

# Manage Licenses and Registrations

## DOB NOW: *Licensing* Step-by-Step User Guide

This guide outlines how to submit changes or requests for license types in DOB NOW: *Licensing*. See the [Resources page](#) for the license types currently available in DOB NOW: *Licensing*.

### System Guidelines

Chrome is the recommended browser for optimal DOB NOW performance.

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 for managing licenses. At the top, there are three fields: 'Email\*' (with a red asterisk and a red box around it), 'Applicant Type\*' (a dropdown menu), and 'Last Name' (a grayed-out field). Below these is a section titled 'Filing Representative Information' with a '+ Add Representative' button. Underneath is a table with columns: 'First Name', 'Last Name', 'Email', 'Business Name', 'Business Telephone', and 'Action'. The table contains one row with data: ADAM, JOE2, AJOETEST2@GMAIL.COM, AJ2, (201) 222-3333. Below the table is a scroll bar and pagination controls. Three red callouts are present: '1' points to the Email field, '2' points to the Last Name field, and '3' points to the scroll bar.

### Helpful Links

- [DOB NOW: \*Licensing\* Resources page](#): Presentations, Step-by-Step Guides, Resources, and Videos
- [DOB NOW Training page](#)
- [License Requirements by License Type](#)



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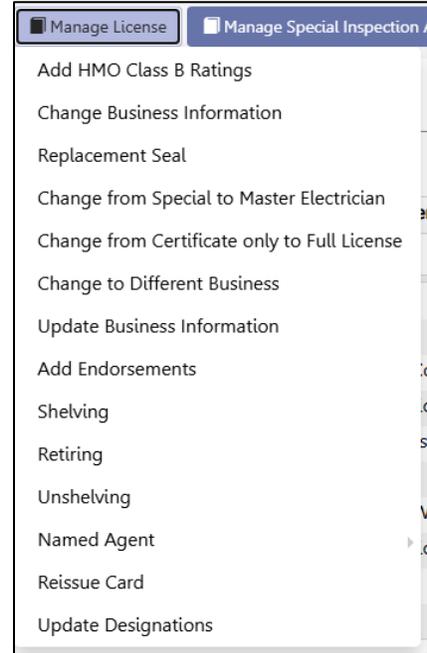
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## Overview

Manage License can entail the following options. What is shown depends on the licenses held.

- **Change Business Information:** Applies to Filing Representative registrations
- **Change from Certificate Only to Full License:** Update Master Plumber license
- **Change from Certificate Only to Class A/B/C:** Applies to Master Fire Suppression Piping Contractor (MSFPC)
- **Change from Class 1 to Class 2:** Filing Representative only
- **Change from Special to Master Electrician:** Current Special Electrician licensees can change to Master Electrician license type if they meet all the qualifications
- **Change to Different Business:** Licensees can switch their business affiliation to a different business
- **Reissue Card:** A license card can be reissued if the card was stolen, lost, or never received in the mail
- **Replacement Seal:** If a seal is lost, stolen or damaged, licensees can request a replacement
- **Retiring:** When a licensee is no longer working in that capacity and will not be working in that capacity again, they can Retire their license. To begin working again, the licensee would need to apply for a new license
- **Shelving:** When a licensee is no longer working in that capacity, they can Shelve their license. This applies to Electrician, Master Plumber and MSFPC licenses. For Master Plumber or MSFPC, this will reduce the license to Certificate Only status. For Electricians, the license will move to Shelved status.
- **Unshelving:** If an Electrician licensee with a shelved license wants to start working in that capacity again, the license can be unshelved to be made active
- **Update Business Information:** Update businesses for Master Plumber full license, MSFPC Class A/B/C, or Master or Special Electrician. Requests include:
  - **Add Additional Business:** Master Plumber and MSFPC only
  - **Business Address Change**
  - **Business Name Change**
  - **Business Telephone Change**
  - **Remove a Business:** Master Plumber and MSFPC only
  - **Change Partner or Officers**
  - **Update/Add Insurance**



For all of these options, the process is substantially the same:

1. Select the **Action** from the drop-down menu
2. Choose the relevant **License** from the list
3. Select the **Business**
4. When the request opens, click **Save**
5. Make the **necessary changes** to the request

