

City of New York Department of Buildings

Appointments

Industry Manual

Updated August 23, 2019



Table of Contents

Introduction	2
How to Access the Appointments System	3
Accessing the System	3
Requesting a PIN	6
Navigating the Appointments System	7
How to Schedule an Appointment.....	12
How to Schedule a Manual Plan Examination Appointments	17
How to View Scheduled Appointment.....	18
How to Cancel an Appointment.....	20
Cancel a Plan Review Appointment	20
Cancel a Manual Plan Examination Appointment	23
Completed Appointment	25
Glossary.....	27



Introduction

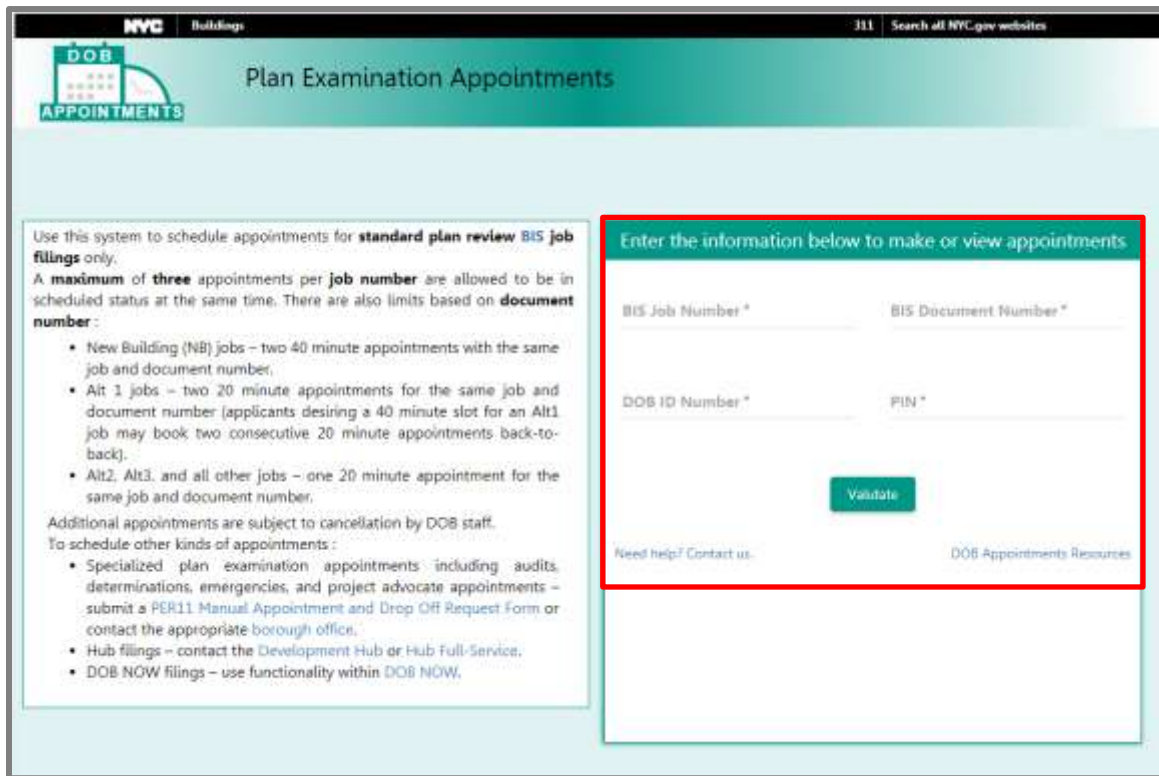
The Department of Buildings has launched a new online self-service appointments system called DOB Appointments. The system launched in October 2018 and replaces the previous process of calling 311 to make appointments through the Plan Examination Notification System (PENS).

Registered Users will be able to schedule, cancel, and review appointments through one convenient website. Registered users will be able to access DOB Appointments by entering the same DOB ID Number and PIN they previously used to access PENS when calling 311.

The new appointments system can only be used to schedule standard plan review for BIS job filings. . Specialized plan examination appointments (audits, determinations, emergencies, and project advocate appointments) will continue to be made by submitting a [PER11 Manual Appointment and Drop Off Request Form](#) or by contacting the appropriate [borough office](#). Standard plan review appointments for DOB NOW job filings (filings submitted DOB NOW: Build) will continue to be scheduled separately in [DOB NOW](#).

How to Access the Appointments System

This section will guide you through how to access and navigate the Appointments system. Screenshots will direct your attention to key features and a step-by-step guide will explain how to use them.



Accessing the System

To access the system you will need to enter the following information:

- **BIS Job Number** - the nine digit job number for which the appointment will be or is scheduled for.
- **BIS Document Number** - the document number for which the appointment will be or is scheduled for.
- **DOB ID Number** – your DOB issued ID number. Please note: If you are a Class 2 Filing Representative, your DOB ID is entered as a 6 digit number. E.g., if your DOB ID is “1234”, you will have to enter “001234” when prompted by the system.
- **PIN** – previously referred to as the PENS PIN. Your PIN is a 4 digit number issued by the Licensing Unit once you have registered and been approved to schedule plan examination appointments.



Click on **BIS Job Number** to enter the BIS job that you would like to schedule an appointment for.

A screenshot of the appointment scheduling form. The form has a teal header with the text 'Enter the information below to make or view appointments'. Below the header, there are four input fields: 'BIS Job Number *' (highlighted with a red box), 'BIS Document Number *', 'DOB ID Number *', and 'PIN *'. A teal 'Validate' button is centered below the fields. At the bottom left, there is a link 'Need help? Contact us.' and at the bottom right, a link 'DOB Appointments Resources'.

Click on **BIS Document Number** to enter the document number that you would like to schedule an appointment for.

A screenshot of the appointment scheduling form, identical to the one above. In this version, the 'BIS Document Number *' input field is highlighted with a red box, while the 'BIS Job Number *' field is not. The rest of the form, including the 'Validate' button and footer links, remains the same.



Click on **DOB ID Number** to enter the six digit DOB ID of the person that is scheduling the appointment.

Enter the information below to make or view appointments

BIS Job Number *	BIS Document Number *
<input type="text"/>	<input type="text"/>
DOB ID Number *	PIN *
<input type="text"/>	<input type="text"/>

[Need help? Contact us.](#) [DOB Appointments Resources](#)

Click on PIN to enter your **PIN** information.

Enter the information below to make or view appointments

BIS Job Number *	BIS Document Number *
<input type="text"/>	<input type="text"/>
DOB ID Number *	PIN *
<input type="text"/>	<input type="text" value="...."/>

[Need help? Contact us.](#) [DOB Appointments Resources](#)



Click on **Validate** to submit your responses

A screenshot of the DOB Appointments web form. The form has a teal header with the text "Enter the information below to make or view appointments". Below the header are four input fields: "BIS Job Number *", "BIS Document Number *", "DOB ID Number *", and "PIN *". A teal "Validate" button is centered below the fields and is highlighted with a red rectangular border. At the bottom left of the form is the text "Need help? Contact us." and at the bottom right is "DOB Appointments Resources".

Requesting a PIN

The Licensing Unit provides DOB ID Numbers and PINs to all eligible professionals and class 2 filing representatives as part of the initial DOB registration process.

If you are an eligible professional or a class 2 filing representative and you have never received a PIN, you can submit a [DOB Appointments Registration Form](#) via email or drop-off the form in person to the [Licensing Unit](#) located at 280 Broadway, 1st Floor to apply.

If you forgot your PIN, need to change your PIN, or need to update any of your business contact information, complete a new [DOB Appointments Registration Form](#) and submit the request using the [DOB Online Help Form](#).

Additional information on how to register for DOB Appointments can be found online at [DOB Appointments Resources](#).



