DOB NOW

INSPECTIONS

Using your PIN
(for Licensed Professionals only)
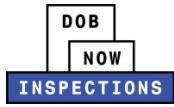
NYC
Buildings

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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:

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 use DOB NOW: *Inspections* to enter your PIN.

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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
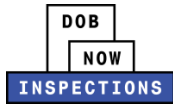
How to Use Your PIN

It is required for users to go through a one-time PIN link process that will connect applications and permits filed under their license number with their user account in DOB NOW: Inspections. LPs must enter a PIN provided by Buildings into DOB NOW: *Inspections* for each license that is held. The following types of LPs will receive a PIN:

- Electrical Contractors
- Elevator Agencies/Inspectors
- Fire Suppression Contractors
- General Contractors
- Oil Burner Installers
- Master Plumbers
- Sign Hangers
- Professional Engineers
- Registered Architect
- Registered Landscape Architects

The following actions must be completed before you can enter your PIN(s).

1. Register for a DOB NOW: *Inspections* account.
   - *Please refer to the Account Registration and Management User Manual for instructions on how to register for an account.*

2. Receive two important emails from the Department of Buildings; these emails will be sent to your business email address on file with the Department.
   - **Email #1:** An email containing a link to this *Using Your PIN* User Manual
   - **Email #2:** Email(s) containing a unique PIN for each license that you hold

Once these two steps are complete, log in to DOB NOW: *Inspections* and follow the steps below to enter a unique PIN for each license that you hold. Upon successful PIN entry, you can take action on your Records.

Please Note:
- *PINs cannot be entered into DOB NOW:* Inspections *if your license is expired.*
- *A PIN must be entered for each license that is held. For example, if you hold Master Plumber and Fire Suppression Contractor licenses, you will receive two PINs.*

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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.** Please refer to the *Account Registration and Management* User Manual before moving forward with the steps below if you do not already have a DOB NOW: *Inspections* account.
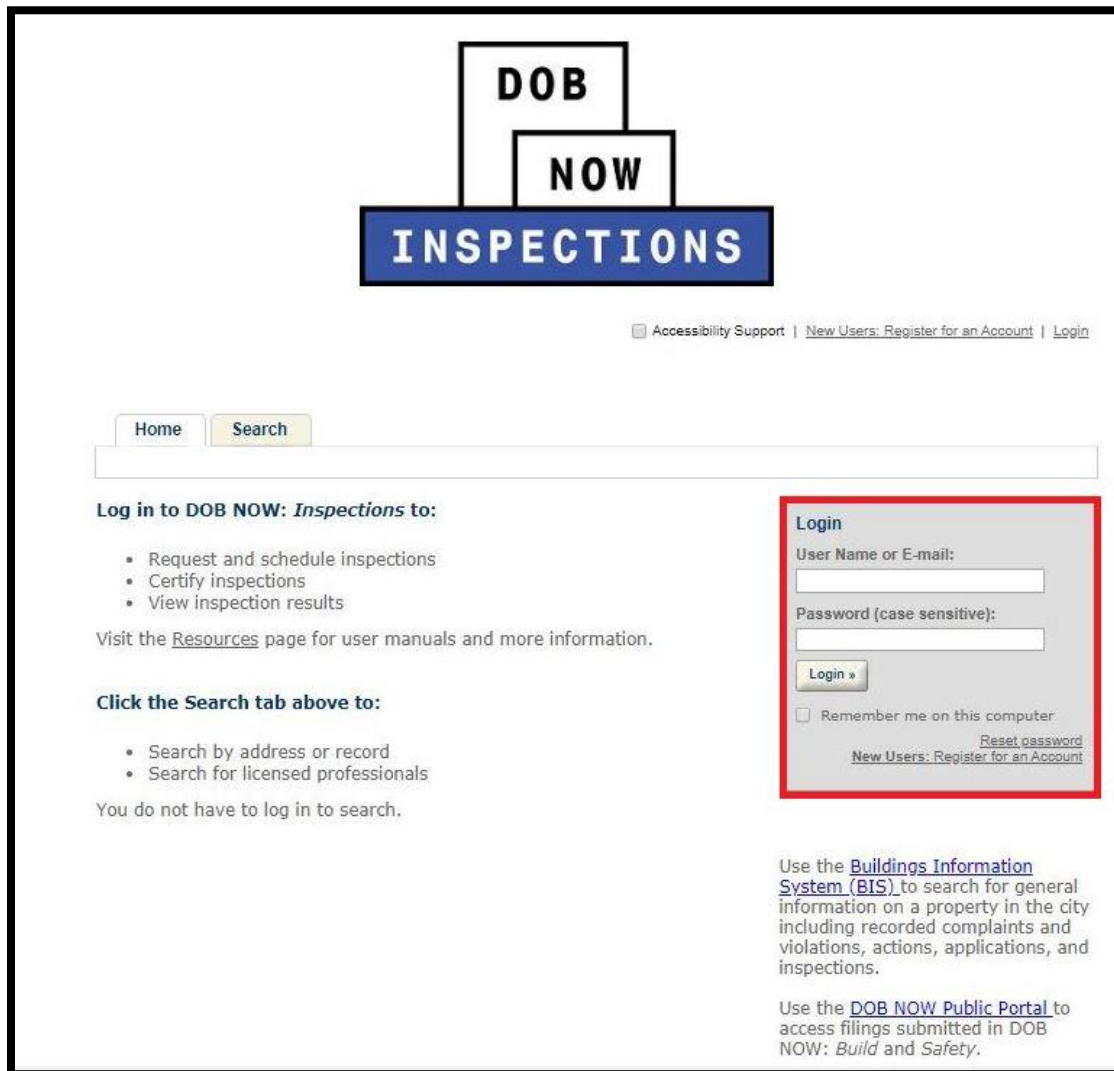
3. From the DOB NOW: Inspections homepage, click on the **Search** tab.

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Welcome

Click the Search tab to see your associated records. You can also take the following actions:
- Search by record
- Search by address
- Search by or for a licensed professional
- Search by contact
- Specialized tasks: link your PIN, delegate record access or upload PVT inspections

Once you locate your record you can:
- View inspection results
- Request an inspection
- Self-certify jobs or advance notices
- Request gas authorization
- Request plumbing work type sign-off
- Upload documents

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4. Click on the **Specialized Tasks** hyperlink.

5. Select Link PIN, then click **Continue Application.**

6. In the fields provided, enter the PIN and License Number (provided by Buildings).
    Please Note:
    – *The License Number and PIN must be entered exactly as provided by Buildings, including any leading zeros.*
    – *The PIN will not be accepted if your license is expired.*

7. Click **Continue Application**.

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Review the information on the page. Click **Continue Application.**

8. The message below will display if the PIN and License Number match.
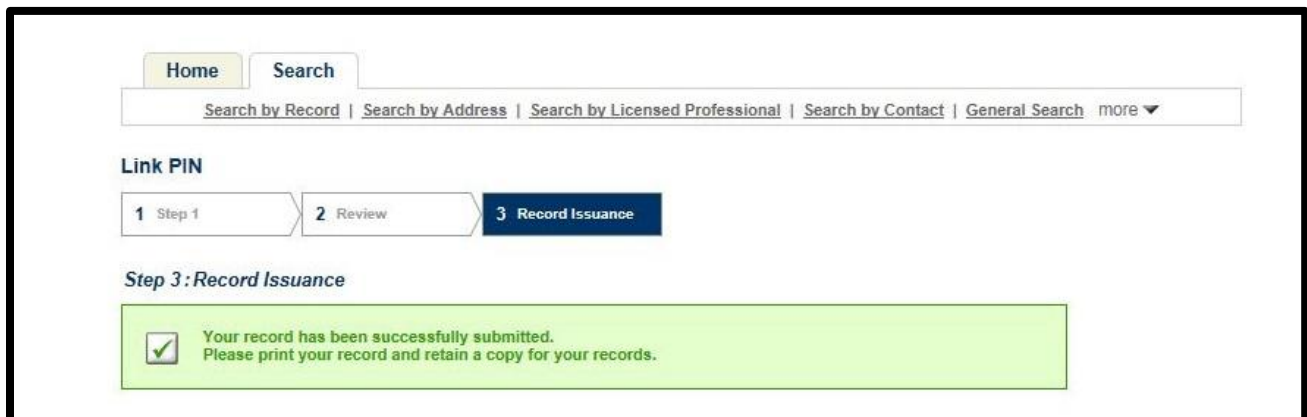
Additionally, a confirmation email will be sent to your business email address that is on file with the Licensing Unit.

- *Please Note: If the PIN and License Number do not match, the following message will display: "The entered PIN and License Number do not match those in the system. Please confirm that the entered data is correct and try again. Cannot establish a link to an invalid License. Please ensure your License is not expired."*
  - *If you receive this message, confirm you have correctly entered the License Number and PIN provided by Buildings. If you continue to encounter this message, contact Customer Service for assistance.*
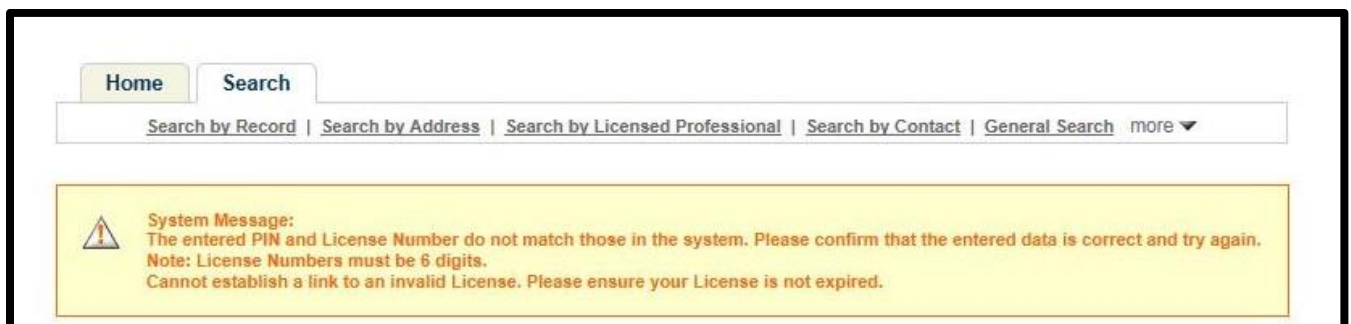
9. If you have additional Licenses & PINs, repeat Steps 3-7 for each.
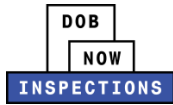
What to Do If You Did Not Receive or Misplaced Your PIN

1. Visit the Customer Service Counter on the 5th Floor at 280 Broadway to:

   - Verify your identity *(Please bring a DOB Issued License and/or Photo ID).*
   - Obtain your PIN *(PINs cannot be provided over the phone or in the Boroughs).*

You will then:

2. Register for a DOB NOW: *Inspections* account. Please refer to the *Account Management and Registration* User Manual for registration instructions.
3. Log in to DOB NOW: *Inspections*.
4. Enter the PIN(s) provided by Customer Service. A PIN will need to be entered for each license that is held. Please refer to the instructions in the How to Use Your PIN section of this document.

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