6. If needed, upload **Documents** related to your change
7. Complete **Attestations**
8. **Submit** the request

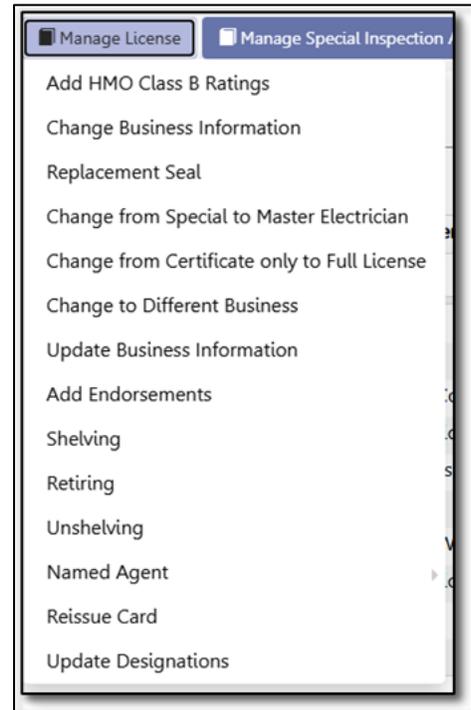
## Log into DOB NOW: *Licensing* and select your request

**Step 1:** Navigate to the DOB NOW login page at [nyc.gov/dobnow](http://nyc.gov/dobnow), Enter your NYC.ID email address in the Email field, and select **Login**. If you need to create an NYC.ID account, select **Create Account** or visit [nyc.gov/dobnowtips](http://nyc.gov/dobnowtips) for resources and step-by-step instructions.

**Step 2:** After logging into DOB NOW, the Welcome page displays. Hover over **DOB NOW: Licensing** and select **Manage License**.

**Step 3:** When the Licensing dashboard displays, click the **Manage License** button.

**Step 4:** Select your change request.



**Step 5:** Select the relevant License or Registration and click **Proceed**.



For **Change from Special to Master Electrician**, you will need to confirm that you have passed the required examinations.

If you select **Change to a Different Business**, you will need to select the business you are leaving in a separate pop-up window.

## Complete your request

**Step 1:** When the **Request Information** appears, click **Save**.

Some requests will require entering information before clicking save.

- **Reissue Card** requires you to select a **Reason for Reissue** before saving.
- **Replacement Seal** cannot be saved until you select a **Reason for Replacement** and a **Description of Damage** if you chose **Seal was Damaged**.
- **Shelving/Retiring** requires entering the **Reason for Shelving/Retiring** and the **Status of Open Permits/Jobs**.

The screenshot shows a web form with a 'Save' button in the top left corner, highlighted with a red box. The form has two main sections: 'General Information' on the left and 'Request Information' on the right. Under 'Request Information', there are three input fields: 'Request Type\*' with the value 'Change Business Information', 'License Type\*' with the value 'Electrician', and 'License Class/Class Type\*' with the value 'Master'.

Click **OK** on the Notification pop up.

The screenshot shows a notification pop-up window titled 'Notification' with a close button (X) in the top right corner. The message inside reads 'Change Request has been saved.' At the bottom center of the pop-up, there is an 'OK' button highlighted with a red box.

A **License Application number or Change Request number** will be assigned, and six more tabs will appear below General Information:

- Special Inspections
- Background Information
- Qualifications/Experience
- Child Support Certification
- Documents
- Statements and Signature

The screenshot shows a vertical menu for license number 'L00055903'. The menu has a blue header with the license number. Below the header, there are several tabs: 'General Information' (which is currently selected and highlighted in blue), 'Special Inspections', 'Background Investigation', 'Qualifications/Experience', 'Documents', and 'Statements and Signatures'.

**Step 2:** Update all required sections.

To edit business information for **Change Business Information** or **Change to Different Business** requests, click the **Edit** button next to that business name.

**Business Information**

+ Add Business Information

Actions	Business Name	Business Email	
 	Business Name	doblicensewave2@gmail.com	280 B

The **Business Information** pop up window will appear showing the existing information. Edit the relevant fields and click **Update**.

**Business Information**

**Existing Business Information**

Business Name  
280 Broadway, New York, NY-10012  
Business Phone : 2125555555

Business Name\*  House Number\*  Street Name\*

City\*  State\*  Zip\*

Business Email\*  Business Phone\*  Fed Tax ID #\*

Are you Self-Employed?\*  Yes  No

**Step 3:** Upload any required documents on the Documents tab. Click the checkbox to attest on the **Statements and Signatures** tab.

**Licensee - Statements & Signatures**

As a condition of being granted a license/registration and/or qualification from the New York City Department of Buildings, I attest that I comply with all New York City Administrative Code and Department rules, regulations, and directives governing how licensees/ registrants/qualification holders conduct their specific trade.