Navigating the Appointments System

The Scheduler Information section, located at the top of the screen, provides information on the user that is currently signed into the system.

Scheduler Information

Scheduler	JANE ARCHITECT	E-Mail	DRAWINGTHINGS@MAIL.COM
Scheduler Type	Professional - PE	DOB ID Number	Z01010
Firm Name	SKY'S THE LIMIT, LLC		

Appointments

+ Appointment

Job # Appointments | My Appointments

Search:

Tracking #	Address	Appointment type	Start time	Duration (minutes)	Status	View Details	Action
140784408010011	280 BROADWAY MANHATTAN	Plan Review	09/27/2018 8:00 AM	20	Cancelled	View Details	Cancel
140784408010010	280 BROADWAY MANHATTAN	Plan Review	10/04/2018 8:00 AM	20	Scheduled	View Details	Cancel
140784408010009	280 BROADWAY MANHATTAN	Plan Review	09/27/2018 8:00 AM	20	Cancelled	View Details	Cancel



The **Appointments** section is where you will schedule appointments and view scheduled appointments.

The screenshot shows the 'Appointments' section of a web application. At the top left, there is a '+ Appointment' button. Below it are two tabs: 'Job # Appointments' and 'My Appointments'. A search bar is located to the right of the tabs. The main content is a table with the following data:

Tracking #	Address	Appointment type	Start time	Duration (minutes)	Status	View Details	Action
140784408010011	280 BROADWAY MANHATTAN	Plan Review	09/27/2018 8:00 AM	20	Cancelled	View Details	Cancel
140784408010010	280 BROADWAY MANHATTAN	Plan Review	10/04/2018 8:00 AM	20	Scheduled	View Details	Cancel
140784408010009	280 BROADWAY MANHATTAN	Plan Review	09/27/2018 8:00 AM	20	Cancelled	View Details	Cancel

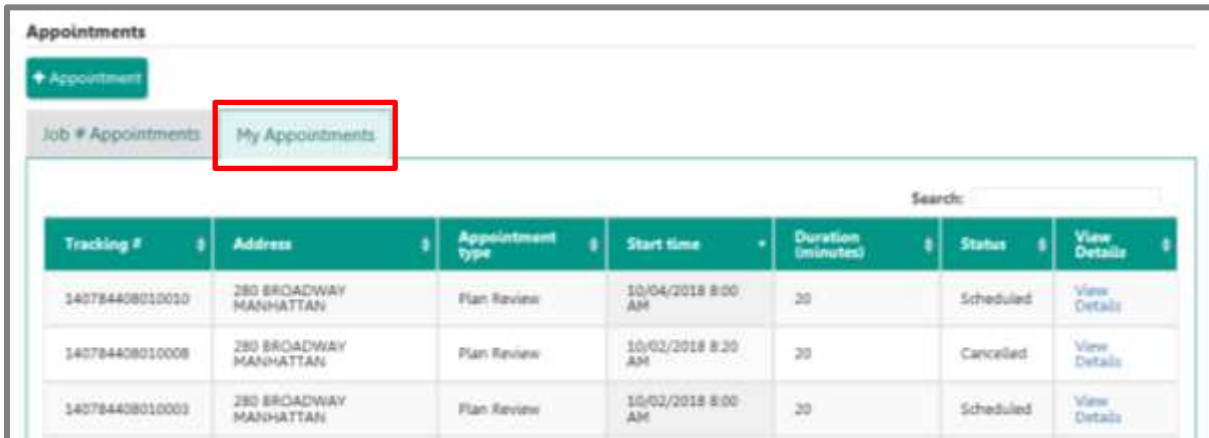
The **+Appointments** button in the middle of the screen will allow you to schedule an appointment.

This screenshot is identical to the previous one, but the '+ Appointment' button is highlighted with a red rectangular box to draw attention to it.

The **Job # Appointments** grid will display all the appointments that were schedule for the specific job filing number and document combination.

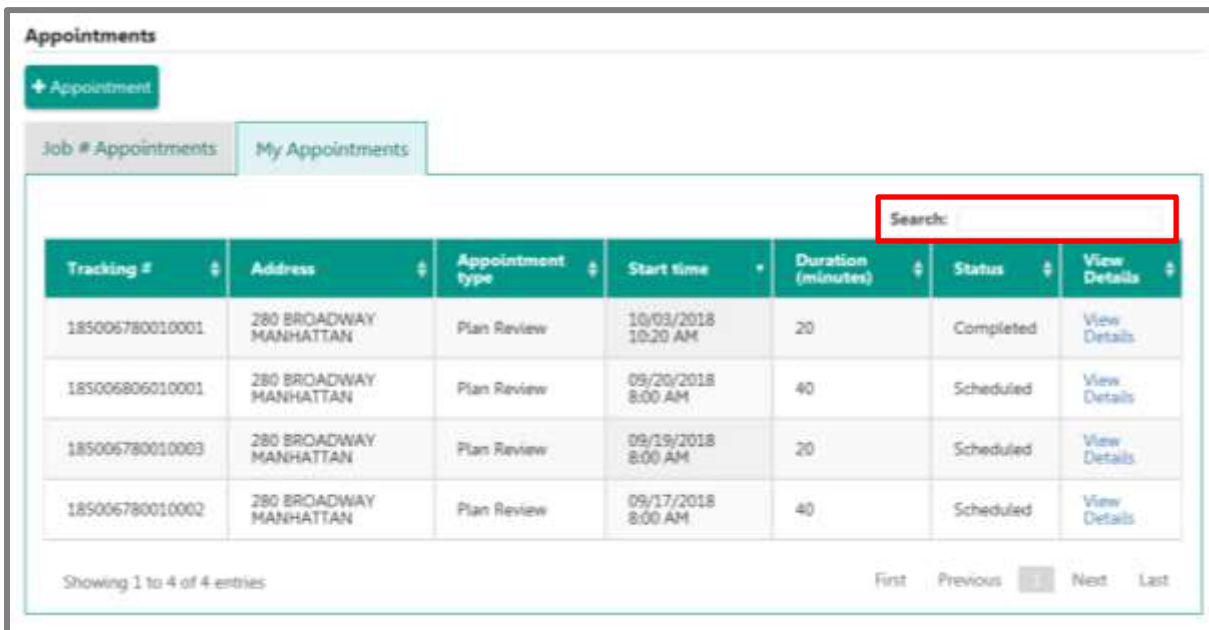
This screenshot is identical to the previous ones, but the 'Job # Appointments' tab is highlighted with a red rectangular box to indicate that this view is selected.

The **My Appointments** grid will display all the appointments that you have scheduled.



Tracking #	Address	Appointment Type	Start time	Duration (minutes)	Status	View Details
140794408010010	280 BROADWAY MANHATTAN	Plan Review	10/04/2018 8:00 AM	20	Scheduled	View Details
140794408010008	280 BROADWAY MANHATTAN	Plan Review	10/02/2018 8:20 AM	20	Cancelled	View Details
140794408010003	280 BROADWAY MANHATTAN	Plan Review	10/02/2018 8:00 AM	20	Scheduled	View Details

The **Search** button will allow you to search for an appointment on the grid.



Tracking #	Address	Appointment type	Start time	Duration (minutes)	Status	View Details
185006780010001	280 BROADWAY MANHATTAN	Plan Review	10/03/2018 10:20 AM	20	Completed	View Details
185006806010001	280 BROADWAY MANHATTAN	Plan Review	09/20/2018 8:00 AM	40	Scheduled	View Details
185006780010003	280 BROADWAY MANHATTAN	Plan Review	09/19/2018 8:00 AM	20	Scheduled	View Details
185006780010002	280 BROADWAY MANHATTAN	Plan Review	09/17/2018 8:00 AM	40	Scheduled	View Details

Showing 1 to 4 of 4 entries

First Previous Next Last

The **View Details** link will show the meeting intent and all the email addresses that the email notification was sent to.

