DOB NOW: Licensing
SUMMER 2022 RELEASE
ELEVATOR LICENSING TRAINING
Industry Session
BEST PRACTICES FOR THE VIRTUAL CLASSROOM

- Chat Feature
- Mute Microphones
- Ask Questions
- Parking Lot
- Feedback
- Participate
AGENDA

- Overview of Elevator Agency Licenses
- Overview of Elevator Agencies
- Steps to Get an Elevator Agency License
- How to Log In
- Exam Fees
- New License Applications
- License Applications Review Process
- Objections
- Business Application Request
- Getting the License

- Renewal and Reissuance of Licenses
- Additional Transactions
  - Manage Profile
  - Manage License
- Connection to DOB NOW: Build and DOB NOW: Safety
WHICH LICENSES ARE PART OF THIS RELEASE?

- Elevator Agency Director
- Elevator Agency Co-Director
- Elevator Agency Inspector
- Elevator Agency Technician
- Elevator Agency Restricted Technician
- Elevator Agency Helper
Currently, all Elevator Agency Licenses are filed through DOB NOW: BIS Options.

As of June 25th 2022, all Elevator Agency License related transactions must be submitted in DOB NOW: Licensing.

<table>
<thead>
<tr>
<th>Filing Date</th>
<th>Process</th>
</tr>
</thead>
<tbody>
<tr>
<td>Prior to June 25, 2022</td>
<td>DOB NOW: BIS Options</td>
</tr>
<tr>
<td>On or after June 25, 2022</td>
<td>DOB NOW: Licensing</td>
</tr>
</tbody>
</table>
ELEVATOR AGENCY LICENSES

- Each Elevator Agency License has two components, both of which must be valid and active for the license to be active:
  - The License
  - The associated Agency

- The Director is the highest-ranking license amongst all the elevator agency licenses.
  - The Director is the one who establishes the Agency, and then once established, the other elevator agency licenses will be able to associate themselves to the Agency.
ELEVATOR AGENCY LICENSES

- **Directors**
  - There can be only one Director per Agency.
  - This license is valid for **three years**.

- **Co-Directors**
  - There can be **more than one Co-Director** registered under an Agency.
  - Co-Directors cannot create an Elevator Agency within DOB NOW: Licensing.
  - This license is valid for **three years**.
ELEVATOR AGENCY LICENSES

- **Inspector**
  - Inspectors **perform inspections** on elevators and related equipment.
  - This license must be associated to a specific Agency.
  - This license is valid for **three years**.

- **Technician**
  - Technicians **perform general maintenance and installation** of elevators and related equipment.
  - This license must be attached to a specific Agency.
  - This license is valid for **two years**.
ELEVATOR AGENCY LICENSES

- **Restricted Technician** (Accessibility Technician)
  - The Restricted Elevator Agency Technician license is restricted to performing **work involving platform lifts** including those installed in private residences which are covered by the provisions of ASME A18.1.
  - This license must be attached to a specific Agency.
  - This license is valid for **two years**.

- **Helper**
  - Helpers work under the supervision of the Technicians and **assist or help with maintenance or installations** of elevators and related equipment.
  - This license must be attached to a specific Agency.
  - The license does not expire.
In order to **create an Agency**, the Director must **first** submit their **License Qualification Application - LQA**. Once the LQA is approved, the system shall then prompt the Director to establish the Agency that will be tied to their license.

- **Agency** can be established by submitting the **Business Approval Request – BAR** after the LQA is approved.

- The process for submitting the LQA and the Business Approval Request (BAR) will always be **two separate transactions**.
A Director can create a brand-new Agency, or they can join an existing Agency that has already been approved by DOB.

- If they are **creating a new Agency**, they will have to provide all the data for the fields and all the relevant documents.

- If they are **associating themselves to an existing Agency**, they can search for the Agency by number. Once they find the Agency, the Director can choose to edit the data fields of the Agency record or leave them as they are.
After the Agency is approved, any subsequent updates or changes that need to be made to the Agency will only be able to be made by the associated Director.

**An Agency must have one and only one Director associated with it.** Without a Director, an Agency is considered inactive. An Agency can have, but need not have, any number of the remaining elevator license types.
Other elevator agency licenses must submit their LQA and the Agency together in the same request.

