

Account Registration and Management

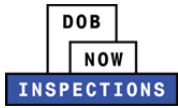


Table of Contents

Introduction	2
DOB NOW: <i>Inspections</i> Overview	2
Account Registration and Management.....	3
Registering for a DOB NOW: <i>Inspections</i> Account.....	3
Alternate Access Method for Owners	10
Logging into DOB NOW: <i>Inspections</i>	11
Managing Your Account Details	12
Forgotten Password	19
Locked Account	24

Introduction

DOB NOW: *Inspections* Overview

DOB NOW: *Inspections* is an online portal for Owners, Licensed Professionals (LPs)¹, and their Delegates to conduct Inspection-related business with the Department of Buildings. DOB NOW: *Inspections* 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 DOB NOW: *Inspections*, 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 DOB NOW: *Inspections* 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 and manage your DOB NOW: *Inspections* account.

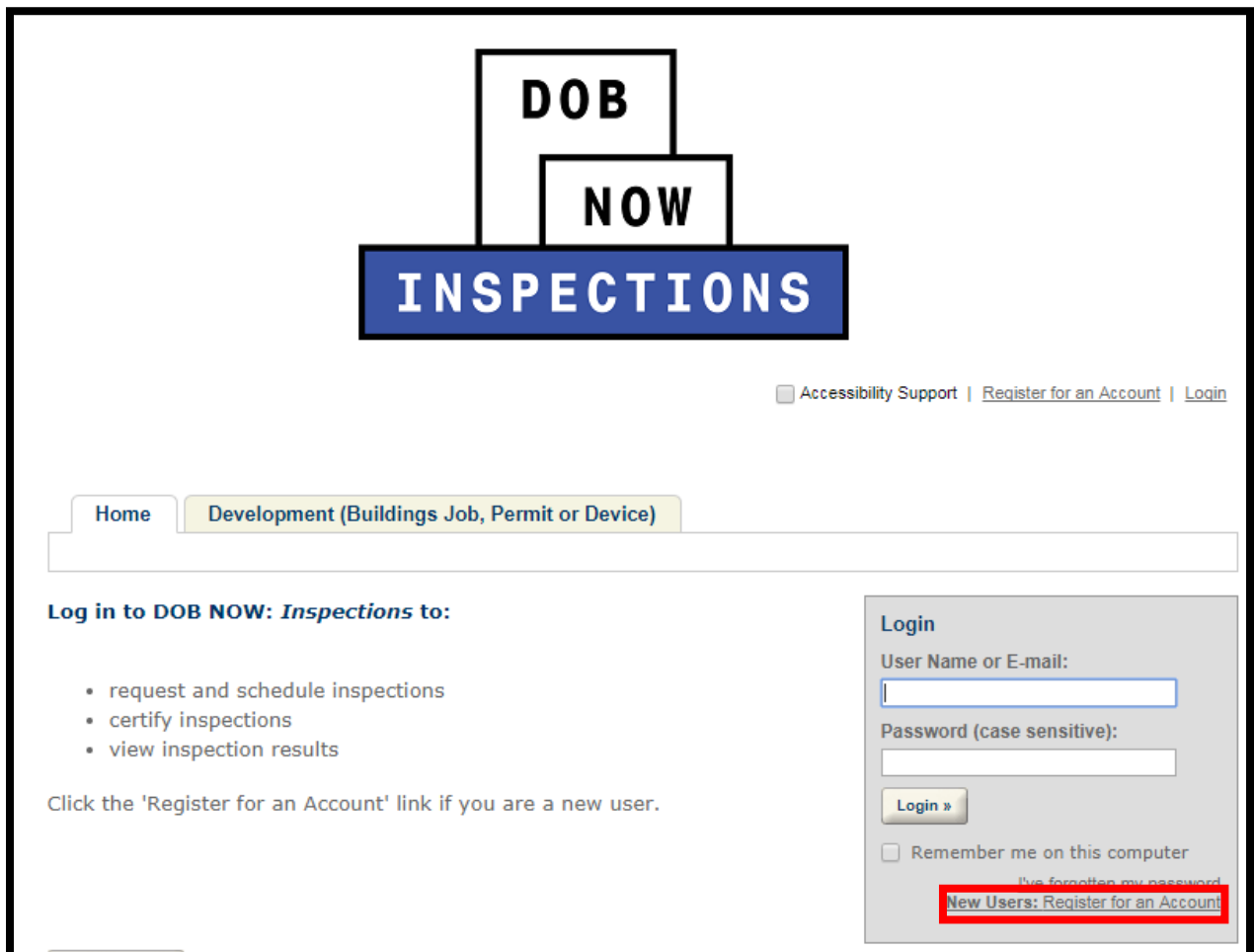
¹ LPs are defined as: Electrical Contractors, Elevator Agencies/Inspectors, Fire Suppression Contractors, General Contractors, Oil Burner Installers, Master Plumbers, Sign Hangers, Professional Engineers, Registered Architects, and Registered Landscape Architects

