



INDUSTRY PORTAL STEP-BY-STEP GUIDE

Elevator License Renewal/Reissue

The following Step-by-Step Guide will outline the steps applicable to Elevator License Renewal or Reissue in DOB NOW: *Licensing*.

HELPFUL LINKS

[YouTube.com/DOBNOW](https://www.youtube.com/DOBNOW) 

[NYC.gov/DOBNOWINFO](https://www.nyc.gov/DOBNOWINFO) 

[NYC.gov/DOBNOWHELP](https://www.nyc.gov/DOBNOWHELP) 



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Overview

This step-by-step guide will provide applicants with a systematic understanding of how to request Renewal or Reissue of an Elevator License in DOB NOW: *Licensing*.

This step-by-step guide will explain and visually show an applicant how to navigate the Licensing Dashboard.

Requirements

- Elevator License renewals or reissues can only be created after the initial license has been issued.
- They will need to be requested using an approved License Qualification Application (LQA) number.

SYSTEM GUIDELINES

1. Fields with a red asterisk (*) are required and must be completed.
2. Grayed-out fields are Read-Only or are auto-populated by the system.
3. Depending on the size of your screen or browser you may have to use the scroll bar to view more options or full fields.

The screenshot shows a web form with the following elements:

- Email***: A text input field with a red asterisk and a red box around it, labeled with a red circle '1'. The placeholder text is "Enter email/username...".
- Applicant Type***: A dropdown menu with a red asterisk and a red box around it, labeled with a red circle '2'. The text "Select:" is visible.
- Last Name**: A text input field with a red box around it, labeled with a red circle '2'. The field is grayed out.
- Filing Representative Information**: A section header.
- + Add Representative**: A blue button.
- Table**: A table with columns: First Name, Last Name, Email, Business Name, Business Telephone, and Action. The first row contains: ADAM, JOE2, AJOETEST2@GMAIL.COM, AJ2, (201) 222-3333. The Action column has edit and delete icons.
- Horizontal scrollbar**: A red box highlights the scrollbar below the table, labeled with a red circle '3'.
- Total Items: 1**: Text below the table.
- Page navigation**: Includes back, forward, and page number (1 / 1) buttons, and a dropdown for "Items Per Page" set to 5.
- 1 - 1 of 1 items**: Text at the bottom right.

ADDITIONAL HELP & INFORMATION

1. Video Tutorials: DOB NOW YouTube Channel: <https://www.youtube.com/user/NYCBUILDINGS>
2. Presentations & Sessions: <https://www1.nyc.gov/site/buildings/industry/dob-now-training.page>

Elevator License Renewal

In order to renew an Elevator License, follow the steps below.

Step	Action
1.	<p>Click the Manage My Profile button from the Dashboard and then choose Manage License from the drop-down menu.</p>  <p>The screenshot shows the DOB NOW dashboard. At the top left, there is a logo with 'DOB NOW LICENSING'. Below it, there are navigation buttons: a home icon, '+ New License', and 'Manage My Profile' (highlighted with a red box). A dropdown menu is open from 'Manage My Profile', showing options: 'Change Profile', 'Manage License' (highlighted with a dark grey background), and 'My Profile'. Below the navigation, there are sections for 'My Applications' and 'My Requests'.</p>
2.	<p>The Manage Licenses page will open with the details of the Elevator Agency license. Select Renew.</p>  <p>The screenshot shows the 'Manage Licenses' page. It displays details for an 'Elevator Agency' license with ID '007634'. The details include: License Expiry Date: 11/22/2024, License Class/Class Type: Elevator Inspector, and License Status: Active. At the bottom, there are three buttons: 'Renew' (highlighted with a red box), 'Reissue', and 'More'. A 'Show info' link is also present.</p>

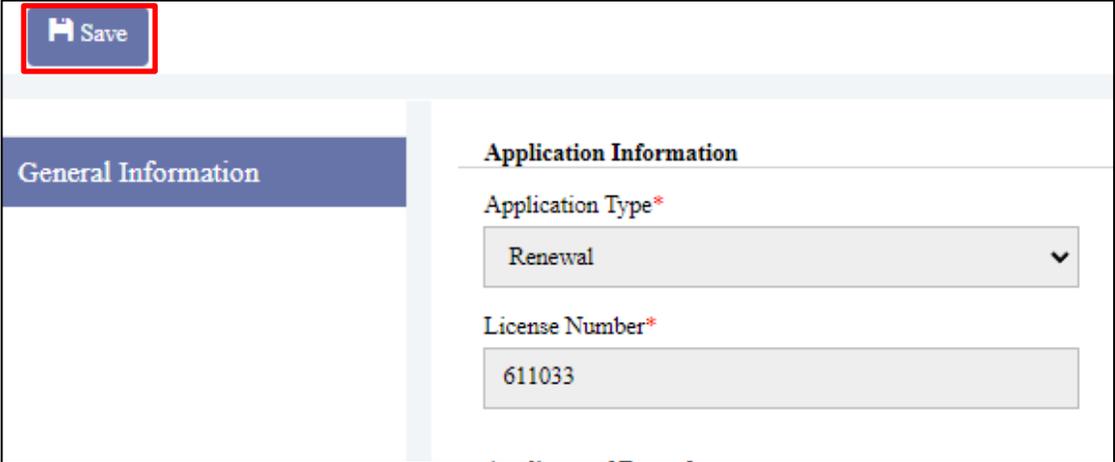
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Step	Action
3.	<p>The system first asks if this is a Renewal with Change.</p> <div style="border: 1px solid black; padding: 10px; margin: 10px 0;"> <div style="background-color: #d9e1f2; padding: 5px;">Renewal</div> <p>Renewal with Change? * <input type="radio"/> Yes <input checked="" type="radio"/> No</p> <hr/> <p style="text-align: center;">Next Cancel</p> </div>
4.	<p>If Yes, identify the change(s):</p> <ul style="list-style-type: none"> Co-Director Change (Director only) Change to different Agency Update – Add Insurance (Director only) Update Agency Information (Director only) <div style="border: 1px solid black; padding: 10px; margin: 10px 0;"> <div style="background-color: #d9e1f2; padding: 5px;">Renewal</div> <p>Renewal with Change? * <input checked="" type="radio"/> Yes <input type="radio"/> No</p> <p>Renewal with:*</p> <p><input type="checkbox"/> Co-director Change <input type="checkbox"/> Change to different Agency</p> <p><input type="checkbox"/> Update-Add Insurance <input type="checkbox"/> Update Agency Information</p> <hr/> <p style="text-align: center;">Next Cancel</p> </div>

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Step	Action																								
5.	<p>Next, the Supplemental Investigation Questionnaire appears, with the same questions as are seen on the initial license application.</p> <p>All questions must be answered Yes in order for the Submit button to become active.</p> <div style="border: 1px solid black; padding: 10px; margin: 10px 0;"> <p style="text-align: center;">Supplemental Investigation Questionnaire</p> <p>Are you at least eighteen (18) years old?*</p> <p style="text-align: right;"><input checked="" type="radio"/> Yes <input type="radio"/> No</p> <p>Are you fit to perform the work authorized by this license/qualification?*</p> <p style="text-align: right;"><input checked="" type="radio"/> Yes <input type="radio"/> No</p> <p>Are you able to speak and write the English language?*</p> <p style="text-align: right;"><input checked="" type="radio"/> Yes <input type="radio"/> No</p> <p>Are you of good moral character?*</p> <p style="text-align: right;"><input checked="" type="radio"/> Yes <input type="radio"/> No</p> <p style="text-align: center; margin-top: 20px;"> <input type="button" value="Submit"/> <input type="button" value="Cancel"/> </p> </div>																								
6.	<p>Fill in all the necessary information,</p> <div style="border: 1px solid black; padding: 10px; margin: 10px 0;"> <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 25%; background-color: #d9e1f2; padding: 5px;">General Information</td> <td colspan="3" style="padding: 5px;">Application Information</td> </tr> <tr> <td style="padding: 5px;"></td> <td style="padding: 5px;">Application Type* Renewal</td> <td style="padding: 5px;">License Type* Elevator Agency</td> <td style="padding: 5px;">License Class Class Type* Elevator Technician</td> </tr> <tr> <td style="padding: 5px;"></td> <td colspan="3" style="padding: 5px;">License Number* 611033</td> </tr> <tr> <td style="padding: 5px;"></td> <td colspan="3" style="padding: 5px;">Applicant of Record</td> </tr> <tr> <td style="padding: 5px;"></td> <td style="padding: 5px;">First Name* Elevator</td> <td style="padding: 5px;">Middle Initial </td> <td style="padding: 5px;">Last Name* License07</td> </tr> <tr> <td style="padding: 5px;"></td> <td colspan="3" style="padding: 5px;">Email* elevatorlicense07@gmail.com</td> </tr> </table> </div>	General Information	Application Information				Application Type* Renewal	License Type* Elevator Agency	License Class Class Type* Elevator Technician		License Number* 611033				Applicant of Record				First Name* Elevator	Middle Initial 	Last Name* License07		Email* elevatorlicense07@gmail.com		
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Step	Action
7.	<p>Click Save.</p> 
8.	<p>A pop-up Notification will inform the Applicant that the Application Type cannot be changed after saving.</p> <p>Click Save.</p> 

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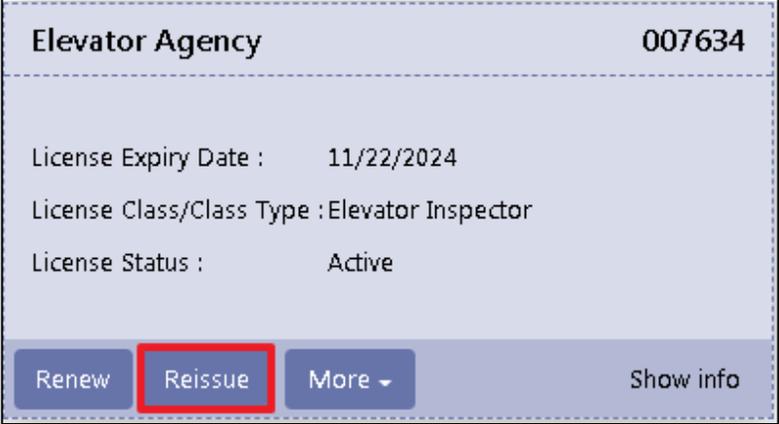
Step	Action
9.	<p>An Application Number will be assigned, and four more tabs will appear on the left:</p> <ul style="list-style-type: none"> • Background Investigation • Qualifications/Experience • Documents • Statements and Signature <div style="border: 1px solid black; padding: 5px; margin-top: 10px;"> <p style="font-size: 1.2em; font-weight: bold; margin: 0;">L00009479</p> <div style="background-color: #4a69bd; color: white; padding: 2px 5px; margin: 2px 0;">General Information</div> <div style="padding: 2px 5px; margin: 2px 0;">Background Investigation</div> <div style="padding: 2px 5px; margin: 2px 0;">Qualifications/Experience</div> <div style="padding: 2px 5px; margin: 2px 0;">Documents</div> <div style="padding: 2px 5px; margin: 2px 0;">Statements and Signature</div> </div>
10.	<p>The information from the intial License Application will be auto filled. Fill in all new or updated information including uploading any required documents and Signing the Application.</p> <div style="border: 1px solid black; padding: 10px; margin-top: 10px;"> <p><input type="checkbox"/> I have personally reviewed all information entered in this application and on each of the documents listed herein. I understand and agree that by personally clicking on the box at left I am electronically signing each document listed herein and expressing my agreement with the Statements and Signatures terms for such documents and all other statements herein. I understand that this electronic signature shall have the same validity and effect as a signature affixed to each document and statement by hand.*</p> <div style="display: flex; justify-content: space-between; margin-top: 10px;"> <div style="text-align: center;"> <p>Name</p> <input style="width: 150px; height: 20px;" type="text"/> </div> <div style="text-align: center;"> <p>Date</p> <input style="width: 150px; height: 20px;" type="text"/> </div> </div> </div>

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Step	Action
11.	<p>The fee for a License Renewal is:</p> <ul style="list-style-type: none"> • \$150 for Director or Co-Directors • \$75 for Inspectors • \$50 for Technicians or Restricted Technicians • \$50 Late Fee if renewed under 30 days before expiration <div style="text-align: right;">  </div>
12.	<p>Review the Application and then click Preview to File.</p> <div style="text-align: right;">  </div>
<p style="text-align: center;">You have now completed the Elevator License Renewal Step by Step. Continue on to the Elevator License Reissue Step by Step.</p>	

Elevator License Reissue

If a holder of an existing Elevator License loses their license or their license is stolen, they may request a reissue of their existing license.

Step	Action
1.	<p>Click the Manage My Profile button from the Dashboard and then choose Manage License from the drop-down menu.</p> 
2.	<p>Click the Reissue button on the Elevator Agency box on the Manage License page.</p> 

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Step	Action				
3.	<p>A Supplemental Investigation Questionnaire will appear. All questions must be answered Yes in order to proceed. Click Submit.</p> <div style="border: 1px solid #ccc; padding: 10px; margin: 10px 0;"> <div style="background-color: #d9e1f2; padding: 5px; border-bottom: 1px solid #ccc;">Supplemental Investigation Questionnaire</div> <p>Are you at least eighteen (18) years old?* <input checked="" type="radio"/> Yes <input type="radio"/> No</p> <p>Are you fit to perform the work authorized by this license/qualification?* <input checked="" type="radio"/> Yes <input type="radio"/> No</p> <p>Are you able to speak and write the English language?* <input checked="" type="radio"/> Yes <input type="radio"/> No</p> <p>Are you of good moral character?* <input checked="" type="radio"/> Yes <input type="radio"/> No</p> <div style="text-align: center; margin-top: 10px;"> Submit Cancel </div> </div>				
4.	<p>Applicants will be brought into an Application Information section where they must select the Reason for Reissue:</p> <ul style="list-style-type: none"> <input type="checkbox"/> My License Card was stolen <input type="checkbox"/> I lost my License Card <p>Select the appropriate option. Click Save.</p> <div style="border: 1px solid #ccc; padding: 10px; margin: 10px 0;"> <div style="background-color: #d9e1f2; padding: 5px; border-bottom: 1px solid #ccc;">Application Information</div> <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%; vertical-align: top;"> <p>Application Type* <input type="text" value="Reissue"/></p> <p>License Number* <input type="text" value="007634"/></p> </td> <td style="width: 50%; vertical-align: top;"> <p>License Type* <input type="text" value="Elevator Agency"/></p> <p>Reason for Reissue* <div style="border: 2px solid red; padding: 2px;"> <input type="text" value="Select"/> Select My License Card was stolen I lost my License Card </div> </p> </td> </tr> <tr> <td colspan="2"> <p>Applicant of Record</p> <p>First Name* <input type="text"/></p> <p>Middle Initial <input type="text"/></p> </td> </tr> </table> </div>	<p>Application Type* <input type="text" value="Reissue"/></p> <p>License Number* <input type="text" value="007634"/></p>	<p>License Type* <input type="text" value="Elevator Agency"/></p> <p>Reason for Reissue* <div style="border: 2px solid red; padding: 2px;"> <input type="text" value="Select"/> Select My License Card was stolen I lost my License Card </div> </p>	<p>Applicant of Record</p> <p>First Name* <input type="text"/></p> <p>Middle Initial <input type="text"/></p>	
<p>Application Type* <input type="text" value="Reissue"/></p> <p>License Number* <input type="text" value="007634"/></p>	<p>License Type* <input type="text" value="Elevator Agency"/></p> <p>Reason for Reissue* <div style="border: 2px solid red; padding: 2px;"> <input type="text" value="Select"/> Select My License Card was stolen I lost my License Card </div> </p>				
<p>Applicant of Record</p> <p>First Name* <input type="text"/></p> <p>Middle Initial <input type="text"/></p>					

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Step	Action
info	<p>The other details on the General Information tab will be auto filled from the original license request and cannot be changed. Once the Save button has been pressed, a Request Number will be generated, and new tabs will appear.</p> <p>All information other than the signature will be auto-filled from the original request.</p> <div style="border: 1px solid black; padding: 5px; margin-top: 10px;"> <p style="text-align: center; font-weight: bold; font-size: 1.2em;">L00001665</p> <p style="text-align: center; background-color: #4a7ebb; color: white; padding: 2px;">General Information</p> <p style="text-align: center; padding: 2px;">Background Investigation</p> <p style="text-align: center; padding: 2px;">Qualifications/Experience</p> <p style="text-align: center; padding: 2px;">Documents</p> <p style="text-align: center; padding: 2px;">Statements & Signature</p> </div>
5.	<p>The Applicant must click the checkbox to Sign the Reissue Request on the Statements & Signature tab. There is a \$50 fee for Reissue Requests that must be paid before clicking Preview to File.</p>
<p>You have now completed Elevator License Reissue Step-by-Step.</p>	