

# FDNY Business

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## **IMPORTANT INFORMATION**

This guide is made available by the Fire Department City of New York (“FDNY”) as a courtesy to the public. It does not represent all the filing requirements for any given FDNY application. Though every effort is made to continuously update this guide, it in no way supersedes, or otherwise substitutes for the legal or procedural requirements of the New York City Fire Code, Building Code, Zoning Resolution or any other applicable rules, regulations or policies.

**IMPORTANT:**

FDNY Business must now be used to file all Emergency Planning and Preparedness and Technology Management applications, withdrawals, payments and refund requests.

Please browse to <https://www1.nyc.gov/site/fdny/business/support/fdny-business.page> for the latest information, instructions and details.

## Browser Settings

### What browsers/versions can I use for FDNY Business?

- Microsoft Edge
- Mozilla
- Safari
- Chrome

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### When navigating through the FDNY Business pages, can I use the browser's back button?

Please **do not** use the browser's "back" button. There are navigation links available within the application at the top of the page that you can use to navigate back to a previous section. If you need to edit something previously entered, you will have an opportunity in the "Review" step, before you submit.

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### Can I open multiple browser tabs running FDNY Business?

It is **not** recommended and could cause problems with your application. You should only have one browser open while in the application.

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### Can I access this application on my smartphone?

At this time, FDNY Business is not compatible with mobile devices or smartphones.

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### **I cannot log in, what should I do?**

Clear your Browser's temporary files, cookies, and history. Close the Browser completely, and open a new browser session then try to log in again.

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### **What happens to my work if I was filling out my application and the system timed out?**

Be sure to use the system's "Save and Resume Later" feature regularly during your application to save your work. The "Save and Resume Later" button allows you to resume your application if you will be away from your computer, or if the system will be inactive for 30 minutes or more. The system is set to time out after 30 minutes of inactivity. The system does not automatically save your work before timing out, so you will lose any information that you have not saved.

If your application times out, you must log in to the system again, and open your application from the **My Drafts** dashboard where temporary records are saved to continue your application.

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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 FDNY Business can manage their applications, reviews, amendments and payments for the following plan types:

#### **Emergency Planning and Preparedness**

- Comprehensive Fire Safety and Emergency Action Plan
- Fire Protection Plan
- Fire Safety and Evacuation Plan
- High-Rise Residential (Non-Sequential Floors) BIC

## Technology Management

- ARCS Commissioning Test Report New/Amendment/Re-certification
- Auxiliary Radio Communications System New/Amendment
- Certificates of Approval Application New/Renewal/Amendment
- Concept Proposal Tech Document
- Engineering Application/Amendment
- Fire Alarm Application New/Amendment
- Fire Alarm Variance
- Fire Code Variance
- Performance Based Design Document
- Professional Certification of Fire Alarm Systems
- Rangehood Application New/Amendment
- Rooftop Access Variance

### Consumers who have an account can:

- File a plan or amendment, or withdraw an application (withdrawal business rules vary by plan type)
- Upload documents to support the application
- Make payment online
- Review the status and history of applications
- View all FDNY Correspondence related to the application online
- Respond to deficiencies online
- Receive application results online
- Request a refund online
- View all PDF forms (Applicable to the plans submitted to Emergency Planning and Preparedness Group)

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### How can I register?

To create an account FDNY Business, you will need to register through [NYC.ID](#).

- On the [FDNY Business](#), home screen, click the [Register for an Account](#) link near the upper right-hand corner of the screen. You will be taken to the NYC registration page.

- On the registration page, enter your information into all required fields. You **must use your email address as your login ID** to use FDNY Business.
- Click the icon with a question mark for help with a field. When you are done, click the **Create Account** button.
- Record your Username (your email address) and Password, as they are required to log in to the system.
- Be sure to remember your answer to the security question, as it will be needed to recover a forgotten password.
- You will receive an email confirmation with a link to activate your account and confirm your email address.
- When you receive the confirmation email, click the authentication link in the message, and then click **Continue** on NYC.ID.
- Enter your Email Address and Password and click **LOG IN**. You will be redirected to FDNY Business.