Account Registration and Management

Registering for a DOB NOW: *Inspections* Account

Owners, LPs, and their Delegates must become Registered Users prior to taking action on Records in DOB NOW: *Inspections*.

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



The screenshot shows the DOB NOW: Inspections login page. At the top center is the logo with 'DOB' and 'NOW' stacked above a blue bar containing 'INSPECTIONS'. To the right of the logo are links for 'Accessibility Support', 'Register for an Account', and 'Login'. Below the logo is a navigation bar with 'Home' and 'Development (Buildings Job, Permit or Device)'. The main content area is titled 'Log in to DOB NOW: *Inspections* to:' and lists three bullet points: 'request and schedule inspections', 'certify inspections', and 'view inspection results'. Below this is a note: 'Click the 'Register for an Account' link if you are a new user.' On the right side, there is a 'Login' form with fields for 'User Name or E-mail:' and 'Password (case sensitive):', a 'Login »' button, and a 'Remember me on this computer' checkbox. At the bottom of the login form, there is a link for 'New Users: Register for an Account' which is highlighted with a red box.

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 with two tabs: "Home" and "Buildings". The "Buildings" tab is active. 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 scrollable box is a checkbox labeled "Sign acceptance of the above terms." which is highlighted with a red box. Below the checkbox is a "Submit »" button, also highlighted with a red box.

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 can not 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 a DOB NOW: *Inspections* 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).
 - This email address is used to link you to the properties you own and allows you to take action on your Records.

5. Click **Continue Registration**.

Home
Buildings

If you encounter any problems with account registration, please contact Customer Service at 212-393-2550.

Account Registration:
Enter Account Information * indicates a required field.

Login Information

* User Name: ?

* E-mail Address:

* Password: ?

Password Strength Requirements

* Type Password Again:

* Select a Security Question: ?

* Answer: ?

Contact Information

* Type:

* First: <input type="text" value="FirstName"/>	* Middle: <input type="text"/>	* Last: <input type="text" value="LastName"/>
--	-----------------------------------	--

Organization Name:

Home Phone: <input type="text" value="212-555-5555"/>	Mobile Phone: <input type="text" value="212-555-5555"/>
--	--

* Address Line 1: <input type="text" value="11 New York Ave"/>	Address Line 2: <input type="text" value="#500"/>
---	--

* City: <input type="text" value="New York"/>	* State: <input type="text" value="NY"/>	* Zip Code: <input type="text" value="10007-"/>
--	---	--

Country/Region: <input type="text" value="United States"/>	* Preferred Channel: <input type="text" value="E-mail"/>
---	---

Continue Registration »

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

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

If you encounter any problems with account registration, please contact Customer Service at 212-393-2550.

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

Login Information

If you are changing your E-mail Address you **MUST** also change it in the **Contact Information** section below.

User Name: username3
E-mail: username3@emailaddress.com
Password: *****
Security Question: What is the name of your first pet?

Contact Information

* Type: Individual

* First: Middle: * Last:

Organization Name:

Home Phone: Mobile Phone:

* Address Line 1: Address Line 2:

* City: * State: * Zip Code:

Country/Region: * Preferred Channel:

confirm the displayed contact as my own identity.

