

Account Registration and Management

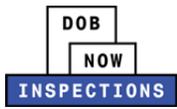


Table of Contents

| | |
|------------------------------------------------------------|----|
| Introduction | 2 |
| DOB NOW: 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 | 17 |
| Locked Account | 22 |

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.

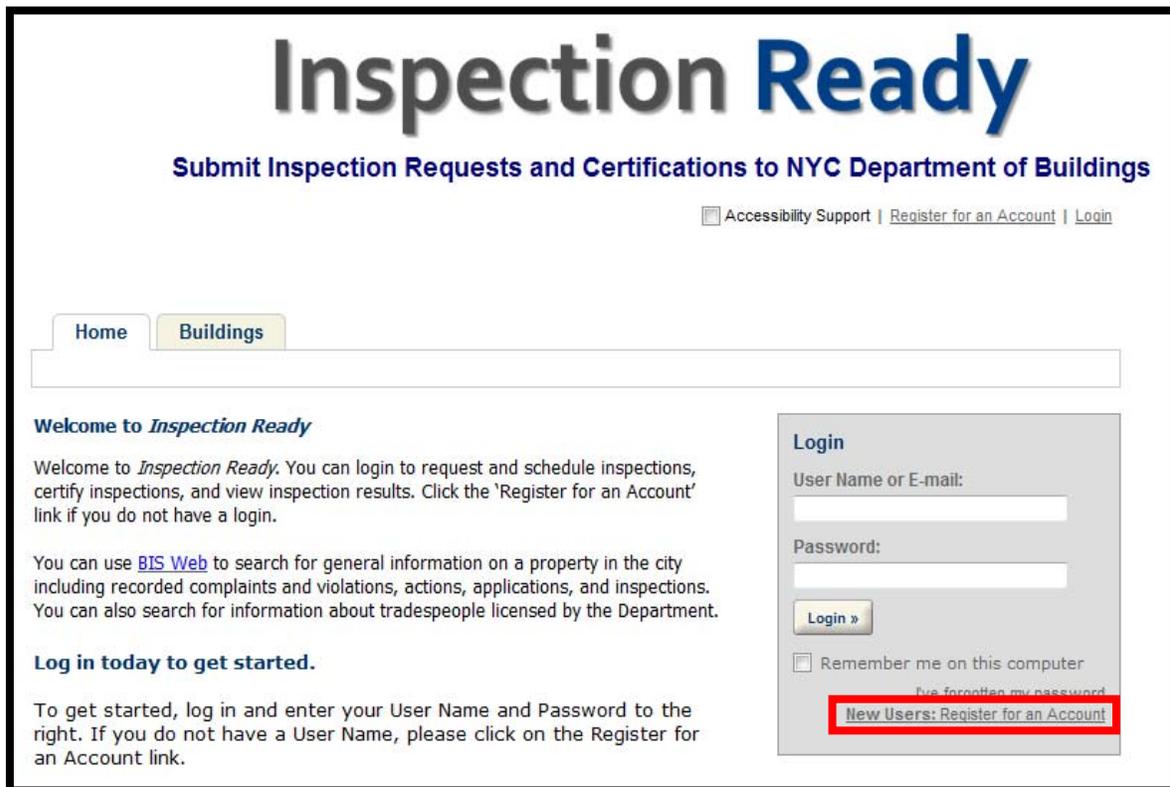
¹ LPs are defined as: Electrical Contractors, Elevator Agencies/Inspectors, Fire Suppression Contractors, General Contractors, Oil Burner Installers, Master Plumbers, Sign Hangers, Professional Engineers, Registered Architects, and Registered Landscape Architects

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 'Inspection Ready' website interface. At the top, it says 'Inspection Ready' in large blue letters, followed by 'Submit Inspection Requests and Certifications to NYC Department of Buildings'. There are links for 'Accessibility Support', 'Register for an Account', and 'Login'. Below this is a navigation bar with 'Home' and 'Buildings' tabs. The main content area is split into two columns. The left column contains a 'Welcome to Inspection Ready' message, instructions on how to use the site, and a 'Log in today to get started.' section. The right column contains a 'Login' form with fields for 'User Name or E-mail' and 'Password', a 'Login »' button, and a 'Remember me on this computer' checkbox. A red box highlights the link 'New Users: Register for an Account' located below the 'Remember me' checkbox.

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 e-filing 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

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

Login Information

* User Name: ?

