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# BIC Online Portal

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## Driver and Helper Management Module Guide

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# Getting Started


## *What to Know Before You Go*

Use this module to provide the Business Integrity Commission with the required information for **trade waste collection vehicle operators and employees who serve as “helpers” on any trade waste collection vehicle.**

- Licensee: Submit information for all trade waste drivers and helpers.
- Registrant: Submit information for all trade waste drivers.

For each **vehicle operator**, please upload:

- A clear copy of the operator’s driver’s license.
- AND, for all vehicle operators whose driver’s license is not issued by New York State, you must provide an official driving record (abstract) from the state that issued the driver’s license.

All fields are required to be fully and accurately completed. A Missing Information symbol (  ) will appear next to each employee’s record when there is information missing for that particular individual.

**Keep this module up to date. It must reflect the current roster of all vehicle operators and helpers for your company.** Update the module when:

- a vehicle operator’s or helper’s employment status changes,
- upon hiring a new vehicle operator or helper,
- any other relevant changes to the information.

**NOTE:** Screenshots in this guide are for presentation purposes only, and the system you are utilizing may or may not show all features shown in the screenshots.

# Navigating the Module

Once you have successfully logged in to the BIC Online Portal, the main menu appears. Click the Driver/Helper Management Module icon to access the main screen for the driver/helper management module



## Main Screen

The main screen of the module will display any currently active drivers/helpers and their primary information including driver license expiration date(s) as well as information regarding the following:

- How many driver/helper records have completed information.
- Drivers who have upcoming or expired driver licenses.

You can search for a record by name or driver license number. You can also choose to **Update** or **Remove** a driver or helper. (Details on following pages.)

### Attention

Use this module to provide the Business Integrity Commission with the required information for trade waste collection vehicle operators and employees who serve as "helpers" on any trade waste collection vehicle.

- Licensee: Submit information for all trade waste drivers and helpers.
- Registrant: Submit information for all trade waste drivers.

For each vehicle operator, please upload:

- A clear copy of the operator's driver's license.
- AND, for all vehicle operators whose driver's license is not issued by New York State, you must provide an official driving record (abstract) from the state that issued the driver's license.

All fields are required to be fully and accurately completed. A Missing Information symbol (⚠) will appear next to each employee's record when there is information missing for that particular individual.

Keep this module up to date. It must reflect the current roster of all vehicle operators and helpers for your company. Update the module when:

- a vehicle operator's or helper's employment status changes,
- upon hiring a new vehicle operator or helper,
- any other relevant changes to the information.

on the driver portal.

### TEST & ACCOUNT&TEST

[Print Active Driver/Helper List](#)
[Add Vehicle Operator/Helper](#)

As of 04/04/2023,

- 12 out of 23 vehicle operator(s) information are completed.
- 0 out of 22 vehicle driver(s) license are expired or will expire within 90 days.

STATUS	DRIVER NAME (LAST NAME, FIRST NAME, MIDDLE NAME)	POSITION	DRIVER LICENSE NUMBER	LICENSE EXP. DATE	STATE ISSUING DRIVER LICENSE	UPDATE	NO LONGER EMPLOYED
⚠	Doe, John	Driver	12313123123123	Mar 16, 2057	NY	<a href="#">Update</a>	<a href="#">Remove</a>

# Adding/Updating a Driver

To add a new driver, click the **Add Vehicle Operator/Helper** button.

Any additional details must be completed no later than ten (10) business days after the change occurs.

Identifying Information		
First Name	Home Street	SSN/ITIN
Middle Name	Home City	Cell Phone Number
Last Name	Home State	Home Phone Number
Date of Birth	Home ZIP code	

Employee Information	
Position/Title	Date of Hire

Driver License Information		
State Issuing Driver License	Driver License Number	Driver License Class
Driver License Expiration Date	Copy of driver license	Copy of driver abstract
	<input type="button" value="Upload Files"/> Or drop files	<input type="button" value="Upload Files"/> Or drop files
	File formats accepted : .pdf, .png, .jpg, .jpeg	File formats accepted : .pdf, .png, .jpg, .jpeg
	* Must submit the front and back copy of driver license	

Certification
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If you try to submit without a required piece of information, it will be highlighted for you to enter.

For a driver, the following information is required:

- First and Last Name
- Date of Birth
- Position/Title
- Date of Hire
- State Issuing Driver License
- Driver License Number
- Driver License Class
- Driver License Expiration Date (*cannot be in the past*)
- Front and Back Photo Copy of Driver License (accepted file types: pdf, jpg, png, jpeg)
- Copy of Driver Abstract
  - o **NOTE: If you are submitting a NY State driver, an abstract is not needed. All other states require an abstract to be uploaded.**

Once complete, fill out the certification below and click the **Submit** button. You will see success messages and the page will refresh showing the entry you just finished.

If you are missing any information, a Warning Symbol will show under Status:

STATUS	DRIVER NAME (LAST NAME, FIRST NAME, MIDDLE NAME)
	Jones, Jane

This means you are missing required information, which can be an upload of information or other information. Click the **Update** button and it will show you what is missing.

**Driver License Information**

State Issuing Driver License:

Driver License Number:

Driver License Class:

Driver License Expiration Date:

Copy of driver license \* Missing  Or drop files

File formats accepted : .pdf, .png, .jpg, .jpeg

\* Must submit the front and back copy of driver license

Once you complete the information, the status will show Green. If the status shows Yellow, typically it means that the driver’s license will be expiring soon or has expired.