Appointments

+ Appointment

Job # Appointments My Appointments

Search:

Tracking #	Address	Appointment type	Start time	Duration (minutes)	Status	View Details	Action
140784408010011	280 BROADWAY MANHATTAN	Plan Review	09/27/2018 8:00 AM	20	Cancelled	View Details	Cancel
140784408010010	280 BROADWAY MANHATTAN	Plan Review	10/04/2018 8:00 AM	20	Scheduled	View Details	Cancel
140784408010009	280 BROADWAY MANHATTAN	Plan Review	09/27/2018 8:00 AM	20	Cancelled	View Details	Cancel
140784408010008	280 BROADWAY MANHATTAN	Plan Review	10/02/2018 8:20 AM	20	Cancelled	View Details	Cancel
140784408010007	280 BROADWAY MANHATTAN	Emergency	09/27/2018 12:40 PM	20	Scheduled	View Details	Cancel

Showing 1 to 5 of 11 entries First Previous 1 2 3 Next Last

The Details screen.

Details ✕

<p>Default scheduler email : infor@gmail.com</p>	<p>Applicant email : applicant@gmail.com</p>
<p>Meeting Intent : Test</p>	

[Close](#)



The **Profile Icon** will display the name of the person who is logged in.

The screenshot shows the 'Plan Examination Appointments' interface. At the top left is the 'DOB APPOINTMENTS' logo. The title 'Plan Examination Appointments' is centered at the top. On the right side of the header, there are two circular icons: a profile icon (highlighted with a red box) and a home icon. Below the header is a 'Scheduler Information' section with the following details:

Scheduler	JANE ARCHITECT	E-Mail	DRAWINGTHINGS@MAIL.COM
Scheduler Type	Professional - PE	DOB ID Number	Z01010
Firm Name	SKY'S THE LIMIT, LLC		

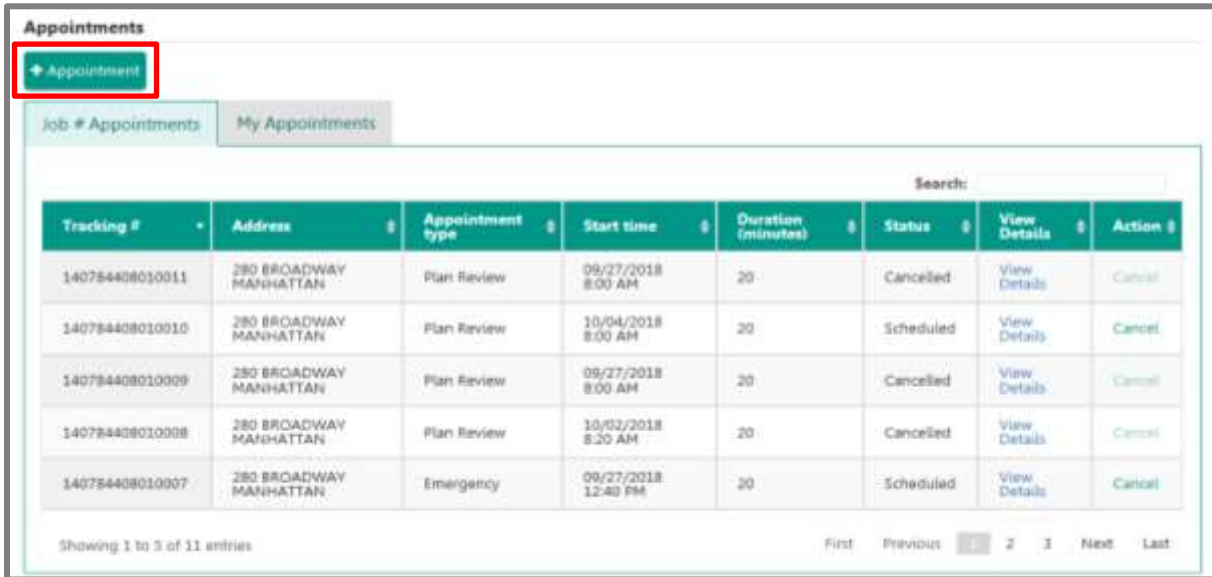
Below the scheduler information is an 'Appointments' section with a '+ Appointment' button and two tabs: 'Job # Appointments' and 'My Appointments'.

The **Home Icon** will log you out and take you back to the log in screen.

This screenshot is identical to the one above, showing the 'Plan Examination Appointments' interface. In this version, the 'Home Icon' (a house icon) is highlighted with a red box, while the profile icon is not.

How to Schedule an Appointment

Click on **+Appointment**



Appointments

+ Appointment

Job # Appointments | My Appointments

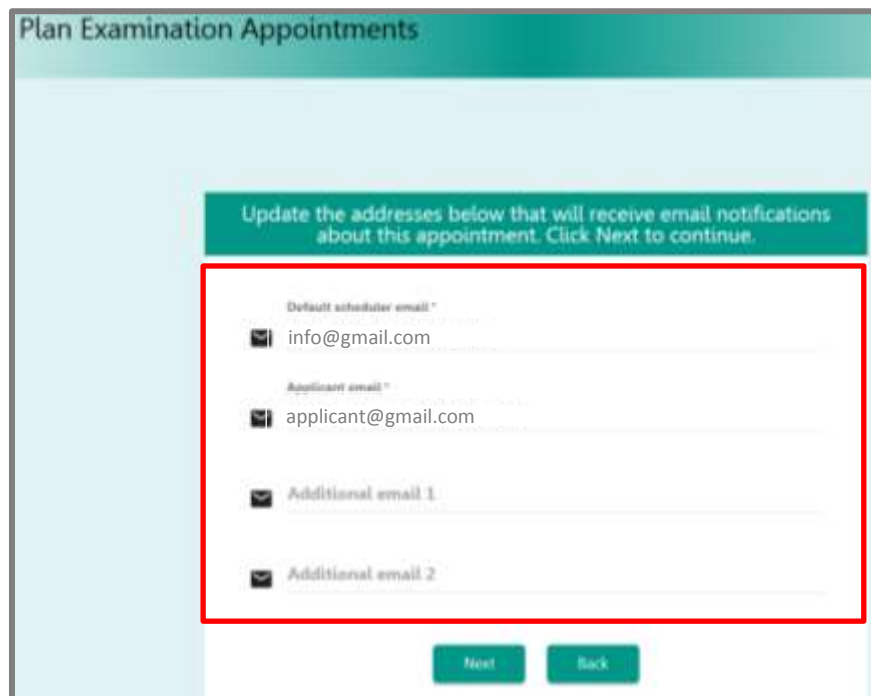
Search: _____

Tracking #	Address	Appointment type	Start time	Duration (minutes)	Status	View Details	Action
140754408010011	280 BROADWAY MANHATTAN	Plan Review	09/27/2018 8:00 AM	20	Cancelled	View Details	Cancel
140754408010010	280 BROADWAY MANHATTAN	Plan Review	10/04/2018 8:00 AM	20	Scheduled	View Details	Cancel
140754408010009	280 BROADWAY MANHATTAN	Plan Review	09/27/2018 8:00 AM	20	Cancelled	View Details	Cancel
140754408010008	280 BROADWAY MANHATTAN	Plan Review	10/02/2018 8:20 AM	20	Cancelled	View Details	Cancel
140754408010007	280 BROADWAY MANHATTAN	Emergency	09/27/2018 12:40 PM	20	Scheduled	View Details	Cancel

Showing 1 to 5 of 11 entries

First Previous 1 2 3 Next Last

Update the addresses that will receive email notifications about this appointment. Click **Next**



Plan Examination Appointments

Update the addresses below that will receive email notifications about this appointment. Click Next to continue.

