BIC Online Portal

Registration and Account Management Guide

Contents

Getting Started 2
What to Know Before you Go 2
Registration 3
Online Portal New User Registration 3
Online Portal User Authentication 6
Account Management 10
Password Reset 10
Support 11
Website 11
Phone 11

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.

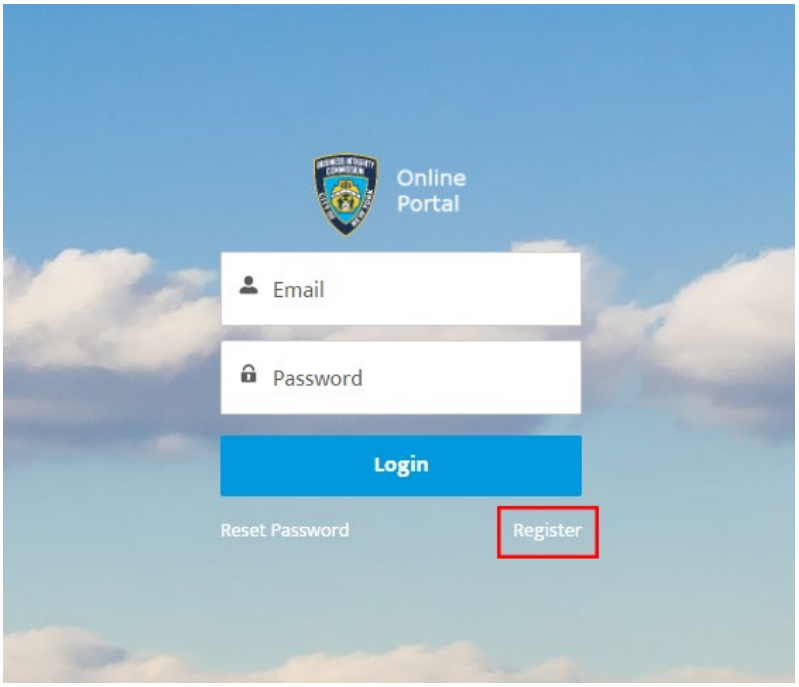
3) **US DOT Number** – If your company has a US DOT number, you will need to provide it. If exempt from filing for a US DOT number, click the exemption box at the prompt.

Registration

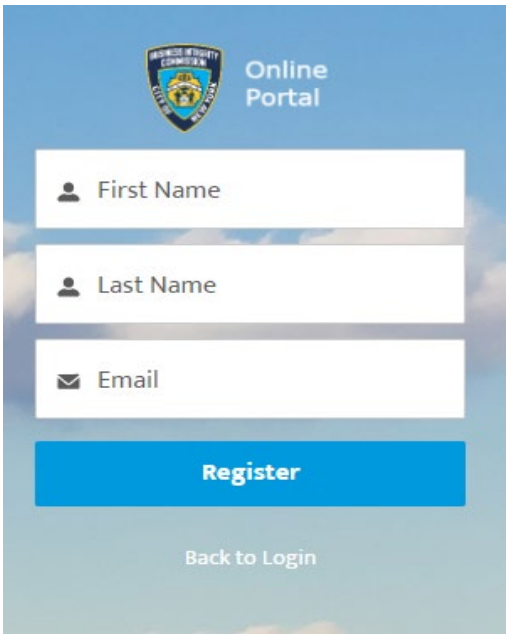
Online Portal New User Registration

To register a new account with the BIC Online Portal:

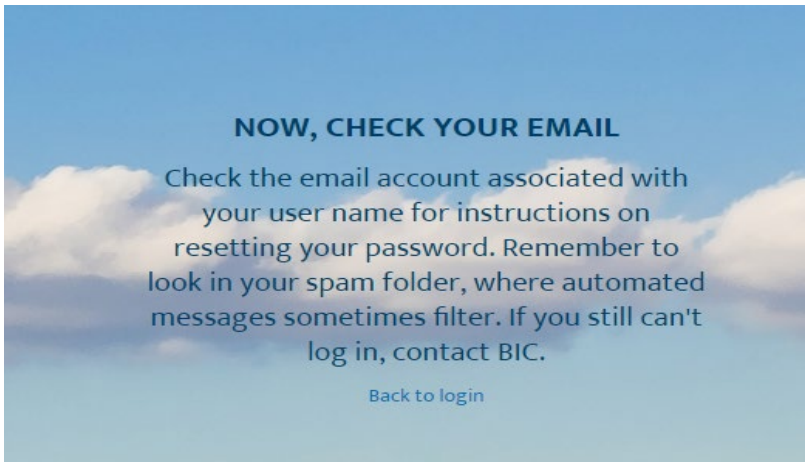
1) Open this URL https://bicportal.nyc.gov
2) On the login Screen, click **Register**