[Back](#)

- 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

- 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 DOB NOW: *Inspections* homepage will open and the page will display the message:

“Thank you for registering for a DOB NOW: *Inspections* 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 a DOB NOW: Inspections account*

 - OR*
 - *Filed using an email address (on Section 26 of the PW1) that does not match the one you used to register for a DOB NOW: Inspections 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.*

- *Users who wish to become a Delegate, Please Note:*
 - *After registering, the LP or Owner on the Record will need to take an additional step to assign you as a Delegate. Please refer to the Delegating Responsibilities User Manual for instructions.*

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 a DOB NOW: *Inspections* account
- Filed using an email address (on Section 26 of the PW1) that does not match the one you used to register for a DOB NOW: *Inspections* 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:

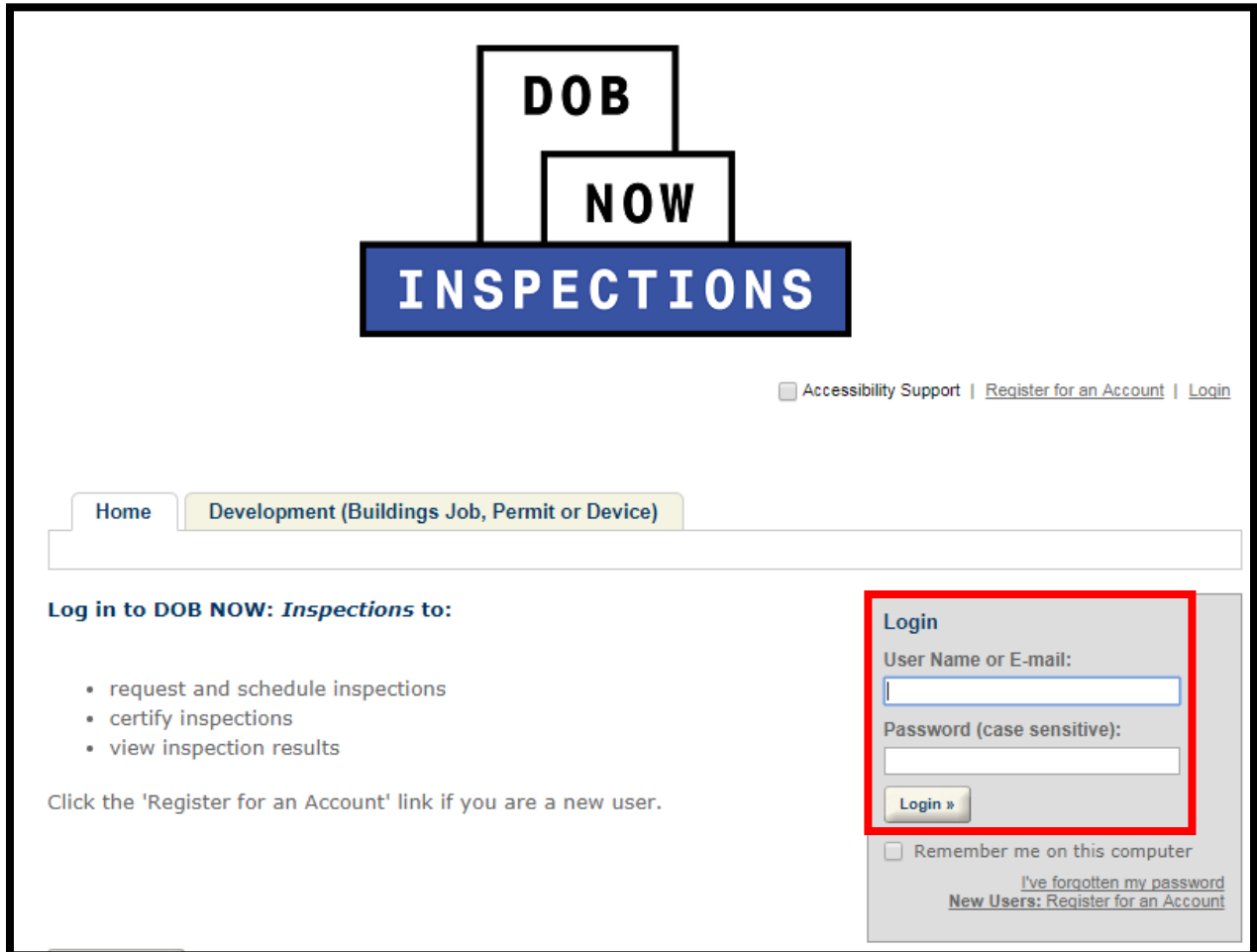
- Register for a DOB NOW: *Inspections* account as described above in the [Registering for a DOB NOW: *Inspections* Account](#) section. Then:
 - **Option 1:** Visit the Customer Service Counter on the 5th Floor at 280 Broadway or the respective Inspection Unit, verify your identity (bring a Photo ID), 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.)