Default scheduler email *

Applicant email *

Additional email 1

Additional email 2

Next Back



Click on the **calendar icon** to select the appointment date.

Scheduler Information

Scheduler JANE ARCHITECT	E-Mail DRAWINGTHINGS@MAIL.COM	Scheduler Type Professional - PE
DOB ID Number Z01010	Firm Name SKY'S THE LIMIT, LLC	

New Appointment

Appointment Type
Plan Review

Select Appointment Date *

Get Time Slots

Meeting Intent

150 characters remaining

The calendar will block out all past date, holidays and dates that are currently fully booked.

New Appointment

Appointment Type
Plan Review

Select Appointment Date *

Get Time Slots

Meeting Intent

150 characters remaining

Schedule Back

September 2018

Sun	Mon	Tue	Wed	Thu	Fri	Sat
26	27	28	29	30	31	01
02	03	04	05	06	07	08
09	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	01	02	03	04	05	06

Holidays Fully Booked Dates



After selecting the date, click on **Get Time Slots** to see the available times on the date selected.

The screenshot shows a web form titled "Scheduler Information" and "New Appointment". Under "Scheduler Information", there are three columns: "Scheduler" (JANE ARCHITECT), "E-Mail" (DRAWINGTHINGS@MAIL.COM), "Scheduler Type" (Professional - PE), "DOB ID Number" (Z01010), and "Firm Name" (SKY'S THE LIMIT, LLC). Under "New Appointment", there is a section for "Appointment Type" (Plan Review) and "Select Appointment Date" with a calendar icon. A red box highlights a "Get Time Slots" button. Below this is a "Meeting Intent" text area with a "150 characters remaining" indicator.

Select a time slot from the available list.

The screenshot shows a "Select a time slot" interface with a grid of time slots for October 02, 2018. The slots are arranged in three columns and eight rows. The first slot in the second row (9:20 AM to 9:40 AM) is selected, indicated by a red dot. At the bottom, there are "Select" and "Cancel" buttons.

Time Slot	Time Slot	Time Slot
<input type="radio"/> October 02, 2018 8:20 AM to 8:40 AM	<input type="radio"/> October 02, 2018 8:40 AM to 9:00 AM	<input type="radio"/> October 02, 2018 9:00 AM to 9:20 AM
<input checked="" type="radio"/> October 02, 2018 9:20 AM to 9:40 AM	<input type="radio"/> October 02, 2018 9:40 AM to 10:00 AM	<input type="radio"/> October 02, 2018 10:00 AM to 10:20 AM
<input type="radio"/> October 02, 2018 10:20 AM to 10:40 AM	<input type="radio"/> October 02, 2018 10:40 AM to 11:00 AM	<input type="radio"/> October 02, 2018 11:00 AM to 11:20 AM
<input type="radio"/> October 02, 2018 11:20 AM to 11:40 AM	<input type="radio"/> October 02, 2018 11:40 AM to 12:00 PM	<input type="radio"/> October 02, 2018 12:00 PM to 12:20 PM
<input type="radio"/> October 02, 2018 12:20 PM to 12:40 PM	<input type="radio"/> October 02, 2018 12:40 PM to 1:00 PM	<input type="radio"/> October 02, 2018 1:00 PM to 1:20 PM
<input type="radio"/> October 02, 2018 1:20 PM to 1:40 PM	<input type="radio"/> October 02, 2018 1:40 PM to 2:00 PM	<input type="radio"/> October 02, 2018 2:00 PM to 2:20 PM
<input type="radio"/> October 02, 2018 2:20 PM to 2:40 PM	<input type="radio"/> October 02, 2018 2:40 PM to 3:00 PM	<input type="radio"/> October 02, 2018 3:00 PM to 3:20 PM
<input type="radio"/> October 02, 2018 3:20 PM to 3:40 PM	<input type="radio"/> October 02, 2018 3:40 PM to 4:00 PM	



Click **Select**.

Select a time slot

<input type="radio"/> October 02, 2018 8:20 AM to 8:40 AM	<input type="radio"/> October 02, 2018 8:40 AM to 9:00 AM	<input type="radio"/> October 02, 2018 9:00 AM to 9:20 AM
<input checked="" type="radio"/> October 02, 2018 9:20 AM to 9:40 AM	<input type="radio"/> October 02, 2018 9:40 AM to 10:00 AM	<input type="radio"/> October 02, 2018 10:00 AM to 10:20 AM
<input type="radio"/> October 02, 2018 10:20 AM to 10:40 AM	<input type="radio"/> October 02, 2018 10:40 AM to 11:00 AM	<input type="radio"/> October 02, 2018 11:00 AM to 11:20 AM
<input type="radio"/> October 02, 2018 11:20 AM to 11:40 AM	<input type="radio"/> October 02, 2018 11:40 AM to 12:00 PM	<input type="radio"/> October 02, 2018 12:00 PM to 12:20 PM
<input type="radio"/> October 02, 2018 12:20 PM to 12:40 PM	<input type="radio"/> October 02, 2018 12:40 PM to 1:00 PM	<input type="radio"/> October 02, 2018 1:00 PM to 1:20 PM
<input type="radio"/> October 02, 2018 1:20 PM to 1:40 PM	<input type="radio"/> October 02, 2018 1:40 PM to 2:00 PM	<input type="radio"/> October 02, 2018 2:00 PM to 2:20 PM
<input type="radio"/> October 02, 2018 2:20 PM to 2:40 PM	<input type="radio"/> October 02, 2018 2:40 PM to 3:00 PM	<input type="radio"/> October 02, 2018 3:00 PM to 3:20 PM
<input type="radio"/> October 02, 2018 3:20 PM to 3:40 PM	<input type="radio"/> October 02, 2018 3:40 PM to 4:00 PM	

The appointment date and time selected will display.

New Appointment

Appointment Type
Plan Review

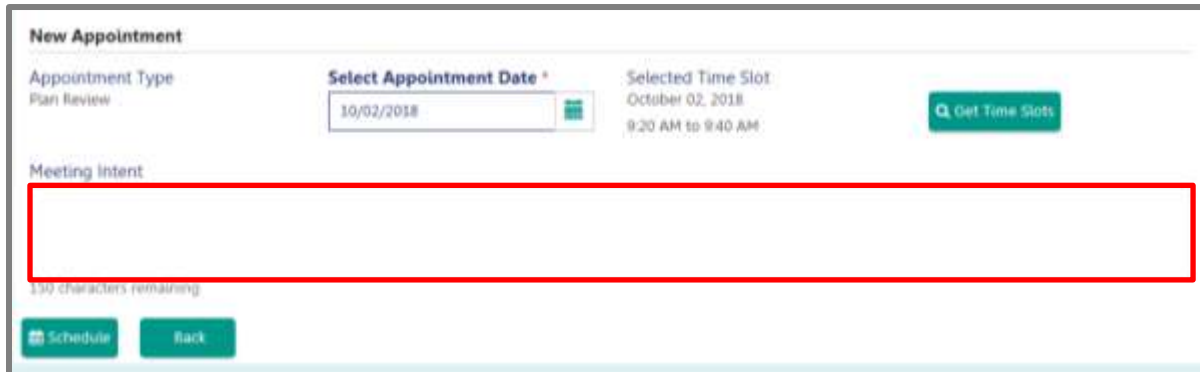
Select Appointment Date *
10/02/2018

Selected Time Slot
October 02, 2018
9:20 AM to 9:40 AM

Meeting Intent

150 characters remaining

You may enter a comment or the intent of the meeting in the **Meeting Intent** section.



