

## **FAQ for the Certificate of Fitness (COF) On-Line Renewal option for Company Coordinators.**

### **After completing a search that is expected to deliver significant results, why is the results area blank?**

The FDNY COF online renewal program was optimized for Windows **Internet Explorer (IE) 8** or higher. The COF renewal program works with older versions of IE, but can sometimes require scrolling down or using the PgDn key to see the results of the search.

### **I am a company coordinator; why don't I see the names of all of our COF holders?**

There can be several reasons:

1. The employee's COF is not linked to your company - the certificate's employer name field was left blank.
3. Certificate can no longer be renewed and requires taking a new test. Please check this link [http://www.nyc.gov/html/fdny/pdf/firecode/new\\_cof\\_test\\_list.pdf](http://www.nyc.gov/html/fdny/pdf/firecode/new_cof_test_list.pdf)
4. The certificate may be invalid for administrative reasons (such as **OWE CHILD SUPPORT** or **UNDER INVESTIGATION** etc.).
5. It is too early to renew (current date > 90 days of exp. date )
6. Expired over a year (current date > 1 year )
7. The certificate was already renewed .

#### **Solution:**

Please email [pubrenew@fdny.nyc.gov](mailto:pubrenew@fdny.nyc.gov) with the certificate number, to receive an explanation or to add the correct employer name.

### **Some of the FDNY codes given to us don't work, why?**

Each company code, comprised of letters and numbers, can have up to 120 COF holder records.

Some company codes were set up for future usage. The following message will appear if there are no COF renewals in that specific company code.

- We couldn't find any matches. Please check your input and try again.

Please check the spelling of the company code and make sure you are entering it correctly.

### **Where will the processed certificates be sent?**

They will be sent to the designated coordinator(s) unless you specify in writing that you want them to be sent to COF holders homes.

### **If I see additional requirements next to the renewal requirements, what is necessary?**

Follow the requirements link to confirm what requirements are necessary in order to renew the COF. All required documents must be submitted within a timely manner.

**What happens if I do not submit the documents in a timely manner?**

The renewal will not be processed. Furthermore, the renewal fees will not be refunded.

**Are the company codes confidential?**

Yes, please treat all company codes as confidential to safeguard your COF holders privacy. Company Code passwords will be changed periodically for security reasons.

**Is there a sort function available for large lists of COF holders for companies?**

Currently sorting is not supported, but we are working on it and hope to implement the feature soon.

**Can I save the payment receipt screen as a PDF file?**

It depends on the capabilities of your system. Please consult your IT services for support.

**Can I change home or work address information on this site?**

This COF renewal payment site does not support modifying COF records. Please email [pubrenew@fdny.nyc.gov](mailto:pubrenew@fdny.nyc.gov) before paying for the renewal with any changes to the home address. In the subject line, please state your name and write “home address change” in the body of the email. Please write your COF number, a phone number and any changes requested.

Work address changes require **Letters from companies** or other supporting documents, thus changes to these addresses will require the COF holder to visit 9 Metro Tech during normal working hours. **They cannot be changed with On Line renewals.**

**How often is the list changed?**

The list is updated **every day**.

**Who should I contact for additional support?**

Check this FAQ page often for, for answers to frequently asked questions. Or send an email to [pubrenew@fdny.nyc.gov](mailto:pubrenew@fdny.nyc.gov) with “online renewal questions” in the subject line.