Account Registration and Management
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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:

<table>
<thead>
<tr>
<th>Electrical</th>
<th>Plumbing</th>
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<tbody>
<tr>
<td>Fire Suppression</td>
<td>Signs</td>
</tr>
<tr>
<td>Construction</td>
<td>Boilers</td>
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<tr>
<td>Elevators</td>
<td>Cranes &amp; Derricks</td>
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<tr>
<td>Oil Burning Equipment</td>
<td>BPP</td>
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<tr>
<td>High Rise Initiative</td>
<td>Sustainability</td>
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</tbody>
</table>

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.

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\(^1\) 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.
3. Review the terms. Click the box to accept the terms next to "Sign acceptance of the above terms" and click Submit.
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**.
6. If prompted, check the box next to “I confirm the displayed contact as my own identity.”

Click **Continue Registration**.
7. The following message will display: "Your account has been created successfully. You will receive additional instructions by email."

8. 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.
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.
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.
Logging into DOB NOW: Inspections
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.
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.*

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<tr>
<td>User Name:</td>
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<td>E-mail:</td>
<td><a href="mailto:username2@emailaddress.com">username2@emailaddress.com</a></td>
</tr>
<tr>
<td>Password:</td>
<td>*****</td>
</tr>
<tr>
<td>Security Question:</td>
<td>What is the name of your first pet?</td>
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<table>
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<td>Action:</td>
<td></td>
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</tbody>
</table>

No records found.

Manage Your Account
Your current account information is shown below. Click an Edit button to update information within a section.

Citizen Account:
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).
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**.

**Note:** If you are changing your E-mail Address you MUST change it in BOTH the Login Information section and the Contact Information section.
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).
Reset Password
Follow the steps below if you’ve forgotten your Password.

1. Click the Reset Password link.
2. Enter your email address and click 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.
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.”

6. 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
8. Click Submit.

9. Your account homepage will display.
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 Reset Password section above prior to submitting a 5th failed login that will result in a locked account.

- If your account is locked, you must contact Customer Service for assistance. It is not possible to unlock a DOB NOW: Inspections account online.