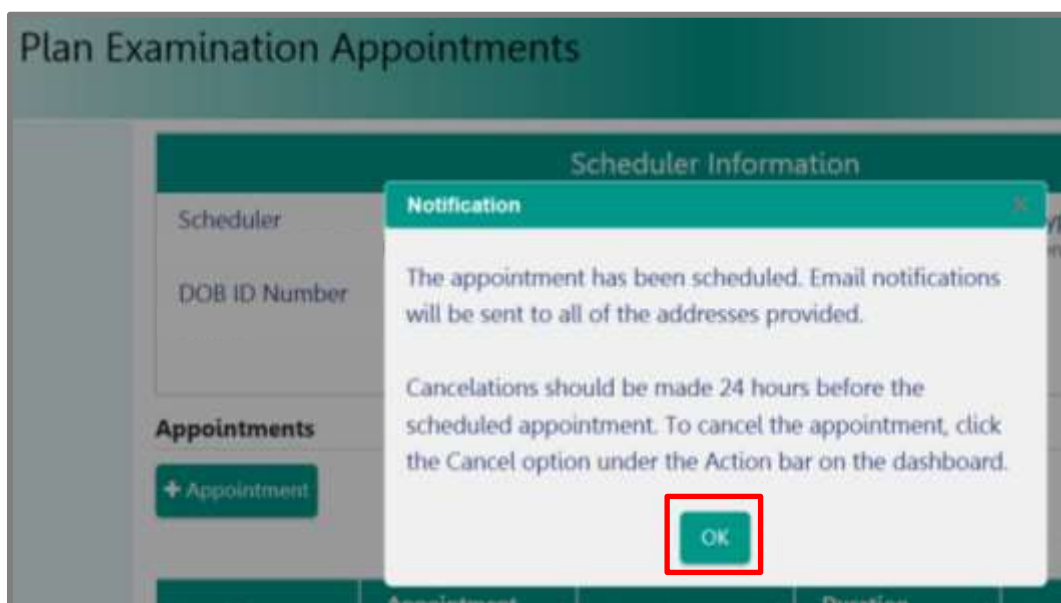
The screenshot shows the 'New Appointment' form. The 'Appointment Type' is 'Plan Review'. The 'Select Appointment Date' is '10/02/2018'. The 'Selected Time Slot' is 'October 02, 2018 9:20 AM to 9:40 AM'. A 'Get Time Slots' button is visible. The 'Meeting Intent' field is a large text area, currently empty, and is highlighted with a red border. Below the field, it says '130 characters remaining'. At the bottom, there are 'Schedule' and 'Back' buttons.

Click on **Schedule** to schedule the appointment.



This screenshot is identical to the previous one, but the 'Schedule' button at the bottom left is highlighted with a red border.

A pop-up notification will appear. Click **OK**



The screenshot shows a 'Plan Examination Appointments' dashboard with a 'Scheduler Information' sidebar. A 'Notification' pop-up is displayed in the center. The notification text reads: 'The appointment has been scheduled. Email notifications will be sent to all of the addresses provided. Cancellations should be made 24 hours before the scheduled appointment. To cancel the appointment, click the Cancel option under the Action bar on the dashboard.' An 'OK' button is highlighted with a red border at the bottom of the notification.



The appointment will appear on your list of scheduled appointments.

The screenshot shows a web interface for managing appointments. At the top, there is a '+ Appointment' button and two tabs: 'Job # Appointments' and 'My Appointments'. Below the tabs is a search bar labeled 'Search:'. The main content is a table with the following columns: Tracking #, Address, Appointment type, Start time, Duration (minutes), Status, View Details, and Action. The first row of the table is highlighted with a red border.

Tracking #	Address	Appointment type	Start time	Duration (minutes)	Status	View Details	Action
140784408010012	280 BROADWAY MANHATTAN	Plan Review	10/02/2018 9:20 AM	20	Scheduled	View Details	Cancel
140784408010011	280 BROADWAY MANHATTAN	Plan Review	09/27/2018 8:00 AM	20	Cancelled	View Details	Cancel
140784408010010	280 BROADWAY MANHATTAN	Plan Review	10/04/2018 8:00 AM	20	Scheduled	View Details	Cancel

How to Schedule a Manual Plan Examination Appointments

Specialized plan examination appointments (audits, determinations, emergencies, and project advocate appointments) will continue to be made by submitting a [PER11 Manual Appointment and Drop Off Request Form](#) or by contacting the appropriate [borough office](#).

DOB NOW plan examination appointments (for filings submitted in DOB NOW: *Build*) will continue to be scheduled in [DOB NOW](#).



How to View a Scheduled Appointment

To view your scheduled appointment, you will need to sign into the Appointment system for the job number and document number that you would like to see the appointments for. Once you are signed in, the information will display at the bottom of the screen.

Scheduler Information

Scheduler	JANE ARCHITECT	E-Mail	DRAWINGTHINGS@MAIL.COM
Scheduler Type	Professional - PE	DOB ID Number	Z01010
Firm Name	SKY'S THE LIMIT, LLC		

Appointments

+ Appointment

Job # Appointments | My Appointments

Search:

Tracking #	Address	Appointment type	Start time	Duration (minutes)	Status	View Details	Action
140784408010011	280 BROADWAY MANHATTAN	Plan Review	09/27/2018 8:00 AM	20	Cancelled	View Details	Cancel
140784408010010	280 BROADWAY MANHATTAN	Plan Review	10/04/2018 8:00 AM	20	Scheduled	View Details	Cancel
140784408010009	280 BROADWAY MANHATTAN	Plan Review	09/27/2018 8:00 AM	20	Cancelled	View Details	Cancel



How to Cancel an Appointment

Cancel a Plan Review Appointment

To cancel a plan review appointment, you will need to log into the Appointment system for the BIS Job number and document. When you are in the Appointments system you will need to scroll down to the **Job # Appointments** grid.

The screenshot shows the 'Appointments' interface. At the top left, there is a '+ Appointment' button. Below it, there are two tabs: 'Job # Appointments' (highlighted with a red box) and 'My Appointments'. A search bar is located to the right of the tabs. Below the search bar is a table with the following columns: Tracking #, Address, Appointment type, Start time, Duration (minutes), Status, View Details, and Action. The table contains three rows of data:

Tracking #	Address	Appointment type	Start time	Duration (minutes)	Status	View Details	Action
140784408010011	280 BROADWAY MANHATTAN	Plan Review	09/27/2018 8:00 AM	20	Cancelled	View Details	Cancel
140784408010010	280 BROADWAY MANHATTAN	Plan Review	10/04/2018 8:00 AM	20	Scheduled	View Details	Cancel
140784408010009	280 BROADWAY MANHATTAN	Plan Review	09/27/2018 8:00 AM	20	Cancelled	View Details	Cancel

Enter the appointment tracking number in **Search** field.

The screenshot shows the 'Appointments' interface with the search field filled with the tracking number '140784408010012' (highlighted with a red box). The table now displays only one row of data:

Tracking #	Address	Appointment type	Start time	Duration (minutes)	Status	View Details	Action
140784408010012	280 BROADWAY MANHATTAN	Plan Review	10/02/2018 9:20 AM	20	Scheduled	View Details	Cancel

Below the table, it says 'Showing 1 to 1 of 1 entries (filtered from 12 total entries)'. At the bottom right, there are navigation buttons: 'First', 'Previous', 'Next', and 'Last'.



