

Account Registration and Management





Table of Contents

Introduction	2
DOB NOW: Inspections Overview	2
Account Registration and Management	3
Registering for a DOB NOW: Inspections Account	3
Alternate Access Method for Owners	10
Managing Your Account Details	11
Logging into DOB NOW: Inspections	12
Reset Password	
Locked Account	23





Introduction

DOB NOW: *Inspections* **Overview**

DOB NOW: *Inspections* is an online portal for Owners, Licensed Professionals (LPs)¹, and their Delegates to conduct Inspection-related business with the Department of Buildings. DOB NOW: *Inspections* organizes information using Records. Records are Jobs, BPP Jobs, Place of Assembly, Permits, Devices, Notices, Work, Applications, Certifications, Sign Off Requests & Gas Authorization Requests. Using DOB NOW: *Inspections*, Licensed Professionals, Owners, and their Delegates will be able to request the following types of Development Inspections online:

Electrical	Plumbing
Fire Suppression	Signs
Construction	Boilers
Elevators	Cranes & Derricks
Oil Burning Equipment	ВРР
High Rise Initiative	Sustainability

After registering for an account that is associated to your Records, Owners, LPs, and their Delegates can use DOB NOW: *Inspections* to:

- View information related to your Records
- Request Inspections and view the Results
- Request Gas Authorizations and Plumbing Sign Offs
- Receive emails at milestones in your Inspection cycle
- Upload documentation to certify certain Objections
- Assign Delegates (delegate responsibility to other Registered Users)
- Submit Certification documentation (LPs and Crane Owners only)
- Upload PVT Inspection results (PVTs only)
- Group Records into manageable 'Collections'

The purpose of this User Manual is to provide instructions on how to register and manage your DOB NOW: *Inspections* account.

¹ LPs are defined as: Electrical Contractors, Elevator Agencies/Inspectors, Fire Suppression Contractors, General Contractors, Oil Burner Installers, Master Plumbers, Sign Hangers, Professional Engineers, Registered Architects, and Registered Landscape Architects





Account Registration and Management

Registering for a DOB NOW: Inspections Account

Owners, LPs, and their Delegates must become Registered Users prior to taking action on Records in DOB NOW: *Inspections*.

- 1. Navigate to the DOB NOW: *Inspections* login page from the Department of Buildings' website.
- 2. In the Login box, click **New Users: Register for an Account**.

D O B N O W	
INSPECTION Accessibil	Support <u>New Users: Register for an Account</u> <u>Login</u>
Log in to DOB NOW: Inspections to: • Request and schedule inspections • Certify inspections • View inspection results	Login User Name or E-mail: Password (case sensitive):
Visit the <u>Resources</u> page for user manuals and more information. Click the Search tab above to:	Login »
Search by address or recordSearch for licensed professionals	Reset password New Users: Register for an Account
You do not have to log in to search.	Use the <u>Buildings Information</u> <u>System (BIS)</u> to search for general information on a property in the city including recorded complaints and violations, actions, applications, and inspections. Use the <u>DOB NOW Public Portal</u> to access filings submitted in DOB NOW: <i>Build</i> and <i>Safety</i> .





3. Review the terms. Click the box to accept the terms next to "Sign acceptance of the above terms" and click Submit.

Account Registration You will be asked to provide the following information to open an account: • Choose a user name and password • Personal and Contact Information Please review and accept the terms below to proceed. I hereby agree to register for Accela Citizen Access with the New York City Department of Buildings (the "Department"). PENALTY FOR FALSIFICATION: Falsification on any statement made while using efiling with intent to defraud or deceive is a misdemeanor and is punishable by a fine, imprisonment or both. I understand that if I am found guilty after hearing to have knowingly or negligently falsified or allowed to be falsified any certificate,	Search by Reco	ord Search by Address Search by Licensed Professional Search by Contact General Search more v
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form, signed statement, application, report or certification of the correction of a	24	
with signed statement, application, report of certification of the confection of a		application, report of certification of the confection of a
Sign acceptance of the above terms.	Sign acceptance of the	he above terms.
	7 - 3·	