- They need to select the (already approved) Agency that they are associating themselves to.
- These users can search by Agency number from the existing Agencies.
OVERVIEW OF ELEVATOR AGENCIES

Requirements to qualify as a valid Agency
## ELEVATOR AGENCY

<table>
<thead>
<tr>
<th>License Type</th>
<th>Elevator Agency Relationship</th>
</tr>
</thead>
<tbody>
<tr>
<td>Elevator Agency Director</td>
<td>▪ Can file <strong>New Agency Business Approval Request</strong> (BAR)</td>
</tr>
<tr>
<td></td>
<td>▪ Can <strong>Update Agency Information</strong></td>
</tr>
<tr>
<td>All other Elevator Agency licenses (Co-Director, Inspector, Technician, Restricted Technician, and Helper)</td>
<td>Must submit LQA to become part of <strong>existing</strong> Elevator Agency</td>
</tr>
</tbody>
</table>
For an elevator Agency to be established as a valid Agency, only one type of insurance is required: General Liability.

- The Director can choose to waive either one of the other two insurances: Workers’ Compensation and/or Disability.

- If a Director does not include all three insurances for the Agency, no other licensees can join the agency since the waiver of the insurance(s) implies that the Director is working by themself.
• For all other elevator license types, all three insurances must be active at the time that the prospective applicant chooses the Agency.

• At the time of the issuance of the license, the license expiration date shall not be impacted by the expiration date(s) of the insurance(s).

• If any of the insurances that are associated to an Agency become expired, then all the elevator licenses that are associated to that Agency shall become Inactive-Agency Insurance Expired. Once the insurances are all made active again, then all the licenses associated to that Agency will revert to their original status.
ELEVATOR AGENCY

• An Agency must meet the following criteria for it to be considered active:
  ▪ Have a **Director** with an active license
  ▪ Have **General Liability** insurance that is active
  ▪ Have **Workers’ Compensation** insurance that is active, unless it’s waived
  ▪ Have **Disability** insurance that is active, unless it’s waived
ELEVATOR AGENCY INSURANCE UPDATES

- **Currently**, Elevator Agency Directors email DOB with updates to insurance information for their Agencies.
- **In the future**, Elevator Agency Directors will need to sign into DOB NOW: *Licensing* to enter updated insurance information.

<table>
<thead>
<tr>
<th>Date</th>
<th>Process</th>
</tr>
</thead>
<tbody>
<tr>
<td>Prior to June 25</td>
<td>Email updates to <a href="mailto:ElevatorAgencyInsurance@buildings.nyc.gov">ElevatorAgencyInsurance@buildings.nyc.gov</a></td>
</tr>
<tr>
<td>On or after June 25</td>
<td>Use <strong>Update Insurance Information</strong> option in DOB NOW: <em>Licensing</em></td>
</tr>
</tbody>
</table>
STEPS TO GET AN ELEVATOR LICENSE
These are the steps for applying for a license for an Elevator Agency Director.

1. Pay Exam Fee
2. Take Exam
3. Fill out License Application (Pay Fee)
4. DOB Background check
5. Schedule Appointment (Pay Fee)
6. License Card Issued

License Application Approval → BAR Submission → BAR Approval
These are the steps for applying for a license for an Elevator Agency Co-Director or Inspector.

1. Pay Exam Fee
2. Take Exam
3. Fill out License Application (Pay Fee)
4. DOB Background check
5. License Application Approval
6. Schedule Appointment (Pay Fee)
7. License Card Issued
# STEPS TO GET A NEW ELEVATOR LICENSE

<table>
<thead>
<tr>
<th>License Type</th>
<th>Exam Fee Paid</th>
<th>License Application Submission</th>
<th>Background Check</th>
<th>License Application Approval</th>
<th>BAR Approval</th>
</tr>
</thead>
<tbody>
<tr>
<td>Director</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
</tr>
<tr>
<td>Co-Director</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>N</td>
</tr>
<tr>
<td>Inspector</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>N</td>
</tr>
</tbody>
</table>

- **Note**: Details for Technicians, Restricted Technicians and Helpers can be found in that presentation.
ELEVATOR AGENCY LICENSE FEES

- New License Application Fee Structure:
  - The Exam Fee is due prior to initiating a License Qualification Application.
  - The Background Fee is due prior to submitting a License Qualification Application.
  - The License Issuance Fee is due after the license application is approved and before the user comes into DOB to collect the license card.
# ELEVATOR AGENCY LICENSE FEES

<table>
<thead>
<tr>
<th>License Type</th>
<th>Exam Fee</th>
<th>Background Fee</th>
<th>License Issuance Fee</th>
</tr>
</thead>
<tbody>
<tr>
<td>Director</td>
<td>$525</td>
<td>$500</td>
<td>$100</td>
</tr>
<tr>
<td>Co-Director</td>
<td>$525</td>
<td>$500</td>
<td>$100</td>
</tr>
<tr>
<td>Inspector</td>
<td>$525</td>
<td>$500</td>
<td>$50</td>
</tr>
</tbody>
</table>
HOW TO PAY FOR THE LICENSE EXAM

Directors, Co-Directors, and Inspectors
HOW TO MAKE AN EXAM PAYMENT

▪ In order to begin a new License application, applicants for Elevator Director, Elevator Co-Director or Elevator Inspector will first be required to pay the Exam Fee.