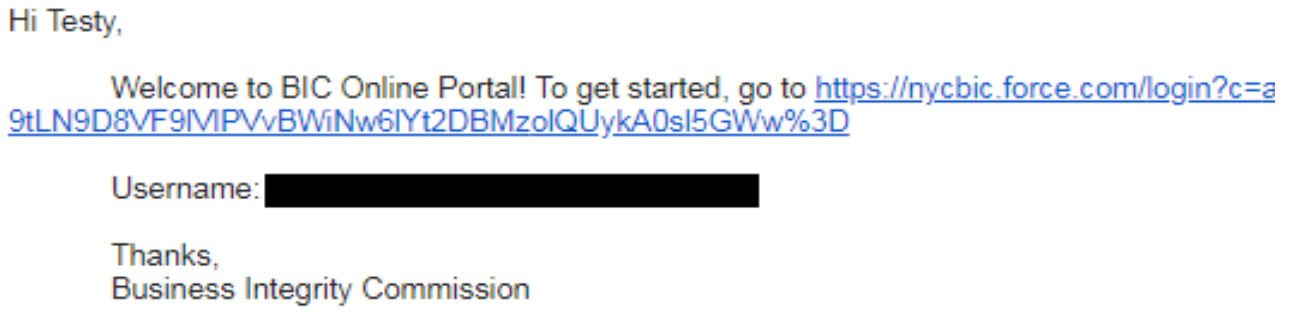
3) Enter your **First Name**, **Last Name**, and **Email address** and then click **Register**



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=a9tLN9D8VF9lVlPVvBWiNw6lYt2DBMzolQUykA0sI5GWw%3D

Username: [redacted]

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.

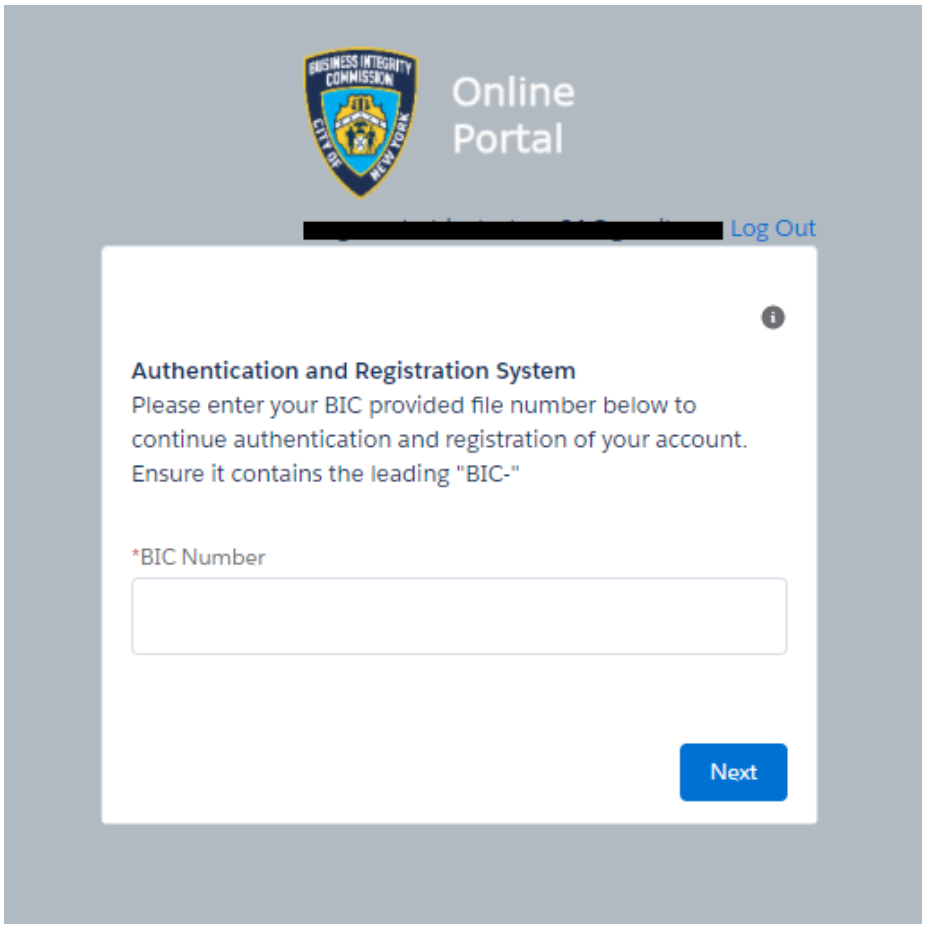
NOTE: If you do not see this email within your inbox, please check your **SPAM** folder as some email vendors will move this to spam. Make sure to trust this email so that further communications are not moved to the spam box.

