General Information Session

October 2015
Session Objectives

DOB NOW: Inspections Overview
Access to DOB NOW: Inspections
Account Registration & Management
Linking a PIN
Searching in DOB NOW: Inspections
Requesting an Inspection and Viewing Results
DOB NOW: Inspections Scheduling Guidelines
FAQs
Q + A
Session Objectives

Learn about DOB NOW: Inspections

Learn how the system streamlines the Inspection scheduling and resulting processes

Learn how to register for your account, starting on 9 Nov 2015
You will see these terms used throughout this presentation

**Records**
Jobs, BPP Jobs, Place of Assembly, Permits, Devices, Notices, Work, Applications, Certifications, Sign Off Requests & Gas Authorization Requests

**LPs**
Electricians, Elevator Agencies/Inspectors, Fire Suppression Contractors, General Contractors, Master Plumbers, Oil Burner Installers, Professional Engineers, Sign Hangers, Registered Architects, and Registered Landscape Architects

**Self-Certifications**
Certain Boilers, Cranes, and Plumbing inspections can be completed by an LP without the presence of an Inspector from the Department of Buildings. The supporting documentation must be uploaded into DOB NOW: Inspections, and is subject to approval or rejection.
DOB NOW: Inspections
New Online Inspections Portal

- View information related to your Jobs & Permits
- View and search for Records and LPs
- Request Inspections (including withdrawals) & view Results online
- Receive Final Inspection Results within 36 hours
- Receive emails at milestones in your Inspection cycle
- View and download documents such as the Inspection Report and cards
- Upload documentation to certify certain objections
- Request Gas Authorization and Plumbing Sign Offs
- Delegate responsibility to other Registered Users
- Submit Self-Certification documentation (Certain LPs for Boilers and Plumbing; LPs/Owners/Delegates for Cranes)
Inspections Today
Email, Calls + Visits to Buildings

1. Request Inspection
2. Inspection scheduled
3. Get Inspection date/time
4. Inspection route created manually
5. Inspection conducted
6. Inspector submits results to the Supervisor
7. Supervisor reviews results
8. Requestor receives results
9. Objections eligible for certification submitted
10. Documentation reviewed and resulted

Requires phone call, fax, email and/or visit to Buildings
Inspections Starting Late 2015

No Phone Calls – No Waiting in Line

1. Requestor (Owner, LP, or Delegate) Requests Inspection online
2. Inspection scheduled using route optimization; Owner, LP, and Delegates are notified via email
3. Inspection conducted; Initial results emailed to all Owner, LP, and Delegates, and available online
4. Supervisor reviews. Final results including certifiable objections are emailed to Owner, LP, and Delegates, and available online
5. If applicable, Owner, LPs, or their Delegates can submit certification of objections online

Completed electronically via DOB NOW: Inspections
Boilers
Builders Pavement Plan
Construction
Cranes + Derricks
Electrical
Elevators
House Connections
Plumbing
Sustainability
Access to DOB NOW: Inspections

Registered Users
- Owners
- Licensed Professionals (LPs)
- Delegates
- Any interested party

Unregistered Users
- Anonymous Users
DOB NOW: Inspections 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 DOB NOW: Inspections functions will be available later in 2015.
Anyone can register for an account. However, only Owners, LPs, and their Delegates can access their Records and use DOB NOW: Inspections to:

- Request Inspections (including withdrawals) and view the Results online
- Request Gas Authorizations and Plumbing Sign–Offs
- Assign Delegates (LPs and Owners only)
- View, upload, and download documents
- Submit documentation to certify certain objections
- Receive email notifications regarding the Record
- Submit Self-Certification documentation
- Enter a PIN (LPs only)

DOB NOW: Inspections is available for account registration, account management, and PIN entry on 9 Nov 2015.
For all Permits that you file, use the email address you use to register with DOB NOW: Inspections (as depicted on the following slide). DOB NOW: Inspections will be available for Registration beginning on 9 Nov 2015.

