will receive an email invitation to register for training courses.

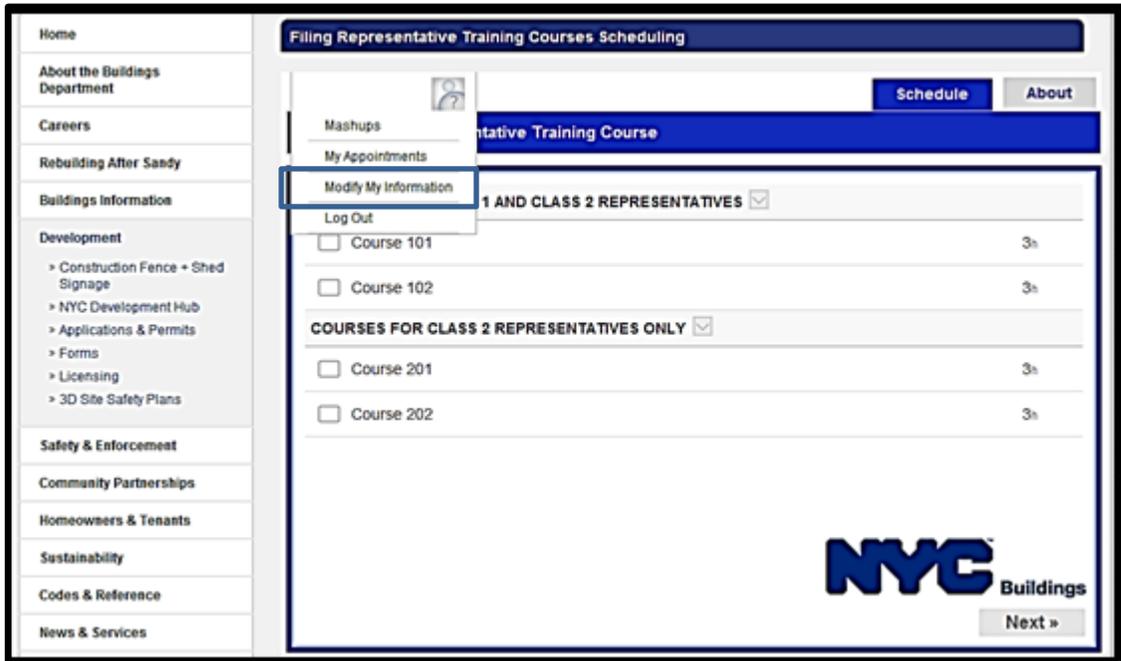


From within the invitation email, please follow the steps below:

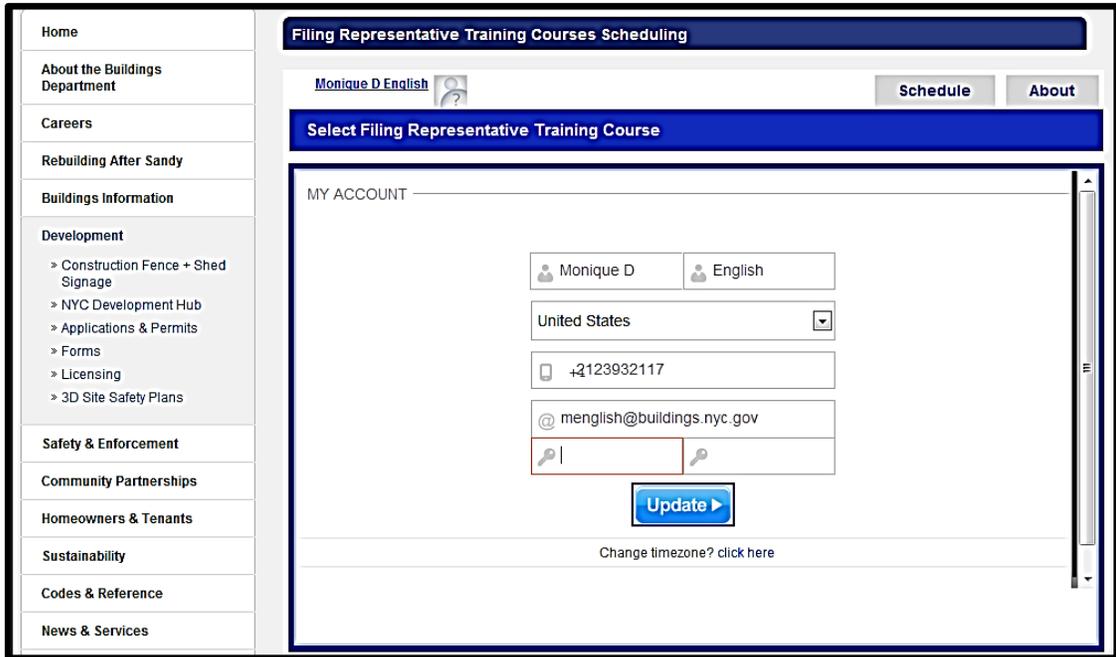
1. Click on the **[Click here to start scheduling Filing Representative Training Courses](#)** link. You will be navigated to the Filing Representative Training Online Training Course Scheduling Tool on the Department's website, where you will automatically be logged in.



2. Hold the cursor over your name to reveal the drop down menu.
3. Click on **Modify My Information** and you will be navigated to the **My Account** page.

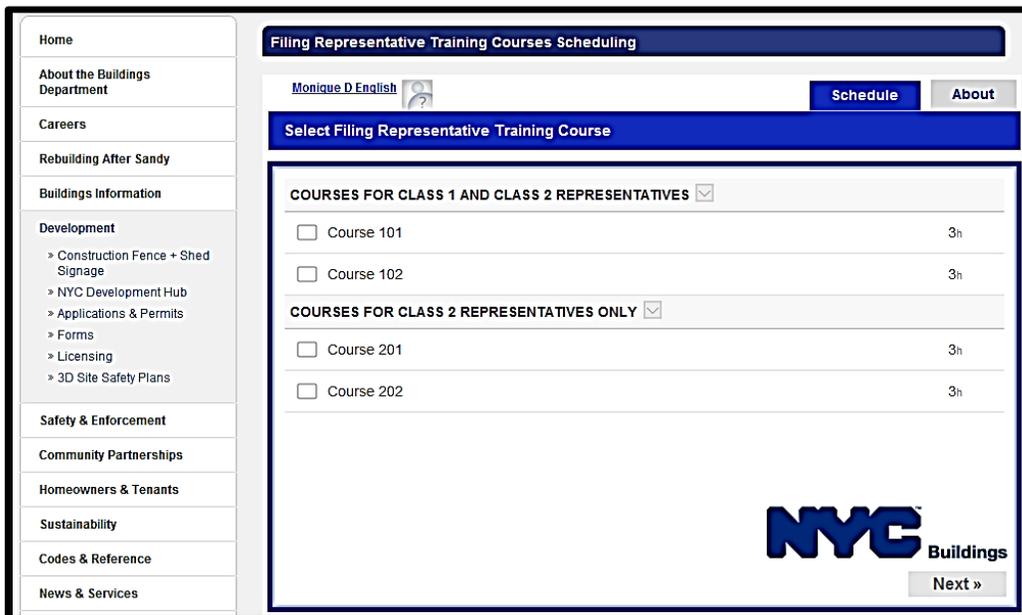


- Under the email address field, there are two (2) blank fields. Please enter your desired password in both fields.



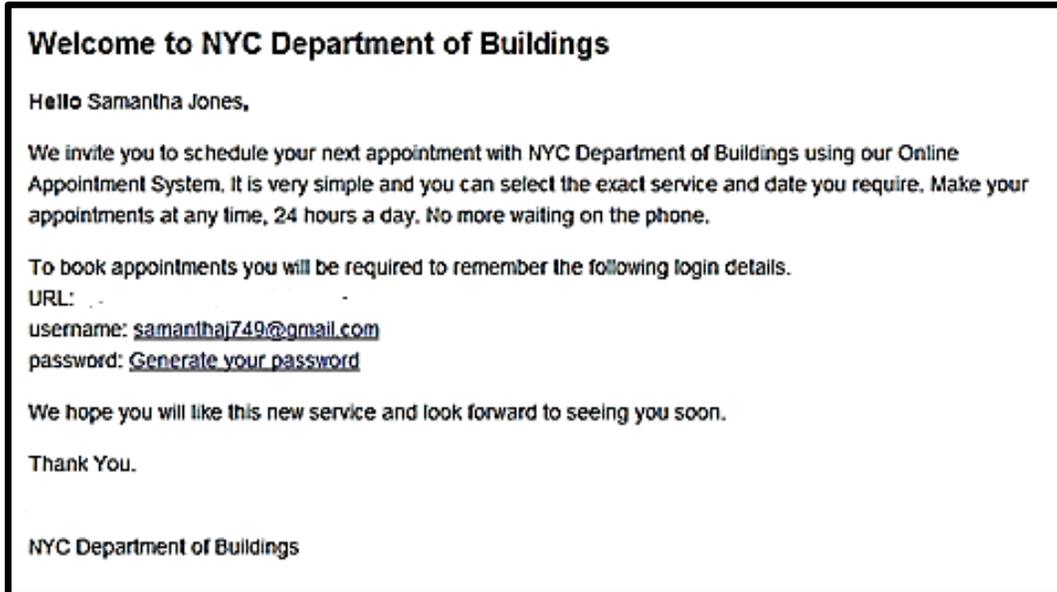
Note: Your password must be the same and at least 6 characters long.