In the Action column, click on **Cancel**

The screenshot shows a web interface for appointments. At the top left is a '+ Appointment' button. Below it are two tabs: 'Job # Appointments' (selected) and 'My Appointments'. A search bar contains the text '140784408010012'. Below the search bar is a table with the following data:

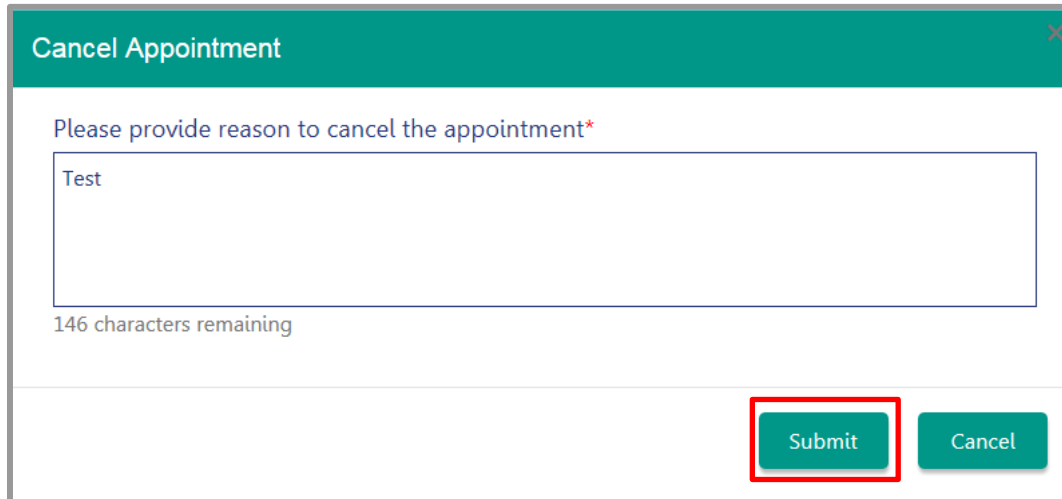
Tracking #	Address	Appointment type	Start time	Duration (minutes)	Status	View Details	Action
140784408010012	280 BROADWAY MANHATTAN	Plan Review	10/02/2018 9:20 AM	20	Scheduled	View Details	Cancel

Below the table, it says 'Showing 1 to 1 of 1 entries (filtered from 12 total entries)'. At the bottom right of the table area are navigation buttons: 'First', 'Previous', 'Next', and 'Last'.

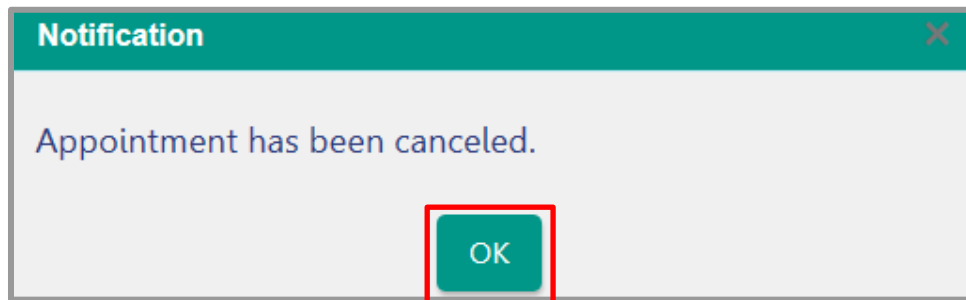
A pop-up screen will appear. **Please provide reason to cancel the appointment** in the space provided.

The screenshot shows a 'Cancel Appointment' pop-up window. The title bar is green with a close button (X) on the right. Below the title bar is a text input field with the placeholder text 'Please provide reason to cancel the appointment*'. The input field is highlighted with a red border. Below the input field, it says '150 characters remaining'. At the bottom right of the form are two buttons: 'Submit' (disabled) and 'Cancel' (active).

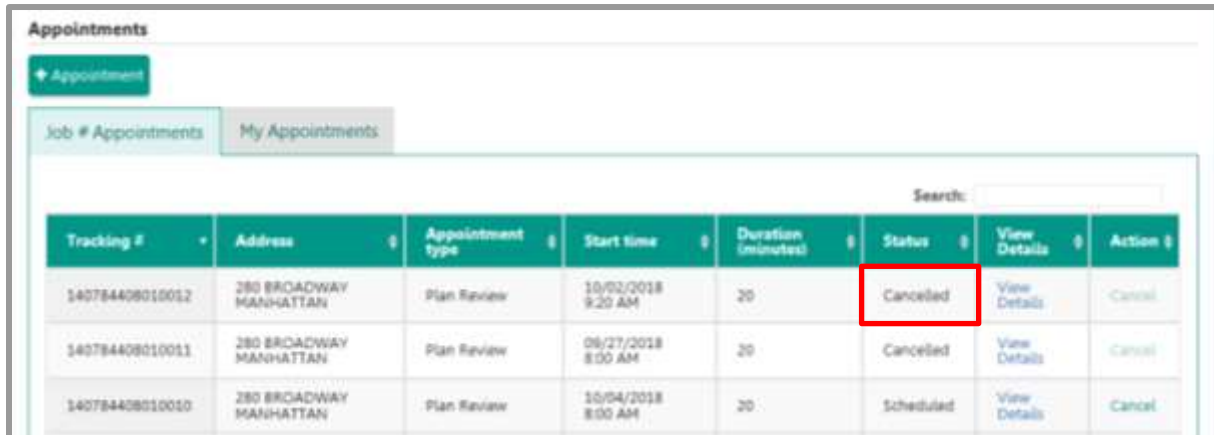
The Submit button will activate once you have entered information in the space provided. Click **Submit**.

A dialog box titled "Cancel Appointment" with a close button (X) in the top right corner. The main text reads "Please provide reason to cancel the appointment*". Below this is a text input field containing the word "Test". Underneath the input field, it says "146 characters remaining". At the bottom right, there are two buttons: "Submit" and "Cancel". The "Submit" button is highlighted with a red rectangular box.

A pop-up confirmation will appear. Click **OK**.

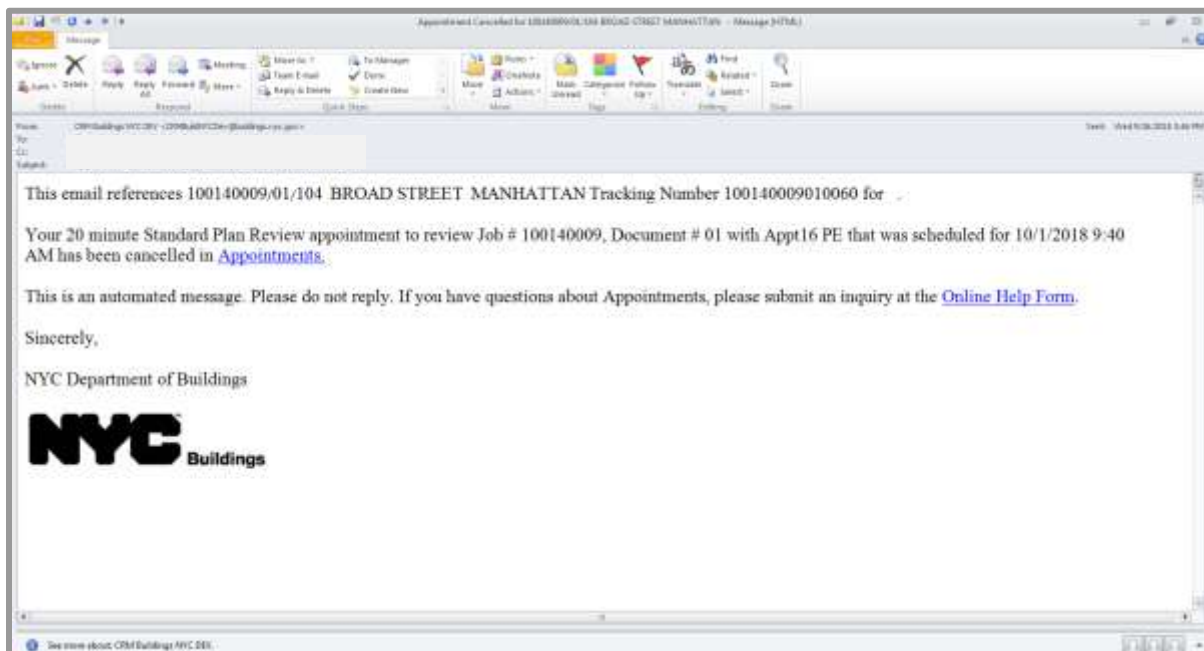
A notification dialog box titled "Notification" with a close button (X) in the top right corner. The main text reads "Appointment has been canceled.". At the bottom center, there is a single button labeled "OK", which is highlighted with a red rectangular box.

