FDNY Business

Requesting a PIN and Linking Records to a NYC ID

User Guide

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IMPORTANT INFORMATION

This guide is made available by the Fire Department City of New York (FDNY) as a courtesy to the public. It does not represent all the filing requirements for any given FDNY application. Though every effort is made to continuously update this guide, it in no way supersedes, or otherwise substitutes for the legal or procedural requirements of the New York City Fire Code, Building Code, Zoning Resolution or any other applicable rules, regulations or policies.
INTRODUCTION

About this Guide

The Requesting a PIN and Linking Records to a NYC ID User Guide is designed to assist users with requesting a PIN and to then use the PIN to link a Record ID to your FDNY Business account.

Submitting a Request a PIN Application and a Link to Record — Using a PIN Application can be done from any computer with an Internet connection. (Applications cannot currently be completed on mobile devices.)

NOTE: Once you have linked an FPIMS Account Number (i.e., a Legacy FPIMS Record) to your FDNY Business account, you will be able to view ALL active FDNY Summonses, Criminal Court Summonses (CCS’s) and Violation Orders (VOs), that have been issued to you. You will also be able to view information for Letters of Approval (LOAs) and Permits that are active AND issued for the linked Account Number under My Records.

To complete online Request a PIN and Link to Record — Using a PIN Applications, you must have the following:

- A NYC ID (instructions on creating a NYC ID are below)
- Any relevant Supporting Documents
- The Primary Contact information [e.g., name, billing and/or mailing address(es), phone number, email address, etc.]
  - The Primary Contact could be the Building Owner; the Business Owner; the Applicant; etc. and is dependent upon the specific Application and/or Inspection type.

Throughout this User Guide, numbers in the images will assist you in following the instructions. For example, 1 indicates your first action, 2 indicates your second action, etc.

For additional assistance, dial 311 and ask for FDNY Business Support or send an email to FDNY.BusinessSupport@FDNY.nyc.gov.
Please Follow the Instructions to Link All Active Legacy Records Using a PIN

The process to Request a PIN and to Link a Record has been updated on FDNY Business and applies to ALL the following Application/Record types:

- Inspections (including Permits, LOAs, FDNY Summonsces, CCS’, VOs, etc.)
- Emergency Planning and Preparedness Group (EPPG)
- Technology Management (TM)

You can now submit a Request a PIN Application online using FDNY Business. Once reviewed and approved by FDNY, the applicable Contact (e.g., the Building Owner; Business Owner, etc., dependent upon the type of record) will be sent an automated email that contains the PIN.

NOTE: The PIN will be sent via email to the Building Owner on file and you will need to obtain the PIN from the Building Owner to link your record. If NO Building Owner contact is available on the record, then FDNY will send the PIN to the Requestor after FDNY confirms the Requestor is authorized to receive the PIN.

You will need the PIN (and the associated Record Number) to submit a Link to Record — Using a PIN Application online via FDNY Business and to link the record to your NYC ID.

In the Example Provided in this User Guide:

We will submit a Request a PIN Application on FDNY Business and, upon its review and approval by FDNY (and after receiving the PIN by email), we will then submit a Link to Record — Using a PIN Application on FDNY Business to link an Inspection Record to your FDNY Business account.
1. REQUESTING A PIN

Step 1. Create Your NYC ID Account

If you do not have an NYC ID, go to Register for an Account to create your account. On the Create Account page, enter the required information. Then click to “check” the checkbox to accept the NYC ID Terms of Use and click the Create Account button. See Figure 1.

Fig. 1: NYC ID — Create Your Account
Once you have created your account — or if you already have an account — begin your Application by clicking the Login button on the FDNY Business Home Page. See Figure 2.

**Fig. 2: Click ‘Login’**

Enter your Email Address (your NYC ID) and Password. Then, click the Log In button. See Figure 3.

**Fig. 3: Enter Your NYC ID/Password and Log In**
Once logged in, click on either **Initiate Application/Request** or on **Request a PIN** (located at the bottom of the screen under the “Link to Record” section). See Figure 4.

**NOTE:** If you click on **Request a PIN**, proceed directly to **Step 2**.

![Fig. 4: Initiate Application/Request](image)

On **Select Type of Application** page, click the **Record Linking** drop-down list and select “Request a PIN.” Next, click **Continue Application**. See Figure 5.

