BIC Online Portal

Vehicle Management Guide
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Getting Started
What to Know Before you Go

Before starting, gather the information needed to complete the online portal.

1) **BIC Number** - This number starts with “BIC-” (Example: BIC-9999).

2) **Business Email Address** - The email address which you disclosed on your BIC application and to which the Commission sends BIC Notifications emails.

   *Note: Please ensure your business email address is up-to-date with BIC and accessible by the person registering the portal account. Your PIN number will be sent to this email address in order to gain access to the portal. If you need to update your business email address, submit a letter notarized by a principal with the new email address to the BIC Licensing Unit.*

3) **US DOT Number** – If your company has a US DOT number, you will need to provide it. If exempt from filing for a US DOT number, click the exemption box at the prompt.

4) **Vehicle Information** – For each truck registered with BIC, the below information will be needed as it relates to Local Law 145 of 2013 (vehicle emission standards) and Local Law 56 of 2015 (installation of side guards).
   a) Truck year;
   b) Whether your vehicle has Side Guards;
   c) Gross Vehicle Weight (GVW) in pounds;
   d) Gross Vehicle Weight Rating (GVWR) in pounds;
   e) Engine Make, Model and Year;
   f) Engine Horsepower;
   g) Whether the vehicle is owned, leased or financed;
   h) Whether a retrofit has been installed on your truck (also known as BART);
   i) If a retrofit has been installed, what is the classification level of the installed retrofit;
   j) Expected compliance with the requirements of Local law 145 of 2013 (either replacing older engines with those 2007 or later OR installing a retrofit);
   k) Whether you are planning on retiring the truck;
   l) Quarter/year of expected vehicle replacement or compliance;
   m) Annual miles traveled in the last year; and
   n) Net Book Value.

*Note: Not every truck will require ALL of this information. For instance, if a truck has already been retrofitted or will be retired, the annual miles traveled or the net book value would not be needed. The portal will prompt you accordingly.*
Registration

*Online Portal New User Registration*

To register a new account with the BIC Online Portal and access your company’s vehicle data:

1) Open this URL [https://nyebic.force.com](https://nyebic.force.com)

2) On the login Screen, click **Register**
3) Enter your **First Name**, **Last Name**, and **Email address** and then click **Register**

You’ll see a confirmation message

NOW, CHECK YOUR EMAIL
Check the email account associated with your user name for instructions on resetting your password. Remember to look in your spam folder, where automated messages sometimes filter. If you still can’t log in, contact BIC.

Back to login
4) Check your email inbox (the email address, you have entered for registration) for an Email titled “Welcome to BIC Online Portal”. The email you receive will look similar to the following:

Hi Testy,

Welcome to BIC Online Portal! To get started, go to https://nycbic.force.com/login?c=9tLN9D8VF9VIPVvBWlNw6lYy2DBMzolQUykA0sl5GWw%3D

Username: [redacted]

Thanks,
Business Integrity Commission

Click or open the link in the email for temporary access to your account.

You will then go through the Authentication and Registration system before setting a password for your account.

**NOTE**: If you do not see this email within your inbox, please check your SPAM folder as some email vendors will move this to spam. Make sure to trust this email so that further communications are not moved to the spam box.
Online Portal User Authentication

Once you click the link, you will enter the Authentication and Registration system. This system will link the registered account with the proper BIC Company with which you are associated.

You will need two pieces of information to complete this process:

1) Enter the BIC number for your company. This must be entered in the format of “BIC-#” (Example: BIC-9999). Do not enter 9999, bic9999 or bic 9999 as these formats will not work and you will receive an error until entered in the proper format.
2) A security code (“PIN”) will be sent to your company’s business email address (the email address provided to BIC on your company application). The email will be titled “NYC BIC Online Portal – Secondary PIN for <insert company name here>”.

**Email Example:**

```
Please see the below Secondary PIN for [REDACTED]

Secondary PIN: [REDACTED]
```

You will need to enter this PIN to complete registration of your account with the Business Int.

If you don’t recognize this email request, please contact BIC as soon as possible.