- Click on the **Update** button to update the password information you have entered and you will be automatically navigated to the **Select Filing Representative Training Course** page.



2.2 WALK-IN REGISTRATION EMAIL INVITE

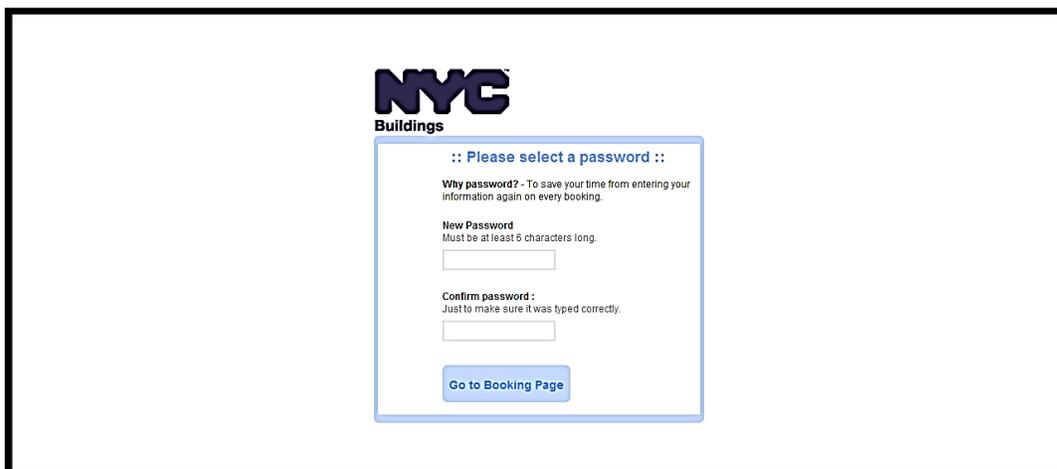
If you were registered on site as a walk-in Filing Representative, you will received an email invite sent from the proctor.



From within the invitation email, please follow the steps below.

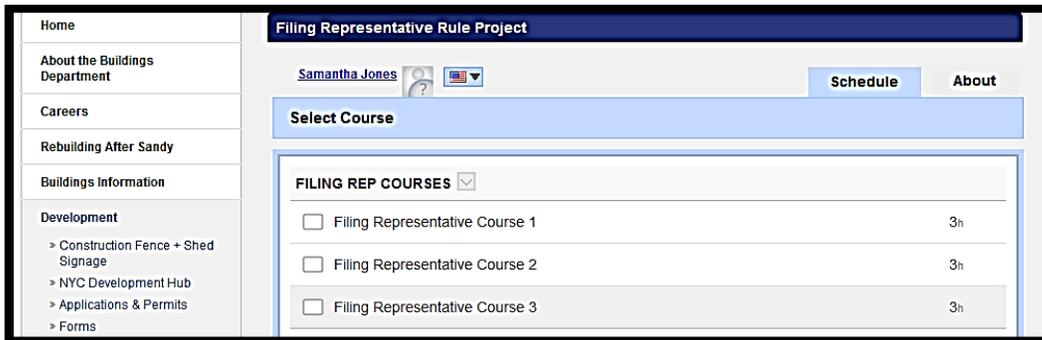
1. Click on the **Generate your password** link.

*If you were navigated to the **Please select a password** page, please follow the steps below:*

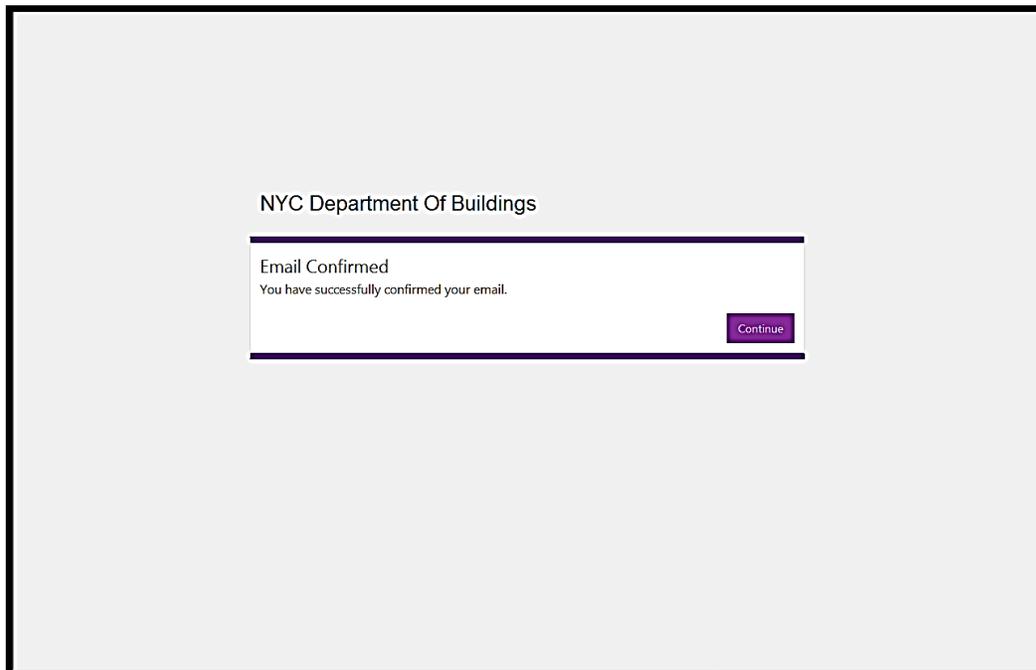


2. Click in the box below **New Password**.

3. Enter a password that is at least 6 characters long.
4. Click in the box below **Confirm password**.
5. Enter the same password you previously entered in the **New password** box.
6. Click on the **Go to Booking Page** button. You have now been registered to schedule Filing Representative Training Courses through the Department's Online Training Course Scheduling tool. You will be navigated to the **Booking** page.



*If you were navigated to the **Email Confirmation** page, please follow the steps below:*

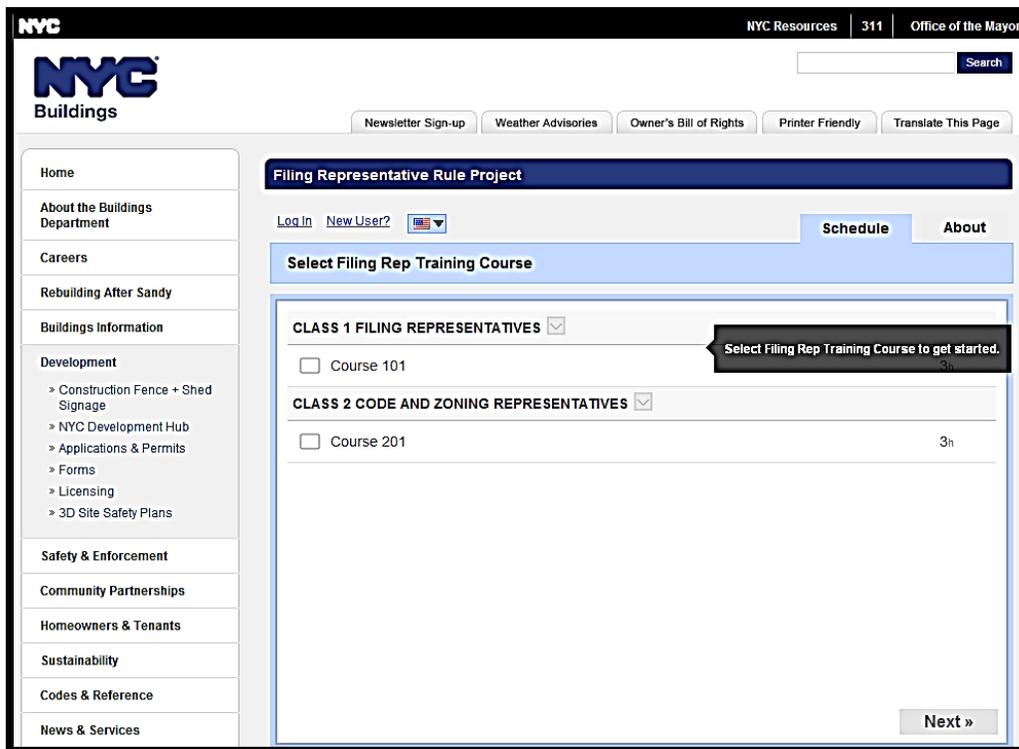


7. Click the **Continue** button. You will be navigated to the **Please select a password** page. Please follow Steps 2-6 in [Section 2.1](#) to create a new password.

