



BIC Online Portal

Registration and Account Management Guide

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Getting Started

What to Know Before you Go

Before starting, gather the information needed to complete the online portal.

- 1) **BIC Number** - This number starts with “BIC-” (Example: BIC-9999).
- 2) **Business Email Address** - The email address which you disclosed on your BIC application and to which the Commission sends BIC Notifications emails.

Note: Please ensure your business email address is up-to-date with BIC and accessible by the person registering the portal account. Your PIN number will be sent to this email address in order to gain access to the portal. If you need to update your business email address, submit a letter notarized by a principal with the new email address to the BIC Licensing Unit.

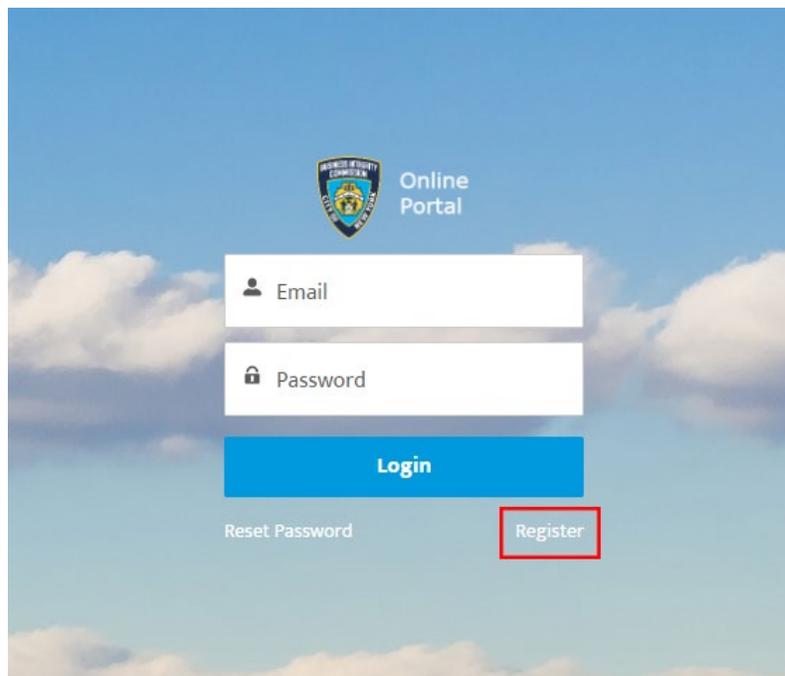
- 3) **US DOT Number** – If your company has a US DOT number, you will need to provide it. If exempt from filing for a US DOT number, click the exemption box at the prompt.

Registration

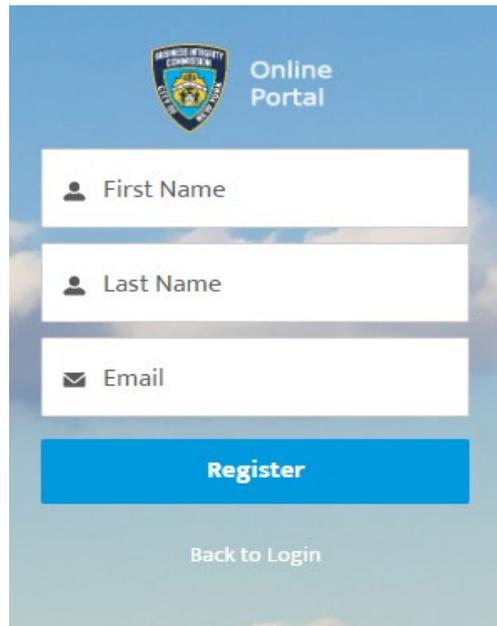
Online Portal New User Registration

To register a new account with the BIC Online Portal:

- 1) Open this URL <https://bicportal.nyc.gov>
- 2) On the login Screen, click **Register**

