



212-615-8329

housing@recovery.nyc.gov

nyc.gov/builditback

Build it Back Online Guide

Applicants can now use Build it Back Online to check the status of their application, upload required documents, and ask questions. Visit <https://bibonline.cityofnyc.org> to get started.

Build it Back emailed all applicants with an email on file to announce Build it Back Online. This email included an invitation code for logging into the website.

If you did not receive a code, please contact Build it Back Customer Service at 212-615-8329 or email them at housing@recovery.nyc.gov.

1. Login using one of the account options. You must use either LinkedIn, Facebook, Windows Live, Gmail, or Yahoo to login.
2. Enter the invitation code from the announcement email. You will only have to use this code the first time that you login.

The menu in the top left has a number of different options:

- **My Contact Information** – Validate and update your contact information.
- **My Status** – Check where your application is in the process.
- **Customer Service Request** – Contact the Customer Service Team to ask a question, resolve a problem or make a request.
- **My Appointments** – View all of your scheduled and completed appointments.
- **Document Upload** – Upload any of your legal forms, identification, award letters, and more.
- **Demographic Information** – Enter the required demographic information for your household.