2.3 REGISTER AS A NEW USER FROM THE DEPARTMENT OF BUILDINGS WEBSITE

In the event that you were unable to register via the email invitation sent to all Filing Representatives, you may also register to schedule Filing Representative Training Courses through the Department’s Online Training Course Scheduling tool via the Department’s website. To register as a new user from the Department of Buildings website, please follow the steps below:

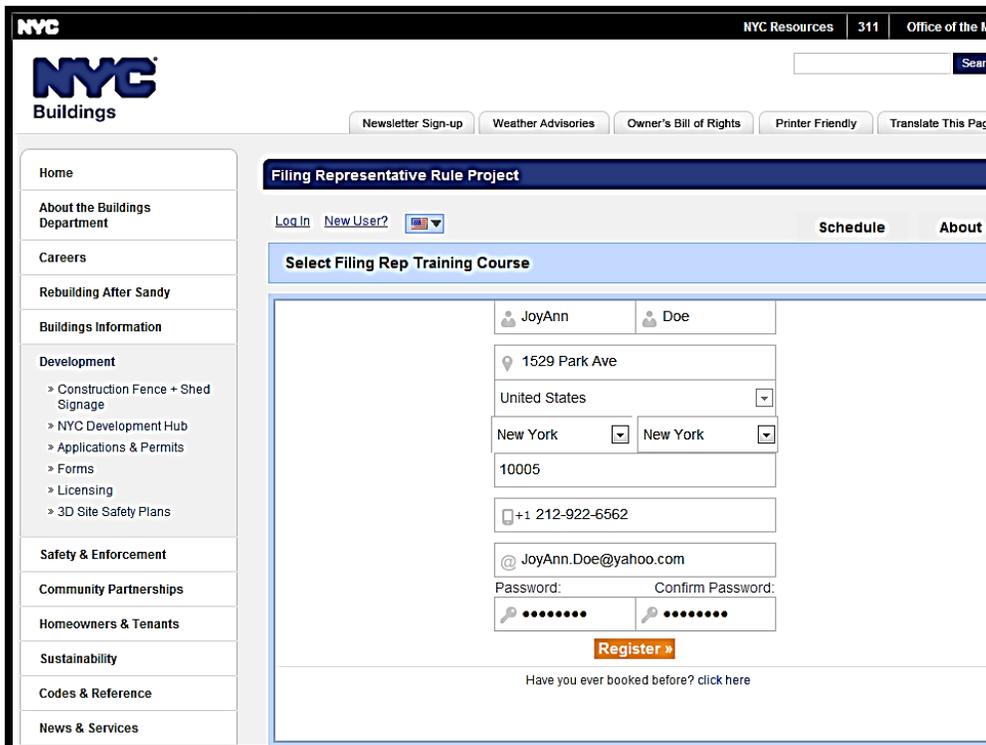
1. Access the Online Training Course Scheduling Tool at <http://www1.nyc.gov/site/buildings/industry/filing-representative-training-courses.page>



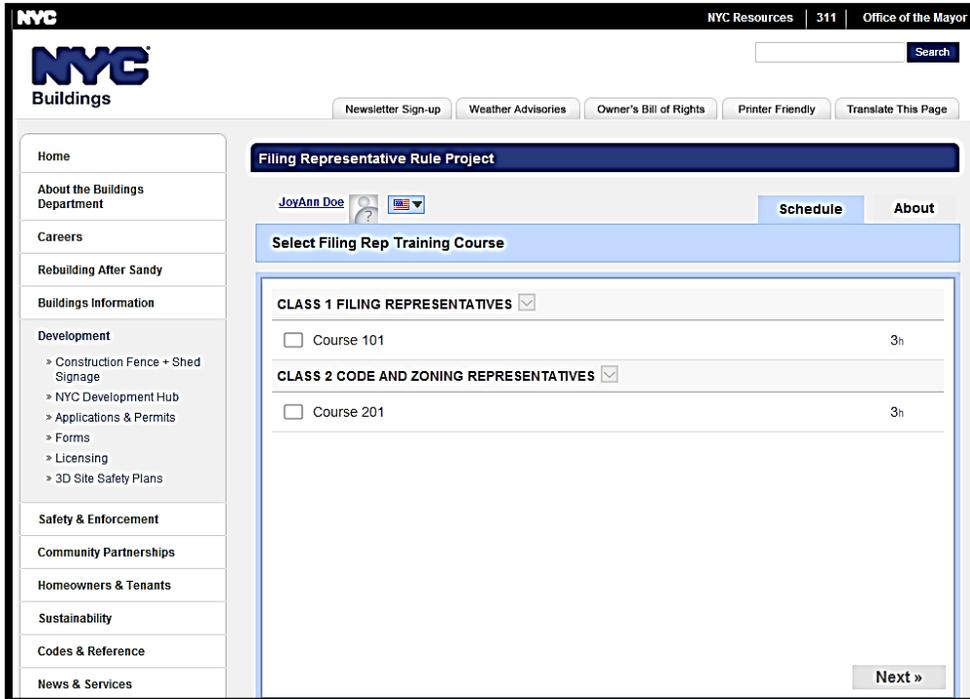
- Click on the **New User** link in the upper left-hand corner of the page. You will be navigated to the **New or Existing** user page.



- Click on the **New User** icon. You will be navigated to the **New User** form. Complete the form by entering the following information: First Name, Last Name, Address, Mobile Number, Email Address and Password.



4. Click the **Register** button to complete your registration. You will be navigated to **Booking** page.



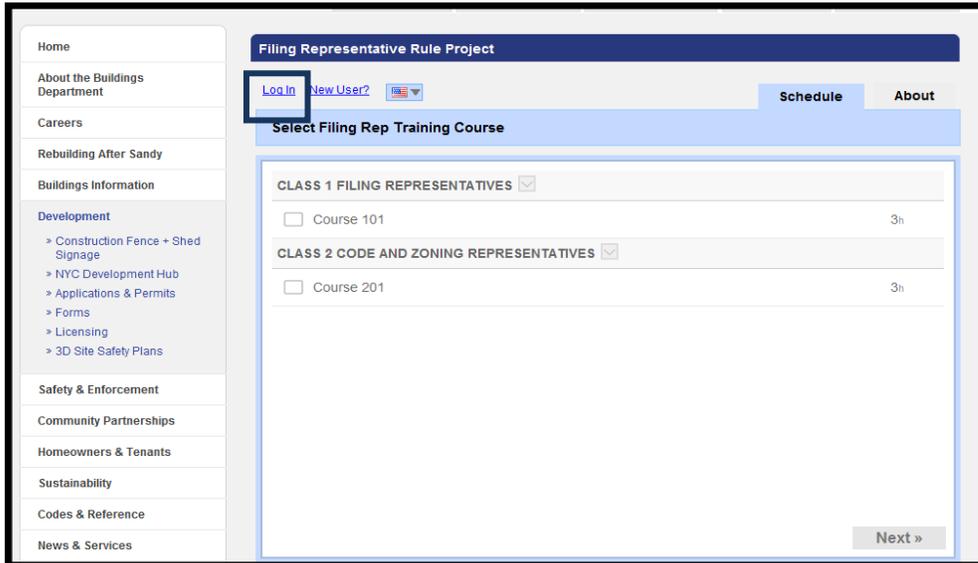
3 LOGGING INTO THE ONLINE TRAINING SCHEDULE TOOL

This section provides information on logging in to the Online Training Course Scheduling Tool from the Department's website.

3.1 LOGGING IN AS A EXISTING USER FROM THE DEPARTMENT OF BUILDINGS WEBSITE

To log in as a **Existing User** from the Department of Buildings website, please follow the steps below:

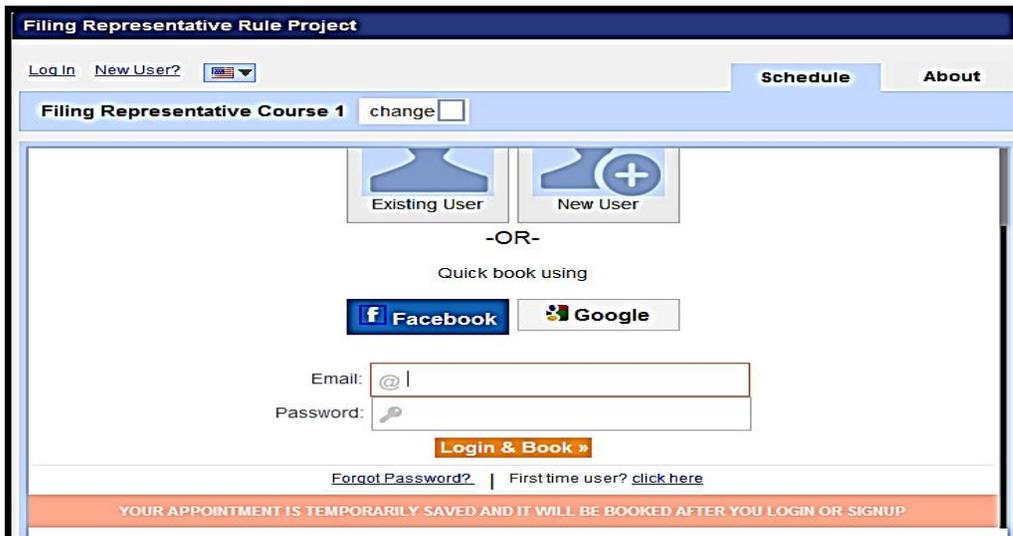
1. Access the Online Training Course Scheduling Tool at <http://www1.nyc.gov/site/buildings/industry/filing-representative-training-courses.page>.
2. Click on the **Log In** link located in the upper left-hand corner of the page.



