



A User Guide to ICAP Certificate of Continuing Use Online Renewals

A step-by-step guide to help you complete the renewal application online

September, 2014

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Introduction

This guide is designed to assist you with completing your ICAP CCU form.

In the following pages, we provide a step-by-step manual with detailed explanations to help you navigate the Department of Finance's new online system and to submit your ICAP CCU form with ease.

We also have a Frequently Asked Questions (FAQs) document, which you can find on our Website at www.nyc.gov/ICAP

You may always request help by emailing exemptionspolicy@finance.nyc.gov or contacting 311.

Helpful Hints for using the system

Required Fields

Throughout this system you will be asked to provide information and answer questions. There are certain fields that are required in order to move between screens or submit an ICAP CCU form.

If at any time you try to submit information by clicking Confirm or Submit Form and there is an error, you will see the message below. Fields that are blank or filled-in incorrectly will be highlighted in blue like this:



The image shows a form field with the label "Email Address" and a text input box containing the text "Email Address". The text input box is highlighted in blue, indicating an error or required field.

- Some fields are not completed or require data in a specific form or require a minimum / maximum number of characters. Please fill or correct the corresponding fields indicated on the form.

Once you have made the necessary corrections, you will be able to submit and move to the next section.

Text boxes

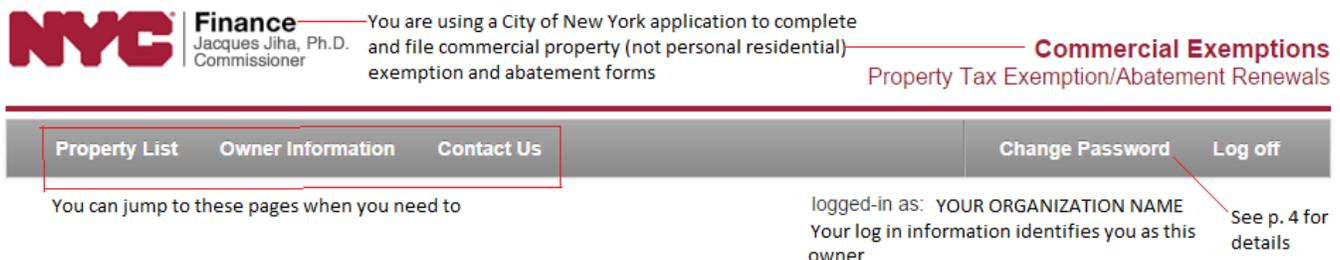
A text box will appear if you answer YES to a question. Text boxes *require a minimum of 25 characters*. You must expand on your answer if you get an error message.

Time out

Like many online applications, if you have no activity for one hour, you will lose all of your information, so be sure to submit or save your form if you plan to be away from your computer.

Navigating the website

The grey banner that is at the top of each page contains important pieces of information and allows you to jump to different pages at any time.



The image shows the header and navigation bar of the website. The header includes the NYC Finance logo, the name of the Commissioner, and the text "You are using a City of New York application to complete and file commercial property (not personal residential) exemption and abatement forms". The navigation bar includes links for "Property List", "Owner Information", "Contact Us", "Change Password", and "Log off". The "Property List", "Owner Information", and "Contact Us" links are highlighted with a red box. Below the navigation bar, there is a message: "logged-in as: YOUR ORGANIZATION NAME Your log in information identifies you as this owner". To the right of this message, there is a link: "See p. 4 for details".