Once the system goes live, if you have registered with DOB NOW: Inspections and you do not see your Records, use one of the following options to gain access to your Records:

- **Option 1:** Visit the Customer Service Counter on the 5th Floor at 280 Broadway or the respective Inspection Unit, verify your identity (bring a Photo ID), and ask the Service Representative to add you to each applicable Record.
- **Option 2:** Ask the LP to add you as a Delegate to each applicable Record.
Owners*: Use this email address when registering for an DOB NOW: Inspections account
*except Owners filing for Electrical Permits or requesting LAA inspections
LPs that can take actions on Records are:

- Electricians
- Elevator Agencies/Inspectors
- Fire Suppression Contractors
- General Contractors
- Master Plumbers
- Oil Burner Installers
- Professional Engineers
- Sign Hangers
- Registered Architects
- Registered Landscape Architects

To access DOB NOW: Inspections and take action on Records, LPs must:

1. Register for an DOB NOW: Inspections account
2. Use a PIN for each license that is held. For example, if you hold Master Plumber and Fire Suppression Contractor licenses, you will receive two PINs.
Buildings will email a PIN to LPs who will use DOB NOW: Inspections to request Inspections. This information will be emailed between 2 & 9 Nov 2015 to your business email address on file with the Department’s Licensing Unit. Starting 9 Nov 2015, LPs can register for an account and enter the PIN(s) provided by Buildings.

Two emails will be sent to the business email address on file with the Department’s Licensing Unit:
1. An email containing a link to the account registration and PIN entry instructions
2. An email containing your PIN and the associated license number. You will receive one email for each license that you hold.

- Once you register for an account and enter your PIN(s), you can take action on the associated Records after the rest of the system goes live in late 2015.
- If you complete these steps and do not see your Records, visit Customer Service on the 5th floor at 280 Broadway or call 212-393-2550.
If you:
- Did not receive your PIN, or misplaced your PIN

Visit the Customer Service Counter on the 5th Floor at 280 Broadway to:
- Verify your identify (bring a DOB Issued License and/or Photo ID)
- Obtain your PIN (PINs cannot be provided over the phone or in the Boroughs)

You will then need to:
- Register for an DOB NOW: Inspections account
- Log in to DOB NOW: Inspections and enter the PIN(s) provided by the Customer Service Representative. A PIN will need to be entered for each license that is held

- Once your entered your PIN(s), you can take action on the associated Records after the system goes live in late 2015.
The Delegation feature enables Owners and LPs to give system rights to other people, such as Filing Representatives.

A Delegate MUST be a Registered User in order to serve as a Delegate:
- Starting 9 Nov 2015, become a Registered User by registering for DOB NOW: Inspections account (skip this step if already registered as an Owner or LP)

Starting late 2015, Owners and LPs can:
- Delegate responsibility for each applicable Record. Delegates can only be added to a Record using the email address entered during account registration. Once added, Delegates will receive a confirmation email from DOB NOW: Inspections.

- Once an account is linked to a Record via delegation, the Delegate can take action after the system goes live in late 2015.
Owners and Licensed Professionals can share Record permissions with other Registered Users in DOB NOW: _Inspections_ by:

- Selecting the appropriate Record
- Confirming the intended Delegate via their email address

Please note:

- This process can be repeated to add an unlimited number of Delegates
- Delegates cannot delegate
- Owners and LPs can add or remove Delegates at any time
- Delegates will be notified by email when they are added or removed
- Delegates on Cranes Records can submit Self-Certification documentation
  - Delegates on all other Record types cannot submit Self-Certification documentation using DOB NOW: _Inspections_
Starting in late 2015, anyone can use DOB NOW: *Inspections* to search for and view the details below without an account or logging in.

- LPs
- **Records** *(Jobs, BPP Jobs, Place of Assembly, Permits, Devices, Notices, Work, Applications, Certifications, Sign Off Requests & Gas Authorization Requests)*
- Development Inspection Results
- Development Inspection Objections
- Development Inspection Appointments
The following slides provide an overview of the screens you will use in DOB NOW: *Inspections*.

DOB NOW: *Inspections* is available for Account Registration, Account Management, and PIN entry (when required) beginning 9 Nov 2015.

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

All other functions in DOB NOW: *Inspections* will be available later in 2015.
Account Registration
Starting 9 Nov 2015

Click ‘New Users: Register for an Account’
Click the box to accept the terms, and click Submit.
Enter the required information and click Continue Registration.
Check your email and follow the instructions to activate your account.
Account Management
Starting 9 Nov 2015

➢ After registering for an account, Owners, Licensed Professionals, Delegates, and other Registered Users can change their:
  ✓ Email address
  ✓ Password
  ✓ Security question/security answer
  ✓ Type (i.e., Individual or Organization)
  ✓ Organization Name
  ✓ Address
  ✓ Phone Numbers (Home, Mobile)
Licensed Professional: Using a PIN
Starting 9 Nov 2015

- After you register for an account as an LP, you will need to log in and enter a unique PIN provided by Buildings.

