

## Accessing the DOB Appointments System

1. Customers may use the online system by clicking the link to the [DOB Appointments Portal](#).
  - Customers can also navigate to the DOB Appointments Portal through [nyc.gov/buildings](http://nyc.gov/buildings) by using the search bar and following the link to the appointments system from there.
2. Customer must provide the following information to access the Appointment system:
  - BIS Job Number
  - Document Number
  - DOB Identification Number (DOB ID)
  - PIN (This is the same PIN used in the former PENS system.)
    - If you are a class 2 filing representative and need a PIN, the PIN for DOB Appointments is a six digit number. You may need to add two “0” to the start of your PIN. (e.g. 1234 would be entered as 001234)
    - If you are a an eligible professional or a class 2 filing representative and need a PIN, you can register for a PIN by submitting a completed [DOB Appointments Registration Form](#) via email to [licensingDOB@buildings.nyc.gov](mailto:licensingDOB@buildings.nyc.gov) or in person at the Licensing & Exam Unit located at 280 Broadway, 1<sup>st</sup> Floor.
    - If you forgot your PIN, need to change your PIN, wish to update your contact or any other user profile information, you can do so through the [DOB Now Online Help Form](#). Select the menu options for the Appointments Module and Account Registration Issues. Complete a new [DOB Appointments Registration Form](#) and upload the form in the **Supporting Information Upload** section.

## Information Needed To Make an Appointment

1. The following information is required to schedule a plan examination appointment:
  - BIS Job Number
  - Document Number
  - DOB Identification Number (DOB ID)
  - PIN
  - E-mail address of attendee (necessary for e-mail confirmations and notification)

## Appointment Scheduling

1. Standard plan examination appointments are scheduled online through the DOB Appointments Portal. Any device with internet access can be used to access the system.
2. The following appointments are considered manual appointments and can only be scheduled by the borough office:
  - Audits
  - Additional job reviews
  - Determinations
  - Pre-determinations
  - Emergency
  - Project Advocate

## DOB Appointments User Guide



- Pre-BIS jobs, post approval submissions and non-typical applications that require appointments but cannot be validated through BIS

### Appointment Availability

1. Standard plan examinations are performed at the Department of Buildings, Monday through Friday during normal business hours.
2. To schedule a standard plan examination, use the online appointments system accessible [DOB Appointments Portal](#) through any connected device with internet access
3. You may schedule standard plan examination appointments any time of day or night using the online Appointments system
4. You will be able to select a date on the online calendar. The system will display the available timeslot on the date selected.
5. You will not be able to select a date more than 30 days in advance
6. BIS validation will fail and you will not be able to schedule an appointment online if:
  - The Job Number does not exist
  - The Document Number does not exist
  - The Job/Document combination is not in a valid status
  - The PAA filing fee was not paid
  - The assigned Plan Examiner is no longer conducting standard plan reviews
7. The appointments system will determine the length of the appointment bases on job type:
  - NB = 40 minutes
  - ALT1 = 20 minutes
  - ALT2 and ALT3 = 20 minutes

### Appointment Tracking Number and Cancellation

1. A unique appointment tracking number will be generated for each appointment
2. A tracking number will be generated each time an appointment is scheduled
3. E-mail confirmations will also be sent to all email addresses listed on the initial appointment request and associated with the appointment tracking number
4. The tracking number is required to cancel an appointment
5. Appointments may be cancelled and rescheduled online or by submitting a request online using the [DOB Now Online Help Form](#).
6. Appointments cancelled less than 24 hours before the scheduled meeting time are considered late cancellations.

### Email Notifications

1. DOB appointments will send an automatic notification whenever an appointment is scheduled, canceled and completed to all email addresses associated with the appointment request.
2. Customers are able to edit the default scheduler and applicant email addresses as well as add up to two additional email addresses to each appointment request.

### Viewing your appointment on your dashboard

1. Using the DOB appointments Portal, you will be able to see all the appointments that are scheduled for a specific job and document on your dashboard in the appointments system.
2. You will also be able to see the status of each appointment. Possible statuses are: Scheduled, Canceled or Completed.

### Reasons Why Scheduled Appointments May Not Be Honored

1. Attendee appears for a plan examination appointment without proper identification (DOB ID or driver's license for homeowner)
2. Attendee appears for a plan examination appointment for a job other than the job scheduled in the appointments system
3. Attendee is not listed on the PW-1 as the filing representative associated with the job or does not have a signed letter on company letterhead authorizing him/her to represent the job
4. Attendee is more than 5 minutes late for an appointment for Alt-2 and Alt-3 jobs or 10 minutes late for Alt-1 and NB jobs
5. Attendee is not familiar with the job, and/or is unable to discuss the objections raised by the plan examiner
6. Substitute attendee does not meet any of the criteria listed above
7. Job has reached the maximum number of appointments allowed. The current maximum is 5 appointments for Alt-1 and NB jobs or 2 appointments for Alt-2 and Alt-3 jobs

### Substitute Attendees

1. An attendee other than the applicant may appear for a plan examination appointment if:
  - The job/document is the same as the one scheduled through the DOB Appointments, and
  - The substitute attendee is listed as a filing representative for the job or brings a signed letter on company letterhead authorizing him/her to represent the job, and
  - The substitute attendee has proper identification

### Additional Reviews

1. Time permitting, plan examiners may perform 1 additional review per 20 minute appointment or 2 additional reviews per 40 minute appointment
2. Several jobs within the same cluster may count as one additional review
3. Additional reviews do not have to be for the same applicant

### Online Appointment System Not Available

1. If the appointment system is not operational due the system being down for maintenance the user will have to wait until the system is back online to schedule or cancel an appointment
2. Cancellation request can still be submitted using the [DOB Now Online Help Form](#)