- 4. Complete the Account Registration page by entering information in the fields in the Login Information and Contact Information sections. Required fields are denoted by an asterisk. Please Note:
 - The User Name must:
 - Consist of 4-50 alphanumeric characters
 - Consist of letters and/or numbers
 - Not include symbols, other than @ _ .
 - These symbols are allowed for users who wish to use their email address as their User Name
 - Please Note: once the User Name is established, it can not be changed
 - The **Password** must:
 - Consist of 8-20 characters
 - Include at least 1 upper-case letter
 - Include at least 1 number
 - Not include any part of your User Name
 - Email Address requirements for Owners:
 - Owners must register for a DOB NOW: *Inspections* account before filing a Job or Permit AND register using the same email address that is listed on your filing (on Section 26 of the PW1).
 - This email address is used to link you to the properties you own and allows you to take action on your Records.





5. Click **Continue Registration**.

Search by Record Search by Address Search	h by Licensed Professional Search by Contact General Search more 🕶
f you encounter any problems with account registration, please Account Registration: Enter Account Information	contact Customer Service at 212-393-2550.
	* indicates a required fie
Login Information	
*User Name: (<u>)</u>
username1	
E-mail Address:	
username1@emailaddress.com	
Password: (?)
Password Strength	
*Type Password Again:	
•••••	
* Select a Security Question: (
What is the name of your first pet?	<i>.</i>
*Answer: (3
Fido	
Contact Information	
*Type: Individual	
*First: Middle:	*Last:
FirstName	LastName
Organization Name:	
Home Phone:	Mobile Phone:
212-555-5555	212-555-5555
*Address Line 1:	Address Line 2:
11 New York Ave	#500
* City: * State:	*Zip Code:
New York	10007-
Country/Region:	* Preferred Channel:
United States	E-mail 🗸
	43





6. If prompted, check the box next to "I confirm the displayed contact as my own identity." Click Continue Registration.

		ch by Licensed Professional Search by Contact General Search more contact Customer Service at 212-393-2550.
Account Registration Ste Confirm Account Information	ep 3:	
Login Information		
f you are changing your E-mail A	ddress you <u>MUST</u> also chan	ge it in the Contact Information section below.
User Name:	user	name3
E-mail:	user	name3@emailaddress.com
Password:	****	**
Security Question:	Wha	t is the name of your first pet?
Contact Information		
*Type:		
Individual	~	
* First:	Middle:	*Last:
FirstName		LastName
Organization Name:		
- 5/		
Home Phone:		Mobile Phone:
212-555-5555		212-555-5555
*Address Line 1:		Address Line 2:
11 New York Ave	1	#500
*City:	* State:	*Zip Code:
New York	NY V	10007-
Country IDention		* Preferred Channel:
Country/Region:	~	E-mail





7. The following message will display: "Your account has been created successfully. You will receive additional instructions by email."

Home Search		
Search by Record Search	by Address Search by Licensed Professional Search by Contact General Search more V	
Your account has been of mail.	created successfully. You will receive additional instructions by e-	
NOW: Inspections. An e-mail h is a verification step. If you have equired to link your account to y	ssfully created. ccessfully created an account with the DOB has been sent to you with instructions for activating your account e registered as a licensed professional, additional steps may be your existing Jobs or Permits. If additional steps are necessary, ring you of the required steps to link your account to associated	
Account Information		
	username2	
Account Information User Name: E-mail:	username2 username2@emailaddress.com	
User Name:		
User Name: E-mail:	username2@emailaddress.com	
User Name: E-mail: Password:	username2@emailaddress.com ******	
User Name: E-mail: Password: Security Question:	username2@emailaddress.com ******	
User Name: E-mail: Password: Security Question: Contact Information	username2@emailaddress.com ***** What is the name of your first pet?	

