

BIC Online Portal

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 ($^{\triangle}$) 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

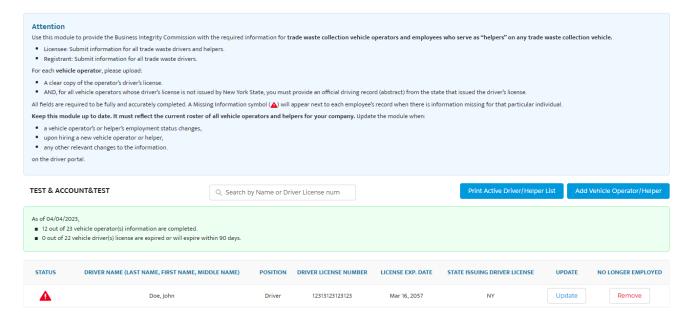


Main Screen

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:

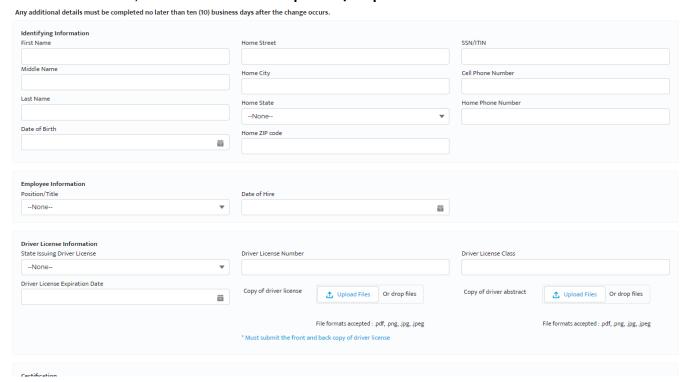
- How many driver/helper records have completed information.
- Drivers who have upcoming or expired driver licenses.

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.)



Adding/Updating a Driver

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



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:

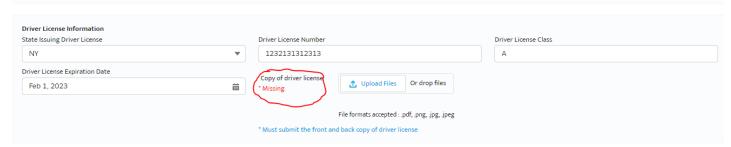
- First and Last Name
- Date of Birth
- Position/Title
- Date of Hire
- State Issuing Driver License
- Driver License Number
- Driver License Class
- Driver License Expiration Date (cannot be in the past)
- Front and Back Photo Copy of Driver License (accepted file types: pdf, jpg, png, jpeg)
- Copy of Driver Abstract
 - 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:



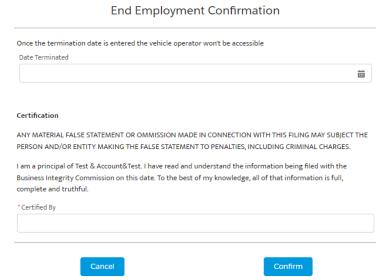
This means you are missing required information, which can be an upload of information or other information. Click the **Update** button and it will show you what is missing.



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.



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

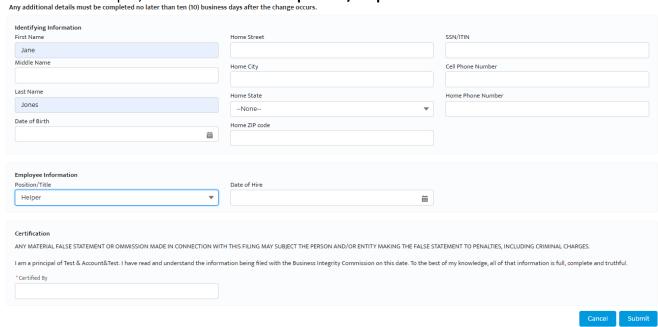


Fill out the date of termination and the certification and click **Confirm.** Once you confirm their termination, they will be removed from the list.

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.



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:



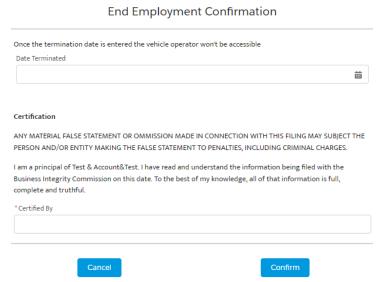
This means you are missing required information, which can be an upload of information or other information. Click the **Update** button and it will show you what is missing.



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



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



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

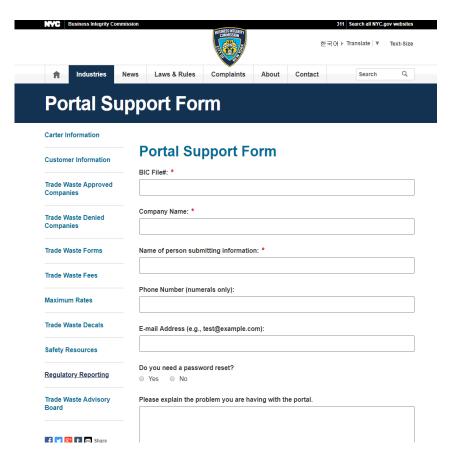
Print an active vehicle operator/helper list to attach to your renewal application submission. Click the "Print" button.



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



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** for:

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