* E-mail Address:

* Password: ?

Strong Requirements

* Type Password Again:

* Select a Security Question: ?

* Answer: ?

Contact Information

| | |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>* Type: <input style="width: 95%;" type="text" value="Individual"/></p> <p>* First: <input style="width: 60%;" type="text" value="FirstName"/> Middle: <input style="width: 30%;" type="text"/></p> <p>Organization Name: <input style="width: 95%;" type="text"/></p> <p>Home Phone: <input style="width: 95%;" type="text" value="212-555-5555"/></p> <p>* Address Line 1: <input style="width: 95%;" type="text" value="11 New York Ave"/></p> <p>* City: <input style="width: 60%;" type="text" value="New York"/> * State: <input style="width: 30%;" type="text" value="NY"/></p> <p>Country/Region: <input style="width: 95%;" type="text" value="United States"/></p> | <p>* Individual/Organization: <input style="width: 95%;" type="text" value="Individual"/></p> <p>* Last: <input style="width: 95%;" type="text" value="LastName"/></p> <p>Mobile Phone: <input style="width: 95%;" type="text" value="212-555-5555"/></p> <p>Address Line 2: <input style="width: 95%;" type="text" value="#500"/></p> <p>* Zip Code: <input style="width: 60%;" type="text" value="10007-"/></p> <p>* Preferred Channel: <input style="width: 95%;" type="text" value="E-mail"/></p> |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

Continue Registration »

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

Home
Buildings

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

Login Information

User Name: username2
 E-mail: username2@emailaddress.com
 Password: *****
 Security Question: What is the name of your first pet?

Contact Information

| | |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>* Type: <input style="width: 100%;" type="text" value="Individual"/></p> <p>* First: <input style="width: 80%;" type="text" value="FirstName"/> Middle: <input style="width: 15%;" type="text"/></p> <p>Organization Name: <input style="width: 100%;" type="text"/></p> <p>Home Phone: <input style="width: 100%;" type="text" value="212-555-5555"/></p> <p>* Address Line 1: <input style="width: 100%;" type="text" value="11 New York Ave"/></p> <p>* City: <input style="width: 80%;" type="text" value="New York"/> * State: <input style="width: 15%;" type="text" value="NY"/></p> <p>Country/Region: <input style="width: 100%;" type="text" value="United States"/></p> | <p>* Individual/Organization: <input style="width: 100%;" type="text" value="Individual"/></p> <p>* Last: <input style="width: 100%;" type="text" value="LastName"/></p> <p>Mobile Phone: <input style="width: 100%;" type="text" value="212-555-5555"/></p> <p>Address Line 2: <input style="width: 100%;" type="text" value="#500"/></p> <p>* Zip Code: <input style="width: 100%;" type="text" value="10007-"/></p> <p>* Preferred Channel: <input style="width: 100%;" type="text" value="E-mail"/></p> |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

confirm the displayed contact as my own identity.

Continue Registration »
[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:

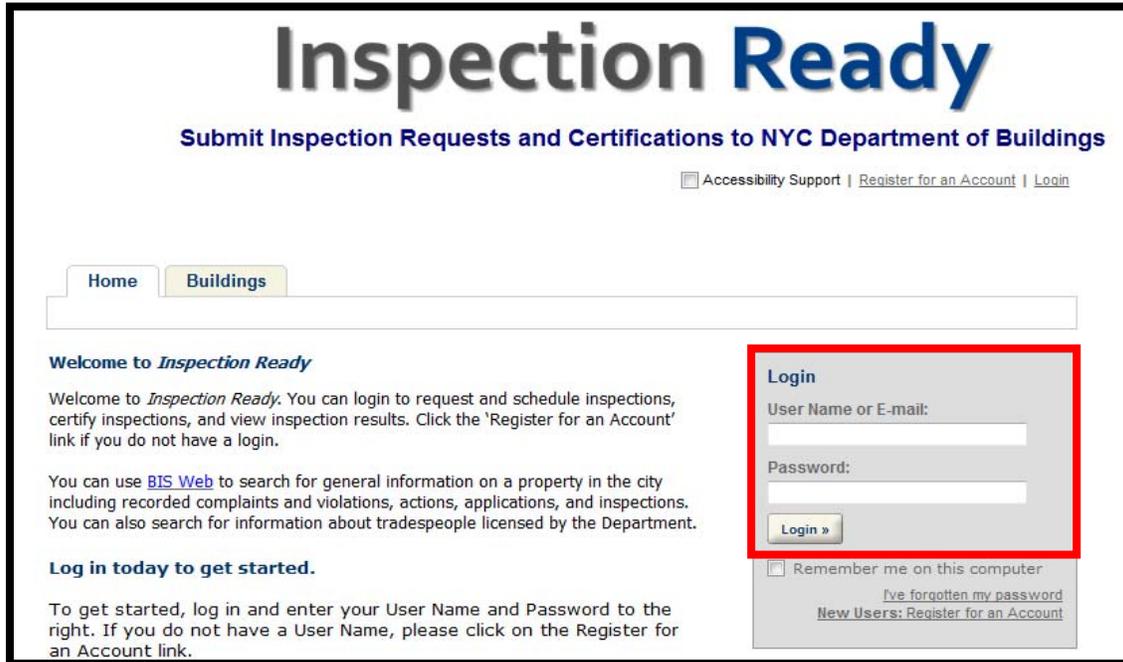
- Register for a DOB NOW: *Inspections* account as described above in the [Registering for a DOB NOW: *Inspections* Account](#) section. Then:
 - **Option 1:** Visit the Customer Service Counter on the 5th Floor at 280 Broadway or the respective Inspection Unit, verify your identity (bring a Photo ID),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



