

## Frequently Asked Questions: Online Services

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### **IMPORTANT UPDATE:**

Businesses with Department of Consumer Affairs (DCA) and Department of Health and Mental Hygiene (DOHMH) licenses and permits that previously used [nyc.gov/mylicense](http://nyc.gov/mylicense) to manage accounts at both agencies must now use [nyc.gov/mylicense](http://nyc.gov/mylicense) for DCA account management and [nyc.gov/dohmhpermits](http://nyc.gov/dohmhpermits) for DOHMH account management.

Businesses and consumers must request to schedule a hearing (adjournment) with the Office of Administrative Trials and Hearings (OATH). Visit [nyc.gov/oath](http://nyc.gov/oath) for more information about OATH, including its procedural rules.

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### **Account Registration and PIN**

#### **Why do I need to register an account to submit online requests?**

Businesses that register an account to use the DCA online services portal can:

- Apply for new licenses
- Renew licenses
- Follow the status of applications
- Review and update license information
- Pay violations
- Schedule a scale inspection
- Cure a DCA violation

Consumers who register an account can:

- File a complaint against a business with DCA
- Upload documents to support the complaint
- Follow the status of the complaint

If you are a business, you can link your account to *all* of your DCA records. Note: You need a Personal Identification Number (PIN) to link information about your DCA records to your online account. You can have multiple user accounts link to your DCA records. If multiple user accounts are linked to multiple records, DCA encourages you to:

- Double-check the record for which you are submitting an online request *before* you submit the request.
- Make sure that all users know when you are submitting an online request associated with a particular record to avoid duplicate requests.

You do *not* need to register an account to Search for a DCA Licensee.

**Important: Businesses that also hold a DOHMH permit or license and have a registered online account can access an existing account through [nyc.gov/dohmhpermits](http://nyc.gov/dohmhpermits). Businesses can also use that website to create a new online account.**

### **If I have an NYC Business Express account, do I still need to register an account to submit online requests?**

Yes. Your NYC Business Express account is separate from the account needed to submit online requests via [nyc.gov/mylicense](http://nyc.gov/mylicense) (DCA online services portal) or [nyc.gov/dohmhpermits](http://nyc.gov/dohmhpermits) (DOHMH online services portal). Once you register an account with the City of New York, you will be able to access online services for businesses and consumers.

### **What is a PIN?**

A PIN is a Personal Identification Number that will allow you to link your DCA and/or DOHMH records with your registered accounts. Note: PINs are system-generated. You cannot change your PIN.

### **How do I get a PIN?**

Use ONE of the following options to request a PIN:

- Go to [nyc.gov/mylicense](http://nyc.gov/mylicense) and use the [online form](#) to request a PIN to access records online.
- Call 311 (212-NEW-YORK outside NYC) and ask for “NYC Online Licensing Service - Assistance and PIN Request.” Assistance is available from 9 a.m. to 5 p.m. Monday through Friday. Note: The representative can also confirm your Record ID, if unknown. Be sure to ask for Record ID in addition to PIN.

### **How do I link my account to my DCA records?**

Follow these four steps to link your account to your DCA records:

1. Have your Record ID and PIN ready\*.
2. Go to [nyc.gov/BusinessToolbox](http://nyc.gov/BusinessToolbox) and click “[Link My Account to My DCA Records](#)” to register or to login (if you already registered an account).
3. After you register/login, enter your Record ID and PIN to link your account to your DCA records\*\*.  
Note: You need to submit only one Record ID and PIN to link *all* of your DCA license records.
4. Select “Access My Account” in the blue **Businesses - DCA** box to submit your request.