![Fig. 5: Select ‘Request a PIN’](image)
Step 2. Enter the Record ID

You are taken to the Record PIN details page. Under the “PIN Details” section, enter the Record Number/Account Number for your PIN Request. Then, click Continue Application. In this example, we will enter our 8-digit Inspection Account Number. See Figure 6.

NOTE: Dependent on the type of Record Number/Account Number you need to link, the Record Number you enter in the “PIN Details” section will vary.

Step 3. Upload Supporting Documents

On the Supporting Documents page, you can upload supporting documents. Click the Add button to begin uploading and attaching a document. See Figure 7.

NOTE: For information on uploading and attaching documents, refer to the Document Upload video on the FDNY Technology Management Training page.
The **File Upload** window opens. Click the **Add** button. See Figure 8.

![File Upload Window](image1)

**Fig. 8: Click ‘Add’**

Your File Explorer will open. Browse and locate the file you want to upload and click on it to select it. After clicking on it, the selected file’s name will appear in the “File Name” section (as highlighted below in “yellow”). Next, click the **Open** button. See Figure 9.

![Choose File to Upload](image2)

**Fig. 9: Select the File and Click the ‘Open’ Button**
When the upload status of your selected document reads “100%” (highlighted below in “yellow”), click **Continue**. See Figure 10.

**Fig. 10: Click ‘Continue’**

**NOTE:** After clicking the **Upload** button, you will see a notification near the top of your screen stating that your file has been successfully uploaded. See Figure N1.

**Fig. N1: File Successfully Uploaded**

Once the file has been successfully uploaded, it will appear listed in the “Attachment” section.

When you are ready, click the **Continue Application** button. See Figure 11.

**Fig. 11: Attachment(s) Uploaded / Click ‘Continue Application’**
You will be taken to the **Review and Submit** page, where you can review/edit all the information you have entered in your Application.

When you are ready, “check” the checkbox to digitally affirm/sign your Application and then click **Submit Application**. See Figure 12.

**Fig. 12: Review/Edit/Sign/Submit Your Application**
Step 4. Confirmation

After your Application is submitted, you are taken to the Receipt/Record Issuance page. Highlighted in “yellow” in the below example, the Record ID is displayed. If you want to view its details, click on the Record ID. See Figure 13.

Your screen will refresh and your Record ID (highlighted below in “yellow”) is displayed. Additionally, the Record Status (highlighted below in “green”) now reads “Application Submitted.”

To see additional details, click the More Details drop-down list and then click the Application Information drop-down list. In the “Pin Details” section, you will see the Record Number (highlighted below in “blue”). In this example, it is the Inspection Record ID/Account Number. See Figure 14.
2. RECEIVING YOUR PIN

Once FDNY has reviewed and approved your Request a PIN Application, an automated email will be sent to the applicable Contact. In this example, because we are linking an Inspection Record, the email will be sent to the Building Owner.

NOTE: For an Inspection Record, the PIN will ONLY be sent via email to the Building Owner on file. If no Building Owner is available in the record, FDNY will review your PIN Request to determine whether a PIN can be issued to you.

The email’s Subject Line will read: “PIN Report For XXXXXXXX,” (where the “Xs” will be your unique Record ID). In this example, it is the 8-digit Inspection Record ID. The Record ID is also shown in the body of the email (below, both are highlighted in “yellow”).

The email will contain a PDF attachment. Double-click the PDF attachment to open it. See Figure 15.

![PIN Report Email — Open the PDF Attachment](image-url)

Deer FDNY Customer,

Please see the attachment for an important notice from FDNY regarding a PIN request for Inspection Record, XXXXXXXXXXXX.

Thank You,

BUREAU OF FIRE PREVENTION
9 METROTECH CENTER
BROOKLYN, NY 11201

CONFIDENTIALITY NOTICE:
The contents of this email message and any attachments are intended solely for the addressee(s) and may contain confidential and/or privileged information and may be legally protected from disclosure. If you are not the intended recipient of this message or their agent, or if this message has been addressed to you in error, please immediately delete this message and any attachments. If you are not the intended recipient, you are hereby notified that any use, dissemination, copying, or storage of this message or its attachments is strictly prohibited.

*** This is an automatically generated email, please do not reply ***
Step 1.  Review the PIN Report PDF/Copy the Necessary Information

The PDF opens. As highlighted in “yellow” in this example, the PIN Number is provided (the PIN Number begins with “PIN” — the word “PIN” IS part of the PIN Number that you will need to enter during the next step).