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

Logging into DOB NOW: *Inspections*

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

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



The screenshot shows the login page for DOB NOW: Inspections. At the top center is the logo with 'DOB' and 'NOW' in white boxes above a blue box containing 'INSPECTIONS'. To the right of the logo are links for 'Accessibility Support', 'Register for an Account', and 'Login'. Below the logo is a breadcrumb trail with 'Home' and 'Development (Buildings Job, Permit or Device)'. The main content area is titled 'Log in to DOB NOW: *Inspections* to:' and lists three bullet points: 'request and schedule inspections', 'certify inspections', and 'view inspection results'. Below this is a note: 'Click the 'Register for an Account' link if you are a new user.' On the right side, there is a 'Login' form with a red border. It contains two input fields: 'User Name or E-mail:' and 'Password (case sensitive):'. Below the password field is a 'Login »' button. At the bottom of the form are a 'Remember me on this computer' checkbox and two links: 'I've forgotten my password' and 'New Users: Register for an Account'.

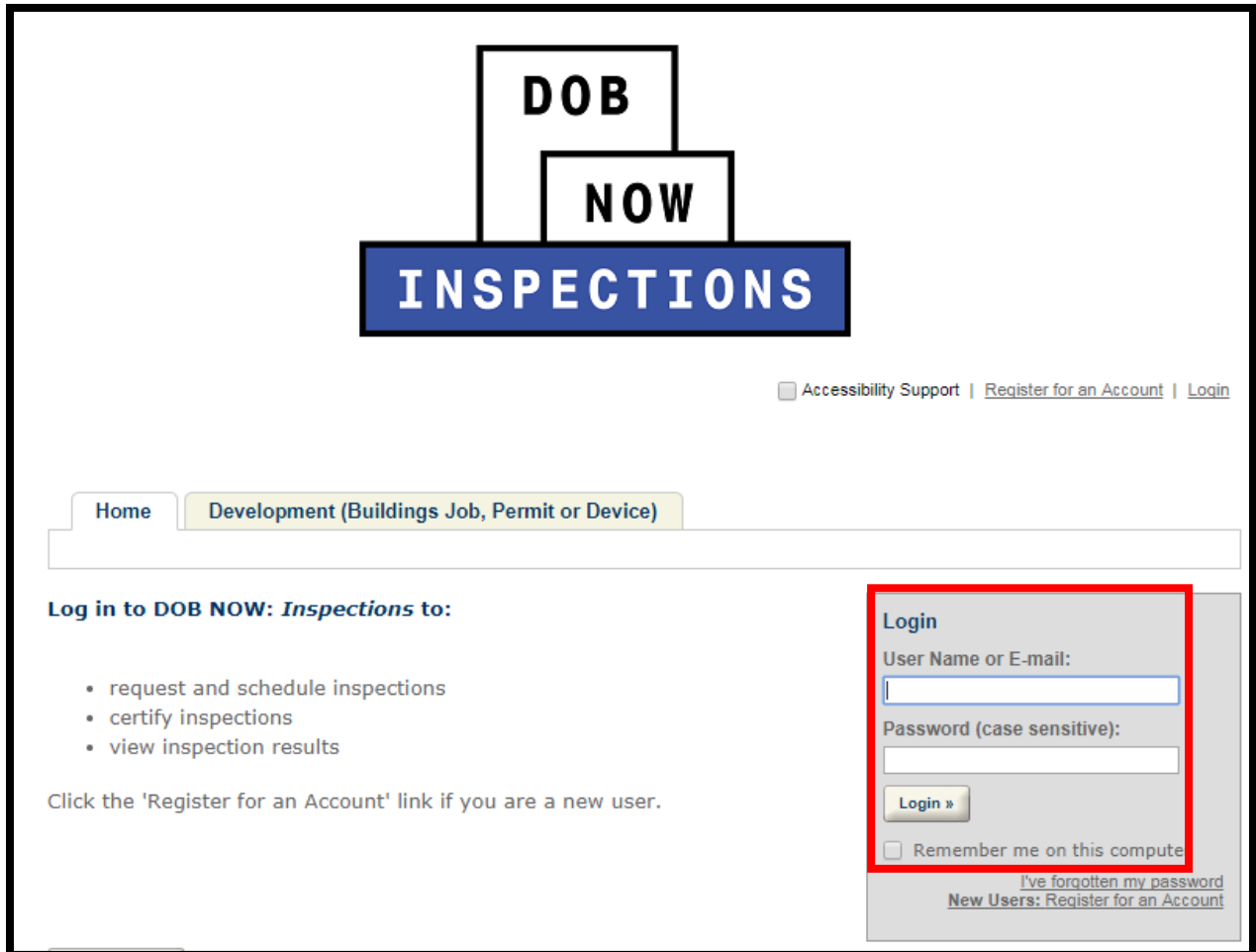
Managing Your Account Details

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.*

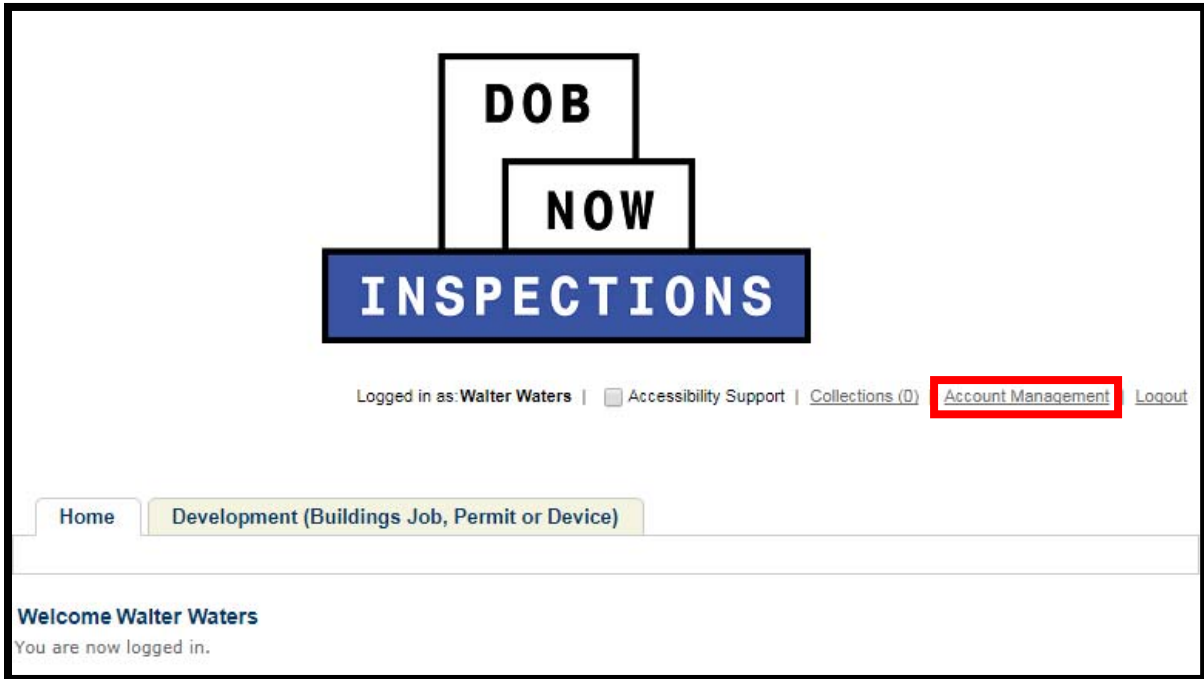
1. Navigate to the DOB NOW: *Inspections* login page from the Department of Buildings' website.

2. Enter your DOB NOW: *Inspections* User Name or Email and Password and click **Login**.



The screenshot shows the DOB NOW: Inspections website. At the top center is the logo with 'DOB' and 'NOW' in white boxes above a blue 'INSPECTIONS' box. To the right are links for 'Accessibility Support', 'Register for an Account', and 'Login'. Below is a navigation bar with 'Home' and 'Development (Buildings Job, Permit or Device)'. The main content area is titled 'Log in to DOB NOW: Inspections to:' and lists three actions: 'request and schedule inspections', 'certify inspections', and 'view inspection results'. Below this is a note: 'Click the 'Register for an Account' link if you are a new user.' On the right is a login form with fields for 'User Name or E-mail:' and 'Password (case sensitive):', a 'Login »' button, and a 'Remember me on this computer' checkbox. At the bottom of the form are links for 'I've forgotten my password' and 'New Users: Register for an Account'. A red box highlights the login form area.

3. From the DOB NOW: *Inspections* 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 DOB NOW: Inspections. The information is automatically updated directly from BIS Web.
 - Step 6 includes instructions on how to view and edit Contact Information.