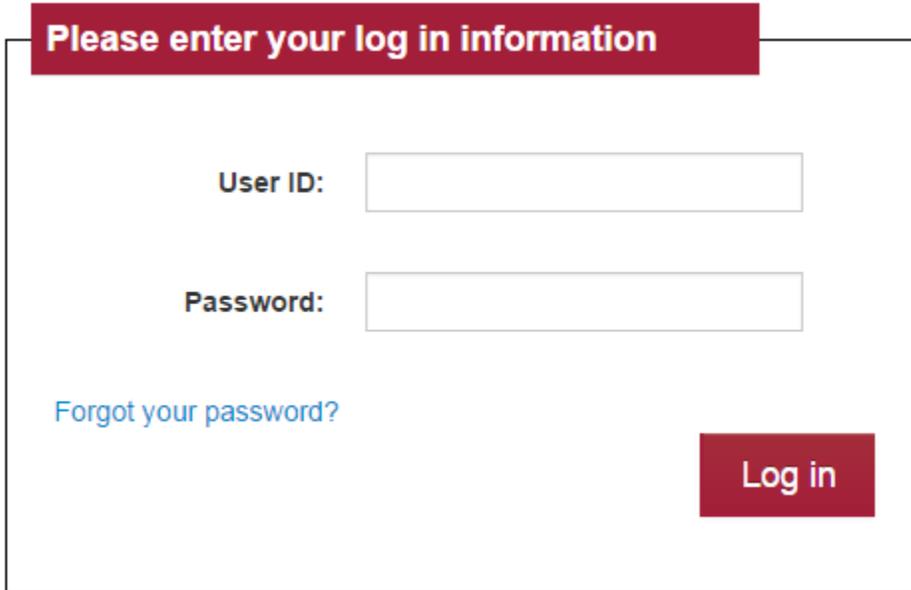
The grey bar above allows you to:

- A. Jump to the Property List to see the BBL that requires an ICAP CCU form to be completed.
- B. Jump to Owner Information so you can see what information you confirmed for the owner and contact information.
- C. Jump to Contact Us if you have questions.
- D. Click Change Password to allow automatic password reset.
- E. Click Log off when you are ready to exit the application. All of your saved work can be completed or accessed when you log in again.

Log in – Screen 1

On the Welcome page, you will be asked to enter your User ID and password to log in. The User ID and password can be found on page 1 of the letter you received in September. User IDs and passwords are case-sensitive, so enter them exactly as they appear.

Helpful hint: Be sure not to mistake “0” for “O” or “1” for “l”.



Please enter your log in information

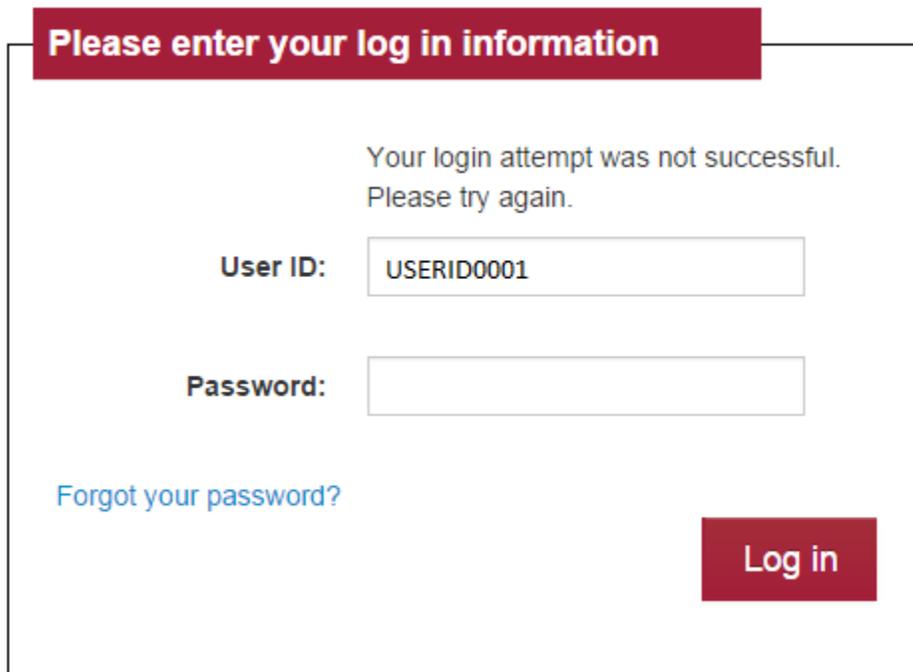
User ID:

Password:

[Forgot your password?](#)

Log in

If you mistype your User ID or password, you will see an error screen like this:



Please enter your log in information

Your login attempt was not successful.
Please try again.

User ID:

Password:

[Forgot your password?](#)

Log in

If this is your first time logging in, you will see **Profile Information – Screen 2**. If you have logged in before, your next screen is **Property List – Screen 3**, so you may proceed to page 7.