**Note:** After your first login to FDNY Business, you will be redirected to the Account Management page to complete your profile. You can click the **Update Now** link on top of the page to complete your profile information.

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#### **I never received the welcome / validation e-mail. How can I log in without verifying my email?**

- The Welcome Validation Email is used to verify that you provided a valid email address. Check your spam or junk folder for this e-mail.
  - If you did not receive a validation email, call 311 (212-NEW-YORK outside NYC) and mention that you applied online for a NYC.ID account. You will be referred to a department that can assist.
- 

## **Login, Password, Security and Account Management Questions**

### **How can I log in?**

- You can access your application on the [NYC Business](#) under Licenses and Permits by searching for the desired Emergency Planning and Preparedness or Technology Management application type.
  - To access directly, browse to [FDNY Business](#). On the home screen, enter your user name (must be your validated email address) and password, and click the **Login** button.
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### How can I change my password?

- On the welcome screen, click the Login link near the upper-right hand corner of the screen.
  - On the NYC.ID screen, click the **Forgot Password** link at the bottom of the page.
  - Enter your email address and click **SUBMIT**
  - Provide the answer to your security question and click **CONTINUE** button.
  - Enter the New Password twice and click **SAVE PASSWORD**
  - Your new password will be saved.
- 

### What are the requirements for entering a User Name?

Username **must be an email address**. Your e-mail address cannot contain the following domains: nyc.gov, npdy.org, queensda.org, specnarc.org, brooklynda.org, dfa.state.ny.us, trs.nyc.us, nycers.org, nyccfb.info, ibo.nyc.ny.us, queenscountrypa.com, statenislandusa.com

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### What are the requirements for entering a Password?

- Password must be at least eight characters and must contain at least one letter (a to z or A to Z)
  - Passwords must contain at least one number or special character
  - Passwords cannot contain spaces, the word “password”, your first or last name, or your email address.
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### I forgot my username. Can I login?

No, you need to provide your username (your email address) to use FDNY Business

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### I forgot my user name. How can I retrieve it?

Since your username is your email address, you should be able to verify which email you have used by searching your inbox for an email confirmation from NYC.ID

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### I forgot my password. How can I retrieve it?

- On the welcome screen, click the **Login** link near the upper right-hand corner of the screen.

- On the NYC.ID screen, click the **Forgot Password** link at the bottom of the page.
  - Enter your email address and click **SUBMIT**
  - Provide the answer to your security question and click the CONTINUE button.
  - Enter the New Password twice and click SAVE PASSWORD
  - Your new password is now saved.
- 

### **I forgot both my password and the answer to my security question. How can I retrieve them?**

Call 311 (212-NEW-YORK outside NYC) and mention that you are trying to log in to NYC.ID and forgot both your password and security question. You will be referred to a department that can help.

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### **I forgot both my username / e-mail address. How do I login?**

Call 311 (212-NEW-YORK outside NYC) and mention that you are trying to log in to NYC.ID and forgot both your username and the e-mail address you used to create your ID. You will be referred to a department that can help.

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### **How do I update my Profile Information?**

- On the welcome page, click the **Account Management** link near the upper right-hand corner of the page.
  - On the Manage Your Account page, on the Contact Information banner, click the **Actions** button.
  - Select **View/Edit**.
  - Edit any of the fields under Contact Information section.
  - Edit or deactivate the contact address
  - Click **Save**
- 

### **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 [FDNY Business](#). Once you register an account with the City of New York, you will be able to access FDNY Business along with other online NYC services for businesses and consumers.

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# Applications Filed Prior to launch of FDNY Business

## Can I still submit printed plan review requests?

No. As of 10/15/2019, the following EPPG applications must be submitted electronically:

- Comprehensive Fire Safety and Emergency Action Plan
- Fire Protection Plan
- Fire Safety and Evacuation Plan
- High-Rise Residential (Non-Sequential Floor Numbering) BIC

As of 5/20/2020, the following Technology Management applications must be submitted electronically:

- ARCS Commissioning Test Report New/Amendment/Re-certification
- Auxiliary Radio Communications System New/Amendment
- Certificates of Approval Application New/Renewal/Amendment
- Concept Proposal Tech Document
- Engineering Application/Amendment
- Fire Alarm Application New/Amendment
- Fire Alarm Variance
- Fire Code Variance
- Performance Based Design Document
- Professional Certification of Fire Alarm Systems
- Rangehood Application New/Amendment
- Rooftop Access Variance

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## How will applications submitted prior to the availability of FDNY Business be handled?