3. You will be navigated to the **New or Existing** user page.



4. Click on the **Existing User** icon and you will be prompted to enter your **Email** address and **Password**.



5. Click inside of the **Email** box and enter the email address you have previously used to log in to the Online Training Course Scheduling Tool.
6. Click inside the **Password** box and enter the password you have previously used to log in to the Online Training Course Scheduling Tool.
7. Click **Login & Book** to proceed to the **Booking** page.

4 CREATING AND MANAGING TRAINING COURSE BOOKINGS

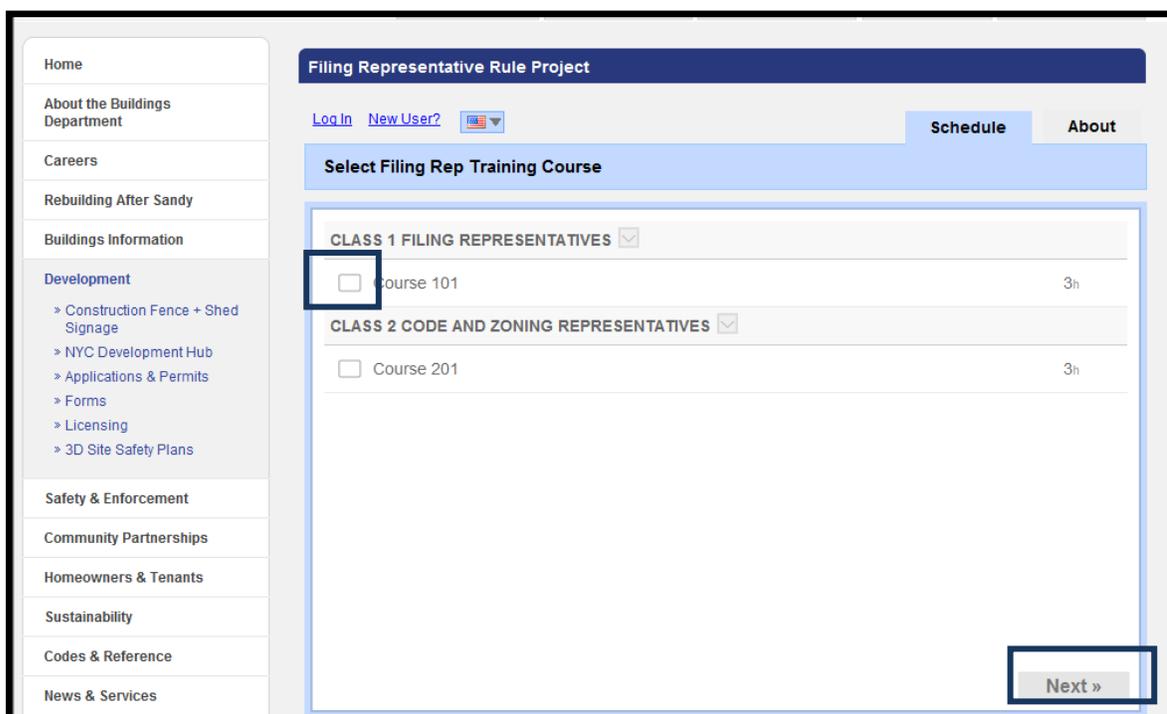
This section provides information on creating and managing Training Course Bookings using the Online Training Course Scheduling Tool.

4.1 CREATING A NEW TRAINING COURSE BOOKING

After you have logged into the Online Training Course Scheduling Tool, please follow the steps below to create a new training course booking:

1. Click in the box to the left of the Filing Representative training course you desire to book.

Note: Training courses beginning with the number '1' (e.g., 101) are applicable to both Class 1 and Class 2 representatives; courses beginning with the number '2' (e.g., 201) are only applicable to Class 2 representatives.



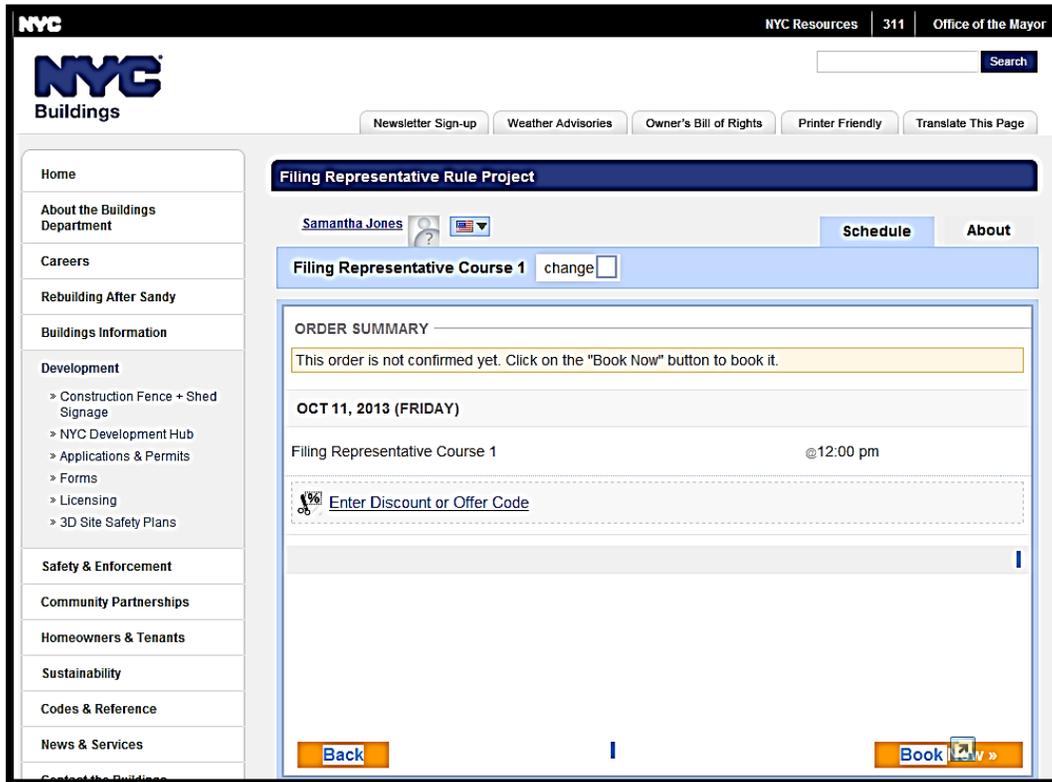
2. Click the **Next** button to navigate to the **Filing Representative Course** time/date selection page.

The screenshot shows the NYC Buildings website interface. At the top, there is a navigation bar with 'NYC Resources', '311', and 'Office of the Mayor'. Below this is the NYC Buildings logo and a search bar. A secondary navigation bar contains links for 'Newsletter Sign-up', 'Weather Advisories', 'Owner's Bill of Rights', 'Printer Friendly', and 'Translate This Page'. The main content area is titled 'Filing Representative Rule Project' and includes a user profile for 'Samantha Jones' with 'Schedule' and 'About' buttons. Below this is a section for 'Filing Representative Course 2' with a 'change' button. The central feature is a calendar for the week of October 6-12, 2013. The calendar shows the following schedule:

Week	Month	Oct 6 - 12, 2013						
		OCTOBER 6 SUNDAY	OCTOBER 7 MONDAY	OCTOBER 8 TUESDAY	OCTOBER 9 WEDNESDAY	OCTOBER 10 THURSDAY	OCTOBER 11 FRIDAY	OCTOBER 12 SATURDAY
		Not Available	09:00 am 12:00 pm 3:00 pm	Not Available				

At the bottom of the calendar view are 'Back' and 'Next' buttons.