▪ Users do not need to log in to pay the Exam Fee.

▪ On the main login page, users can click Pay Exam Fee.
Users can either make a New Payment or Enter Receipt Number for an existing payment.
Choosing New Payment will open the Exam Fee Details pop-up.
HOW TO MAKE AN EXAM PAYMENT

- Fill out the required fields.
- If users select No for “Are you taking the exam for the first time?”, they will need to enter the date of the last exam taken.

Once all required fields are filled out, click Create.
HOW TO MAKE AN EXAM PAYMENT

▪ A pop-up notification will state that the record was created. Click **OK** to continue.

▪ A new **Proceed to Pay** button will appear. Clicking on it will take the user to the CityPay site to pay the Exam Fee.
HOW TO MAKE AN EXAM PAYMENT

- The system will verify Exam Application Eligibility.
- Applicant can now schedule the Exam.
- Once Applicant passes the Exam, they can now submit a License Qualification Application.
To be eligible to take the **Written Examination**, Applicants cannot have taken the exam:

- In the last **14 days**
- **Three or more times in the past six months**

Exams are not given by the Department of Buildings but must instead be scheduled through an approved **Exam Vendor**. Applicants must upload their score report as part of the LQA.
HOW TO MAKE AN EXAM RE-PAYMENT

▪ If an Applicant does not pass the Exam the first time, they will need to make a Re-Payment and re-take the exam.

▪ The process for Re-Payment is the same as the process for the original payment.
HOW TO LOG IN TO DOB NOW: LICENSING

- Aspiring Licensees
- Existing Licensees
## HOW TO LOG IN: EXISTING LICENSEE OR ASPIRING?

<table>
<thead>
<tr>
<th>Existing Licensee?</th>
<th>Process</th>
</tr>
</thead>
</table>
| Aspiring Licensee         | - Users must create a new profile for DOB NOW.  
- They can then use the new profile to apply for a license.                                                                 |
| Existing Licensee         | - Existing licensees who already have an eFiling account as of June 25<sup>th</sup>, 2022, can access DOB NOW: Licensing directly with the same email address and password, as their profile will be migrated to DOB NOW automatically.  
- Existing licensees who do not already have an eFiling account must create one in eFiling before June 25<sup>th</sup>, 2022, so that their profile can be migrated to DOB NOW: Licensing automatically.  
- Existing Elevator Licensees need not create an account in DOB NOW. |
Aspiring licensees must begin by creating a new DOB NOW: Licensing profile.

Click where the red box indicates to create a new profile.

The system will ask if you have an existing license/qualification. Click No.
HOW TO LOG IN: ASPIRING LICENSEE

Create Profile – DOB NOW Licensing

First Name*            Middle Initial*            Last Name*            
First Name            M                Last Name

Email*            
example@xxxx.com

Password*            
Combination of A-Z, a-z, 0-9 and any special characters (! @ # $)

Re-enter Password*            
Match Password

Password Requirements            
✓ Must contain at least 8 characters
✓ Must contain one lower and uppercase letter
✓ Must contain one non-alpha and special character
✓ Must match with password

By checking this box and clicking Create (below) you are affirming that you have read and agree to the terms of the New York City Department of Buildings.*

Name*            Date*

Create          Cancel

▪ Create a profile by filling out all the required fields in the Create Profile screen.
Create a profile by filling out all the required fields in the **Create Profile** screen.

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**Statements & Signature**

As a condition of being granted a licence/registration and/or qualification from the New York City Department of Buildings, I attest that I comply with all New York City Administrative Code and Department rules, regulations, and directives governing how licensees/registrants/qualification holders conduct their specific trade. I have reviewed the information provided in this application and, to the best of my knowledge and belief, attest to its accuracy. I understand that falsification of any statement made to the Department is a misdemeanor and that it is also unlawful to give to a city employee, or for a city employee to accept, any benefit, monetary or otherwise, either as a gratuity for properly performing the job or in exchange for special consideration. Such actions are punishable by imprisonment, fine and/or loss of licence/registration and/or qualification. In the event of an accident that involves my actions undertaken in connection with my licence/registration and/or qualification, I understand that the Administrative Code requires that I cooperate with any investigation and that failure to do so may result in immediate suspension, revocation or other disciplinary action.