EPPG Applications submitted prior to 10/15/2019 will be reviewed under the former manual process until FDNY issues an acceptance, or until the application is abandoned. Limited information regarding the status of applications will be available on FDNY Business for users who link their legacy FPIMs number to their account. Refer to the FDNY Business [User Guide](#) for detailed instructions on this process.

Technology Management Applications submitted prior to 5/22/2020 require forms, plans and supporting documents to be scanned and submitted by email in PDF format only to [Plan.Intake@fdny.nyc.gov](mailto:Plan.Intake@fdny.nyc.gov). Electronic plans must have a stamp and an actual signature (typed signatures will not be accepted). Email file size is limited to 20 MB. Files larger than 20MB must be separated and sent in separate emails. Please identify related emails in the subject line and file name with address and number of documents (For example: 1 of 3, 2 of 3, 3 of 3, etc...) Plans filed prior to 5/8/2020 will be finalized following the previous process for approval.

- [Instructions for completing Technology Management resubmissions \(filed prior to May 8 2020\)](#)
- [Additional Instructions for completing Fire Alarm resubmissions and form \(filed prior to May 22 2020\)](#)

All subsequent applications for amendments and / or withdrawal and all new applications for EPPG and Technology Management **must be filed electronically**.

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#### **How can my legacy information be added to FDNY Business?**

Information for plans filed **prior** to the launch of FDNY Business (legacy records) can be added to your online application by selecting [Using Account ID \(FPIMS#\)](#) under **Link to Record**. To look up legacy data you must enter your FPIMS Account Number and the premises' zip code. It is highly recommended to link applicable legacy records to your application.

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# Data Fields and Records Questions

## How do I know which fields are required?

- Required fields are marked with a red asterisk \*.
  - Error messages displayed in red at the top of the screen to alert the user to enter required fields that were missed.
  - Error messages may appear in red above the field containing the error.
  - Errors must be corrected to proceed.
- 

## How do I know which fields are not applicable?

- On each screen, certain fields or questions may become unavailable, or “grayed out” based on your answers to previous questions.
- Be sure to read any instructions provided on each page/section.

Note: An error message may appear in red if a table and/or field is filled in which is not applicable based on your previous answer

## How do I get help with a field?

- On each screen, Help text is represented by an icon “?”. If help text is available for the field, hover over the “?” for assistance.
- 

## What is a record number?

A record number is assigned by the system when the record/request/application is submitted and is used to track submitted data on the system. The format varies slightly for different types of records: Plan (PLAN), Inspection (INSP), Variance (VRNC), Violation Order (VIOR), Criminal Court Summons (CRCT), Withdrawal (WITHDRAWAL) and Refund (REFUND).

- You can search for a known record (application/request) by using the record number.
-

### Which record tracking number indicates a Temporary record?

- Temporary records are created when the **Save and resume later** button is clicked on any page during application entry. The records display TMP in the record number (for example: 21TMP-000555) and have not yet been submitted. You can select a Temporary record from the **My Drafts** dashboard to pick up where you left off with your application.
- 

### Which record tracking number indicates an Application Plan record?

- Application records are created when an application is submitted. These records display PLAN as the last letters of the record number (for example: 2021-EPPGFS-001555-PLAN).
- 

## Working with Applications on FDNY Business

### How can I search for my Application/Record?

- On the Welcome screen, click on Advanced Search, then **Search Record/Applications**, and then click on **Services or Search Applications/Requests** below “What would you like to do today?”
  - Enter your record number. You can use the % percent symbol as a wild card if unsure of the beginning or end of your number. (Example: Searching for 21TMP% in the Record Number field presents all records that start with 21TMP. Searching for %55 in the Record Number field presents all records that end with 55.)
  - Enter your start and end dates for the time period when your application was submitted. (If you are unsure of the date, leave it blank.)
  - Click the **Search** button. The Search Results are displayed below the **Search** button.
- 