3. If the course previously selected is incorrect, click in the box next to the word **Change** to navigate back the previous page to select another course.
4. If the date/time you desire is not listed on the 1st page, click on the arrows to the left or right of the date range displayed on the top of Filing Representative Course page to see other available course hours for booking Or,
5. Click on the date/time for the course you desire. You will be navigated to the **Order Summary** page



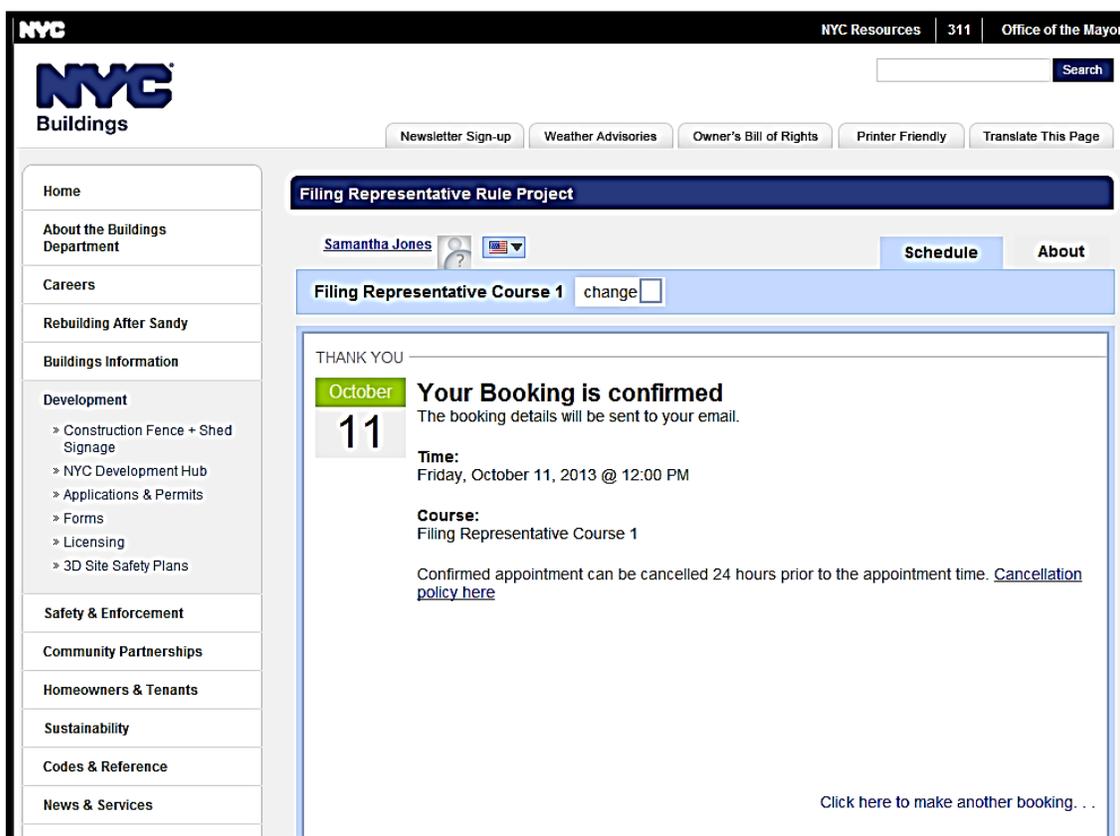
6. Review the course and date/time on the **Order Summary** page.

If the course and date/time is **not** correct, please follow the steps below:

7. Click on the **Back** button to select a different date/time from the date/time list, Or
8. Click the **Change** button to select another course offering and return to [Section 4.1](#) to book the desired course.

If the course and date/time selected is correct, please follow these steps:

- Click on the **Book Now** button. You will be navigated to the **Thank you** page, and a confirmation of your booking will be displayed.

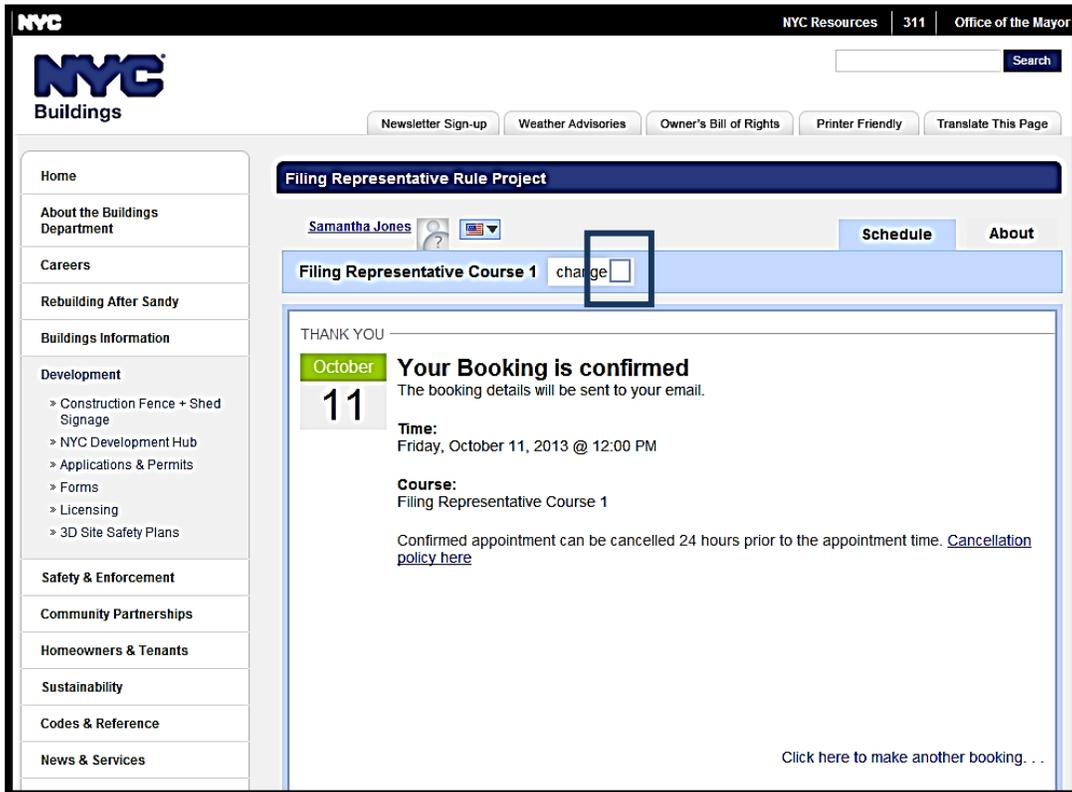


Note: All confirmed appointments can be cancelled up to 24 hours prior to the appointment time.

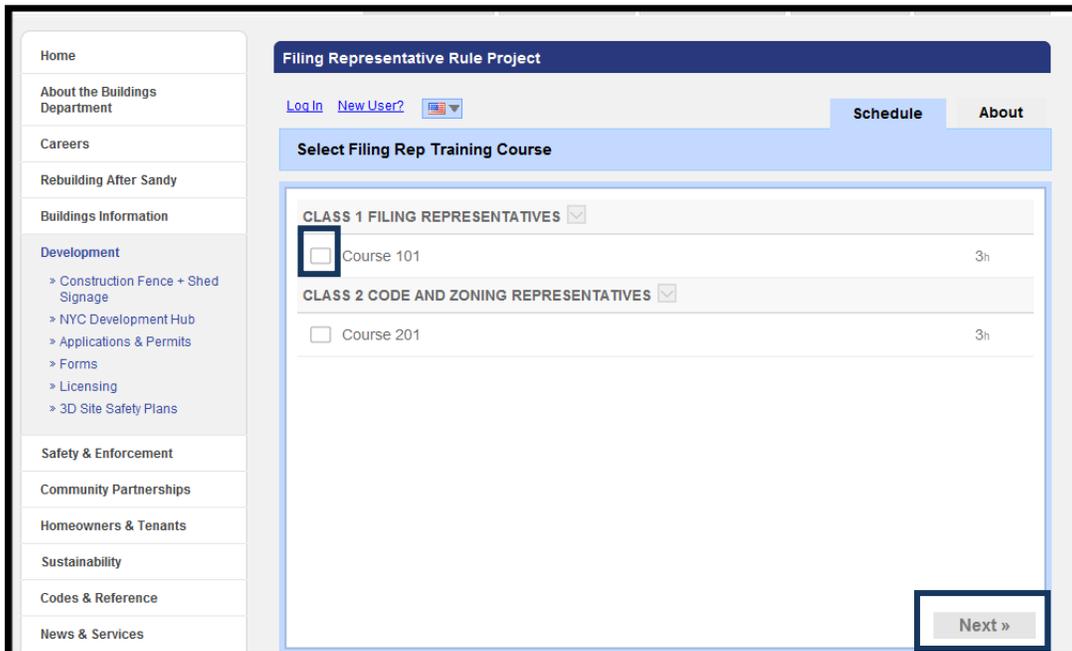
4.2 CHANGING A BOOKED COURSE FROM THE CONFIRMATION PAGE

This section provides information on how to change a booked course from the **Confirmation** page.