8. You will receive an email with the subject of "Action: NYC Department of Buildings Account Verification Required". Click the **Activate Account** link in the email to complete the registration process.







9. Upon clicking the Activate Account link, the DOB NOW: *Inspections* homepage will open and the page will display the message:

"Thank you for registering for a DOB NOW: *Inspections* account. Your account has been activated. You can now log in by entering your User Name and Password and then clicking the Login button."

- Please Note: If you do not activate your account within <u>three</u> days, your registration details will be deleted from the system, and you will need to re-start the account registration process from Step 1.
- Owners, Please Note:
 - Please refer to the <u>Alternate Access Methods for Owners</u> section below if you:
 - Completed the account registration steps listed above and do not see your Records

OR

- Filed before you registered for a DOB NOW: Inspections account OR
- Filed using an email address (on Section 26 of the PW1) that does not match the one you used to register for a DOB NOW: Inspections account
 - OR
- Need to request an Electrical Inspection OR
- Need to request an LAA Inspection
- LPs, Please Note:
 - After registering, you will take an additional step to take action on your Records. Please refer to the Using your PIN User Manual for instructions.
- Users who wish to become a Delegate, Please Note:
 - After registering, the LP or Owner on the Record will need to take an additional step to assign you as a Delegate. Please refer to the Delegating Responsibilities User Manual for instructions.





Alternate Access Method for Owners

If you are an Owner who:

- Completed the account registration steps listed above and do not see your Records
- Filed for a Job or Permit before you registered for a DOB NOW: Inspections account
- Filed using an email address (on Section 26 of the PW1) that does not match the one you used to register for a DOB NOW: *Inspections* account
- Needs to request an Electrical Inspection
- Needs to request an LAA Inspection

Use one of the following methods to gain access to your Records:

- Register for a DOB NOW: *Inspections* account as described above in the <u>Registering</u> for a DOB NOW: *Inspections* Account section. Then:
 - Option 1: Visit the Customer Service Counter on the 5th Floor at 280
 Broadway or the respective Inspection Unit, verify your identity (bring a Photo ID), and ask the Service Representative to add you to each applicable Record.
 - Option 2: Ask the LP on the Record to add you as a Delegate to each applicable Record (Please refer to the *Delegating Responsibilities* User Manual for additional information.)

Once one of these options is complete, you can take action on your Records.





Managing Your Account Details

After you complete the account registration process, you can log in and modify your:

- Login Information
 - Login email address
 - Password
 - Security question/ security answer
- Contact Information
 - Type (i.e., Individual or Organization)
 - Organization Name
 - Address
 - Phone Numbers (Home, Mobile)
 - Contact email address
- Please Note: Your Password automatically expires every 90 days. Once the Password expiration period has passed, you will be forced to change your Password the next time you log in. Your new password cannot repeat any of your 4 previous passwords.





Logging into DOB NOW: Inspections

- 1. Navigate to the DOB NOW: *Inspections* login page from the Department of Buildings' website.
- 2. Enter your DOB NOW: Inspections User Name or Email and Password and click Login.

DOB NOW INSPECTION	S lify Support <u>New Users: Register for an Account</u> <u>Login</u>
Home Search	
Log in to DOB NOW: Inspections to:	Login
Request and schedule inspections	
Certify inspections	User Name or E-mail:
View inspection results	
	Password (case sensitive):
Visit the Resources page for user manuals and more information.	
visit and <u>resources</u> page for user manadis and more information	Login »
Click the Search tab above to:	Remember me on this computer
click the Search tab above to.	Reset password
Search by address or record	New Users: Register for an Account
Search for licensed professionals	
You do not have to log in to search.	
	Use the Buildings Information
	System (BIS) to search for general
	information on a property in the
	city including recorded complaints and violations, actions,
	applications, and inspections.
	Use the DOD NOW Duble Day 11
	Use the <u>DOB NOW Public Portal</u> to access filings submitted in DOB