*\*Record ID and PIN appear on your **Renewal License Application** (if you are an existing licensee) or on the **Acknowledgment of Application** printout (if you submitted your application in person at the DCA Licensing Center or NYC Small Business Support Center).*

*For existing licensees, the Record ID to access your license is your DCA license number followed by –DCA.  
Example:*

- 1234567-DCA

*Also see the FAQ “[How do I get a PIN?](#)” (above).*

**\*\*Click the Home tab; you will be directed to the home page. Select “Access My Account” from the blue **Businesses - DCA** box to submit a request related to your record (i.e., renew license, submit amendment, etc.). [\[See screenshot.\]](#) If you click the button View Record Details, you will be directed to the PIN record that you submitted.**

**Note: If you need to link your account to your DOHMH records, go to [nyc.gov/dohmhpermits](http://nyc.gov/dohmhpermits). After you register/login, select “Link My Account to My DOHMH Records” in the blue Quick Links box.**

## What online services are available *with* a DCA PIN?

Businesses need a DCA PIN to:

- Renew a license
- Change address
- Change name
- Change officer information
- Request license replacement
- Follow the status of applications
- Submit additional documents as part of your license application (if you submitted your application at the DCA Licensing Center or NYC Small Business Support Center)

After you have linked your account to your DCA records, click the Home tab and select “Access My Account” in the blue **Businesses - DCA** box [[see screenshot](#)]. Under My Account:

- In the Action column, you will see the link “Renew Application” approximately three (3) months before the license expiration date.
- Click the link “Amendment” for available service requests.
- The Status column shows the status of your requests.
- In the Record Number column, click the hyperlinked number for your application to upload additional documents. Note: This option is available to you if you started the application process at the DCA Licensing Center or NYC Small Business Support Center.

## What online services are available *without* a DCA PIN?

Businesses do *not* need a DCA PIN to:

- Apply for a new license online\*
- Pay a violation fine
- Pay a scale or petroleum inspection fee
- Request a scale inspection

\*If you start an application online but do not submit the application, a temporary record will appear in your account. To continue, login and select “Access My Account” in the blue **Businesses - DCA** box [[see screenshot](#)]. In the Action column, click “Resume Application” to complete and submit the application [[see screenshot](#)]. Important:

- You have 70 days to complete and submit an application that you started online. After 70 days, the record will expire and will no longer appear in your account.
- Every application that you start online will appear in your account. To avoid confusion, do not start multiple applications for a single request. If you are having technical difficulties, call 311 (212-NEW-YORK outside NYC) and ask for “NYC Online Licensing Service - Assistance and PIN Request.” Assistance is available from 9 a.m. to 5 p.m. Monday through Friday.

Consumers do *not* need a DCA PIN to submit a complaint against a business.

## How do I apply for a new license online?

1. Go to [nyc.gov/BusinessToolbox](http://nyc.gov/BusinessToolbox) for license requirements. Review requirements for the license and gather all materials.
2. If you haven’t registered an account with the City of New York, you will need to register an account before you can proceed to the online application.
3. After you submit the online application, you will see a green box with the message “Your transaction has been successfully submitted to the Department of Consumer Affairs (DCA).” Follow the instructions. DCA cannot process incomplete applications.
4. Important: If you need to file another license application, return to the DCA Business Toolbox to read requirements and proceed to the online application.

## Submitting Applications

### Can I submit multiple applications at once?

No. You can submit only one application at a time. You will need to complete all requirements for each application that you submit.

### If I want to follow the status of an application online, what information will be available?

When you select “Access My Account” in the blue **Businesses - DCA** box, you will be able to see several status types. Below are available status types.

- Submitted
- Additional Info Required
- Pending Review
- Application Voided
- Application Withdrawn
- Application Denied
- Application Approved
- Closed\*

\*After 70 days, a record will appear in “Closed” status.

### When and how do I use the online service to submit a Renewal License Application?

The link “Renew Application” will appear in your account approximately three (3) months before the license expiration date. To renew online:

1. Go to **nyc.gov/BusinessToolbox**. Click Businesses, then Renew for instructions to register or login.
2. Register or login to your account.
3. *If you already linked your account to your DCA Records, go to Step 4.*  
*If you haven't linked your account to your DCA Records, follow the steps in the table under the header “Online.” You will be prompted to enter your Record ID and PIN, which are located in Part 1 of your Renewal License Application. Note: You need to submit only one Record ID and PIN to link *all* of your DCA license records.*
4. Select “Access My Account” under the blue Businesses - DCA box.
5. Under “My Account,” find your license and click on the “Renew Application” link to begin your Renewal License Application. To process payment, you must use a major credit card and will be charged a non-refundable 2.49% Convenience Fee.
6. If you do not upload required documents during your online renewal application submission, you must submit documents by fax at (718) 935-6485 or email at [OnlineAppsDocs@dca.nyc.gov](mailto:OnlineAppsDocs@dca.nyc.gov).