Highlighted below in “green,” the PDF displays the Record Type and the Record Number (in this example, the 8-digit Inspection Record ID). It also displays the Contact information. Since this example is for an Inspection’s Request a PIN Application, the Contact Type is the Building Owner (highlighted below in “blue”). See Figure 16.

NOTE: If you are the Building Owner and will be completing the next step (linking the Inspection Record using the PIN), copy the PIN Number AND the Record Number — you will need both to proceed.

If you are the Building Owner and will NOT be completing the next step, forward the email containing the PIN Number AND the Record Number to the appropriate Contact so they can complete the following steps.

Fig. 16: PDF Attachment — PIN Report
3. LINKING THE RECORD TO YOUR NYC ID

Step 1. Log In to Your NYC ID Account

Once you have received your PIN, you can use it to link the Legacy record to your account. To begin, click the **Login** button on the **FDNY Business Home Page** to log in to your **NYC ID** account. For instructions, refer to **Step 1 (Figures 1–3)** in the **REQUESTING A PIN** section.

Once logged in, click on **Initiate Application/Request** or on **Using a PIN** (located at the bottom of the screen under the “Link to Record” section). See Figure 17.

**NOTE:** If you click on **Using a PIN**, proceed directly to **Step 2**.

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**My Account**

**Home**

- My Drafts
- My Records

**Welcome**

Go to My Drafts to see applications that you are currently working on.

Go to My Records to check the status of application that you have submitted.

**What would you like to do today?**

- Search Applications/Requests
- Initiate Application/Request

**Link to Record**

- Using Account ID (FR/MS#)
- Request a PIN

**Get Help**

- User Guide
- FAQs

**Contact Us**

- By Phone
- By Email (Contact Information)

**Fig. 17: Initiate Application/Request**
On the **Select Type of Application** page, click the **Record Linking** drop-down list and select “Link to Record — Using a PIN.” Then, click **Continue Application**. See Figure 18.

![Select Type of Application](image)

**Fig. 18: Select/Click ‘Continue Application’**

**Step 2. Enter the Record Information**

On the **PIN Validation** page, under the “Record Information” section, enter the **Record Number** and then enter the **PIN Number** you just copied (or that was provided to you). Then, click **Continue Application**. In this example, we will enter the 8-digit Inspection Record/Account Number and the associated PIN. See Figure 19.

![PIN Validation](image)

**Fig. 19: Enter the ‘Record Number’ and ‘PIN Number’**
Next, complete the “Digital Signature” section. Enter your **First Name** and your **Last Name**. Then, click the **Title/Roles** drop-down list and make your selection. In this example, because the Building Owner is signed into their **NYC ID** account, they will select “Building Owner.”

When you are ready, click **Continue Application**. See Figure 20.

![Digital Signature Section](image1)

**Fig. 20: Complete the ‘Digital Signature’ Section**

You are taken the **Review and Submit** page. Here, you can review/edit all the information you have entered in your Application.

When you are ready, “check” the checkbox to digitally affirm and sign your Application and then click **Submit Application**. See Figure 21.

![Review and Submit Page](image2)

**Fig. 21: Review/Edit/Sign/Submit Your Application**
Step 3. Confirmation

After your Application has been submitted, you will be taken to the Receipt/Record Issuance page. As highlighted in “yellow” in the below example, your linked Record/Account Number is displayed (note that the end of the Record ID displays the word “LINK”).

If you want to view the details, click the Record ID. See Figure 22.

Fig. 22: Click the Record ID
Your screen will refresh and your Record ID (highlighted below in “yellow”) is displayed at the top. The Record Status (highlighted below in “green”) shows that it is “Linked.”

If you want to see additional details, from the “Record Details” section, click the More Details drop-down list and then click the Application Information drop-down list.

If you need to make a payment, you can click on the Payments tab (bordered below in "red") to access the record’s Fees. For detailed instructions on making online payments, see the Making Online Payments and Requesting Refunds instructions.

Additionally, you can click on the Record Info tab (bordered below in “blue”) to view Supporting Documents (e.g., an issued LOA or an issued Permit, etc.), Record Details and/or Related Records, as applicable. See Figure 23.

NOTE: Some Supporting Documents, including Permits and LOAs, will become available in late 2021 as Inspection Units (e.g., Rangehood, etc.) are transitioned to FDNY Business.

Fig. 23: Record Details
Figures 24–25 show the options available under the **Record Info** tab and under the **Payments** tab, respectively.

**Fig. 24: ‘Record Info’ Tab**

**Fig. 25: ‘Payments’ Tab**