3. From the DOB NOW: *Inspections* homepage, click **Account Management**.

		DOB
		NOW
		INSPECTIONS
		Logged in as: Walter Waters Accessibility Support Collections (0) Account Management
255		
10		
Home	Search]





- 4. *Login Information:* To change your log in email address, password, and/or security question and answer, click **Edit**.
 - Please Note:
 - The information in the License Information section cannot be modified in DOB
 NOW: Inspections. The information is automatically updated directly from BIS Web.
 - Step 6 includes instructions on how to view and edit Contact Information.

Home	Search									
Searc	h by Record	Search by	Address 5	Search by Licensed Pro	ofessional Search by	v Contact	General Search m	iore 🕶		
Manage You	ur Account									
			own below.	Click an Edit button to	o update information	within a se	action.			
Citizen Account	ıt									
Login Infor	rmation							Edit		
User Name:			1	username2						
E-mail:			1	username2@emailadc	sername2@emailaddress.com					
Password:			4	*****						
Security Quest	tion:		3	What is the name of y	/our first pet?					
License Inf	formation									
Please see licer	inse informati	ion below.								
Showing 0-0 o	of O									
License #	Lice	ense Type	Full Name	e License Issue Date	License Expiration Date	Business Name	Address			
No records fou	ind.			Date	Date	Name				
Contact Inf	formation									
Showing 1-1 of	of 1									
First Name	Last Nam		usiness Nam	Second Statement and statements of the second	Action					
FirstName	LastName			Individual	Actions V					





- 5. Modify your Login Information. All required fields must have a value. Click **Save**.
 - Please Note: If you are changing your email address here you <u>MUST</u> also change it in the Contact Information section (see Step 6).

DOB NOW INSPECTIONS	
Login Information If you are changing your E-mail Address you <u>MUST</u> also change it in the Contact Information section below.	×
* User Name: wwwaters * E-mail Address: wwwaters@gmail.com Your d * Old Password (case sensitive): Licens	
Log * New Password (case sensitive): (?) If you a Password Strength User I Requirements * Confirm Password (case sensitive): Passw	dit
Secur Lice Please Showi Licent	





6. *Contact Information:* To change your contact Type (i.e., Individual or Organization), Organization Name, Address, Phone Numbers, or contact email address, click **Actions**, then click **View**.

Home	Search							
Searc	h by Record	Search by Address	s Search by Licensed	Professional Search	by Contact	General Search M	ore 🕶	
Value Value								
Manage You		See Sections had		· · · · · · · · · · · · · · · · · · ·	ALC: NO	14		
/our current au	count informa	tion is shown beit	ow. Click an Edit buttor	n to update informatio	in within a sec	stion.		
Citizen Accoun	t							
Login Infor	mation						Edit	
User Name:			username2					
E-mail:			username2@emaila	sername2@emailaddress.com				
Password:			*****					
Security Quest	tion:		What is the name o	of your first pet?				
License Inf		n below.						
Showing 0-0 o	fO							
License #		nse Type Full N	Name License Issue	License Expiratio	n Business Name	Address		
No records fou	nd.							
Contact Inf	ormation							
Showing 1-1 of	f1							
First Name	Last Name	-	and a second sec	Action				
	LastName		Individual	Actions 🗸				
FirstName	and a contraction		- Contract of the second	View				

Note: If you are changing your E-mail Address you MUST change it in BOTH the Login Information section and the Contatct Information section.