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.



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>".**

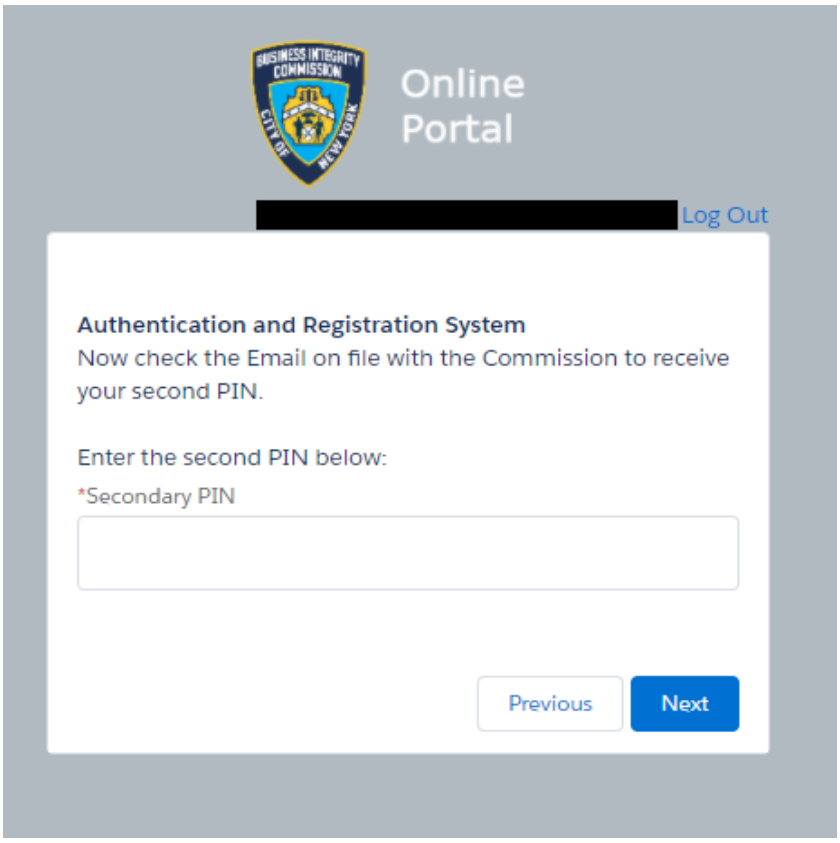
Email Example:

Please see the below Secondary PIN for [redacted]

Secondary PIN: [redacted]

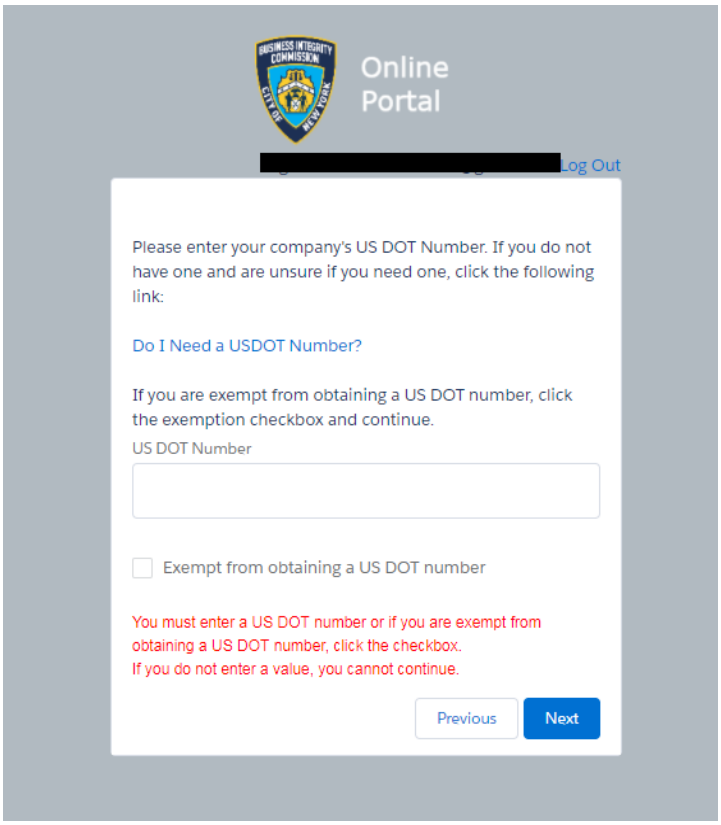
You will need to enter this PIN to complete registration of your account with the Business Int