I understand and agree that by personally clicking on the box at left I am electronically signing this application and expressing my agreement with all of its terms. I understand that this electronic signature shall have the same validity and effect as a signature affixed by hand.*
Click the Confirm button to complete the process and create the New Profile.
HOW TO LOG IN: ASPIRING LICENSEE

- Users will receive an email with an **activation link**.
- Click the link, and you will then be able to log into DOB NOW and see Licensing as an option.
## HOW TO LOG IN: EXISTING ELEVATOR LICENSEE

<table>
<thead>
<tr>
<th>EXISTING eFiling LOGIN?</th>
<th>PROCESS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Existing Elevator Licensees with existing eFiling login as of June 25th, 2022</td>
<td>The DOB NOW: Licensing module will automatically be added to their login.</td>
</tr>
<tr>
<td>Existing Elevator Licensees without eFiling login</td>
<td>Users will need to sign up for an eFiling account using the link on the main DOB NOW login page June 25th, 2022. Once created, this account will be linked to their license.</td>
</tr>
</tbody>
</table>
HOW TO LOG IN: EXISTING LICENSEE

▪ After logging in, users will need to select the Licensing Module.
▪ This will take them to the DOB NOW: Licensing Dashboard.
HOW TO APPLY FOR A NEW LICENSE

License Qualification Application Process
In order to create a new license application, click the **New License** button to begin the process.
HOW TO APPLY FOR A NEW LICENSE

- Select the Elevator Agency radio button and then click Next
HOW TO APPLY FOR A NEW LICENSE

- Select the appropriate radio button from the list of choices in the License Class/Class Type list, then click the Next button to proceed.

- Elevator Directors may be created before an Elevator Agency is established or may be associated to an existing Agency.

- All other License Class/Class Types MUST be associated to an existing Elevator Agency.
HOW TO APPLY FOR A NEW LICENSE

- Click the Yes radio buttons to all the questions asked on the Supplemental Investigation Questionnaire, and then click the Submit button to proceed.
- If any question is answered No, the Submit button will not be active and the License Qualification Application will not be able to proceed.
- Depending on the License Type, different questions may appear.
How to apply for a new license:

- Fill in all appropriate information and then click Save.
HOW TO APPLY FOR A NEW LICENSE

- All license types other than Elevator Director must enter the Agency Number for an approved Elevator Agency.

### Personal Information

- Date of Birth: 02/06/2001
- SSN/ITIN: XXX-XX-1111

### Agency Information

- **Agency Number**: 05572D
- **Agency Name**: GUARDSMAN ELEVATOR CO INC
- **Address**: 276 EAST 150TH STREET, BRONX, NY 10451
- **City**: BRONX
- **State**: New York
- **Zip Code**: 10451

### City Employee

- Are you a city employee? Yes ☐ No ☐
HOW TO APPLY FOR A NEW LICENSE

- After clicking Save, users will see a **Notification** that the Application Type cannot be changed after saving. Click **Save** again.
- Click **OK**.
A License Application number will be assigned.

Four more tabs will appear:

- Background Investigation
- Qualifications/Experience
- Documents
- Statements & Signature
HOW TO APPLY FOR A NEW LICENSE

- Go to the **Background Investigation** tab and then click the **+ Add History** button to enter details of any license, certification, or registration issued to the applicant by any City or State.

- At least one License, Certification, or Registration must be listed in this section.
HOW TO APPLY FOR A NEW LICENSE

- For each license, enter:
  - Name
  - Type
  - License/Certification/Registration Number
- Current Status
- Expiration Date
- Then click Save.

License History

Name
Type
License/Certification/Registration Number

Current Status
Expiration Date

Save
Cancel
HOW TO APPLY FOR A NEW LICENSE

- If the applicant has a **Driver’s License**, they must enter the state and number of the license.
- If any licenses or government-granted privileges have ever been rescinded, revoked, surrendered, suspended or disqualified, the details have to be explained in the **Comments**.
HOW TO APPLY FOR A NEW LICENSE

- In the **Personal Information** section, users are asked if they have ever been known by any other names. If yes, click the **+ Add History** button to enter any prior names.
- Click **Save** when done.
HOW TO APPLY FOR A NEW LICENSE

- Answer the **Yes/No questions** about whether the Applicant has worked for a city, state or federal government agency and whether they are related to any DOB employee(s).