The appointment status will update to Cancelled on the grid.



Tracking #	Address	Appointment type	Start time	Duration (minutes)	Status	View Details	Action
140784408010012	280 BROADWAY MANHATTAN	Plan Review	10/02/2018 9:20 AM	20	Cancelled	View Details	Cancel
140784408010011	280 BROADWAY MANHATTAN	Plan Review	09/27/2018 8:00 AM	20	Cancelled	View Details	Cancel
140784408010010	280 BROADWAY MANHATTAN	Plan Review	10/04/2018 8:00 AM	20	Scheduled	View Details	Cancel

An email notification will be sent to all email addresses that was included on the appointment request.



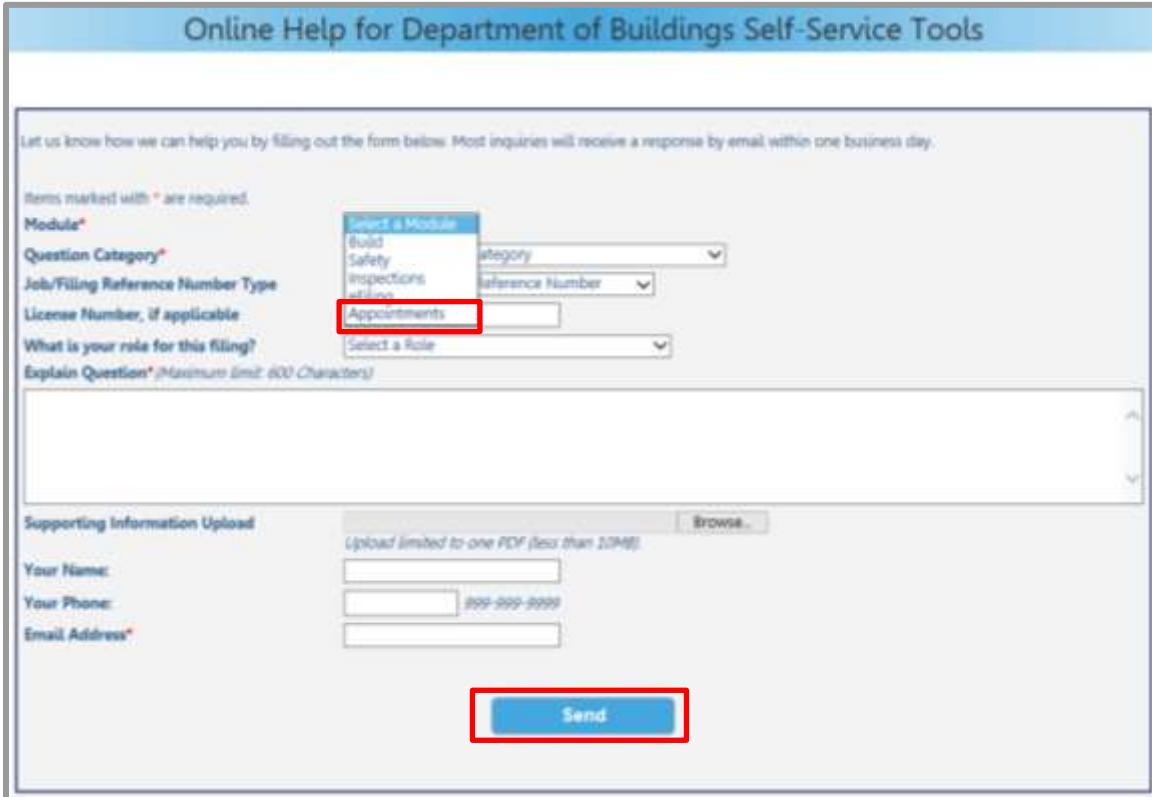


Cancel a Manual Plan Examination Appointment

To cancel a manual plan examination appointment, you can submit a request on the Online Help Form (www.nyc.gov/dobnowhelp). You will need to supply the full tracking number in your request.

A screenshot of the 'Online Help for Department of Buildings Self-Service Tools' form. The form is titled 'Online Help for Department of Buildings Self-Service Tools' and includes a header with the text 'Let us know how we can help you by filling out the form below. Most inquiries will receive a response by email within one business day.' Below the header, there is a section for 'Items marked with * are required.' The form contains several fields: 'Module*' (dropdown menu), 'Question Category*' (dropdown menu), 'Job/Filing Reference Number Type' (dropdown menu), 'License Number, if applicable' (text input), 'What is your role for this filing?' (dropdown menu), and 'Explain Question* (Maximum limit: 600 Characters)' (text area). There is also a 'Supporting Information Upload' section with a 'Browse...' button and the text 'Upload limited to one PDF (less than 10MB)'. At the bottom, there are fields for 'Your Name:', 'Your Phone:' (with a placeholder '999-999-9999'), and 'Email Address*'. A blue 'Send' button is located at the bottom center of the form.

Select **Appointments** from the Module drop down list. Complete all additional required fields then click on **Send**.



Online Help for Department of Buildings Self-Service Tools

Let us know how we can help you by filling out the form below. Most inquiries will receive a response by email within one business day.

Items marked with * are required.

Module*
 Question Category*
 Job/Filing Reference Number Type
 License Number, if applicable
 What is your role for this filing?
 Explain Question* (Maximum limit: 600 Characters)

Supporting Information Upload
 Upload limited to one PDF (less than 10MB) Browse...

Your Name:
 Your Phone: (999) 999-9999
 Email Address*

Send

Once the appointment is canceled, the appointment status will update to Canceled on the grid.