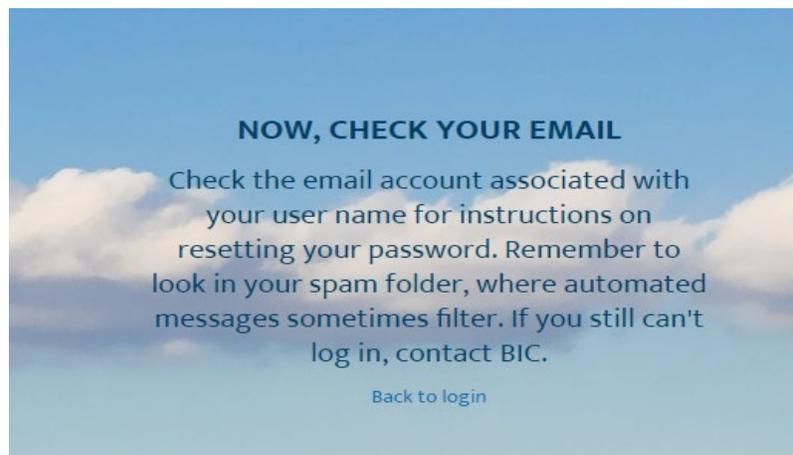


3) Enter your **First Name**, **Last Name**, and **Email address** and then click **Register**



The screenshot shows the 'Online Portal' registration interface. At the top left is the logo of the Board of Inland Waterways. To its right, the text 'Online Portal' is displayed. Below the logo and text are three input fields: 'First Name', 'Last Name', and 'Email'. Each field has a small icon to its left (a person icon for names and an envelope icon for email). Below the input fields is a prominent blue 'Register' button. At the bottom of the form area is a link that says 'Back to Login'.

You'll see a confirmation message



- 4) Check your email inbox (the email address, you have entered for registration) for an Email titled “**Welcome to BIC Online Portal**”. The email you receive will look similar to the following:

Hi Testy,

Welcome to BIC Online Portal! To get started, go to <https://nycbic.force.com/login?c=9tLN9D8VF9lMPVvBWiNw6lYt2DBMzolQUykA0sl5GWw%3D>

Username: 

Thanks,
Business Integrity Commission

Click or open the link in the email for temporary access to your account.

You will then go through the Authentication and Registration system before setting a password for your account.

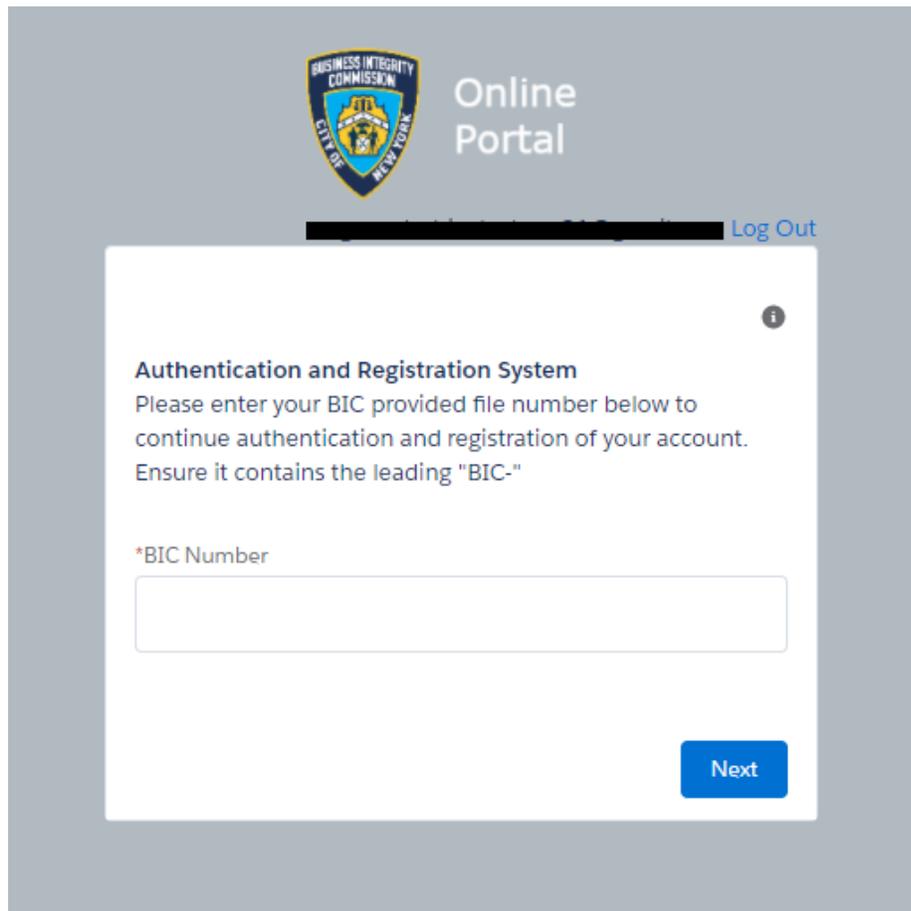
****NOTE****: If you do not see this email within your inbox, please check your **SPAM** folder as some email vendors will move this to spam. Make sure to trust this email so that further communications are not moved to the spam box.