### How can I view my Application/Record details?

- On the Welcome screen, click the **My Records** link.
  - **My Records** page displays your application plans, inspections, amendments, PIN Request records, PDF intake requests, and withdrawals. Click the Record Number link of the desired record to display details.
  - Scroll down to the Record Details section and click the **Arrow** to the left of **More Details** to display details for that record.
  - To expand the details further, click a **Plus sign** icon, if available.
  - To collapse the category, click a Minus sign icon.
  - If you want to view Temporary records (drafts), click the **My Drafts** link.
-

### How can I view my Application/Record attachments?

- On the welcome screen, click the **My Records** link.
- **My Records** page displays your application plans, inspections, amendments, withdrawals and summons records. Click the Record Number link of the desired record to display details.
- Click the **Arrow** to the right of **Record Info** to open the menu
- Click **Supporting Documents**
- Scroll down and under the Supporting Documents section to see the list of all documents attached to your record.

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### How can I save my application and return to it later?

Click the **Save and resume later** button. A temporary number is assigned to the application, which can be identified by the letters “**TMP**” in the record number (a temporary record). Record this number is for future reference. When you return to the system, search for this **TMP** number and select it to continue entering your application.

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### What is a Temporary Record?

If you start an application online but are not ready to submit it, click **Save and Resume Later** prior to exiting the application to save your draft as a temporary record. Your temporary record will be stored in your account under **My Drafts** (contains only drafts) and is also visible under **My Records**. Temporary Records can be identified by the letters “**TMP**” in the Record Number.

A Temporary Record will also be created if you complete an application and sign electronically but do not complete payment before exiting your application. It will remain in your **Shopping Cart** until you have Checked Out (paid) for the item.

If you use **PDF Intake to upload the** Comprehensive Fire Safety Emergency Action Plan and/or the Fire Safety and Evacuation Plan, a new record will be created under **My Records**. **PDF Intake\*** records can be identified by the letters “**REC**” in the file name. You can review the uploaded data to complete your application, and can click **Save and Resume Later** prior to exiting the application to save your draft as a temporary record.

\*PDF Intake is an option available under **Service Catalogue**. When filing the Comprehensive Fire Safety and Emergency Action Plan or the Fire Safety and Evacuation Plan applications on FDNY Business, you can complete the PDF Intake Forms, and then upload them using the PDF Intake process to pre-populate your information. For more information refer to the “Submit Applications” section of the FDNY Business [User Guide](#).

Important:

- Applications which are In-progress and which have been saved in **My Drafts** will remain in your account until submitted and paid.
  - Applications created using PDF intake will remain in your account for 30 days unless edited and saved as a Temporary Record
  - Each application that you initiate 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 FDNY Business Support. Assistance is available from 9 a.m. to 4 p.m. Monday through Friday (except Holidays).
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### How do I enter Contact Information?

Your contact information can be saved in **Account Management** for insertion into your applications. Enter the Contact Information and Address (Mailing/Billing) and save it using the **Save** button at the bottom of the screen to add it to **Account Management**. The contact type varies dependent on whether you are applying as an Individual, Organization (Business) or City Agency. All other contacts associated with the application must be listed in the Contacts section.

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### What Contact Information is needed when applying as a Business?

Select "Organization" as your Type of Contact and complete the required fields:

- Name of Business
  - EIN #
- 

### What Contact Information is needed when applying as an Individual?

Select "Individual" as your Type of Contact and complete the contact-specific required fields:

- First Name
  - Last Name
- 

### What Contact Information is needed when applying as City Agency?

Select "City Agency" as your Type of Contact and complete the contact specific required field:

- Name of Business
- Agency code

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### What file types and sizes can be uploaded?