Change Password

If you used the online renewal portal last year and you forgot your password, you may click Forgot your password? The password will be sent to the email address you submitted last year. If you did not submit online last year, you will have to use the password from the letter sent in September.

Click Change Password in the grey bar.



Helpful Hints:

- Be sure not to mistake 0” for “O” or “1” for “l”.
- Be sure to select a password with at least 6 characters, including at least one letter or one number.
- Be sure to re-type the new password in both the New Password Field and Confirm Password field exactly the same.
- Be sure to click “Change Password” to make the change or “Cancel” to start over or keep the original password.

NYC Finance
Jacques Jaha, Ph.D.
Commissioner

Commercial Exemptions
Property Tax Exemption/Abatement Renewals

Property List Owner Information Contact Us **Change Password** Log off

logged-in as: ABC Commercial Inc.

Change Your Password

Select a password with at least 6 characters, including at least one letter or one number.

Change Your Password

Current Password:

New Password:

Confirm Password:

Change Password Cancel

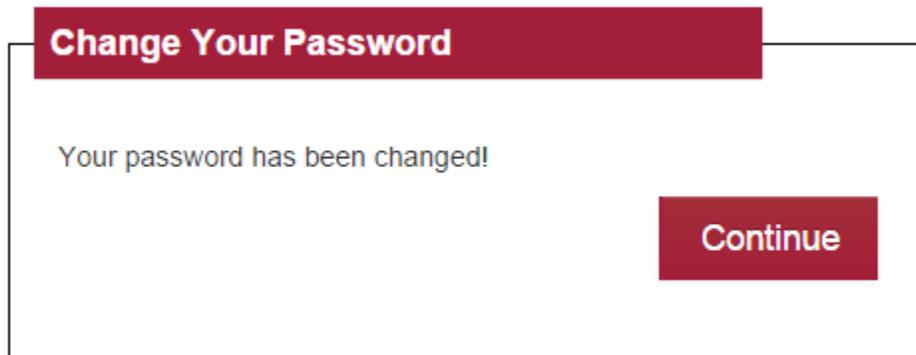
Change Your Password

It is optional to change your password. Please remember that passwords are case sensitive if you decide to use upper and lower case letters. In the box to the left, enter the password we sent, then enter the new password, and then re-type the new password. Click “Change Password” to make the change, or “Cancel” to keep the original. If you change the password, you will receive a confirmation message via email.

This application has been optimized for use on browsers: Chrome, Safari, Mozilla, Firefox, IE8 and higher.

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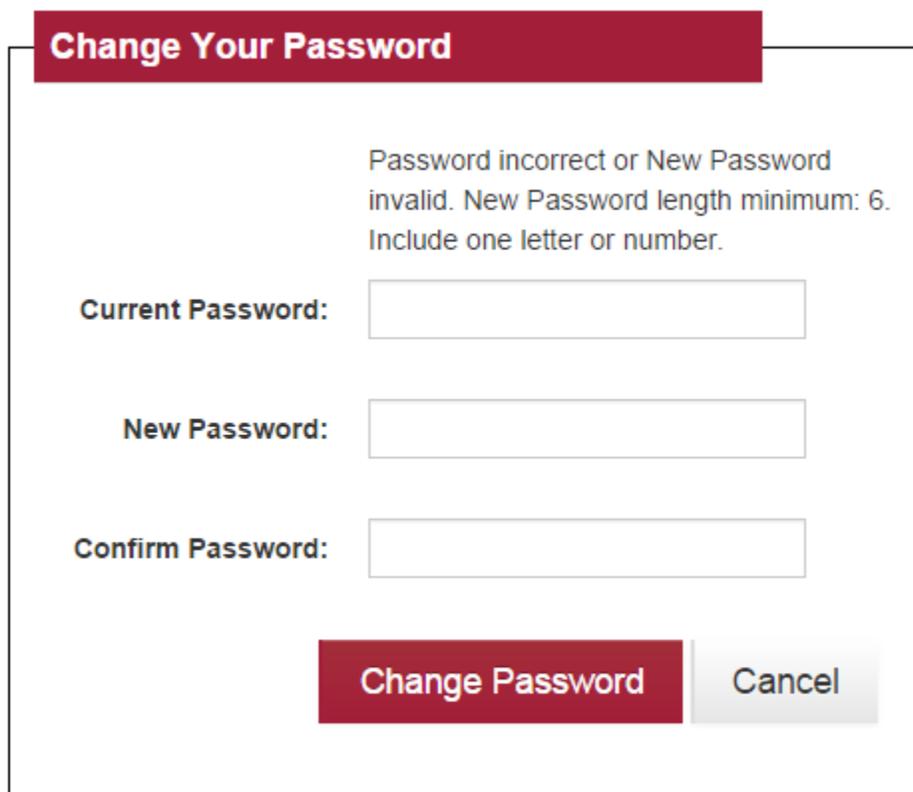
If your changed password is successful, you will see a screen like this:



The screenshot shows a dark red header bar with the text "Change Your Password" in white. Below the header, the text "Your password has been changed!" is displayed in a standard black font. To the right of the text is a dark red button with the word "Continue" in white.

You will also receive a confirmation email to the address you provided that the password has been changed.

If your new password is not successful, you will see an error message like this:



The screenshot shows a dark red header bar with the text "Change Your Password" in white. Below the header, an error message is displayed: "Password incorrect or New Password invalid. New Password length minimum: 6. Include one letter or number." Below the error message are three input fields labeled "Current Password:", "New Password:", and "Confirm Password:". At the bottom of the form are two buttons: a dark red button labeled "Change Password" and a light gray button labeled "Cancel".

Retype the password and confirm it and click "Change Password" again.

Owner Information – Screen 2

Please review and update the information on this screen. You may change the mailing address or contact information at any time by clicking Owner Information on the grey bar. The only field you cannot modify is the 'Name' field within the **Profile Information** section. If the name displayed in this box is incorrect, please email us at exemptionspolicy@finance.nyc.gov.

Profile Information

Name	ABC Charitable Organization, Inc.		Federal EIN	13	1234567
Mailing Address	Street No	Street Name	<input type="checkbox"/> A Federal EIN is not required for my organization (APPLIES TO NFP USERS ONLY. ICIP/ICAP users must provide their EIN, or their application will be incomplete)		
	100	St. Marks Pl.			
City	Staten Island				
State	Postal Code	NY			

Contact Information

Name	Barbara Jones	Relationship to owner	Director
Daytime Phone	7185551212	Phone Extension	123
Email Address	jonesb@abc.org		

Confirm

Helpful Hints:

- Federal EIN must be entered as 9 digits, first 2 digits in the first field and last 7 digits in the second field.
- Daytime Phone must be entered as 9 digits, no spaces or hyphens.
- Enter Phone Extension if you have one.

Property List – Screen 3

This screen lists the Borough-Block-Lot that receives an ICAP property tax abatement. All properties that receive an ICAP property tax abatement are required to complete an ICAP CCU form every other year.

Show Status ▼

Number of Properties: 1

Property Address	Borough	Block	Lot	Application Number	Status	Forms
123 Any Street	Borough Name	9999	123	10009	Not-Started	ICAP

Understanding the Property List:

The property listed presents the property address (where the property is located), the BBL, Application Number, Status and Type of Form.

Status describes the status of the ICAP CCU form. A renewal form can be in one (1) of three (3) different statuses:

1. Not-Started – you have not clicked the link to open the form.
2. In Progress – you have started to complete the form, but were not able to finish. Your work has been saved.
3. Completed – you have opened, completed and submitted the form. A confirmation email has been sent to the email address you provided to acknowledge that the form has been submitted.

Completing a CCU Renewal form

Reminder: Renewal forms are due by January 5, 2015. We encourage you to file as quickly as possible to allow us time to get back to you if we have questions.

Property Information is displayed at the top.

2015/16

ICAP CCU Form

Please complete this form by January 5, 2014. Forms must be received by this date to keep the property tax exemption. Please visit [DOF's Website](#) for a user guide and FAQ.

Property Information			
Owner's Name:	ABC COMMERCIAL ORGANIZATION, INC.	Property Address:	123 35 AVENUE
Mailing Address:	100 ADAMS STREET	Borough-Block-Lot:	3-1234-12
	BROOKLYN, NY 11218	Building Class:	K1
		Tax Class:	4
		Application Number:	12345

Owner's Name and **Mailing Address** were confirmed when you first logged-in to the application.