- Any **YES** answers, either here or above, must be explained in the **Comments** field.
HOW TO APPLY FOR A NEW LICENSE

- Applicants must enter the full address of all residences where they have lived for 3 or more months in the past 10 years (or since they graduated high school, whichever is less).
- Click the **+ Add Residence** button.
- Enter the most recent address information and click **Save**.
- Click **OK** to complete the process.
- Repeat as many times as necessary.
HOW TO APPLY FOR A NEW LICENSE

- Click on the **Qualifications/Experience** tab.
- Answer the three Yes/No questions about **Convictions and Fines**.

<table>
<thead>
<tr>
<th>General Information</th>
<th>Qualifications/Experience</th>
<th>Background Investigation</th>
<th>Documents</th>
<th>Statements &amp; Signature</th>
</tr>
</thead>
<tbody>
<tr>
<td>L00001632</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td><strong>Convictions and Fines</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Have you ever been convicted or pled guilty to an offense anywhere (an offense is defined as a violation, misdemeanor, or felony)?*</td>
<td>Yes</td>
<td>No</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Do you owe any penalties or fines to the City of New York?*</td>
<td>Yes</td>
<td>No</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Does any company or business you have been associated with under your Department-issued license owe any fines, penalties or fees to the City of New York that were incurred during your association with that company or business?*</td>
<td>Yes</td>
<td>No</td>
<td></td>
</tr>
<tr>
<td></td>
<td><strong>Employment History</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>+ Add Employment History</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Applicants must enter employment history for each job they wish to use as **Qualifying Experience**.

Click the **+ Add Employment History** button and enter work history, starting with the current job and then going in *reverse chronological order*.

Applicants must provide a valid **Supervisor(s) Telephone Number** for experience verification.
HOW TO APPLY FOR A NEW LICENSE

- Enter all required information on the Employment Information tab.
HOW TO APPLY FOR A NEW LICENSE

On the **Wages Detail** tab, enter Title, Time Period, Wages per Hour, Hours per Week, and Description of Type of Work Performed.

- Click **Add**.
- Repeat for other titles held at that company.
- Click **Save** to complete entry.
HOW TO APPLY FOR A NEW LICENSE

- On the Documents tab, click + Add Document to see the list of documents.
- All potential documents can be seen in the drop-down menu under Document Type.
- Enter a Document Name and select the appropriate Document Type for each document to be uploaded.
HOW TO APPLY FOR A NEW LICENSE

- Click **Choose File** to navigate to the document on your computer.
- Click **Upload** to complete the upload process for the document.
HOW TO APPLY FOR A NEW LICENSE

- The document will appear in **Pending** status on the Documents tab.
- The **Actions** buttons allow users to view or delete an uploaded document.
- Repeat the process for all required documents.

<table>
<thead>
<tr>
<th>Document Name</th>
<th>Document Type</th>
<th>Document Status</th>
<th>Actions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Experience Affidavit</td>
<td>Experience Verification Affidavit</td>
<td>Pending</td>
<td></td>
</tr>
</tbody>
</table>
On the Statements & Signature tab, the Applicant must click the checkbox to Sign the application.
Click the **Pay Now** button at the bottom of the toolbar on the right to make the fee payment.
Click on the **Preview to File** button to submit your License Qualification Application.

**Note:** You may have to go back and fill in any information you might have missed.
HOW TO APPLY FOR A NEW LICENSE

- After the Application Preview window opens, review the entire application and page through the preview by clicking the Next button.

- Click the checkbox to sign the filing, and then click File.
LICENSE REVIEW PROCESS
The License Review Process for Elevator Directors includes the Business Application process by default.

Directors can choose to attach themselves to existing Elevator Agencies or to create new Elevator Agencies.

The steps are:
- Pre-filing
- Pending Background Review
- Qualification Approved – Business Application Pending
- Approval Letter Sent
- Approved, License Issuance Pending
- License Card Issued
The License Review Process for Elevator Co-Directors and Elevator Inspectors goes through:

- Pre-filing
- Pending Background Review
- Approval Letter Sent
- Approved, License Issuance Pending
- License Card Issued
RESPONDING TO OBJECTIONS
The Inspections Unit has three options for responses to License Applications:

- **Non-Adverse**: This means that the License Application can move forward to the next step in the process.
- **Adverse**: The License Application cannot be granted with the information given. This decision is final, and the Applicant must submit a new License Application to be considered again.
- **Objections**: This response means that there is some issue with the License Application that must be addressed by the Applicant before the Application can move forward.
If there is an **Objection** raised on a License Application, the Applicant will receive a **notification email**.