- 7. Modify your Contact Information. All required fields must have a value. Click **Save**.
 - *Please Note: If you are changing your email address here you* <u>*MUST*</u> *also change it in the Login Information section (see Step 5).*

			Logged in a	s:FirstName LastName Collections (0)	Account Management Logout
Contact Inf	ormation				×
* Type:					
Individual		~			
* First:		Middle:	*Last:		
FirstName			LastName		
Organization	Name:				
_					
Home Phone:			Mobile Phor	ne:	
212-555-5555			212-555-555	5	
*Address Lin	e 1:		Address Lin	e 2:	
11 New York Av			#500		
*City:		* State:	*Zip Code:		
New York		NY 🗸	10007-		
Country/Regi	on:				
United States		~			
*E-mail:					
username1@er	nailaddress.com				
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Save Can	icel				
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lé unu ner a ba		MILOT -I	ener it in the treat		
it you are chang	ing your ⊏-mail Addre	ess you <u>MUST</u> also cha	nge it in the Login I	nformation section above.	
Showing 1-1 o			0 1 17		
First Name FirstName	Last Name LastName	Business Name	Contact Type	Action	
riistname	Lastname		Individual	<u>Actions</u>	





Reset Password

Follow the steps below if you've forgotten your Password.

1. Click the Reset Password link.

DOB NOW INSPECTION	S ty Support <u>New Users: Register for an Account</u> <u>Login</u>
Home Search	
Log in to DOB NOW: Inspections to:	
Edg in to bob non. Inspections to.	Login
 Request and schedule inspections 	User Name or E-mail:
 Certify inspections View inspection results 	
- view inspection results	Password (case sensitive):
17 16 16 10 10 10 10 10 10 10 10 10 10 10 10 10	
Visit the <u>Resources</u> page for user manuals and more information.	Login »
	Remember me on this computer
Click the Search tab above to:	Reset password
Search by address or record	New Users: Registerio
Search for licensed professionals	
You do not have to log in to search.	
	Use the <u>Buildings Information</u> <u>System (BIS)</u> to search for general information on a property in the city including recorded complaints and violations, actions, applications, and inspections.
	Use the <u>DOB NOW Public Portal</u> to access filings submitted in DOB NOW: <i>Build</i> and <i>Safety</i> .





2. Enter your email address and click **Continue**.

DOB NOW INSPECTIONS	
Home Search	New Users: Register for an Account Login
Reset Password If you forgot your password, a new one will be sent to you. To begin provide your e- mail address below. * E-mail Address: Continue »	

3. Answer the security question you selected when you registered for your account. IMPORTANT: The Security Answer is <u>case sensitive</u>. It must be entered with the correct upper or lower case letters, as applicable. Click **Send New Password**.

Reset Password The security question you answered when you first registered is displayed below. Tease provide your security answer so we can verify your identity. Security Question: What is the name of your first pet? Security Answer?	Search	h by Record	Search by Address	Search by Licensed Professional	Search by Contact	General Search	more 🕶
The security question you answered when you first registered is displayed below. Ilease provide your security answer so we can verify your identity. Security Question: What is the name of your first pet? Security Answer?							
lease provide your security answer so we can verify your identity. Security Question: Vhat is the name of your first pet? Security Answer?	Reset Passv	vord					
Security Question: Vhat is the name of your first pet? Security Answer?	he security qu	uestion you a	answered when you f	first registered is displayed below.			
Vhat is the name of your first pet? Security Answer?	lease provide	your securit	y answer so we can	verify your identity.			
Vhat is the name of your first pet? Security Answer?							
Security Answer?							
	Vhat is the na	me of your fi	irst pet?				
	Socurity Ans	wor?					
ido)	1999 - 1999 - 1999 - 1999 - 1999 - 1999 - 1999 - 1999 - 1999 - 1999 - 1999 - 1999 - 1999 - 1999 - 1999 - 1999 -	WEI					
	Fido						
		-					





4. The following message will display: "Your password has been reset. An e-mail has been sent containing your new password. Please use the new password to login."