Online Portal User Authentication

Once you click the link, you will enter the Authentication and Registration system. This system will link the registered account with the proper BIC Company with which you are associated.

You will need two pieces of information to complete this process:

- 1) Enter the BIC number for your company. This must be entered in the format of "BIC-#" (Example: BIC-9999). Do not enter 9999, bic9999 or bic 9999 as these formats will not work and you will receive an error until entered in the proper format.



The screenshot shows the 'Online Portal' interface for the Business Integrity Commission of the City of New York. At the top left is the commission's logo. To its right, the text 'Online Portal' is displayed. Below the logo, there is a blacked-out area and a 'Log Out' link. The main content area is a white box with the following text: 'Authentication and Registration System', 'Please enter your BIC provided file number below to continue authentication and registration of your account. Ensure it contains the leading "BIC-"', and a label '*BIC Number' above a text input field. A blue 'Next' button is located at the bottom right of the white box.

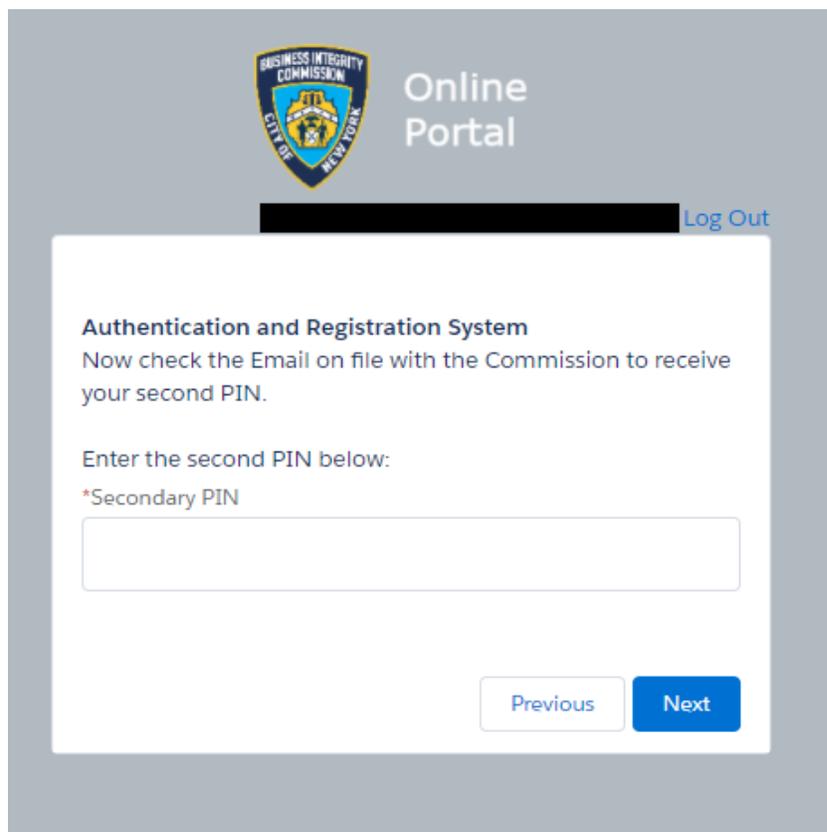
- 2) A security code (“PIN”) will be sent to your company’s business email address (the email address provided to BIC on your company application). The email will be titled “**NYC BIC Online Portal – Secondary PIN for <insert company name here>**”.