Background Review of License Application# L00009528 - Status Incomplete

DOBNOW donotreply <CRMBuildNYCDov@buildings.nyc.xxx>
to me ▼

A DOB Investigator reviewed your Elevator Agency license application# L00009528 and provided the following comments:

More details about child support obligations needed.

Log In to [DOB NOW: Licensing](#) to make the required changes in the Application and click Resubmit for your application to be reviewed again.

This is an automated message. Please do not reply. If you have any questions, submit an inquiry at [www.nyc.gov/DOBnowhelp](#)

Sincerely,
NYC Department of Buildings

NYC Buildings
- A new **Objections** tab will display the Objection(s) raised by the Licensing Investigator. Click the drop-down arrow to see comments.
- Add any additional **Comments** in the Comments box.
- Click **Update**.
- Add documents or otherwise update License Application as needed.
- **Resubmit** updated License Application.
Elevator Agency License Types other than Directors will join an existing Elevator Agency.

An Elevator Director’s License Qualification Application contains an additional step: Qualification Approved – Business Application Pending.

When the license request reaches that point, the Elevator Director can begin the process to either establish a new Elevator Agency or join an existing Agency.
On the DOB NOW: Licensing main dashboard, click + Business Approval and enter the approved License Qualification number.
Applicants are first asked if they are joining an existing agency or establishing a new agency.

If they are joining an existing Agency, they can search by Agency Number.
If they are creating a **new Agency**, they must fill in all information about the Agency.
BUSINESS APPROVAL REQUEST

- The Business Type can be:
  - Corporation
  - Limited Liability Company (LLC)
  - Partnership
  - Sole Proprietor
  - Individual

- Click **Save**.
- Then click **Yes** to confirm.
**BUSINESS APPROVAL REQUEST**

- Click *Add* to enter **Partner or Officer Information**.

<table>
<thead>
<tr>
<th><strong>Partner or Officer Information</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Name</strong>&lt;sup&gt;*&lt;/sup&gt;</td>
</tr>
<tr>
<td><img src="image.png" alt="Image of input fields" /></td>
</tr>
<tr>
<td><strong>State</strong>&lt;sup&gt;*&lt;/sup&gt;</td>
</tr>
<tr>
<td><img src="image.png" alt="Image of input fields" /></td>
</tr>
<tr>
<td><strong>License Number</strong></td>
</tr>
<tr>
<td><img src="image.png" alt="Image of input fields" /></td>
</tr>
</tbody>
</table>

- Enter all required information and then click **Save**.
- Continue until all required **Partners** or **Officers** have been added.
Enter **General Liability Insurance** Information. General Liability Insurance is always required for Elevator Agencies.
If they are not waived, **Workers Compensation Insurance** and **Disability Insurance** information must be entered.

**Workers’ Compensation Insurance**
- Is the Workers’ Compensation Insurance waived?*  
  - Yes  
  - No

**Disability Insurance**
- Is the Disability Insurance waived?*  
  - Yes  
  - No

**Workers Compensation Insurance** and **Disability Insurance** may only be waived for Sole Proprietorship Elevator Agencies. If there is more than one worker, the Agency must have both types of insurance along with General Liability Insurance.
Enter **Policy Number**, **Start Date**, **Expiration Date**, and **Broker Information** for each Insurance.
There is an optional Comments field at the bottom of the General Information tab.

Click Save before moving to the Documents tab.
In the **Documents** tab, users may upload:

- NYS Certificate of Incorporation
- Filing Receipt or Certificate of Good Standing
- Minutes stating the names of the elected officers
- General Liability Insurance Certificate
- Worker’s Compensation Insurance Certificate or Waiver
- Disability Insurance Certificate or Waiver
The applicant must click the checkbox to sign the Business Approval Request in the Statements & Signature tab.

**Statements & Signature**

*Applicant’s Statement*:

I have read and I understand all the items contained in this application. Falsehood of any statement is a misdemeanor and is punishable by a fine or imprisonment, or both. It is unlawful to give to a city employee, or for a city employee to accept, any benefit, monetary or otherwise, either as a gratuity for properly performing the job or in exchange for special consideration. Violation is punishable by imprisonment or fine or both.

I have personally reviewed all information entered in this application and on each of the documents listed herein. I understand and agree that by personally clicking on the box at left I am electronically signing each document listed herein and expressing my agreement with the Statements and Signatures terms for such documents and all other statements herein. I understand that this electronic signature shall have the same validity and effect as a signature affixed to each document and statement by hand.