- To change a booked course from the **Confirmation** page, click in the box next to the word **Change**. You will be navigated to the Online Training Course Scheduling Tool booking home page.



2. Click in the box next to the desire course you would like to book.
3. Click the **Next** button.



- After selecting your desired course, please see [Section 4.1](#) for instructions on how to complete your booking.

The screenshot shows the NYC Buildings website interface. At the top, there is a navigation bar with 'NYC Resources', '311', and 'Office of the Mayor'. Below this is a search bar and several utility links: 'Newsletter Sign-up', 'Weather Advisories', 'Owner's Bill of Rights', 'Printer Friendly', and 'Translate This Page'. The main content area is titled 'Filing Representative Rule Project' and includes a user profile for 'Samantha Jones' with a 'Schedule' button. Below this, the course 'Filing Representative Course 2' is selected, with a 'change' dropdown. The scheduling interface shows a calendar for the week of October 6-12, 2013. The course is available on Monday through Friday from 09:00 am to 3:00 pm, with 'Not Available' for Sunday and Saturday. Navigation buttons for 'Back' and 'Next' are visible at the bottom of the calendar view.

Week	Month	Oct 6 - 12, 2013						Today
OCTOBER 6 SUNDAY	OCTOBER 7 MONDAY	OCTOBER 8 TUESDAY	OCTOBER 9 WEDNESDAY	OCTOBER 10 THURSDAY	OCTOBER 11 FRIDAY	OCTOBER 12 SATURDAY		
Not Available	09:00 am 12:00 pm 3:00 pm	Not Available						

5 RESCHEDULING AN EXISTING COURSE BOOKING

This section provides information on how to reschedule an existing course booking within the Online Training Course Scheduling Tool.

To reschedule a course you must already be logged into the Filing Representative Training Course Scheduling Tool. See [Section 3.1](#) for instructions on how to log in to the Online Training Course Scheduling Tool.

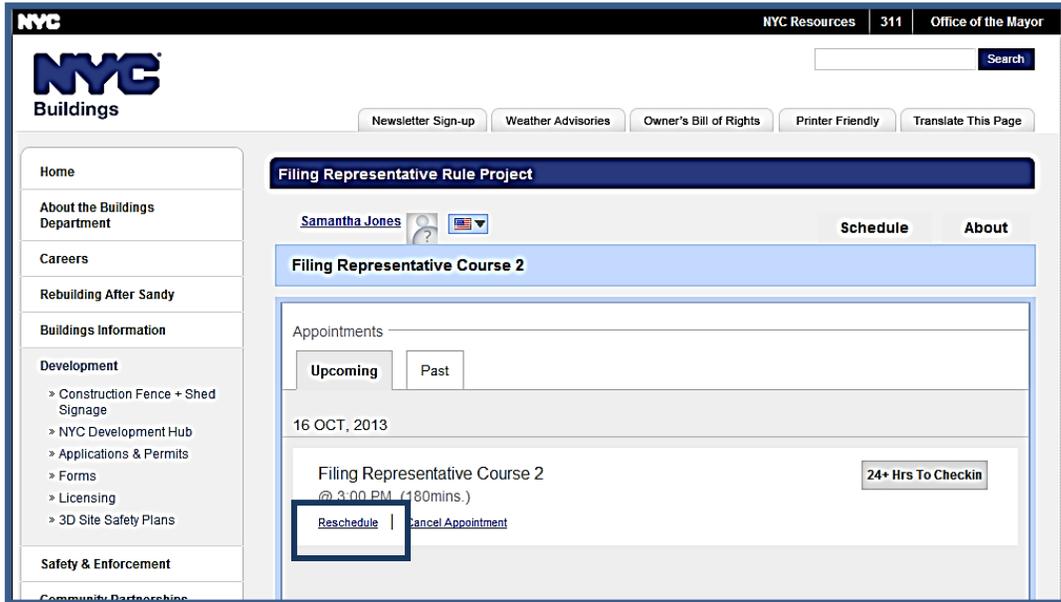
1. Hold the cursor over your name to reveal the drop down menu.
2. Click on **My Appointments** to navigate to the Appointments page. A list of all booked appointments will be displayed on the **Appointment** page.

The screenshot shows the NYC Buildings website interface. At the top, there is a navigation bar with 'NYC Resources', '311', and 'Office of the Mayor'. Below this is a search bar and several utility links: 'Newsletter Sign-up', 'Weather Advisories', 'Owner's Bill of Rights', 'Printer Friendly', and 'Translate This Page'. The main content area is titled 'Filing Representative Rule Project'. On the left, there is a sidebar menu with categories like 'Home', 'About the Buildings Department', 'Careers', 'Rebuilding After Sandy', 'Buildings Information', 'Development', 'Safety & Enforcement', 'Community Partnerships', 'Homeowners & Tenants', 'Sustainability', 'Codes & Reference', and 'News & Services'. The main content area shows a user profile for 'Samantha Jones' with a dropdown menu that includes 'Mashups', 'My Appointments' (highlighted with a red box), 'Modify My Information', and 'Log Out'. To the right of the profile are 'Schedule' and 'About' buttons. Below the profile, there is a section for 'Course 2' with a list of booked courses:

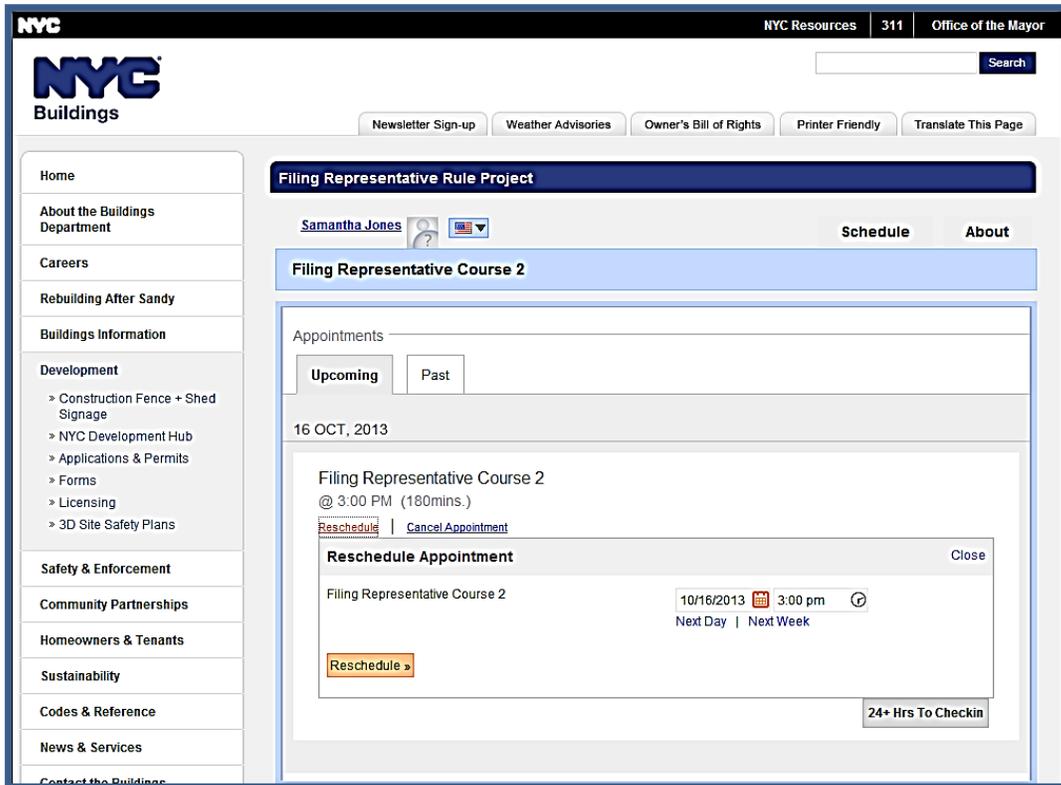
Course Name	Duration
ative Course 1	3h
<input checked="" type="checkbox"/> Filing Representative Course 2	3h
Course 2 of 12	
<input type="checkbox"/> Filing Representative Course 3	3h
<input type="checkbox"/> Licensing	30m
DOB REP TEST COURSES <input checked="" type="checkbox"/>	
<input type="checkbox"/> Class 1	2h

At the bottom right of the course list, there is a 'Next »' button.