Email Example:

Please see the below Secondary PIN for [REDACTED]

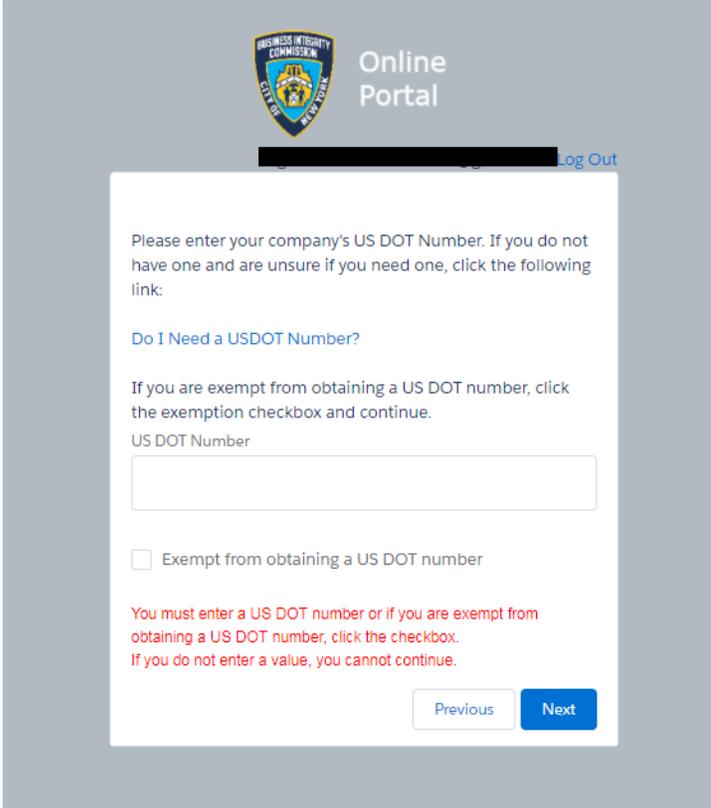
Secondary PIN: [REDACTED]

You will need to enter this PIN to complete registration of your account with the Business Integrity Commission. If you don't recognize this email request, please contact BIC as soon as possible.



- 3) Enter this PIN code into the Secondary PIN field on the screen as noted above.

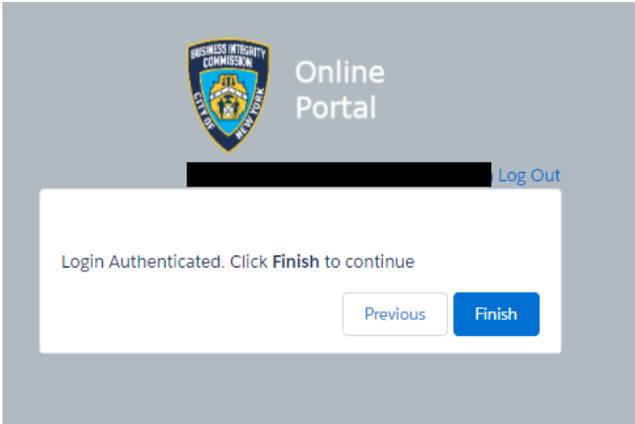
- 4) Enter your company's **US DOT Number** in the field provided, if not already on file with the Commission. If you are exempt from filing a US DOT number, please tick the box titled "**Exempt from obtaining a US DOT Number**".