- .PDF; .DWS; .DWG; .DGN; .STL; .WAVE; .WAV; .AIF; .MP3; .MID; .MPG; .MOV; .WMV; .RM; .TIFF; .JPEG; .GIF; .PNG and .PSD
- \*.ZIP files can be uploaded **ONLY** for ARCS Commissioning Test Reports. \*.ZIP files cannot be used for other applications and, if used, may result in delays and / or require refileing
- Other file types selected for upload that are not allowed by the system will not be uploaded.

The maximum file size allowed is 25 MB. If a file is larger than 25 MB, it must be split into two or more files to complete the upload.

Additionally floor plans must be uploaded with each floor as an individual file (e.g. Flr\_1.pdf, Flr\_2.pdf, etc.)

To break up a file which is larger than 25MB, use the naming convention filename\_1, filename\_2, filename\_3 etc., substituting “filename” for the actual name of your file. Follow these steps to upload multiple files:

1. Go to the **Supporting Documents** page
2. Click “Add” under the “Attachment” section. The system will open a separate window
3. Click “Add” to add multiple files in the window
4. Select files from your local machine and click “Open”
5. For each file, you must select the “Type” and click “Continue”. Example: if you are uploading multiple Floor plans, select “Type” as “Floor Plans” for each floor plan file
6. Click “Upload”

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### What is the correct format to submit PDF files?

PDF files must be submitted in a simple PDF format (without layers) with a digital signature as applicable. If PDF files are submitted locked with a password, or as a dynamic PDF document with layers, they will be returned for corrections, causing a delay in the review process.

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### Do I need to submit hard copies of supporting documents?

All required supporting documents for the applications submitted via FDNY Business should be uploaded online in the **Supporting Documents** page. No hard copies of the supporting documents are required for the online plan submission.

All supporting documents required to be submitted with the plan revisions for the plans submitted prior to FDNY Business will follow the legacy process, however additional information may need to be submitted via email. Consult with your plan examiner for details.

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### **Can I check the status of my Application/Record?**

The **My Records** page displays your applications and temporary records. The **Status** column shows the current status assigned to each record.

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## **Accessing Other Records in FDNY Business**

### **How can I access records in FDNY Business which do not appear under my account?**

In addition to records which you have created under your account, you can access records for which you have been provided a PIN number by the Building Owner.

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

A PIN is a Personal Identification Number that allows you to link an FDNY Business record with your registered account.

Note: PINs are system-generated. You cannot change your PIN. Each PIN is unique to a specific record. You cannot use the same PIN to access multiple records. You will need a PIN if the applicant /building owner have changed since the last accepted plan. Once you link a record using your PIN, the prior user will no longer have access. The PIN number expires after it is used and cannot be reused.

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### **How can I obtain a PIN?**

Any FDNY Business user can request a PIN, but only an authorized Building Owner will receive the PIN message. The Building Owner is responsible for forwarding the PIN message to their designee(s). If you are a Building Owner and require a PIN (for a Filing Representative or for yourself), use the steps below.

To request a PIN:

1. Log in to FDNY Business
2. Click **Request a Pin** on the bottom of the page under **Link to Record**
3. Enter the “Record Number” you would like to receive a PIN for (You can find this record number from the last correspondence you have received from FDNY in your inbox)
4. Click to **Submit** the request
5. FDNY will review your request, and upon approval, will send a PIN Letter via email to the Building Owner. If you are not the Building Owner, the Building Owner must forward the PIN message to you in order for you to access the record.

Note: The **Request a PIN** option is available only for records created on FDNY Business. If you request a PIN for a record that was not created in the new system, you will receive a message advising you to use the **Using Account ID (FPIMS#)** to link your record.

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### What is a legacy record?