Inspection Ready
Submit Inspection Requests and Certifications to NYC Department of Buildings

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

Home Buildings

Welcome to *Inspection Ready*

Welcome to *Inspection Ready*. You can login to request and schedule inspections, certify inspections, and view inspection results. Click the 'Register for an Account' link if you do not have a login.

You can use [BIS Web](#) to search for general information on a property in the city including recorded complaints and violations, actions, applications, and inspections. You can also search for information about tradespeople licensed by the Department.

Log in today to get started.

To get started, log in and enter your User Name and Password to the right. If you do not have a User Name, please click on the Register for an Account link.

Login

User Name or E-mail:
Password:

Remember me on this computer
[I've forgotten my password](#)
[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**.



Inspection Ready

Submit Inspection Requests and Certifications to NYC Department of Buildings

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

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

Welcome to *Inspection Ready*

Welcome to *Inspection Ready*. You can login to request and schedule inspections, certify inspections, and view inspection results. Click the 'Register for an Account' link if you do not have a login.

You can use [BIS Web](#) to search for general information on a property in the city including recorded complaints and violations, actions, applications, and inspections. You can also search for information about tradespeople licensed by the Department.

Log in today to get started.

To get started, log in and enter your User Name and Password to the right. If you do not have a User Name, please click on the Register for an Account link.

Login

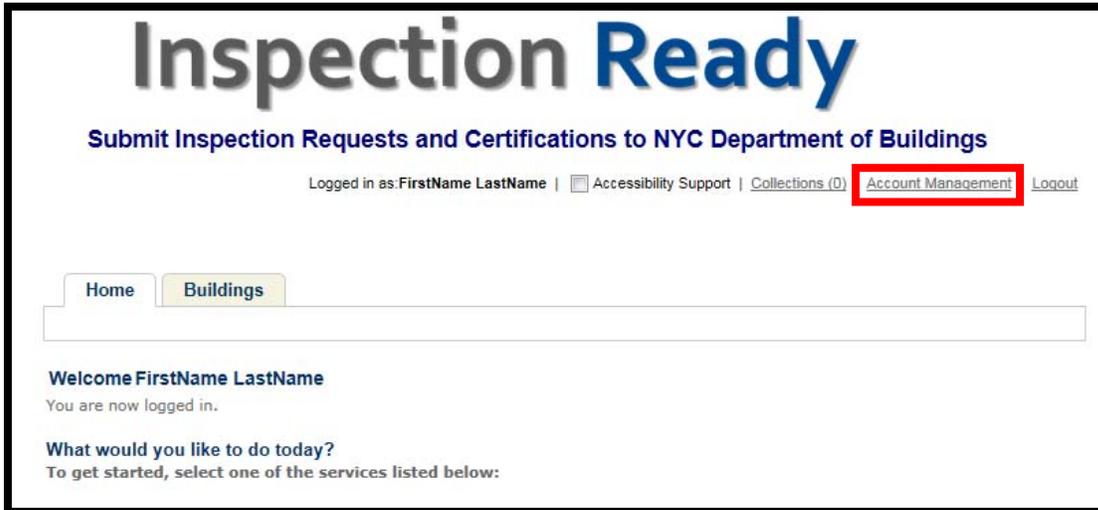
User Name or E-mail:

Password:

Remember me on this computer

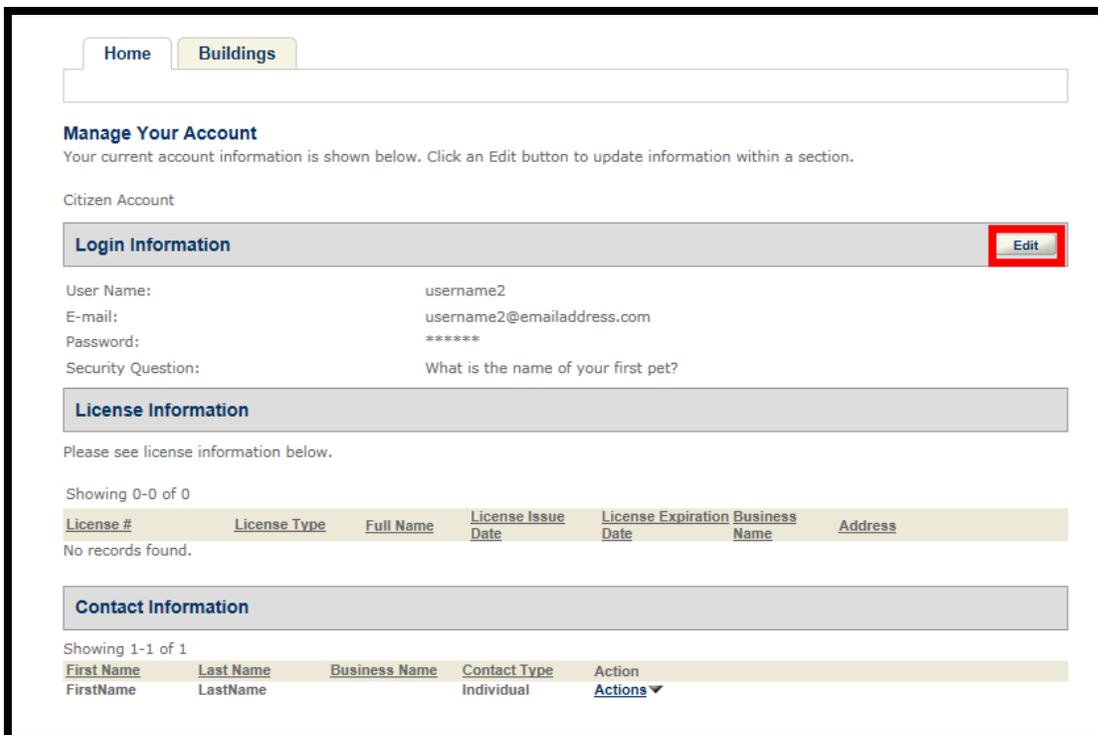
[I've forgotten my password](#)
[New Users: Register for an Account](#)

- From the DOB NOW: *Inspections* homepage, click **Account Management**.



- 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*.



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 screenshot displays the 'Inspection Ready' web interface for the NYC Department of Buildings. The main heading is 'Inspection Ready' in large blue font, with the subtitle 'Submit Inspection Requests and Certifications to NYC Department of Buildings'. The user is logged in as 'FirstName LastName' and has access to 'Collections (0)', 'Account Management', and 'Logout'.

The 'Login Information' modal form is open, containing the following fields:

- User Name:** username2
- E-mail Address:** username2@emailaddress.com
- Old Password:** [Redacted]
- New Password:** [Redacted] with a 'Strong' password strength indicator and 'Requirements' link.
- Confirm Password:** [Redacted]
- Select a Security Question:** What is the name of your first pet?
- Answer:** Fido

At the bottom of the modal, the 'Save' button is highlighted with a red box, and a 'Cancel' button is also visible.