## Submitting Amendments (Requests)

### What is an Amendment?

*An Amendment is a request.* Amendments that are available online include:

- Change of Address
- Change of Name
- Change of Officer
- License Replacement
- Tow Truck Company – Change of Unit
- Surrender License

- Withdraw License

See the FAQ [“What online services are available with a DCA PIN?”](#) for instructions to access Amendments.

### **If I submit an Amendment, will the update appear across all of my linked DCA accounts/records?**

It depends on the Amendment. A Change of Name request will update all records for that reference contact. Similarly, a Change of Address - Mailing request will update all records for that reference contact.

A Change of Unit request is for a particular license.

## **Paying Fines**

### **Important Information about Opportunity to Cure/Curable Violations**

Under a [new law](#), a business has the opportunity to certify that it has cured (corrected) identified first-time, signage-related violations and settle the violations without penalty. In order to pay no penalty for curable violations, a business must plead guilty to the violation, correct the violation within 30 days of the inspection date, and submit a Cure Certification to DCA as proof that the business cured the violation.

Refer to your Offer of Settlement letter, which will include information about curable violations. You can [cure a DCA violation online](#), in person, or by mail. Read [Cure Law FAQs](#).

### **How do I pay a fine online?**

*Currently, the online service is available through 5 p.m. on the business day before your scheduled hearing.* You must have received notification from DCA—for example, an Offer of Settlement letter—in order to pay a fine online. Once you have received notification, follow these three steps to pay a DCA violation fine online:

1. Go to [nyc.gov/mylicense](http://nyc.gov/mylicense).
2. After you register/login, scroll to the blue **Businesses - DCA** box and select “Access My Account.” [\[see screenshot\]](#)
3. In the section **Search by Record Information** [\[see screenshot\]](#), enter your Record Number\* and follow the instructions to pay a violation [\[see screenshot\]](#).

### **\*Refer to the correspondence you received for Record Number.**

- *Offer of Settlement:* Enter Case number (bottom of letter) followed by Year (-2016) followed by -ADJC. **Example:** 123-2016-ADJC [\[see sample\]](#).
- *Consent Order or Decision:* Enter Case Number (or Record No.).
- *Payment Due:* Enter Case Number. **Example:** PL012345678-ADJC

### **Tips:**

- For best results, leave “Agency” and “Record Type” fields blank, change the “Start Date” to 01-01-2011, and leave the “End Date” as is.
- For all record types, under Action, click “Pay Fees Due” to make payment. Status will appear as:
  - “Ready for Payment” (Offer of Settlement)
  - “Consent Order” (Consent Order)
  - “Decision” (Decision)
- If your search does not yield the record for payment, the record may not be available for online payment. Call 311 (212-NEW-YORK outside NYC) and ask for “NYC Online Licensing Service - Assistance and PIN Request.” Assistance is available from 9 a.m. to 5 p.m. Monday through Friday.

*You must pay in person on the day of a scheduled hearing.* Follow the “Pay in person” instructions on your Offer of Settlement.

Note: To pay a fine online:

- **You must pay with a credit card.** Credit cards accepted include Visa, MasterCard, American Express, and Discover Card. Credit card payments are subject to a 2.49% convenience fee. *You cannot pay by electronic check.*
- You cannot use a credit card to make an installment payment to DCA. You can use a credit card to pay a balance in full.
- If you need to make payment to more than one record, you must submit payments separately. Each record is a separate credit card transaction.