The screenshot shows a web interface for account management. At the top, there are navigation tabs for 'Home' and 'Buildings'. Below this is a search bar. The main heading is 'Manage Your Account', followed by a sub-heading 'Citizen Account'. The 'Login Information' section is highlighted with a red box around the 'Edit' button. Below this, user details are listed: User Name (username2), E-mail (username2@emailaddress.com), Password (*****), and Security Question (What is the name of your first pet?). The 'License Information' section is below, with a note to see license information below and a table showing 0-0 of 0 records. The 'Contact Information' section is at the bottom, showing 1-1 of 1 record with columns for First Name, Last Name, Business Name, Contact Type, and Action.

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 ▼

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 image shows a screenshot of a web application interface. At the top, there is a graphic with three stacked boxes: the top one says 'DOB', the middle one says 'NOW', and the bottom one is a blue box with the word 'INSPECTIONS' in white. Below this is a modal window titled 'Login Information' with a close button (X) in the top right corner. A red warning message reads: 'If you are changing your E-mail Address you **MUST** also change it in the Contact Information section below.' The form contains several fields: '* User Name:' with the value 'lwaters'; '* E-mail Address:' with the value 'lwaters@gmail.com'; '* Old Password (case sensitive):' (empty); '* New Password (case sensitive):' (empty) with a 'Password Strength' indicator and a 'Requirements' link below it; '* Confirm Password (case sensitive):' (empty); '* Select a Security Question:' with a dropdown menu showing 'What is the brand of your first car?'; and '* Answer:' with the value 'brand'. At the bottom of the form, there are two buttons: 'Save' (highlighted with a red border) and 'Cancel'.

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 navigation 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.' Underneath, there's a 'Citizen Account' section with a 'Login Information' sub-section containing fields for User Name, E-mail, Password, and Security Question. Below that is a 'License Information' section with a table that currently shows 'No records found.' The final section is 'Contact Information', which shows a table with one record. The 'Action' column for this record has a dropdown menu with 'Actions' selected and 'View' as an option. This dropdown menu is highlighted with a red box.

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

Note: If you are changing your E-mail Address you MUST change it in BOTH the Login Information section and the Contact Information section.

- 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).*

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

Contact Information ✕

*** Type:**

*** First:** **Middle:** *** Last:**

Organization Name:

Home Phone: **Mobile Phone:**

*** Address Line 1:** **Address Line 2:**

*** City:** *** State:** *** Zip Code:**

Country/Region:

*** E-mail:**

Save [Cancel](#)

Contact Information

If you are changing your E-mail Address you **MUST** also change it in the [Login Information](#) section above.