Home	Search		
Sean	ch by Record	Search by Address Search by Licensed Professional Sear	ch by Contact General Search more 🛩
		s been reset. An e-mail has been sent containing your new use the new password to login.	Login User Name or E-mail:
		, nortly containing a newly generated password. Once logged word in "Account Management".	Password (case sensitive):
(oo)) op			. Remember me on this computer

- 5. A temporary password will be sent to the email address provided, with the subject line of "Reset Password for DOB NOW: *Inspections* website."
- 6. Return to the DOB NOW: *Inspections* homepage. Use the temporary password provided. Click **Login.**

Search by Record Search by Address Search by Licensed Professional Search	by Contact General Search more 🕶
Your password has been reset. An e-mail has been sent containing your new password. Please use the new password to login.	Login User Name or E-mail: frankstructure
will receive an e-mail shortly containing a newly generated password. Once logged u may update this password in "Account Management".	Password (case sensitive):
	Remember me on this computer <u>Reset password</u> <u>New Users: Register for an Account</u>





- 7. Upon logging in, you will be prompted to reset your password.
 - Enter the temporary password provided in the "Old Password" field.
 - Enter your new password into the "New Password" and "Confirm Password" fields.
 These fields must match.
 - The Password must:
 - Consist of 8-20 characters
 - Include at least 1 upper-case letter
 - Include at least 1 number
 - Not include any part of your User Name
 - Not repeat any of your 4 previous passwords

Search by Record Search by	Address Search by Licensed P	rofessiona	1 <u>Searc</u>	h by Cont	tact Gen	eral Searc	<u>h</u> more	*	
System Message: Please update your login infor	mation with a new password.								
Change Password									
*User Name:									
frankstructure									
*Old Password:									
•••••									
*New Password:									

Medium Requirements									
*Confirm Password:									





8. Click **Submit**.

Home	Search										
Searc	h by Record	Search by Addre	ss Search by Licensed I	Professional	<u>Searc</u>	h by Con	tact <u>Ger</u>	eral Searc	<u>h</u> more	•	
Syste Pleas	em Message: e update your	login information	with a new password.								
Change Pas	ssword										
User Name:											
rankstructure											
Old Password	J:										
New Passwor	d:										
Medium	Requiremer	ote									
Confirm Pass	S. Wanters was	1.11.47 (1.17.5)									

9. Your account homepage will display.

n	ome Search
Welco	ome
	the Search tab to see your associated records. You can
	ake the following actions:
	Search by record Search by address
	Search by or for a licensed professional
	Search by contact
•	Specialized tasks: link your PIN, delegate record access or upload PVT inspections
	you locate your record you can: View inspection results
	Request an inspection
	Self-certify jobs or advance notices
	Request gas authorization
	Request plumbing work type sign-off
	Upload documents





Locked Account

Your DOB NOW: *Inspections* account will lock after 5 failed login attempts within a 1 hour period.

• When possible, you are highly encouraged to follow the steps in the <u>Reset Password</u> section above <u>prior</u> to submitting a 5th failed login that will result in a locked account.

Home Sea	ch	
System Messa You have ente the "Reset Pa	ige: red an invalid Username or Password. Please not ssword" link to reset your password if needed.	e: after 5 unsuccessful attempts your account will be locked. Click
g in to DOB NO	W: Inspections to:	Login
Request and Certify inspectivity inspectivity inspectivity inspectivity inspectivity in the Resources in the Resources in the Search of the Search of the Search for the Search for the Search of the Sear	System Message:You have entered Please note: after 5 unsuccessful at Click the "Reset Password" link to r	ttempts your account will be locked.
	log in to search.	Use the <u>Buildings Information</u> <u>System (BIS)</u> to search for general information on a property in the city including recorded complaints and violations, actions, applications, and inspections. Use the <u>DOB NOW Public Portal</u> to access filings submitted in DOB

• If your account is locked, you <u>must</u> contact Customer Service for assistance. It is not possible to unlock a DOB NOW: *Inspections* account online.