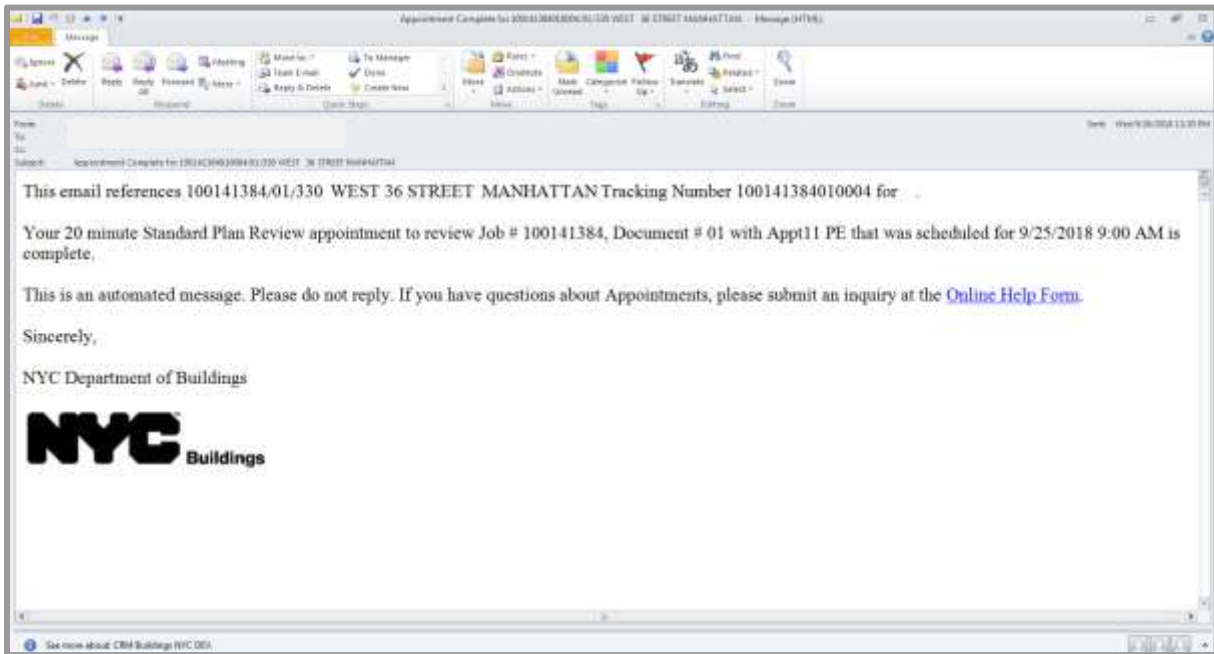
Tracking #	Appointment type	Start time	Duration (minutes)	Status	Action
140784408-01-004	Plan Review	09/14/2018 3:40 PM	20	Canceled	Cancel
140784408-01-003	Plan Review	09/14/2018 10:00 AM	20	Scheduled	Cancel
140784408-01-002	Project Advocate	09/19/2018 7:00 AM	20	Scheduled	Cancel
140784408-01-001	Plan Review	09/14/2018 2:40 PM	20	Scheduled	Cancel

Showing 1 to 4 of 4 entries

First Previous Next Last

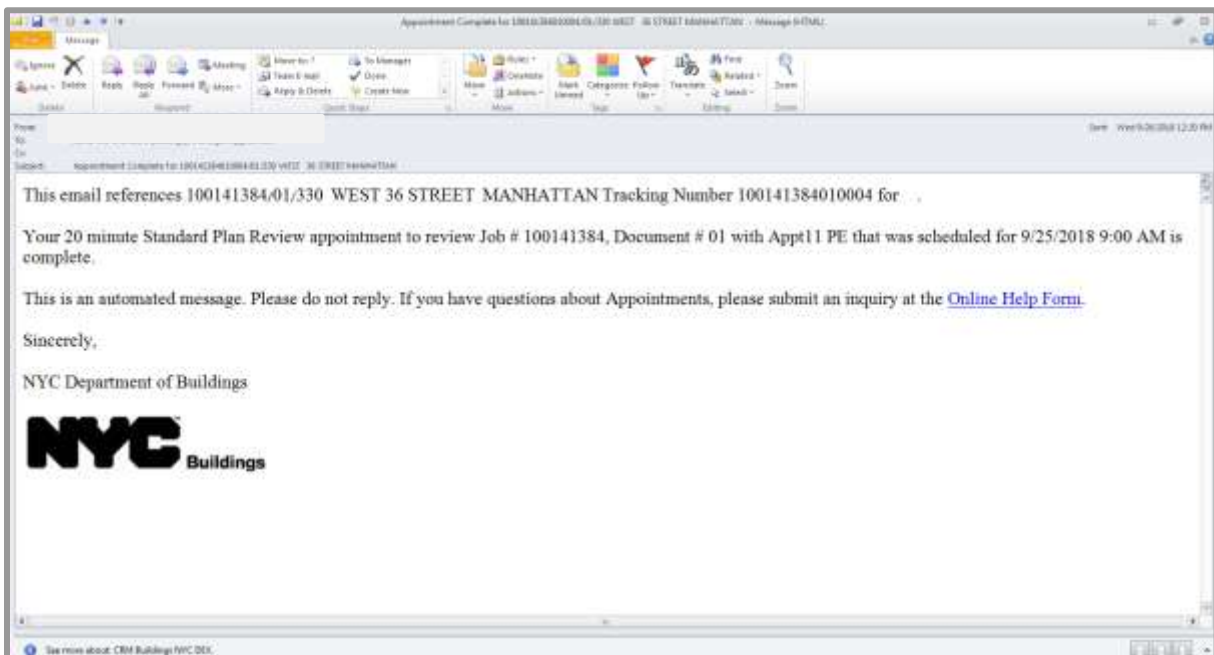


An email notification will be sent to all email addresses that was included on the appointment request.



Completed Appointment

Once an appointment is completed, the DOB staff will update the meeting status to Completed. An email notification will be sent to all email address that was entered when the appointment was scheduled.





Glossary

Appointments CRM – the internal portion of the DOB Appointments system. Plan examiners and the Scheduling Coordinators have access to this system. This is where scheduling coordinators set up Plan Examiner schedules for plan reviews, training, and staff days off. Plan Examiners use the internal portion of the DOPB Appointments to disposition appointments.

BIS Job Number – the job number that is associated with the job filing in the BIS system. This information is required in order to access the DOB Appointments portal.

Cancel Status – this status indicates that a scheduled meeting has been canceled. After a registered user or scheduling coordinator cancels an appointment in the DOB Appointments Portal, the status will update to display as canceled.

Completed Status – this status indicates that an appointment is complete. After the Plan Examiner has dispositioned and closed an appointment, the status will display as completed.

DOB Appointments – an online self-service system that allow registered users and DOB staff to schedule plan review appointments for BIS job filings online.

DOB Appointments Portal – the external portion of the Appointments system. Registered users and scheduling coordinators use this system to schedule, cancel and view appointments.

DOB ID – an assigned ID number issued by the Licensing Unit at Department of Buildings.

Document Number – the number that is associated with the document that a customer would like to meet with the Plan Examiner about. This information is required in order to access the DOB Appointments Portal.

Escalate – in the DOB Appointments system, this term escalate refers to the reassign for Plan Examiners

Online Help Form – the online help form allows registered users to submit an online help request or question to the DOB. Users are able to access the Online Help Form at www.nyc.gov/dobnowhelp.

Plan Examiner – in the DOB Appointments, the term Plan Examiner is used to refer any DOB staff that has appointments to meet with the customer. Such DOB staff includes Assistant Chief Plan Examiners, Chief Plan Examiners, Project Advocate, Code and Zoning Specialist, Deputy Borough Commissioners or Borough Commissioners.

PER11 Manual Appointment and Drop Off Request Form – this form is used to submit an appointment request for specialized plan examination appointments (audits, determinations, emergencies, and project advocate appointments) that cannot be schedule using the DOB Appointments Portal



PIN – previously referred to as the PENS PIN. In DOB Appointments, the PIN number is issued by the Department of Buildings Licensing Unit for the purpose of created appointments. This information is required in order to access the DOB Appointments portal.

Scheduling Coordinator – in the DOB Appointments system, Scheduling Coordinators replace the role previously held by PENS Coordinators, Borough Commissioner’s staff and anyone who scheduled appointments in the previous appointments system.

Schedule Status – this status indicates that an appointment has been scheduled. After a user or scheduling coordinator has scheduled an appointment in the DOB Appointments Portal, the status will update to display as scheduled.

Status – this is the status of the appointment. Possible appointment statuses are: schedule, cancel or complete.

Tracking Number – this is the confirmation number generated by the appointments system once an appointment has been scheduled. The tracking number includes the BIS job number, document number and appointment number. The first nine digits represent the BIS job number. The next two digits represent the document number. The last four represents the appointment number.