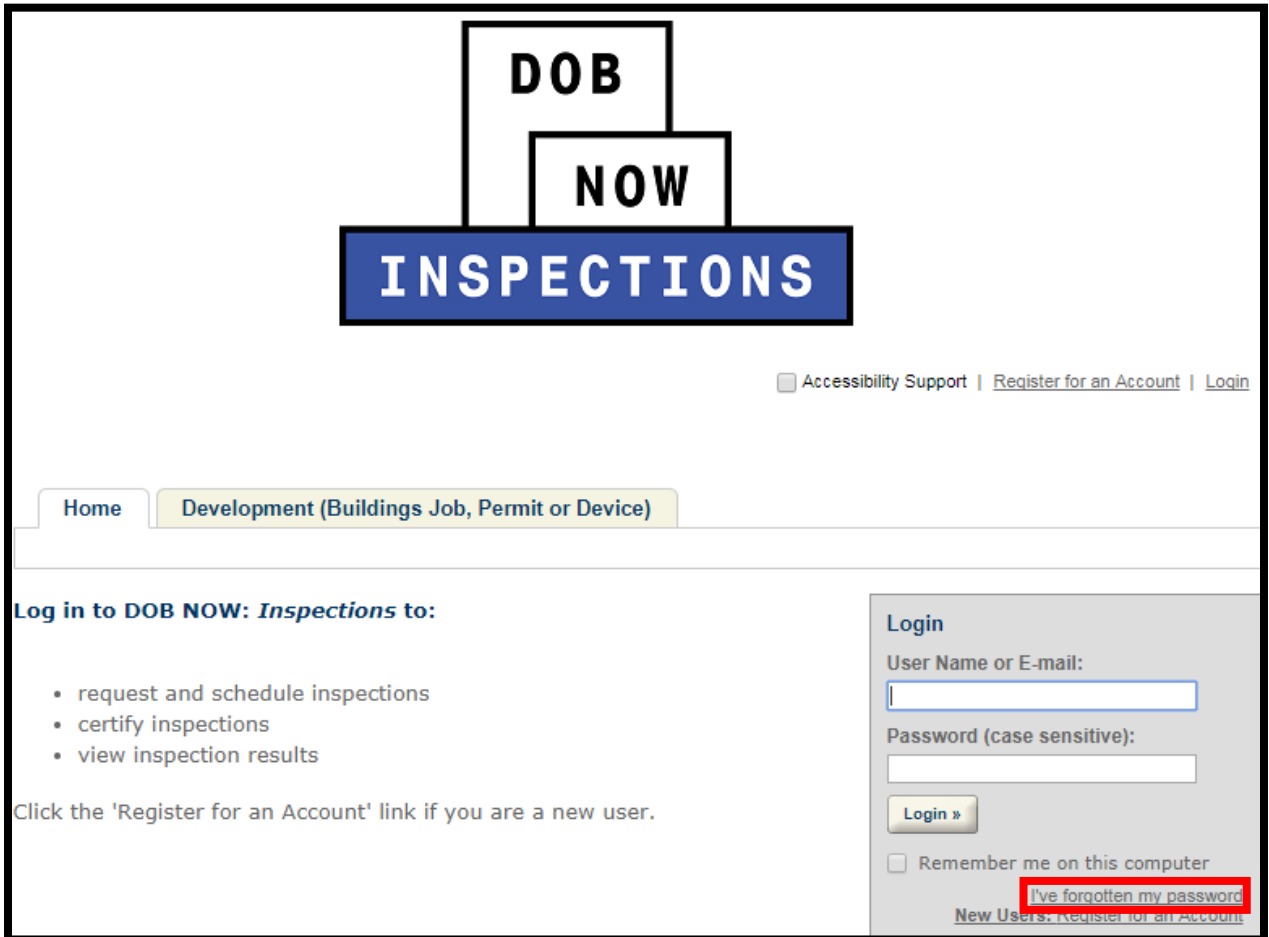
Showing 1-1 of 1

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

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 DOB NOW Inspections website. At the top, there is a logo with 'DOB' and 'NOW' stacked above a blue bar with 'INSPECTIONS' in white. Below the logo, there are links for 'Accessibility Support', 'Register for an Account', and 'Login'. A navigation bar contains 'Home' and 'Development (Buildings Job, Permit or Device)'. The main content area is titled 'Log in to DOB NOW: Inspections to:' and lists three bullet points: 'request and schedule inspections', 'certify inspections', and 'view inspection results'. Below this, it says 'Click the 'Register for an Account' link if you are a new user.' On the right, there is a 'Login' form with fields for 'User Name or E-mail:' and 'Password (case sensitive):', a 'Login »' button, and a 'Remember me on this computer' checkbox. A red box highlights the link 'I've forgotten my password' below the password field. At the bottom of the login form, it says 'New Users: Register for an Account'.

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

DOB
NOW
INSPECTIONS

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

Home Development (Buildings Job, Permit or Device)

Reset Password

If you forgot your password, a new one will be sent to you. To begin provide your e-mail address below.

* E-mail Address:

[Continue »](#)

3. Answer the security question you selected when you registered for your account. **IMPORTANT:** The Security Answer is case sensitive. It must be entered with the correct upper or lower case letters, as applicable. Click **Send New Password**.

Home Buildings

Reset Password

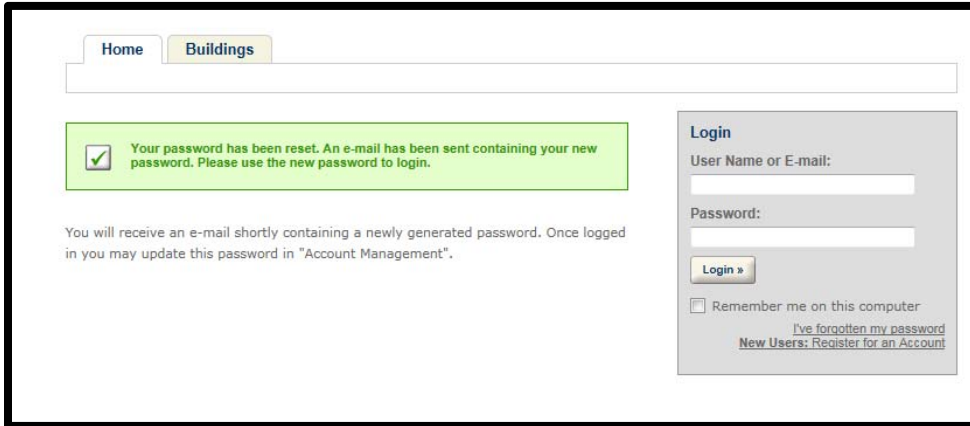
The security question you answered when you first registered is displayed below. Please provide your security answer so we can verify your identity.

