

SERVICE NOTICE

eFiling Authentication Forms and Limited Alteration Applications (LAA) Customer Service

As of Monday, March 22, 2021, all eFiling Authentication Forms are required to be submitted via the DOB Help Form at www.nyc.gov/dobhelp. Also use the help form to submit audit questions, civil penalty review requests, supersede/withdrawal requests and other general inquiries specific to Limited Alteration Applications.

eFiling Authentication Forms

Beginning Monday, March 22, 2021, upload eFiling Authentication Forms to the DOB Help Form at www.nyc.gov/dobhelp. Forms that were mailed or hand-delivered before March 22 will be processed. Select Module **eFiling Authentication Forms**, fill out the required fields and upload the eFiling Authentication Form and a copy of your state-issued identification or DOB ID as one pdf in the Supporting Information Upload section.

The email address used to create an eFiling account associated with a license/registration number must be the same as the email address on record with the [Licensing Unit](#). For additional information about registering for an eFiling account and requirements to authenticate an account, see the [Registration Steps and Tips](#) page. Questions about the eFiling registration process may also be submitted to the [DOB Help Form](#).

LAA Customer Service

Choose the below selections on the DOB Help Form at www.nyc.gov/dobhelp to ensure that the inquiry is directed to the appropriate staff:

LAA Audits

Module – DOB NOW: Build
Project/Filing Type – LAA
Question Category – LAA Audits

LAA Civil Penalties Review (L2)

Module – DOB NOW: Build
Project/Filing Type – LAA
Question Category – LAA Civil Penalties Review (L2)

LAA General Inquiries and Technical Issues

Module – DOB NOW: Build
Project/Filing Type – LAA
Question Category – General, Assistance
Completing a Filing or Technical Issues

LAA Supersede, Withdrawals and Administrative Closures

Module – DOB NOW: Build
Project/Filing Type – LAA
Question Category – Supersede/Withdrawal

For more information about Administrative Closures, see the [July 2019 Service Notice](#).

Email inquiries sent to laa-pr@buildings.nyc.gov will not be processed.