  LPs that can take actions on Records are:
  - Electricians
  - Elevator Agencies/Inspectors
  - Fire Suppression Contractors
  - General Contractors
  - Master Plumbers
  - Oil Burner Installers
  - Professional Engineers
  - Sign Hangers
  - Registered Architects
  - Registered Landscape Architects

- A PIN will need to be entered for each license that is held. For example, if you hold Master Plumber and Fire Suppression Contractor licenses, you will receive two PINs.
Licensed Professional: Using a PIN

Starting 9 Nov 2015

Enter User ID and Password to log in
Licensed Professional: Using a PIN
Starting 9 Nov 2015

What would you like to do today?
To get started, select one of the services listed below:

Use the links in 'General Information' to look up information for Licensed Professionals or Licensees.

Use the links in 'Buildings' to:
- Search Records (Permits/Jobs/Device Numbers/Record)
- Access Your Account to view your permits, jobs, request an inspection, etc...
- Submit one of the following specialized transactions: PVT Inspection Results or Temporary Amusement Ride Inspection Requests

General Information
Search Licensed Professionals/Licensees

Buildings
Select an Online Service
Search Records
Access My Records

Click ‘Select an Online Service’
1. Enter your PIN and six digit License Number (including any leading zeros)

2. Click Continue Application
Licensed Professional: Using a PIN
Starting 9 Nov 2015

- If the PIN and License Number match:
  - The following message will be displayed on the screen: “Your record has been successfully submitted. Please print your record and retain a copy for your records.”
  - A confirmation email will be sent to the business email address that is on record with the Licensing Unit.

- If the PIN and License Number do not match, you will receive an error message. Contact Customer Service for assistance.
Repeat this process for each license you hold.
Searching in DOB NOW: Inspections
Starting Late 2015

- Remember, you do not have to register for an account or log in to search for and view:
  - Licensed Professionals
  - Records
  - Development Inspection Results and Objections
Click ‘Search Licensed Professionals/Licensees’

Click ‘Search Records’
1. Select a search option which will refine the list of search criteria fields.

2. Enter the search criteria, and click Search.
Searching in DOB NOW: Inspections
Starting Late 2015

Click the ID Number for more information

<table>
<thead>
<tr>
<th>ID Number</th>
<th>Record Type</th>
<th>Address</th>
<th>Status</th>
<th>Action</th>
<th>Related Records</th>
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<tbody>
<tr>
<td>DUB15-00000-000094</td>
<td>AL-1 Permit</td>
<td>280 Broadway NEW YORK NY 10007</td>
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<td>0</td>
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<td>DUB16-00000-000096</td>
<td>Plumbing Permit</td>
<td>280 Broadway NEW YORK NY 10007</td>
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<tr>
<td>112233447</td>
<td>Limited Alteration Application</td>
<td>280 Broadway NEW YORK NY 10007</td>
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<tr>
<td>ORJ-112233447</td>
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<tr>
<td>ORJ-112233446</td>
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<td>280 Broadway NEW YORK NY 10007</td>
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<td>9</td>
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<tr>
<td>ORJ-112233444</td>
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<td>112233445</td>
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<tr>
<td>112233444</td>
<td>Electrical Permit</td>
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<td>AWAITING INSPECTION REQUEST</td>
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<td>Crane (CD)</td>
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<td>10</td>
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<td>112233441</td>
<td>Boiler Permit</td>
<td>280 Broadway NEW YORK NY 10007</td>
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<td>5</td>
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</tr>
</tbody>
</table>

< Prev | 1 2 3 | Next >
Searching in DOB NOW: Inspections
Starting Late 2015

Record 112233446:
Elevator Device DISABLED

Work Location
280 Broadway NEW YORK NY 10007

Record Details
Please review the details of your Record below.
If applicable, use the "Actions" button to:
- Certify an Objection
- Add a Delegate (to perform certain actions on your behalf)
- Upload Inspection results from an Advance Notice Inspection (Plumbing)
- Provide Buildings with Advance Notice (Plumbing) for Certified Inspections