**Name**  
**Date**
There is **no fee** to submit a Business Approval Request.

Click **Submit** and then click **Yes** to confirm.
BUSINESS APPROVAL REQUEST

- The request will show up on the **Business Approval** tab of the Licensing Dashboard.
- Once the **QA Review** is complete, the applicant will be notified, and the License Request will move forward to allow the applicant to schedule an appointment to come to DOB to receive their license.
GETTING THE LICENSE
Once the License Qualification Application is **approved**, the Applicant will receive a letter notifying them of that fact.

![Email notification](image-url)
The Application Status will be **Approval Letter Sent**.

If a payment is due at this time, it will be visible on the DOB NOW: **Licensing** Dashboard.

Double-click on the License details on the dashboard to open the application in order to make the payment. Click **OK** on the popup.
GETTING THE LICENSE

- Click the **Pay Now** button at the bottom of the right toolbar to make a payment.
- Next, schedule an appointment by clicking on the **Appointments** tab and then clicking the **+Schedule Appointment** button.
GETTING THE LICENSE

- The **New Appointment** window will open.
- Select an **Appointment Date** from the calendar and then select an **Appointment Time** from the drop-down menu.
- Click **Schedule**.
- Click **Yes** to Confirm.
The appointment details will be listed on the tab. If there is a need to cancel the appointment, it can be done from here.
GETTING THE LICENSE

- Your card will be issued at the appointment scheduled with DOB. If a picture is necessary, it will be taken during that appointment.
RENEW LICENSE, REISSUE LICENSE, UPDATE INSURANCE AND MORE
Licenses can be renewed. To do so, License Holders will hover over the **Manage My Profile** button on the main DOB NOW: Licensing dashboard and choose **Manage License**.

This will take them into a screen where they can see any licenses they have that are issued by DOB, and choose **Renew**, **Reissue** or **More**.

Licenses can be renewed:

- **Starting 60 days before expiration**
- **Up to 1 year after expiration**
The system first asks if this is a Renewal With Change.

- If Yes, identify the change(s):
  - Co-Director Change (Director only)
  - Change to different Agency
  - Update – Add Insurance (Director only)
  - Update Agency Information (Director only)
Next, the **Supplemental Investigation Questionnaire** appears, with the same questions as are seen on the initial license application.

All questions must be answered **Yes** in order for the Submit button to become active.
The Application will appear with the Application Type identified as either Renewal without Change or Renewal with Change.

All fields in the General Information tab will be auto filled with the information from the prior license.

Click Save to continue.
▪ A pop-up Notification will inform the Applicant that the Application Type cannot be changed after saving.

▪ Click Save.
An **Application Number** will be assigned, and four more tabs will appear on the left:

- Background Investigation
- Qualifications/Experience
- Documents
- Statements and Signature

The information from the initial License Application will be auto-filled. Users should **fill in all new or updated information**, including **uploading any required documents** and **Signing** the Application.
The fee for a License Renewal is:

- **$150 for Director or Co-Directors**
- **$75 for Inspectors**
- **$50 Late Fee** if renewed under 30 days before expiration

Once the fee has been paid, users can click **Save** and then **Preview to File**.

Review the Application and then **Submit**.
The review process for a License Renewal is:

- Pre-Filing
- Pending Background Review
- Pending QA Review
- Approved
- License Card Issued
To Reissue a license, click the **Reissue** button on the Manage License page.

- A **Supplemental Investigation Questionnaire** will pop up.
- All questions must be answered **Yes** for the Submit button to become active.
Applicants will be brought into a **Reissue Request**, where they must identify why they are requesting Reissue. Options are:

- Their ID Card was stolen
- They lost their ID Card
- They never received their ID Card in the mail
The other details on the General Information tab will be auto filled from the original license request and cannot be changed.

Once the user clicks Save, a Request Number will be generated, and new tabs will be added:

- Background Information
- Qualifications/Experience
- Documents
- Statements & Signature

All information will be auto filled from the original license request, but the Reissue Request must be signed by the applicant.
There is a $50 fee for Reissuing a license.

Once the request is filled out and the fee has been paid, the applicant can click Preview to File to submit the Reissuance Request.

The approval process for Reissuing a license is as follows:

- Pre-filing
- Pending Background Review
- Reissue Approved
- License Card Reissued
Users will see a new **License Application** on the **My Applications** tab of DOB NOW: **Licensing**.
The reissue request must go through QA approval first.