I have reviewed the information provided in this application and, to the best of my knowledge and belief, attest to its accuracy. I understand that falsification of any statement made to the Department is a misdemeanor and that it is also unlawful to give to a city employee, or for a city employee to accept, any benefit, monetary or otherwise, either as a gratuity for properly performing the job or in exchange for special consideration. Such actions are punishable by imprisonment, fine and/or loss of license/registration and/or qualification.

In the event of an accident that involves my actions undertaken in connection with my license/registration and/or qualification, I understand that the Administrative Code requires that I cooperate with any investigation and that failure to do so may result in immediate suspension, revocation or other disciplinary action.

I acknowledge that failure to designate an agent in New York City (NYC) or maintain a NYC address for receipt of service, constitutes a waiver of any challenges to service of process.

 I understand and agree that by personally clicking on the box at left I am electronically signing this application and expressing my agreement with all of its terms. I understand that this electronic signature shall have the same validity and effect as a signature affixed by hand.\*

Name

Date

## How to pay

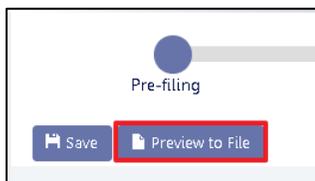
Only some requests require payment. If payment is required, the **Pay Now** button at the bottom of the right navigation bar will be active. Click the **Pay Now** button at the bottom of the right toolbar to make the payment.

- See the [DOB NOW Payment User Manual](#) for details about using CityPay.
- Payment is not the last step; the application must be submitted by selecting **Preview to File** (see below).
- Payments made by eCheck can take up to 10 days to process and your application will not be submitted to DOB until the payment status is updated. The submitted date is the date the application was submitted, not the date the payment cleared.

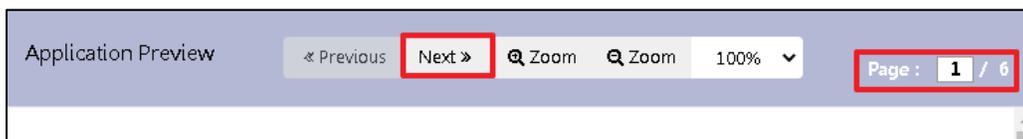
The screenshot shows a progress bar at the top with stages: Pre-filing, Pending QA Review, Approval Letter Sent, Approved - Seal Issuance Pending, Temporary Seal Letter Generated, and Seal Issued. Below the progress bar are 'Save' and 'Preview to File' buttons. The main form area is titled 'L00056134' and contains sections for 'Application Information' and 'Applicant'. The 'Application Information' section includes fields for Application Type (Replacement Seal), License Type (Master Fire Suppression Piping Contractor), License Class/Class Type (Class A), License Number (003153), License Use (On Behalf of a Corporation), and Reason for Replacement (Seal was Lost). The 'Applicant' section includes fields for First Name (HMO), Middle Initial, Last Name (License), and Email (HMOLICENSE01@GMAIL.COM). On the right side, there is a vertical navigation bar with icons for Dashboard, Application Highlights, View Filing, Trace History, Payment History, and a 'Pay Now' button with a '\$75.00' label. A red arrow points to the 'Pay Now' button.

## How to submit the request

**Step 1:** Click **Preview to File**.



**Step 2:** The **Application Preview** opens in a new window. Review the entire application and page through the preview by clicking the **Next** button.



**Step 3:** Click the checkbox to sign the filing and then click **File**. A notification will appear that the application has been submitted.

I understand and agree that by personally clicking on the box at left I am electronically signing this application and expressing my agreement with all of its terms. I understand that this electronic signature shall have the same validity and effect as a signature affixed by hand.

Name:  Date:   
(Electronically Signed)



Notification

Application has been submitted to DOB for review. You will receive status notifications by email. The application status will also be updated in DOB NOW.

**NOTE:** Most Manage License requests will appear on the **My Requests** tab of the DOB NOW: *Licensing* dashboard.

My Applications	<b>My Requests</b>	Business Approval	SSM Trainee Enrollment			
Actions	Request Number	Request Type	Request Status	Created Date		
	CR00002958	Change Business Information	Pre-filing	04/23/2025	04	

**Change to Different Business** and **Update Business Information** requests display on the **Business Approval** tab.

My Applications	My Requests	<b>Business Approval</b>	SSM Trainee Enrollment	
Actions	Tracking Number	Business Type	Request Type	Business Approval Request Status
	BAR00009937		Change to Different Busin...	Pre-filing
	BAR00008767	Corporation	New Agency	Approved