Licensed Professional:
Alex Smith
ABC Corp.
NEW YORK, NY, United States
Contractor XYZ123

More Details

Job Description:
"Floor From: 1 Travel Distance: 319'1 Working Pressure: Floor To: 32 Speed: F.P.M.: 300 Capacity: Lbs.: 6,000 "

Details about the Record will display
Owners, Licensed Professionals, and their Delegates follow these steps to request an Inspection.
Requesting an Inspection
Starting Late 2015

Enter User ID and Password Here
Requesting an Inspection

Starting Late 2015

What would you like to do today?
To get started, select one of the services listed below:

Use the links in 'General Information' to look up information for Licensed Professionals or Licensees.

Use the links in 'Buildings' to:
- Search Records (Permits/Jobs/Device Numbers/Record)
- Access Your Account to view your permits, jobs, request an inspection, etc...
- Submit one of the following specialized transactions: PVT Inspection Results or Temporary Amusement Ride Inspection Requests

General Information
Search Licensed Professionals/Licensees

Buildings
Select an Online Service
Search Records
Access My Records

Click ‘Access My Records’

DOB NOW INSPECTIONS
## Requesting an Inspection

### Starting Late 2015

Your Permit/Job/Device records are listed below.

Click on the Record ID Number to view details associated to that record and/or take action. Select checkboxes next to Record IDs below and click 'Add to collection' to group the records as part of a project.

Showing 1-6 of 6 | Add to collection

<table>
<thead>
<tr>
<th>ID Number</th>
<th>Record Type</th>
<th>Address</th>
<th>Status</th>
<th>Action</th>
<th>Rel Rec</th>
</tr>
</thead>
<tbody>
<tr>
<td>DEL-15-000015</td>
<td>Manage Delegates</td>
<td>124 West 23rd St 6th Ave 7th Ave NEW YORK NY 10011</td>
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<td></td>
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</tr>
<tr>
<td>42649128407AL</td>
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<td>11 New York Ave New York NY 10007</td>
<td>Issued</td>
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<tr>
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<td>706200102</td>
<td>IPPP Job</td>
<td>11 New York Ave New York NY 10007</td>
<td>Issued</td>
<td></td>
<td>1</td>
</tr>
</tbody>
</table>

Click the Job, Application, or Permit
Select the Inspection Type

Selecting the Inspection Type:

1. Select one of the available Inspection Types below. Click the 'Continue' button to proceed with Scheduling or Requesting your Inspection.

2. If prompted, select an appointment date by clicking one of the dates available in blue below. Use the Next link below to display future months.

3. If prompted, after selecting the date, please select one of the radio buttons for the scheduled time of the appointment. Click the 'Continue' button to proceed with Scheduling or Requesting your Inspection.

4. The Inspection Contact will be the person onsite to meet the Inspector. If the Inspection Contact information displayed is incorrect, click Change Contact to provide the alternate Inspection Contact information, then click the 'Submit' button. Click the 'Continue' button to proceed with Scheduling or Requesting your Inspection.

5. Confirm that the Inspection information is correct. Click Information by Clicking Here to provide information regarding Site Information by clicking here to proceed to the Inspection Detail page.
Click ‘Request an Inspection’
Verify the Contact listed will be on-site to meet the Inspector. Click ‘Change Contact’ to update if necessary.
1. Enter special instructions for the Inspector, if necessary.

2. Click Finish.
Information in the “Additional Information” section:

- **General Instructions for the Inspector (optional):**
  - Enter instructions for the Inspector such as “Meet me on the south side of the building by the door on the 2nd floor”.
  - Requests for specific Inspection dates and times will not be honored.

- **Industry Specific Instructions (required):**
  - There are also industry-specific reasons for entering comments. These will be discussed during upcoming Industry Sessions.
Receive an email confirming that your request has been received.

The Department of Buildings has received your request for an inspection of type Builders Pavement Plan (BPP) at 2189 2nd Avenue, New York, NY 10029 for Job Number 700200102. Your inspection will be scheduled for the first available date and time, and you will receive a follow-up email with the date and time of your inspection appointment.

This BPP Job affects multiple NBs:
The NB # of this job is 29385798
The address of the property that needs to be inspected is 2191 2nd Avenue. Thank you.

This is an automated message; please do not reply. If you have questions or concerns, please contact the Department of Buildings at bppIR@buildings.nyc.gov.