The screenshot shows the NYC BIC Online Portal interface. At the top left is the Business Integrity Commission logo. To its right, the text "Online Portal" is displayed. Below the logo is a black redaction bar and a "Log Out" link. The main content area contains the following text: "Please enter your company's US DOT Number. If you do not have one and are unsure if you need one, click the following link: Do I Need a USDOT Number?". Below this is a sub-heading: "If you are exempt from obtaining a US DOT number, click the exemption checkbox and continue." This is followed by a text label "US DOT Number" and an empty input field. Underneath the input field is a checkbox labeled "Exempt from obtaining a US DOT number". At the bottom of the form, there is a red error message: "You must enter a US DOT number or if you are exempt from obtaining a US DOT number, click the checkbox. If you do not enter a value, you cannot continue." At the very bottom of the form are two buttons: "Previous" and "Next".

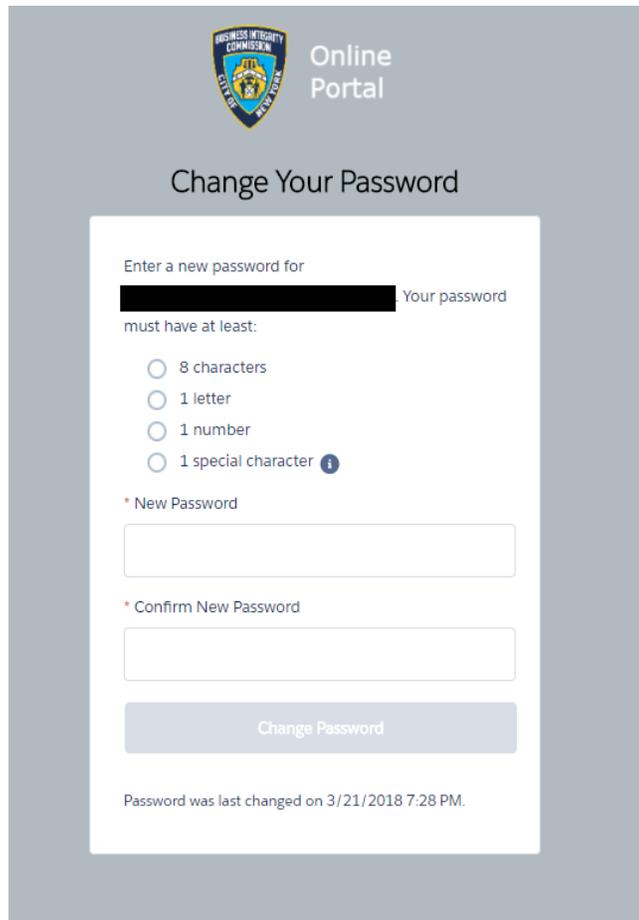
If you are unsure whether you need a US DOT number, see the following site for more information:
<https://www.fmcsa.dot.gov/registration/do-i-need-usdot-number>

- 5) A confirmation page will be displayed that you have successfully authenticated with the BIC Online Portal. Click **Finish** to continue.



The screenshot shows the NYC BIC Online Portal confirmation page. At the top left is the Business Integrity Commission logo. To its right, the text "Online Portal" is displayed. Below the logo is a black redaction bar and a "Log Out" link. The main content area contains the text: "Login Authenticated. Click **Finish** to continue". At the bottom of the form are two buttons: "Previous" and "Finish".

6) Once you have successfully authenticated, you will set a password for your account.



The screenshot shows the 'Change Your Password' page on the NYC BIC Online Portal. At the top left is the NYC BIC logo, and at the top right is the text 'Online Portal'. The main heading is 'Change Your Password'. Below this, there is a form with the following elements:

- A label 'Enter a new password for' followed by a blacked-out username and the text 'Your password'.
- A requirement list: 'must have at least:' followed by four radio button options:
 - 8 characters
 - 1 letter
 - 1 number
 - 1 special character (with an information icon)
- A required field labeled '* New Password' with an empty text input box.
- A required field labeled '* Confirm New Password' with an empty text input box.
- A 'Change Password' button.
- A footer note: 'Password was last changed on 3/21/2018 7:28 PM.'