STATUS	DRIVER NAME (LAST NAME, FIRST NAME, MIDDLE NAME)	POSITION	DRIVER LICENSE NUMBER	LICENSE EXP. DATE	STATE ISSUING DRIVER LICENSE	UPDATE	NO LONGER EMPLOYED
	Jones, Jane	Driver	1232131312313	Feb 17, 2027	NY	<input type="button" value="Update"/>	<input type="button" value="Remove"/>
	Jones, Jane	Driver	1232131312313	Feb 1, 2023	NY	<input type="button" value="Update"/>	<input type="button" value="Remove"/>

If the driver is no longer employed by your company, click the **Remove** button.

End Employment Confirmation

Once the termination date is entered the vehicle operator won't be accessible

Date Terminated:

**Certification**

ANY MATERIAL FALSE STATEMENT OR OMISSION MADE IN CONNECTION WITH THIS FILING MAY SUBJECT THE PERSON AND/OR ENTITY MAKING THE FALSE STATEMENT TO PENALTIES, INCLUDING CRIMINAL CHARGES.

I am a principal of Test & Account&Test. I have read and understand the information being filed with the Business Integrity Commission on this date. To the best of my knowledge, all of that information is full, complete and truthful.

\*Certified By:

Fill out the date of termination and the certification and click **Confirm**. Once you confirm their termination, they will be removed from the list.

**NOTE:** If you re-employ them at a later date, they will need to be re-added using the **Add Vehicle Operator/Helper** button.

## Adding/Updating a Helper

To add a new helper, click the **Add Vehicle Operator/Helper** button.

Any additional details must be completed no later than ten (10) business days after the change occurs.

Identifying Information		
First Name Jane	Home Street	SSN/ITIN
Middle Name	Home City	Cell Phone Number
Last Name Jones	Home State --None--	Home Phone Number
Date of Birth	Home ZIP code	

Employee Information	
Position/Title Helper	Date of Hire

**Certification**  
ANY MATERIAL FALSE STATEMENT OR OMISSION MADE IN CONNECTION WITH THIS FILING MAY SUBJECT THE PERSON AND/OR ENTITY MAKING THE FALSE STATEMENT TO PENALTIES, INCLUDING CRIMINAL CHARGES.

I am a principal of Test & Account&Test. I have read and understand the information being filed with the Business Integrity Commission on this date. To the best of my knowledge, all of that information is full, complete and truthful.


\*Certified By

If you try to submit a required piece of information, it will be highlighted for you to enter. For a helper, the following information is required:

- First and Last Name
- Date of Birth
- Position/Title
- Date of Hire

Once complete, fill out the certification below and click the **Submit** button. You will see success messages and the page will refresh showing the entry you just finished.

If you are missing any information, a Warning Symbol will show under Status:

STATUS	DRIVER NAME (LAST NAME, FIRST NAME, MIDDLE NAME)
	Jones, Jane



This means you are missing required information, which can be an upload of information or other information. Click the **Update** button and it will show you what is missing.

Identifying Information		
First Name Jane	Home Street * Missing	SSN/ITIN
Middle Name	Home City * Missing	Home Phone Number
Last Name Jones	Home State * Missing --None--	Cell Phone Number

Once you complete the information, the status will show Green.

STATUS	DRIVER NAME (LAST NAME, FIRST NAME, MIDDLE NAME)	POSITION	DRIVER LICENSE NUMBER	LICENSE EXP. DATE	STATE ISSUING DRIVER LICENSE	UPDATE	NO LONGER EMPLOYED
✓	Jones, Jane	Driver	1232131312313	Feb 17, 2027	NY	<a href="#">Update</a>	<a href="#">Remove</a>

If the helper is no longer employed by your company, click the **Remove** button.

### End Employment Confirmation

Once the termination date is entered the vehicle operator won't be accessible

Date Terminated

#### Certification

ANY MATERIAL FALSE STATEMENT OR OMISSION MADE IN CONNECTION WITH THIS FILING MAY SUBJECT THE PERSON AND/OR ENTITY MAKING THE FALSE STATEMENT TO PENALTIES, INCLUDING CRIMINAL CHARGES.

I am a principal of Test & Account&Test. I have read and understand the information being filed with the Business Integrity Commission on this date. To the best of my knowledge, all of that information is full, complete and truthful.

\* Certified By

[Cancel](#)

[Confirm](#)

Fill out the date of termination and the certification and click **Confirm**. Once you confirm their termination, they will be removed from the list.

## *Print an Active Driver/Helper List*

Print an active vehicle operator/helper list to attach to your renewal application submission. Click the “Print” button.

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Print Active Driver/Helper List

Add Vehicle Operator/Helper

# Support Website

For technical assistance, please contact BIC via the link on our website:

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

The screenshot shows the BIC Portal Support Form page. At the top, there is a navigation bar with the BIC logo and the text "Business Integrity Commission". Below the navigation bar, there is a search bar and a menu with options: Home, Industries, News, Laws & Rules, Complaints, About, and Contact. The main heading is "Portal Support Form". On the left side, there is a sidebar with various links: 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, and Trade Waste Advisory Board. The main content area contains the following fields: BIC File#: \* (text input), Company Name: \* (text input), Name of person submitting information: \* (text input), Phone Number (numerals only): (text input), E-mail Address (e.g., test@example.com): (text input), Do you need a password reset? (radio buttons for Yes and No), and Please explain the problem you are having with the portal. (text area). At the bottom left, there are social media sharing icons for Facebook, Twitter, LinkedIn, and YouTube, along with a "Share" button.

Include as much detail as possible of the issue, such as the specific error message received. BIC IT will work to resolve the issue and respond as soon as possible.

## Phone

Email BIC support at [PortalSupport@bic.nyc.gov](mailto:PortalSupport@bic.nyc.gov) for:

- 1) Questions pertaining to the entry of information.
- 2) Technical issues (login, errors, etc.).