Sincerely,

NYC Department of Buildings
Receiving an Inspection Schedule
Starting Late 2015

An inspection of type Builders Pavement Plan (BPP) has been scheduled on 9/12/2015 at approximately 9:20AM for Cooper, Carly at 2189 2nd Avenue, NEW YORK, NY 10029 for Job Number 700200102.

A contact from your company must be present during the Inspection; if this is not possible at the date and time provided, please log into Inspection Ready, to cancel the inspection and request a new inspection. If you need to cancel less than two business days prior to the scheduled inspection, please call the Department of Buildings at 212-393-2956.

This is an automated message; please do not reply. If you have questions, please contact the Department of Buildings at bppIR@buildings.nyc.gov.

Sincerely,

NYC Department of Buildings
Receiving Preliminary Results via Email
Starting Late 2015

From: DO_NOT_REPLY@buildings.nyc.gov
Sent: None
Subject: Inspection Result for Carly Cooper - 004

An inspection of type Builders Pavement Plan (BPP) has been completed for Carly Cooper at 2189 2nd Avenue, NEW YORK, NY 10029. The status/disposition of your inspection is Pass for Job Number 700200102. These inspection results are subject to supervisory review and are not official until reflected as Final in Inspection Ready.

This is an automated message; please do not reply. If you have questions or concerns, please contact the Department of Buildings at bppIR@buildings.nyc.gov.

Sincerely,

NYC Department of Buildings

Receive an email with preliminary results
Receiving Final Results via Email
Starting Late 2015

From: DO_NOT_REPLY@buildings.nyc.gov [mailto:DO_NOT_REPLY@buildings.nyc.gov]
Sent: None
Subject: Inspection Result for Carly Cooper - 004

NYC Buildings

The Final Status / Disposition of your Builders Pavement Plan (BPP) inspection for Cooper, Carly for Job Number 700200102 is Pass-Final.

This is an automated message; please do not reply. If you have questions or concerns, please contact the Department of Buildings at bppIR@buildings.nyc.gov.

Sincerely,

NYC Department of Buildings

Click here to view results online
Viewing Results Online
Starting Late 2015

Upcoming Inspections: (1)

>>Request an Inspection

Scheduled  Builders Pavement Plan (BPP) (3737)

Completed Inspections: (1)
Pass-Final - 1
Pass-Final Builders Pavement Plan (BPP) (3737)
Resulted on 09/12/2015 at 12:00 PM

View online Inspection Results
If an Objection is observed in the field and it does not require Buildings to return to the site for a Re-inspection, it is called a Certifiable Objection.

You can view all Objections using DOB NOW: Inspections, including those that are Certifiable.

- Owners, LPs, or Delegates can resolve Certifiable Objections by uploading documentation into DOB NOW: Inspections.
Viewing Objections, Including Certifiable Objections
Starting Late 2015

Record 42049128406AL:
AL-1 Permit

This record was locked by REQUIREMENT on 07/21/2015.
Condition: Floor 004: Fire Protection - Installation of Smoke and Carbon Monoxide detectors
Severity: Required
Total Conditions: 2 (Required: 2)

View additional details

Remember, certain objections can be resolved online using DOB NOW: _Inspections_. To view all objections on this Record, click ‘View Additional Details’.
Owners, LPs and Delegates can upload Inspection-related and additional supporting documentation in DOB NOW: Inspections.
Uploading Documents
Starting Late 2015

After navigating to the Record, expand the Attachments section and click ‘Upload Attachment’
Click ‘Select Files’ to browse and select files from your computer. Click ‘Finish’ once uploaded.
Uploading Documents
Starting Late 2015

- Select a document Type
- Enter an optional Description
- Click ‘Save’
Uploading Documents

Starting Late 2015

Attachments

Please review attachments related to this Record below.
- Click the 'Upload Attachment' button to upload additional or supporting attachments for this Record.
- Click the 'Actions' button to view attachment details for this Record.