If you don't recognize this email request, please contact BIC as soon as possible.



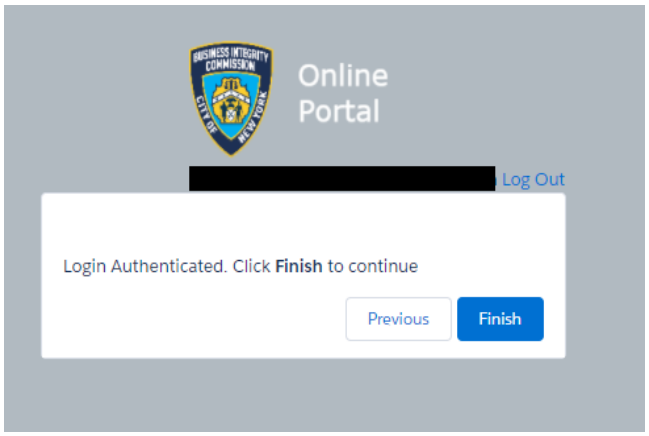
3) Enter this PIN code into the Secondary PIN field on the screen as noted above.

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".**

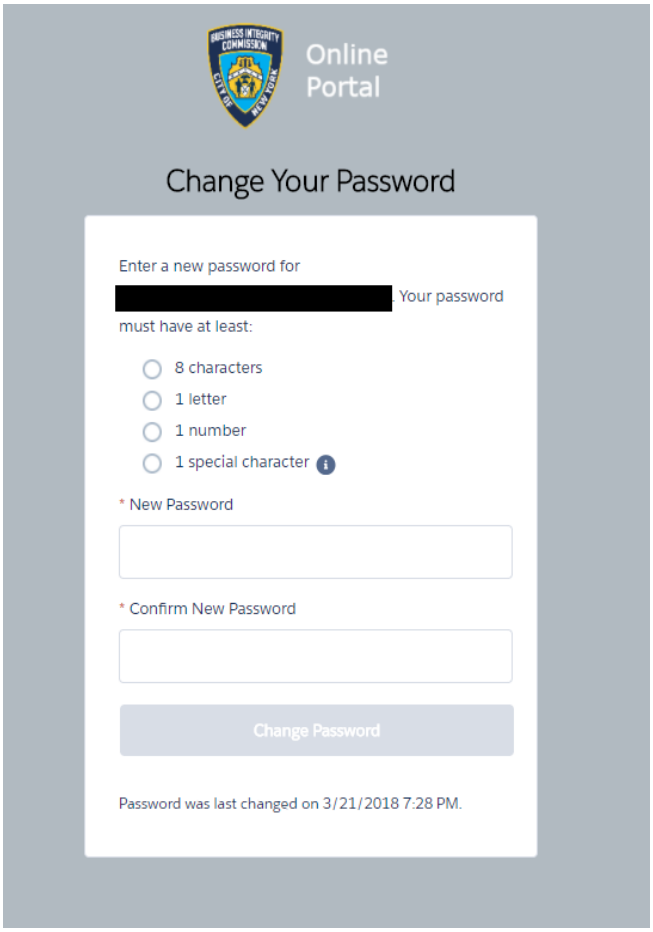


If you are unsure whether you need a US DOT number, see the following site for more information: https://www.fmcsa.dot.gov/registration/do-i-need-usdot-number