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 section is titled 'Manage Your Account' and includes instructions to click an 'Edit' button to update information. There are three main sections: 'Login Information' (with an 'Edit' button), 'License Information' (with a table showing 0 records), and 'Contact Information' (with a table showing 1 record). The 'Contact Information' table has columns for First Name, Last Name, Business Name, Contact Type, and Action. The 'Action' column for the single record contains a dropdown menu with 'View' selected, which is highlighted by 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 |

7. 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).*

Inspection Ready

Submit Inspection Requests and Certifications to NYC Department of Buildings

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

Contact Information ✕

* Type:

* First: Middle: * Last:

Home Phone: Mobile Phone:

* Address Line 1: Address Line 2:

* City: * State: * Zip Code:

Country/Region:

E-mail:

Contact Information

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 'Inspection Ready' website header with the title 'Inspection Ready' and subtitle 'Submit Inspection Requests and Certifications to NYC Department of Buildings'. Navigation links for 'Home' and 'Buildings' are present. A 'Login' form is on the right, containing fields for 'User Name or E-mail' and 'Password', a 'Login »' button, and a 'Remember me on this computer' checkbox. A red box highlights the 'I've forgotten my password' link below the password field. Other links include 'Accessibility Support', 'Register for an Account', and 'Login'.

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

The screenshot shows the 'Inspection Ready' website header with the title 'Inspection Ready' and subtitle 'Submit Inspection Requests and Certifications to NYC Department of Buildings'. Navigation links for 'Home' and 'Buildings' are present. A 'Reset Password' section is on the left, with a text box for 'E-mail Address:' and a 'Continue »' button, both highlighted with red boxes. A 'Register for an Account | Login' link is visible in the top right.

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**.

4. 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.”

5. 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**.

The screenshot shows a web interface with a navigation bar at the top containing 'Home' and 'Buildings' tabs. Below the navigation bar is a search input field. On the left side, there is a green confirmation message: 'Your password has been reset. An e-mail has been sent containing your new password. Please use the new password to login.' Below this message is a paragraph: 'You will receive an e-mail shortly containing a newly generated password. Once logged in you may update this password in "Account Management".' On the right side, there is a 'Login' form. The form contains a 'User Name or E-mail:' field with the text 'frankstructure' entered. Below it is a 'Password:' field with seven dots representing a masked password. A red box highlights the password field and the 'Login »' button below it. At the bottom of the form, there is a checkbox for 'Remember me on this computer' and two links: 'I've forgotten my password' and 'New Users: Register for an Account'.

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:

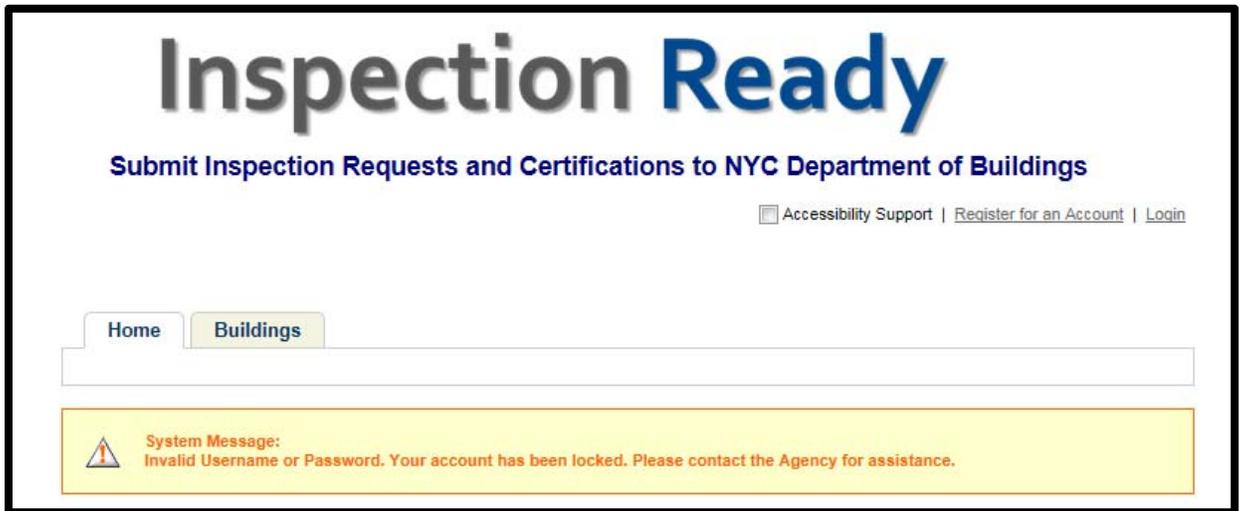
- Search Records (Permits/Jobs/Device Numbers/Record)
- Access Your Account to view your permits, jobs, request an inspection, etc...
- Submit one of the following specialized transactions: PVT Inspection Results

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

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.