3) Enter this PIN code into the Secondary PIN field on the screen as noted above.
4) Enter your company’s **US DOT Number** in the field provided, if not already on file with the Commission. If you are exempt from filing a US DOT number, please tick the box titled “**Exempt from obtaining a US DOT Number**”.

![Image of the NYC BIC Vehicle Management Portal login screen]

If you are unsure whether you need a US DOT number, see the following site for more information: [https://www.fmcsa.dot.gov/registration/do-i-need-usdot-number](https://www.fmcsa.dot.gov/registration/do-i-need-usdot-number)

5) A confirmation page will be displayed that you have successfully authenticated with the BIC Online Portal. Click **Finish** to continue.

![Image of the confirmation page]
6) Once you have successfully authenticated, you will set a password for your account.

The password should be comprised of the following:

1. At least 8 characters long
2. At least 1 letter
3. At least 1 number
4. At least 1 special character (acceptable values are: ! # $ % - _ = + < or >)

Once you enter and confirm the password, click **Change Password**. This will now be your password to login to the BIC online portal; your username is the email address you used to register. At this point, you will be entered into the online portal to manage your vehicles.
Once you have successfully logged in, the main screen appears. The screen above is an example of the main screen and includes the following features:

1. **Main/Navigation Header**: Here you can go ‘Home’ or find support options.

2. **Search/Record View Size**: The search box allows you to search for VIN, BIC Plate or DMV Plate numbers, or other data points (see table on following page). Additionally, you can choose how many vehicles are shown on the page.

3. **Vehicle Table Headers**: The headers can be clicked to initiate sorting by ascending (up) or descending (down).

   The Status field notes whether or not your vehicle has complete information or is missing information and needs to be updated.

   a. A green check icon ✔️ means the vehicle has all required information on file. *We recommend that you review these records to ensure the information is accurate and update any fields as needed.*

   b. A red warning icon ⚠️ means that the vehicle record is missing information and it needs to be updated.

4. **Vehicle Information Table**: This table displays your company’s vehicles active with the Commission.
Editing Vehicle Information

Select a vehicle to edit by clicking on the row of the vehicle you wish to edit. A vehicle information screen appears (see above) consisting of the following features:

1. **Required Fields**: Each field with a red asterisk (*) is required. You must provide information related to each field that has a red asterisk.

2. **Missing Information Messages**: If a field has not been filled in, this field will have a message in red text noting what is required.

3. **Additional Information**: This section will change depending on the values entered for the vehicle selected. Not all fields displayed in the above screenshot may show depending on the values for a particular vehicle as they relate to Local Law 145 of 2013 (vehicle emission standards).

4. **Notes Section**: This section contains important information for specific fields on the information screen. Click the “Note #” link in blue text near the field it appears next to. Also, see the corresponding numbers.
If you attempt to ‘save’ a vehicle’s information and did not fill out all of the required information, the following screen will appear:

The fields requiring attention will be highlighted in red. This information will need to be entered in order to complete and save all information to this vehicle. If you do not have all information available, click the Close button and come back at another time to edit the vehicle information.
Upon successful completion of a vehicle’s information, the below screen will show:

At this time, the record was completed and saved successfully. Next, click **Close** and move onto the next vehicle on the list.
When you return to the vehicle information screen, the status will have changed (as shown below).

A green status check mark ✅ notes that those vehicles fully provided the required information and no blank values remain.

If a red warning sign ⚠️ is displayed, then that vehicle is missing required information and needs attention.
Account Management

Password Reset

If you forget your password, click the **Reset Password** link on the login screen.

Enter your **username** as indicated and click **Send Password Reset Email**.

An email will be sent to the email associated with the username and will include a link to reset your password. (Please reference the Password section in the *Online Portal Authentication* section for more details.)

Click **Cancel** to return to the login screen.
Support

Website

If you require assistance for reasons other than the information provided in this guide, please contact BIC via the link on our website:

http://www1.nyc.gov/site/bic/industries/portal-support-form.page

Include as much detailed information as possible, such as specifics of error messages. BIC will work to resolve the issue and respond as soon as possible.

Phone

Call the BIC support hotline for the following types of issues with the BIC Online Portal:

1) Questions pertaining to the entry of information.
2) Technical issues (login, errors, etc.).

BIC Portal Help Hotline: 212-437-0560