Property Address and **Borough-Block-Lot** are identifiers for this property.

Building Class is a descriptive code Finance uses to identify characteristics of the BBL. It may describe construction material, type of use, or number of units (residential or commercial). To see a list of building class codes, visit <http://nycprop.nyc.gov/nycproperty/help/hlpbldgcode.html>. Alternatively, if you view a BBL's Account History on www.nyc.gov/finance you will see the BBL's building class and from there you can link to the list of building class codes.

Tax Class is a legal categorization determined by property type. There are four tax classes:

TC 1 – One to three-unit residential properties

TC 2 – Residential property with more than 3 units including cooperatives and condominiums

TC 3 – Utility company equipment and special franchise property

TC 4 – All other real property, including office buildings, factories, stores, hotels and lofts

Application Number is the number assigned to your application when this office received the Preliminary Application.

Section One

This is the contact information you confirmed when first logging into the renewal system. You may change this information by clicking Owner Information in the grey bar.

Section One			
Contact Name:	BARBARA JONES	Relationship to Owner	DIRECTOR
Contact Phone:	7185551212	Email Address:	JONESB@ABC.ORG
	123		

Section Two

As the owner of the property, you must complete the remainder of the sections. You must answer each question.

Section Two	
Complete each question. If completing for a condominium unit(s), only answer for the units in the project and not for the building as a whole.	
1. Has there been a change in the use of this parcel? <i>(*Note: If you are completing a CCU for a condominium unit(s), only answer for your unit(s), not the entire building.)</i>	<input type="radio"/> YES <input type="radio"/> NO
2. Is this building used for industrial purposes? <i>(*Note: If you are completing a CCU for a condominium unit(s), only answer for your unit(s), not the entire building.)</i>	<input type="radio"/> YES <input type="radio"/> NO
3. Does this building contain residential space?	<input type="radio"/> YES <input type="radio"/> NO
4. Is the building being used for any other purpose than described above? <i>(*Note: If you are completing a CCU for a condominium unit(s), only answer for your unit(s), not the entire building.)</i>	<input type="radio"/> YES <input type="radio"/> NO
5. There is more than one building.	<input type="radio"/> YES <input type="radio"/> NO
6. Please be specific in your description of the building's (condominium unit's) current use. • Example, if the use of the space is for manufacturing, indicate precisely what is being made. If the use of the space is as a warehouse, indicate if the warehouse use is commercial or industrial. If multiple floors (condominium units) are used for the same purpose, enter a floor range. • Example 1: Floors 1 thru 3 are used to manufacture furniture. Net square footage over those three floors in 25,000 square feet. • Example 2: Condominium units 1001 and 1002 on floors basement and 1 are used for retail. Net square footage is 8000 square feet.	
NOTE: IF THIS PROJECT HAS MORE THAN ONE BUILDING, ATTACH A SEPARATE SHEET WITH A SEPARATE CHART FOR EACH BUILDING. BE SURE TO INCLUDE THE BUILDING'S ADDRESS.	
Floor or Floor Range	<input type="text"/> to <input type="text"/> Net Sq.Ft. <input type="text"/>
Current Use	<input type="text"/>

If you answer YES to any question, the form will expand for you to enter text. You are required to provide an explanation when the box appears. If the text boxes do not provide enough room for you to enter all your information, you may attach a JPEG, MS Word or PDF file in **Supporting Documentation** (page 10 for more info).

Helpful hint:

- Text boxes require a minimum of 25 characters.

Section Two

Complete each question. If completing for a condominium unit(s), only answer for the units in the project and not for the building as a whole.

1. Has there been a change in the use of this parcel? YES NO
(*Note: If you are completing a CCU for a condominium unit(s), only answer for your unit(s), not the entire building.)

a. If YES, year change occurred, and, explain.

2. Is this building used for industrial purposes? YES NO
(*Note: If you are completing a CCU for a condominium unit(s), only answer for your unit(s), not the entire building.)

If YES, list industrial purposes.

3. Does this building contain residential space? YES NO

a. If YES, how many square feet ?
(*Note: If you are completing a CCU for a condominium unit(s), only answer for your unit(s), not the entire building.)