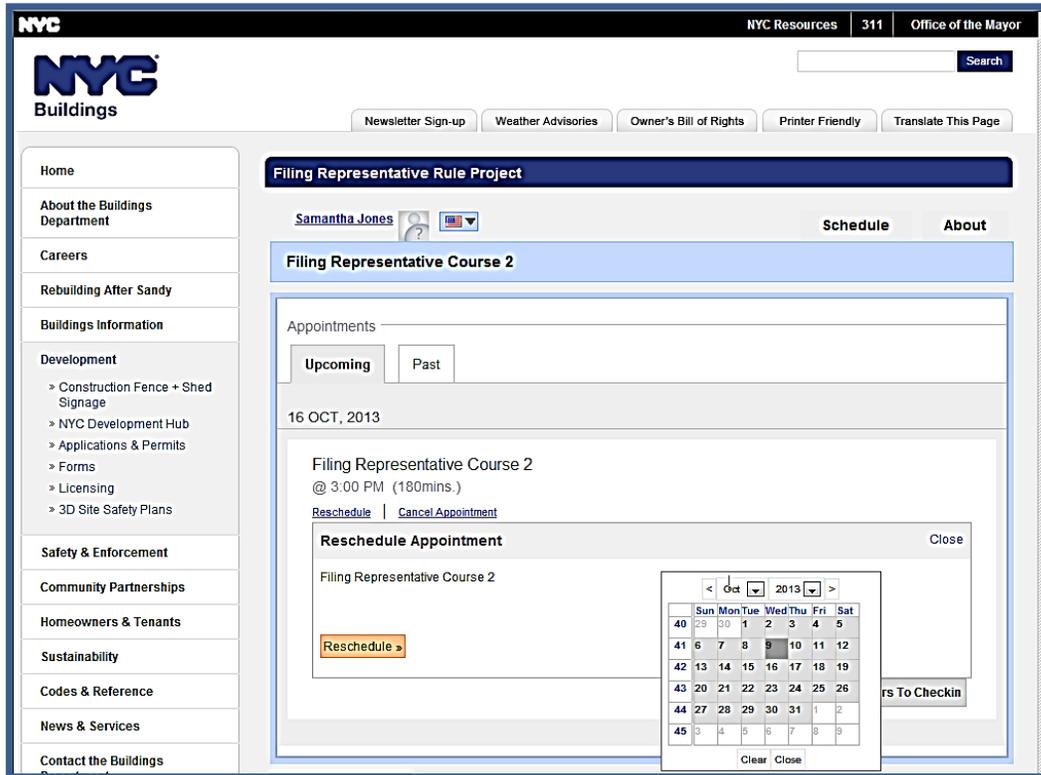
- Click the **Reschedule** link under the course you desire to reschedule.



- Click on the **Next Day** or **Next week** link to advance your selected course booking by one day or one week, respectively Or,



5. Click on the **Calendar** icon to the right of the date currently selected to select a new date from the **Calendar** Or,
6. Click the clock icon to display the available times for the date selected and choose your desired time.



7. Click **Reschedule**. The course is now rescheduled to the new date/time.

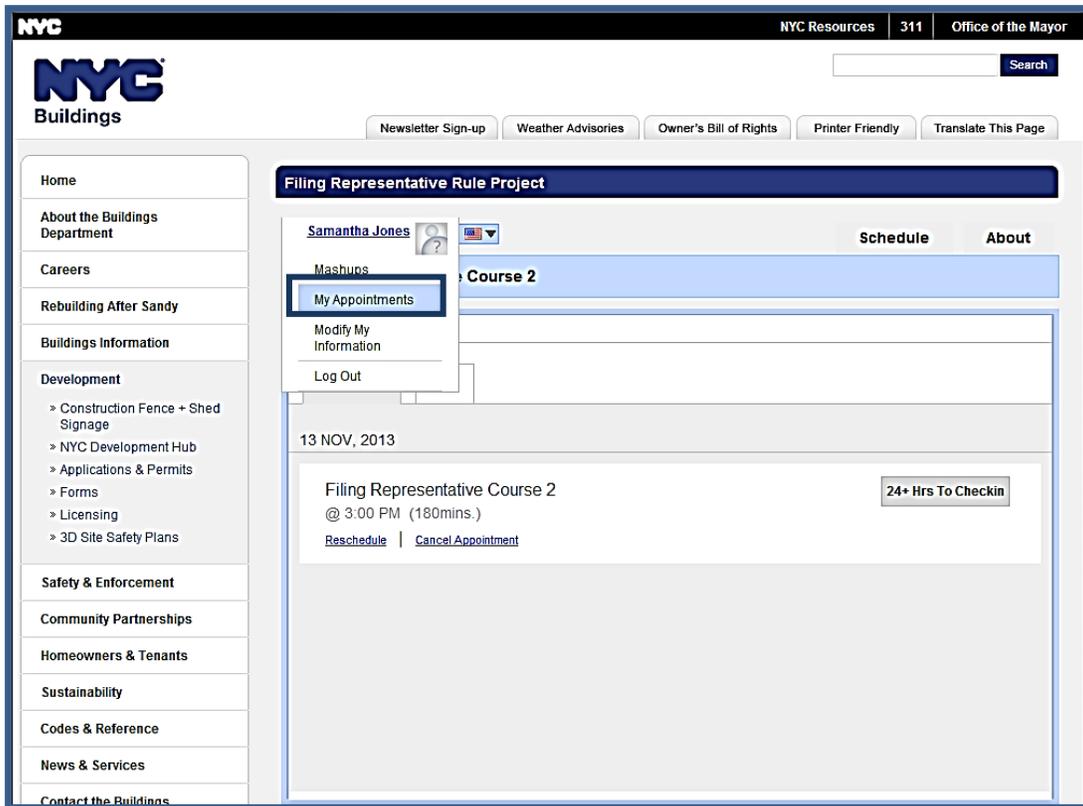
The screenshot displays the NYC Buildings website interface. At the top, there is a navigation bar with 'NYC Resources', '311', and 'Office of the Mayor'. Below this is a search bar and several utility links: 'Newsletter Sign-up', 'Weather Advisories', 'Owner's Bill of Rights', 'Printer Friendly', and 'Translate This Page'. The left sidebar contains a menu with categories like 'Home', 'About the Buildings Department', 'Careers', 'Rebuilding After Sandy', 'Buildings Information', 'Development', 'Safety & Enforcement', 'Community Partnerships', 'Homeowners & Tenants', 'Sustainability', 'Codes & Reference', and 'News & Services'. The main content area is titled 'Filing Representative Rule Project' and shows the user 'Samantha Jones' with a profile picture and a dropdown menu. Below this, there are 'Schedule' and 'About' buttons. The main section is 'Filing Representative Course 2', which includes an 'Appointments' filter with 'Upcoming' and 'Past' tabs. The date '13 NOV, 2013' is displayed. A single appointment is listed: 'Filing Representative Course 2' at '@ 3:00 PM (180mins.)'. To the right of this appointment is a '24+ Hrs To Checkin' badge. Below the appointment name are two links: 'Reschedule' and 'Cancel Appointment'.

6 CANCELLING A COURSE

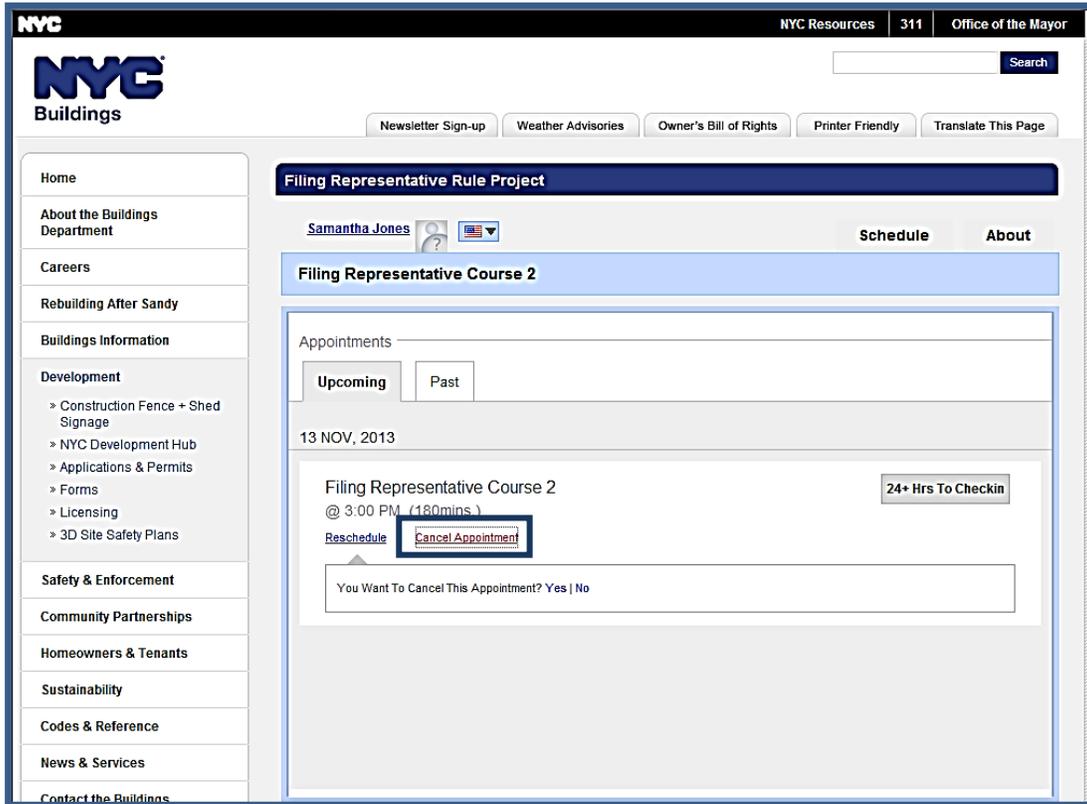
This section provides information on how cancel a course within the Online Training Course Scheduling Tool.