Once the request has reached the **Reissue Approved** status, the applicant must schedule an appointment to come to DOB to get their new card.

The appointment process is the same as for getting a new license.
Options in the **More** drop-down will depend on the **License Class**.

Directors have the most options. They can opt for:

- **Co-director Change**
- **Change to Different Agency**
- **Update Agency Information**
- **Update/Add Insurance**
The three options can be combined. Which options are shown depends on the initial selection.

Click Next to continue.
The Supplemental Investigation Questionnaire window will appear.

All questions must be answered Yes in order for the Submit button to become active.
For **Change to a different Agency**, the license information will appear.

For **Co-Director Change** or **Update Agency Information**, the Agency information will appear.

All information in the **General Information** tab will be pulled from the original license and it will be read only. No changes can be made.

Click **Save**.
A notification window will pop up. Click Save.

The rest of the License Request or Agency Information tabs will appear.

The applicant must re-attest in the Statements & Signatures tab, as well as updating all other information that needs to be updated.

Notification

Please note that the below information cannot be changed after saving:

Application Type: Change

[Save | Cancel]
- There is no fee for these changes.
- Click **Preview to File**, page through the application, and attest by clicking the checkbox. Then click **File**.
- The request goes through QA review before approval.
A Director can also create a new agency in the **Change to Different Agency** transaction.
The last option in the More drop-down menu is Update/Add Insurance.

This must be used to update or add insurance for the Elevator Agency.
CHANGES: UPDATE/ADD INSURANCE

- In the **General Information** tab, enter the information on the insurance policies.
- The **Elevator Agency Director** must attest in the **Statements & Signature** tab.
UPDATING LICENSE HOLDER INFORMATION
UPDATING LICENSE HOLDER INFORMATION

- To update the user’s name and/or address, hover over the Manage My Profile button on the dashboard and select Change Profile.
- From there, users can select:
  - Change Password
  - Change Name
  - Change Address
  - Change Name & Address
- Choosing one of the options will result in a confirmation pop-up window. Click Yes.
Users will be brought into a new window where they will see the existing information as well as blank boxes to enter new information.
Once all information has been updated, click **Save**.
A Request Number and two more tabs will appear:

- Documents
- Statements & Signature
In the Documents Tab, users must upload **Proof of Name Change** and/or **Proof of Residence**.
The License holder must **attest** to their update request by clicking the checkbox.

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**Statements & Signature**

As a condition of being granted a license/registration and/or qualification from the New York City Department of Buildings, I attest that I comply with all New York City Administrative Code and Department rules, regulations, and directives governing how licensees/registrants/qualification holders conduct their specific trade.

I have reviewed the information provided in this application and, to the best of my knowledge and belief, attest to its accuracy. I understand that falsification of any statement made to the Department is a misdemeanor and that it is also unlawful to give to a city employee, or for a city employee to accept, any benefit, monetary or otherwise, either as a gratuity for properly performing the job or in exchange for special consideration. Such actions are punishable by imprisonment, fine and/or loss of license/registration and/or qualification.

In the event of an accident that involves my actions undertaken in connection with my license/registration and/or qualification, I understand that the Administrative Code requires that I cooperate with any investigation and that failure to do so may result in immediate suspension, revocation or other disciplinary action.

I understand and agree that by personally clicking on the box at left I am electronically signing this application and expressing my agreement with all of its terms. I understand that this electronic signature shall have the same validity and effect as a signature affixed by hand.

Name: 

Date: 

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NYC Buildings
- Save the request.
- There is a fee of $50 that must be paid before the change request can be submitted. Click on the Pay Now button on the bottom of the right menu bar to make the payment.
Click **Preview to File** to submit the Request.

- The applicant must review the filing and re-attest to complete the submission process, just as we saw in the initial License application.

- The request must go through **QA Review** before a new License Card can be issued.
ELEVATOR JOB APPLICATIONS AND INSPECTIONS REPORTS
When filing **Job Applications** in DOB NOW: **Build or Inspection Reports** in DOB NOW: **Safety**, the system will pull information about existing **Elevator Agency Licensees** from DOB NOW: **Licensing** with this release.

This means, for example, when entering the details of the **Elevator Inspector** who will be responsible for the Inspection Report, all relevant data about their license will be automatically pulled over from their entry in DOB NOW: **Licensing**.

Therefore, it is vital that all license holders **keep their information up-to-date** in DOB NOW: **Licensing** in order to make sure that their Job Applications and Inspection Reports have the correct data.
QUESTIONS?