4. Is the building being used for any other purpose than described above? YES NO
(*Note: If you are completing a CCU for a condominium unit(s), only answer for your unit(s), not the entire building.)

If YES, explain.

5. There is more than one building. YES NO

If YES, # of buildings.

6. Please be specific in your description of the building's (condominium unit's) current use.
 - Example, if the use of the space is for manufacturing, indicate precisely what is being made.
 If the use of the space is as a warehouse, indicate if the warehouse use is commercial or industrial.
 If multiple floors (condominium units) are used for the same purpose, enter a floor range.
 - Example 1: Floors 1 thru 3 are used to manufacture furniture. Net square footage over those three floors is 25,000 square feet.
 - Example 2: Condominium units 1001 and 1002 on floors basement and 1 are used for retail. Net square footage is 5000 square feet.

NOTE: IF THIS PROJECT HAS MORE THAN ONE BUILDING, ATTACH A SEPARATE SHEET WITH A SEPARATE CHART FOR EACH BUILDING. BE SURE TO INCLUDE THE BUILDING'S ADDRESS.

Floor or Floor Range	to	Net Sq.Ft.
<input type="text"/>	<input type="text"/>	<input type="text"/>
Current Use		
<div style="border: 1px solid gray; height: 30px;"></div>		

Supporting Documentation – Attaching a file works the same here as if you were attaching something to your email. Click the Browse button to locate the file on your computer. (Please note that only the following file types are allowed: .pdf, .jpg, .jpeg, .doc and .docx. (the maximum size of each file is 5 MB). When you have identified the right document, click open. If the upload is a success, the file screen will say “Uploaded successfully!” If you’ve accidentally uploaded the wrong file, click Delete to remove it. If you try to attach a file format that is not accepted, you will see this message: Only .pdf, .jpg, .jpeg, .doc, .docx accepted.

Supporting Documentation

<p>Uploaded documents: 0</p> <p>No files uploaded...</p> <p><input type="button" value="Refresh"/></p>	<p>Upload a file</p> <div style="border: 1px solid #ccc; padding: 2px; display: flex; align-items: center;"> <input style="flex-grow: 1;" type="text"/> <input style="margin-left: 5px;" type="button" value="Browse..."/> </div> <p>Ready...</p>
---	--

Helpful hint:

- If you see “Uploaded successfully!” but the Uploaded document counter says “0”, click “Refresh”.

<p>Uploaded documents: 0</p> <p>No files uploaded...</p> <p><input type="button" value="Refresh"/></p>	<p>Upload a file</p> <div style="border: 1px solid #ccc; padding: 2px; display: flex; align-items: center;"> <input style="flex-grow: 1;" type="text" value="C:\MyDocuments\test.doc"/> <input style="margin-left: 5px;" type="button" value="Browse..."/> </div> <p>Uploaded successfully!</p>
--	--

Digital Signature and Save or Submit Form – Once you have answered all the questions and uploaded all attachments (if applicable) you are ready to submit the form. The last requirement is to sign digitally by entering your name and title (position within the organization) and the name of your organization in the boxes as shown below.

Digital Signature

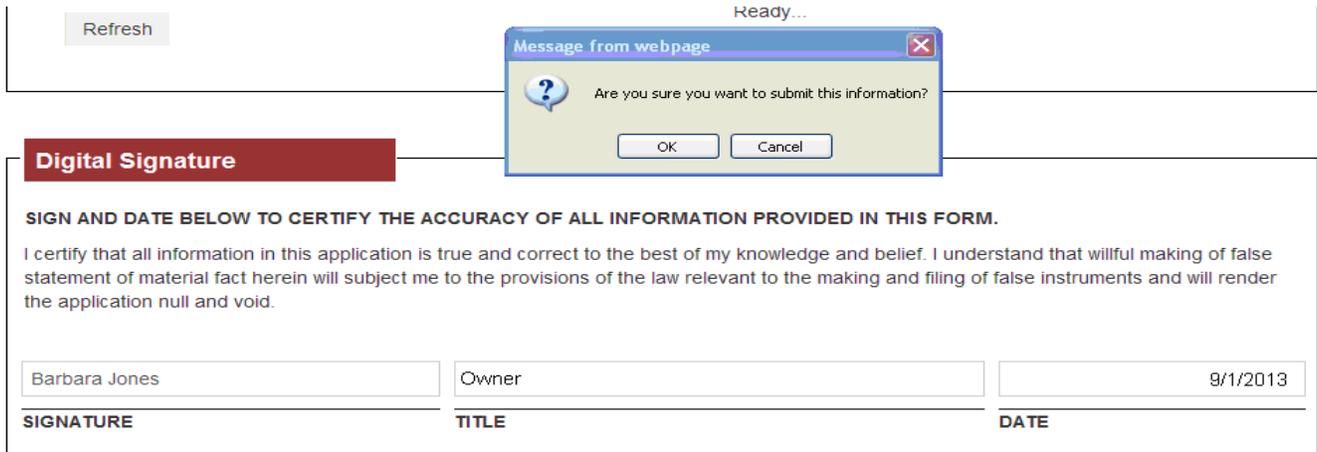
SIGN AND DATE BELOW TO CERTIFY THE ACCURACY OF ALL INFORMATION PROVIDED IN THIS FORM.

I certify that all information in this application is true and correct to the best of my knowledge and belief. I understand that willful making of false statement of material fact herein will subject me to the provisions of the law relevant to the making and filing of false instruments and will render the application null and void.

Barbara Jones	Owner	9/1/2013
SIGNATURE	TITLE/ORGANIZATION	DATE

Save and Complete Later – If you do not want to submit the form at this time, click Save & Complete Later. This will save your work and return you to the Property List page where the status for this BBL will show “In-Progress.” You may return to complete the form in this session, or log off and complete it at another time.

Submit Form – If you are satisfied that the form is accurate, click Submit Form. You will be asked to verify if you want to submit the form as completed.



The screenshot shows a web form with a "Refresh" button at the top left. A "Ready..." status bar is at the top right. A "Message from webpage" dialog box is open in the center, asking "Are you sure you want to submit this information?" with "OK" and "Cancel" buttons. Below the dialog is a "Digital Signature" section with a red header. It contains a certification statement: "SIGN AND DATE BELOW TO CERTIFY THE ACCURACY OF ALL INFORMATION PROVIDED IN THIS FORM. I certify that all information in this application is true and correct to the best of my knowledge and belief. I understand that willful making of false statement of material fact herein will subject me to the provisions of the law relevant to the making and filing of false instruments and will render the application null and void." Below this are three input fields: "SIGNATURE" (containing "Barbara Jones"), "TITLE" (containing "Owner"), and "DATE" (containing "9/1/2013").

Click OK to submit or click Cancel to keep the form active and not submit.

9/11/2014

Once you click submit, you will see the screen below.



Commercial Exemptions
Property Tax Exemption/Abatement Renewals

Property List Owner Information Contact Us Change Password Log off

logged-in as: ABC Commercial

2015/16 ICAP

ICAP CCU Form

Congratulations on submitting your certificate of continuing use.

[Print Form](#) [Property List](#)

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Finally, you have the option of printing a copy of the form for your records by clicking Print Form, or you may go back to the Property List. In the Property List, the ICAP CCU form for the BBL you just submitted will indicate the status as Completed. You will receive an email to the address you provided when you first logged-in, acknowledging receipt of the renewal form.

logged in as: ABC Commercial

Property List

NFP Users - Below is a list of the properties that the Department of Finance (DOF) has on record as being owned by your organization. You are required to complete a renewal form for each Borough-Block-Lot (BBL). You may start the renewal process for any BBL at any time by clicking on the form type in the column titled "Forms".

If you believe that a BBL listed here is not owned by your organization, or if you believe that this list is missing a BBL that you do own that requires a not-for-profit renewal form, please email DOF by clicking [here](#). Be sure to include the BBL and/or the premise address of the property in question. Please note you are required to complete a shortened renewal form for any property on your list that you may have recently sold.

ICIP/ICAP Users - Below is the Certificate of Continuing Use (CCU) for the Borough-Block-Lot (BBL) and associated ICIP or ICAP Application Number you are required to complete. Each BBL/Application Number has a unique User ID and password. [Email us](#) if you have questions.

Show Status

Number of Properties: 1

Property Address	Borough	Block	Lot	Application Number	Status	Forms
ABC Commercial	Brooklyn	1234	12	12345	Completed	ICAP