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



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



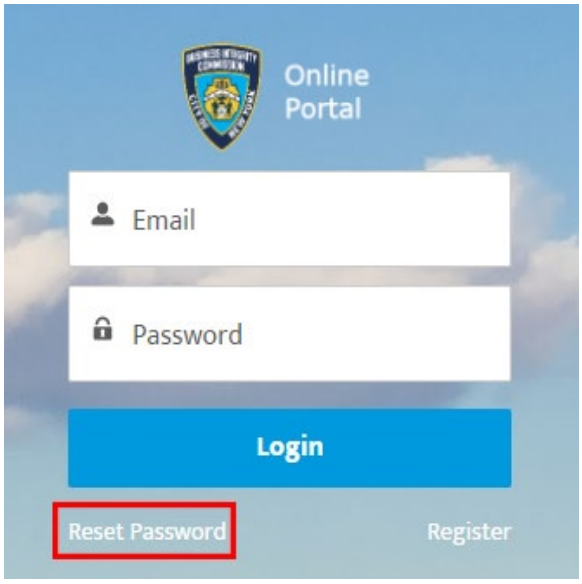
The password should be comprised of the following:

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

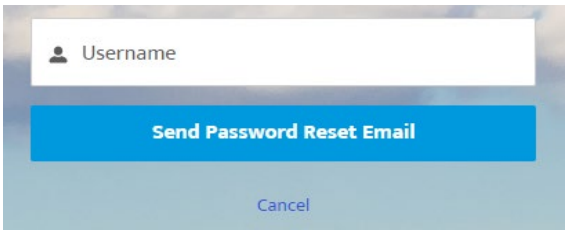
If you forget your password, click the **Reset Password** link on the login screen.



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.)

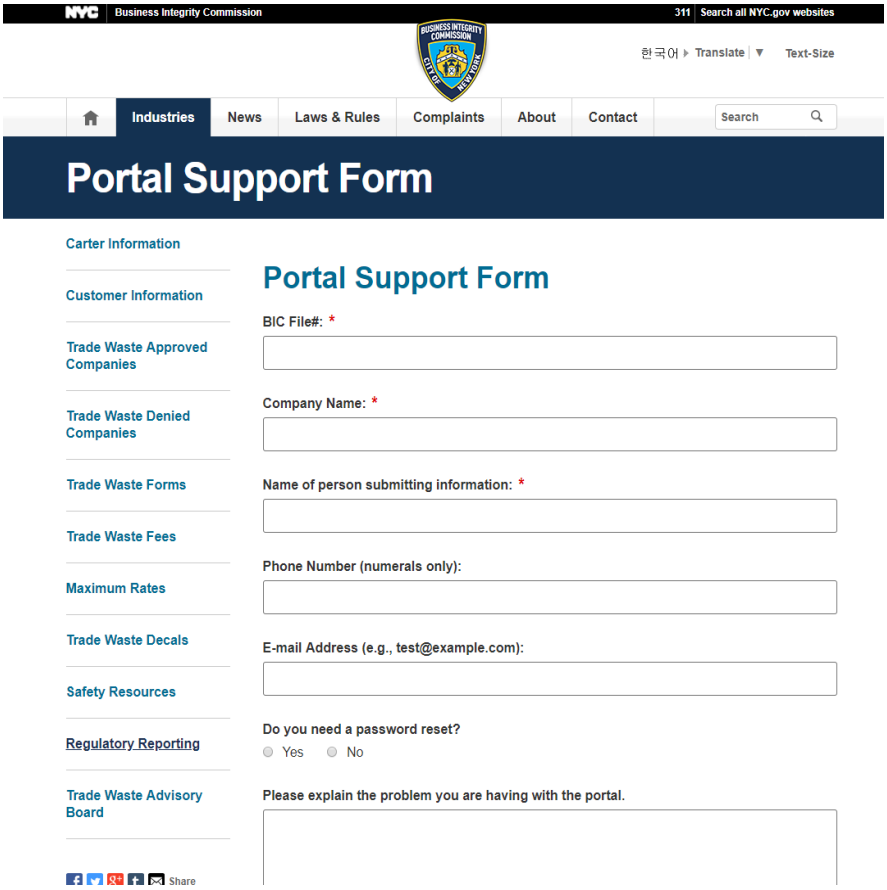
Click **Cancel** to return to the login screen.



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



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.