Uploaded files appear here
In addition to document you’ve uploaded, system-generated correspondence and documents (such as cards) will also appear in the Attachments section.
Please note the following:

- A specific Inspection date, time, or desired time of day (AM/PM) cannot be requested.
- Cancellations will be accepted online up to 48 hours prior to the scheduled Inspection. You must call Buildings at the phone number listed in your appointment confirmation email to cancel an Inspection that is scheduled to occur within 48 hours.
- Inspections should only be requested when you are truly prepared for the Inspection.
- Inspections can only be requested by an LP, Owner or their Delegates via DOB NOW: Inspections when the Record (Job or Permit) is in an Inspectable status.
- Each Record can only have one open inspection request at a time, with the exception of BPP.
- LPs and Delegates cannot request an Inspection if the LP has an expired license and/or expired insurance. These rules do not apply to Owners.
The emails below will be sent to Owners, LPs, and their Delegates, only if they have an DOB NOW: Inspections account:

- Inspection Request has been received
- Inspection is scheduled
- Inspection is cancelled
- Preliminary Inspection Results are available
- Final Inspection Results are available

Add DO_NOT_REPLY@buildings.nyc.gov to your ‘Safe Sender’ list

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<td>PVTs - How to Submit Inspection Documentation*</td>
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* An online Video Tutorial will also be available
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<th>Industry</th>
<th>Date</th>
<th>Time</th>
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<tr>
<td>Construction</td>
<td>Nov 4</td>
<td>9:00-11:00</td>
<td>125 Worth St 2nd Floor Conference Rm</td>
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<td>Construction</td>
<td>Nov 6</td>
<td>9:00-11:00</td>
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<td>Nov 17</td>
<td>9:00-11:00</td>
<td>280 Broadway 3rd Floor Conference Rm</td>
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<td>Nov 18</td>
<td>9:00-11:00</td>
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<td>9:00-11:00</td>
<td>125 Worth St 2nd Floor Conference Rm</td>
</tr>
<tr>
<td>Elevators</td>
<td>Nov 20</td>
<td>9:00-11:00</td>
<td>280 Broadway 3rd Floor Conference Rm</td>
</tr>
<tr>
<td>Elevators</td>
<td>Nov 20</td>
<td>1:00-3:00</td>
<td>280 Broadway 3rd Floor Conference Rm</td>
</tr>
<tr>
<td>Boilers</td>
<td>Nov 23</td>
<td>9:00-11:00</td>
<td>125 Worth St 2nd Floor Conference Rm</td>
</tr>
</tbody>
</table>
1. **Why is Buildings implementing DOB NOW: Inspections?**
   
   DOB NOW: Inspections will consolidate systems, standardize processes across the Agency and make it easier to interact with Buildings regarding Inspections, without even setting foot in a Buildings office.

2. **How far in advance should I request an Inspection?**
   
   Inspections must be requested at the point in time when the site is ready to be inspected. You will be scheduled for the next available Inspection date. The service levels differ for each discipline and fluctuate based on the volume of requests.

3. **How will I receive my appointment date and time?**
   
   You will receive an email with the Inspection date and time prior to the Inspection.
4. **What if I need to cancel my Inspection appointment?**
   Cancellations will be accepted online up to 48 hours prior to the scheduled Inspection. You must call Buildings at the phone number listed in your confirmation email to cancel an Inspection that is scheduled to take place within 48 hours.

5. **How will I receive my Inspection results?**
   Upon completion of the Inspection, you will receive an email indicating that the Preliminary Inspection Results (subject to Supervisory Review) are available for review on DOB NOW: Inspections. After Supervisory Review, you will receive a second email notification that the Final Results are available for review.

6. **After the launch of DOB NOW: Inspections, will I be able to request Inspections like I do today?**
   No, Inspection requests must be submitted via DOB NOW: Inspections. After the system launches, Buildings staff will be available in-person (at each Borough Office) and by phone to walk LPs, Owners, and their Delegates through the steps online.
7. **Can I ask for a specific Inspection date/time, or for a certain Inspector?**
   No, Inspections will be scheduled for the next available timeslot. If the date and time scheduled is not convenient, you can use DOB NOW: Inspections to cancel the Inspection and request a new Inspection.

8. **Is BISWeb going away?**
   No, BISWeb will continue to be used as it is today. It will remain the system of record for Job Filings and will interface with DOB NOW: Inspections for Inspection-related information.

9. **How will I learn how to use the system?**
   Videos and User Manuals, will be posted to the Buildings Website. Buildings staff will also be available by phone and in each Borough Office.
Questions + Answers

Send your questions to:
InspectionReady@buildings.nyc.gov

Include “Information Session” in the Subject Line

Meeting Materials are available here: