



eFiling Technical Support Policy

The Department of Buildings is happy to assist you when encountering eFiling problems directly caused by the eFiling application. However, if the problem is specific to your computer or Internet connection you may be required to solicit assistance from other sources.

Here are some suggested ways to determine if the problem is specific to your computer that you may wish to try:

- Confirm your computer meets the minimum requirements to use the eFiling application. See the [FAQ](#) for more information.
- Ensure your computer settings are configured properly for eFiling. Such settings include enabling JavaScript in your web browser and allowing the eFiling website in your [pop-up blocker](#) software
- Verify you are not experiencing problems on other websites. For example:
 - If you are unable to access eFiling try accessing another website.
 - If you are unable to print the eFiling PDF try to print other PDFs.
- Lastly, if you are experiencing a problem, try another computer.

If you have done all of the above and still think the problem is with the eFiling application, please fill out the online Help Form (click "Help" in the top right-hand portion of any eFiling web page) and an eFiling expert will respond as quickly as possible. Be sure to include the [DOB Reference Number](#) and the email address you used when registering for eFiling in the request.