The password should be comprised of the following:

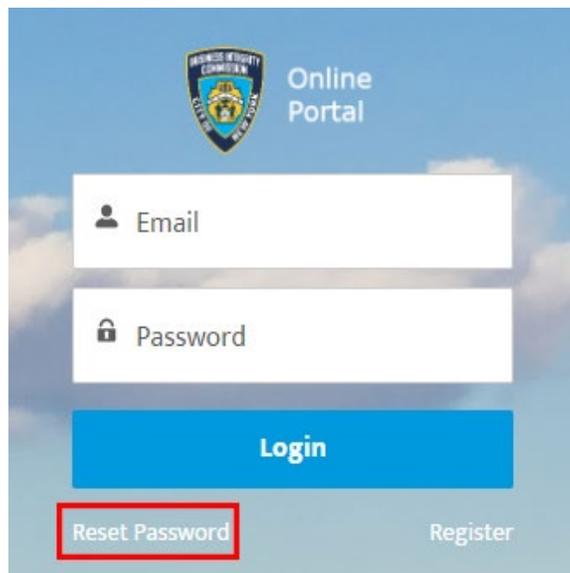
1. At least 8 characters long
2. At least 1 letter
3. At least 1 number
4. At least 1 special character (acceptable values are: ! # \$ % - _ = + < or >)

Once you enter and confirm the password, click **Change Password**. This will now be your password to login to the BIC online portal; your username is the email address you used to register. At this point, you will be entered into the online portal.

Account Management

Password Reset

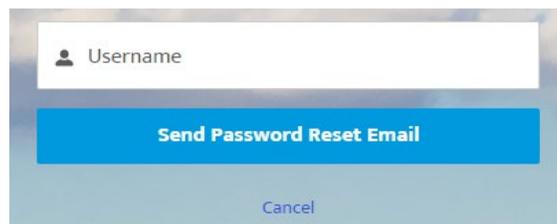
If you forget your password, click the **Reset Password** link on the login screen.



Enter your **username** as indicated and click **Send Password Reset Email**.

An email will be sent to the email associated with the username and will include a link to reset your password. (Please reference the Password section in the *Online Portal Authentication* section for more details.)

Click **Cancel** to return to the login screen.



Support Website

If you require assistance for reasons other than the information provided in this guide, please contact BIC via the link on our website:

<http://www1.nyc.gov/site/bic/industries/portal-support-form.page>

The screenshot shows the NYC Business Integrity Commission (BIC) website. The header includes the NYC BIC logo, the text "Business Integrity Commission", and a search bar with "311 Search all NYC.gov websites". There are also links for "한국어" and "Translate" and a "Text-Size" option. The main navigation menu includes "Industries", "News", "Laws & Rules", "Complaints", "About", and "Contact". The page title is "Portal Support Form".

The form is titled "Portal Support Form" and contains the following sections:

- Carter Information**
- Customer Information**
- Trade Waste Approved Companies**
- Trade Waste Denied Companies**
- Trade Waste Forms**
- Trade Waste Fees**
- Maximum Rates**
- Trade Waste Decals**
- Safety Resources**
- Regulatory Reporting**
- Trade Waste Advisory Board**

The form fields include:

- BIC File#:** *
- Company Name:** *
- Name of person submitting information:** *
- Phone Number (numerals only):**
- E-mail Address (e.g., test@example.com):**
- Do you need a password reset?** (Yes/No radio buttons)
- Please explain the problem you are having with the portal.**

At the bottom of the form, there are social media sharing icons for Facebook, Twitter, LinkedIn, and YouTube, along with a "Share" button.

Include as much detailed information as possible, such as specifics of error messages. BIC will work to resolve the issue and respond as soon as possible.