To cancel a course you must already be logged into the Filing Representative Training Course Scheduling Tool. See [Section 3.1](#) for instructions on how to log in to the Online Training Course Scheduling Tool.

1. Hold the cursor over your name to reveal the drop down menu.
2. Click on **My Appointments** to navigate to the Appointments page.



3. Click on the **Cancel Appointment** link under the course desired to be cancelled.



4. A verification box will be displayed asking, **“You Want To Cancel This Appointment? Yes | No”**
5. Click **Yes** to cancel the appointment and the appointment will be removed from the page.

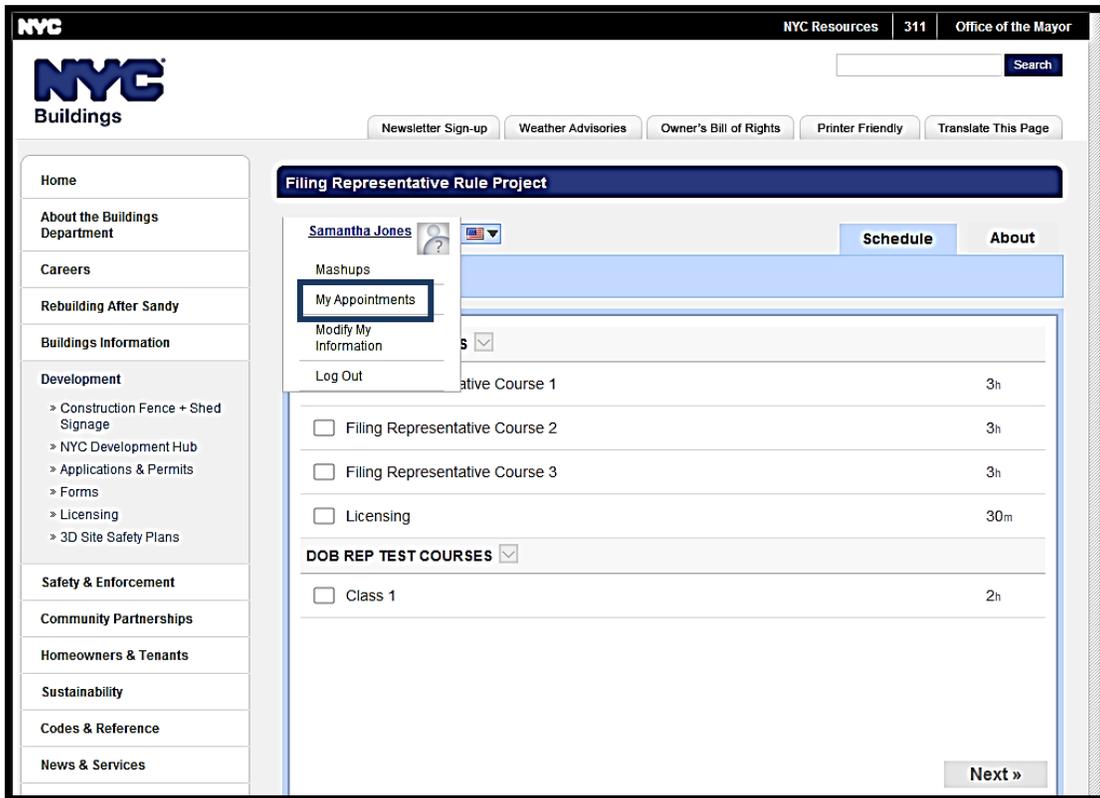


7 VIEW EXISTING BOOKINGS

This section provides information on viewing existing bookings within the Online Training Course Scheduling Tool.

To view a list of booked courses you must already be logged into the Online Training Course Scheduling tool. See [Section 3.1](#) for instructions on how to log in to the Online Training Course Scheduling Tool.

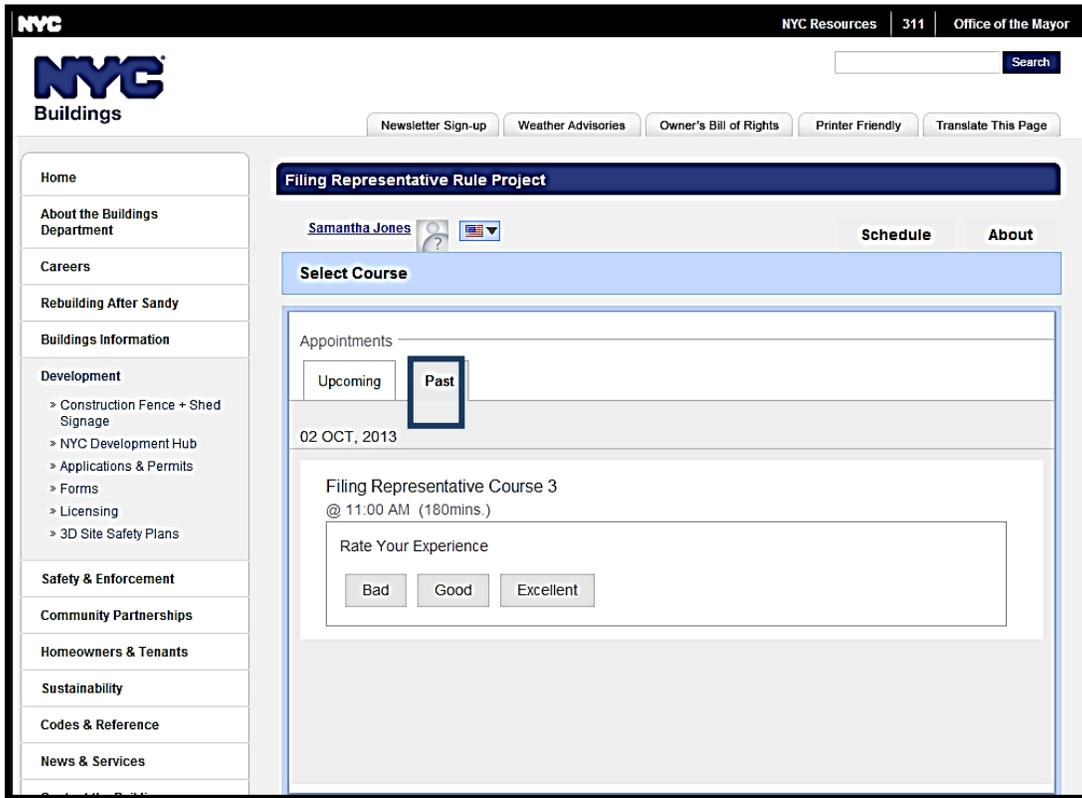
1. Hold the cursor over your name to reveal the drop down menu.
2. Click on **My Appointments**. You will be navigated to the **Appointments** page. A list of all booked courses will be displayed on the Appointments page.



3. The **Upcoming** Tab lists all courses that have been booked in the future.

The screenshot shows the NYC Buildings website interface. At the top, there is a navigation bar with 'NYC Resources', '311', and 'Office of the Mayor'. Below this is a search bar and several utility links: 'Newsletter Sign-up', 'Weather Advisories', 'Owner's Bill of Rights', 'Printer Friendly', and 'Translate This Page'. The main content area is titled 'Filing Representative Rule Project' and includes a user profile for 'Samantha Jones' with a 'Schedule' and 'About' link. Below the profile, there is a section for 'Filing Representative Course 3' with a 'change' button. The 'Appointments' section is active, showing two upcoming appointments: 'Filing Representative Course 2' on 08 OCT, 2013 at 12:00 PM (180mins) and 'Filing Representative Course 3' on 10 OCT, 2013 at 11:00 AM (180mins). Each appointment has a 'Reschedule' and 'Cancel Appointment' link, and a '24+ Hrs To Checkin' button. A left sidebar contains various navigation categories such as 'Home', 'About the Buildings Department', 'Careers', 'Rebuilding After Sandy', 'Buildings Information', 'Development', 'Safety & Enforcement', 'Community Partnerships', 'Homeowners & Tenants', 'Sustainability', 'Codes & Reference', 'News & Services', and 'Contact the Buildings'.

4. The **Past** Tab lists all courses that were booked for dates in the past.



Note: Courses listed in the Online Training Course Scheduling Tool as past bookings do not reflect or imply attendance or completion of the courses listed.