

SERVICE NOTICE

Record Requests Update in DOB NOW: *BIS Options*

Beginning Friday, June 17, 2022, DOB NOW: *BIS Options* is being updated to allow a maximum of 15 record requests per eFiling account. Also, an additional contact field is being added to record requests so another person can be designated to pick up the records.

Previously there was a limit of 5 record requests per eFiling account. The new maximum is 15 record requests.

To request records, use an eFiling account to log into DOB NOW at www.nyc.gov/dobnow and select the *BIS Options* portal. From the DOB NOW: *BIS Options* portal, select **+Records Request**. See the [Record Request in DOB NOW](#) guide for step-by-step directions.

Use the **Additional Pick Up Person** field in the record request to designate an additional contact. The additional contact must also have an active eFiling account. To create an eFiling account, visit www.nyc.gov/efilingtips. An eFiling account can only be associated with one person's name and is required to include the complete first and last name of that one individual.