Security Question:
What is the name of your first pet?

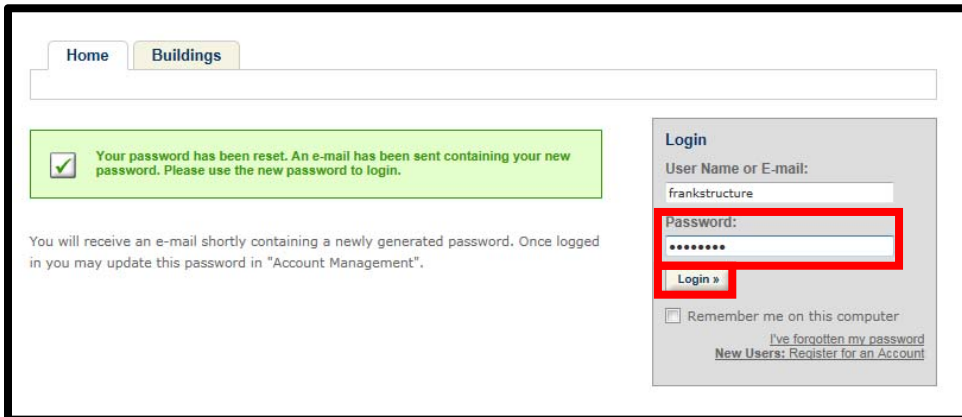
* Security Answer?

[Send New Password »](#)

- 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.”



- A temporary password will be sent to the email address provided, with the subject line of “Reset Password for DOB NOW: *Inspections* website.”
- Return to the DOB NOW: *Inspections* homepage. Use the temporary password provided. Click **Login**.



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

Home Buildings

System Message:
Please update your login information with a new password.

Change Password

* User Name:
frankstructure

* Old Password:
.....

* New Password:
.....
Medium Requirements

* Confirm Password:
.....

Submit »

8. Click **Submit**.

Home Buildings

System Message:
Please update your login information with a new password.

Change Password

* User Name:
frankstructure

* Old Password:

* New Password:

Medium Requirements

* Confirm Password:

Submit »

9. Your account homepage will display.

Home Buildings

Welcome Frank Structure
You are now logged in.

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:

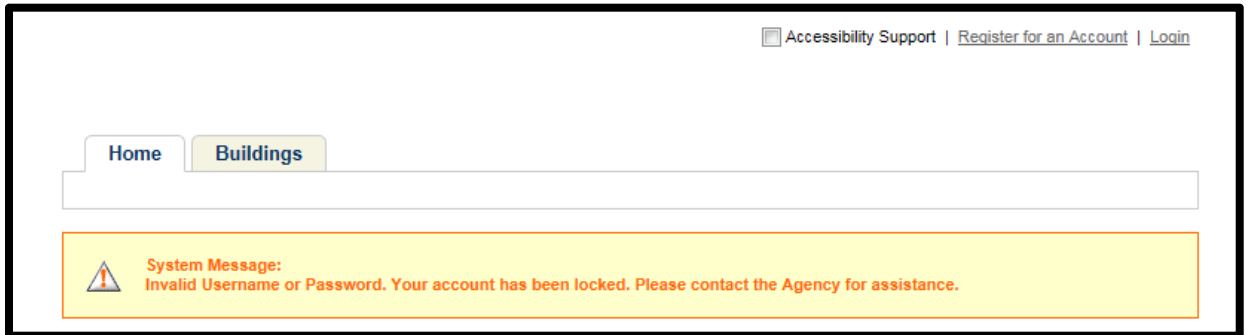
- Search Records (Permits/Jobs/Device Numbers/Record)
- Access Your Account to view your permits, jobs, request an inspection, etc...
- Submit one of the following specialized transactions: PVT Inspection Results

<p>General Information Search Licensed Professionals/Licensees</p>	<p>Buildings Select an Online Service Search Records Access My Records</p>
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Locked Account

Your DOB NOW: *Inspections* 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 a DOB NOW: *Inspections* account online.