## Paying Fees

### How do I pay a fee online?

You must have received notification from DCA—for example, a letter regarding scale and/or petroleum inspection fees—in order to pay a fee online. *Note:* Record Number is the number below the bar code (bottom right corner of letter). *Example:* 123-2014-ENFO. Once you have received notification, follow these three steps to pay a DCA fee online:

1. Go to [nyc.gov/mylicense](http://nyc.gov/mylicense).
2. After you register/login, scroll to the blue **Businesses - DCA** box and select “Access My Account.” [\[see screenshot\]](#)
3. In the section **Search by Record Information** [\[see screenshot\]](#), enter your Record Number and follow the instructions to pay a fee [\[see screenshot\]](#).

## Submitting Complaints

### Can I submit multiple supporting documents for a complaint?

Yes. On the complaint form, click the Browse button in the Documents section to upload individual files. When you have uploaded all files, click the Save button.

### Can I submit a complaint anonymously if I register an account?

No.

If you do not want to register an account, go to [nyc.gov/311](http://nyc.gov/311). You can click “Make a Complaint” or use “NYC311 Search” to find the correct complaint Service. *Note:* Without Contact Information, DCA will consider your complaint a tip.

If you want DCA to contact you or to mediate your complaint, you must provide Contact Information. If you register an account, you can populate Contact Information using the “Auto-fill with” feature, saving time.

### How do I check the status of my complaint?

Login and select “Access My Account” in the blue **Businesses - DCA** box [\[see screenshot\]](#). The Status column shows the status of your request. Click the hyperlinked number for your complaint to see details.

## Using Search for a DCA Licensee

### There are several fields. What do I need to enter to target my search?

Limit your search criteria to License Type and License Number to get the best results. Get more [Search Tips](#).

### I don't know License Number and want to search by Name. How should I enter information in Name fields?

To search by Name:

- Enter First Name and/or Last Name for Individual License Types.
- Enter Business Name and/or Doing Business As or Trade Name for Premises-based License Types.



Enter partial name information to get best results. For example, if you enter “ABC,” results will include “ABC Company,” “ABCDE Store,” and “Business ABC.”

Get [Search Tips](#), which include breakdown of Individual and Premises-based License Types.

### **I keep getting a System Message when I try to do anything on the results page, then get redirected to the main page where I am prompted to login. Please help!**

To avoid getting a System Message (error page), we advise that you:

- Use the scroll bar beneath search results to see details about the licensee. Do not click License Number or Name links, which are inactive currently and lead to a System Message.
- Do not click “Download results” link when your search yields more than 100+ results. Clicking “Download results” will lead to a System Message. Please narrow your search criteria.
- **If you get a System Message, use your browser’s back button to return to your search results.** Do not click “<Here>” or Home, which will direct you to the main page, where you default to the Login box.
- If you are directed to the main page, scroll to the blue **Consumers** box and click “Search for a DCA Licensee” to begin a new search. **You do NOT need to register an account with the City of New York to use Search for a DCA Licensee.**

## **Payment or Technical Problems**

### **I received an error message. What should I do?**

Within the message click “more” for instructions to correct the error. If you continue to get an error message, call 311 (212-NEW-YORK outside NYC) and ask for “NYC Online Licensing Service - Assistance and PIN Request.” Technical and payment assistance is available from 9 a.m. to 5 p.m. Monday through Friday.

### **Can I access online applications or forms on my smartphone?**

No. At this time online applications and forms are not compatible with smartphones. The City’s online service is available using a laptop or desktop computer only.

### **My screen seems to be cut off on the right-hand side. What should I do?**

Adjust your monitor’s resolution. We recommend 1024x768.

### **What file types can I upload?**

You can upload PDF, JPG, GIF, PNG, XLS, XLSX, DOC, DOCX, VSD, and TXT files. The maximum allowable file size is 5 MB.

### **How do I go back? My back button on my browser is not working.**

Do not use your browser’s back button to navigate the website. Please use the tabs located on your top screen to navigate between sections of an application.

Also, for the best user experience, it is recommended that you use Internet Explorer 8 or 9, Mozilla Firefox 17, Chrome 23, Safari 5, or Opera 12.