A legacy record is an FDNY record created prior to the launch of FDNY Business. Your legacy record should be linked to your account prior to filing amendments for the following application types:

#### Emergency Planning and Preparedness

- Comprehensive Fire Safety and Emergency Action Plan Amendment
- Fire Protection Plan Amendment
- Fire Safety and Evacuation Plan Amendment
- High-Rise Residential (Non-Sequential Floors) BIC Amendment

#### Technology Management

- ARCS Commissioning Test Report New/Amendment/Re-certification
- Auxiliary Radio Communications System New/Amendment
- Certificates of Approval Application New/Renewal/Amendment
- Concept Proposal Tech Document
- Engineering Application/Amendment
- Fire Alarm Application New/Amendment
- Fire Alarm Variance

- Fire Code Variance
- Performance Based Design Document
- Professional Certification of Fire Alarm Systems
- Rangehood Application New/Amendment
- Rooftop Access Variance

To access legacy Emergency Planning and Preparedness and Technology Management records, select the **Using Account ID (FPIMS#)** link to add the legacy record(s) to your account. Note: Legacy records are not applicable to new Applications.

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### How do I link my account to my FDNY legacy records?

Follow these steps to link your account to your FDNY legacy records:

1. Login to FDNY Business
2. Click on **Using Account ID (FPIMS#)** on the bottom of the page
3. Click “Add a Row” to link your FPIMS#
4. To add multiple rows, click the “down arrow” button next to “Add a Row”.
5. Enter the Account ID / FPIMS number. Note: This Number is indicated on your TM-1 form and on FDNY correspondence regarding the account
6. Enter “Premises Zip Code” (this is the Zip Code of the Primary Building Address)
7. Click to **Submit**
8. If a legacy record is found, you will now see the FPIMS record added on your **My Records** page.

Note: If you received a Letter of Deficiency for an application filed previously using the manual process, you will need to submit updated plan documents using the manual process. Once accepted (or abandoned), all subsequent applications will need to be filed online.

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### Why did I receive a PIN letter?

An FDNY Business user requested a PIN in order to access a record. Only Building Owners will receive the PIN letter. The PIN number contained in this letter is needed to access an existing Application on FDNY Business. Building Owners can forward this PIN letter to the applicant to grant

access to the record associated with that PIN number. Note that the PIN can only be used once.

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### **I have an Application/Record outstanding in FDNY Business. How can I access my Application/Record on the new system?**

Select **Using a PIN** to access a record created online in FDNY Business.

**NOTE:** For a legacy record (submitted manually to FDNY / not on FDNY Business), the record can be linked to FDNY Business with the **Using Account ID (FPIMS#)** option.

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### **How do I use the PIN I received to link to my existing Application/Record?**

You will need to use the PIN contained in the email that was sent to you.

Follow the steps contained in your PIN Letter, which are:

1. Open your PIN letter email (this is the PIN letter sent to the Business Owner when **Request a PIN** is approved) 2.

Log in to FDNY Business

3. Click on **Using a PIN** on the bottom of the page
4. Enter “Record Number” and “PIN Number” in the PIN Letter
5. Click to **Submit**
6. The record will now appear in your **My Records** page.

Note: **Using a PIN** can only be done for records created online in FDNY Business. Select **Using Account ID (FPIMS#)** to add legacy records to your account for applications submitted previously using the manual process.

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### **I lost my PIN letter.**

You will need to request a PIN again. See “**How can I obtain a PIN**” in the [User Guide](#) and follow the instructions to request your PIN.

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### **What is the difference between using a PIN and using an FPIMS Account?**

A PIN number is needed to view records created directly on the new FDNY Business system. PIN numbers can be requested by any user, however PIN numbers will be sent only to the Building Owner, who must forward the PIN to the appropriate designee(s) to grant access. Upon receipt of a PIN, designees can use their NYC.ID to log into FDNY Business, and use the PIN to link the record to their account.

An FPIMS account number and premises zip code can be used to link legacy records to your account. Legacy records are records created prior to the launch of FDNY Business.

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# Granting Access to Your Records to Others

## How can I provide access to my applications to a designated user such as a Licensed Professional or Filing Representative?

To grant another user access to your record/application, you must be the authorized/listed account owner (Building Owner).

The Building Owner can share the PIN Letter they receive using **Request a PIN** with their designee, typically a Licensed Professional or Filing Representative (the Applicant). Only one user can be granted access at a time. Once they receive the PIN, the Applicant can log in to FDNY Business, and select the **Using a PIN** option to link the record to their profile. For instructions on how to use your PIN, see “How do I use the PIN I received to link to my existing Application/Record”.

Note: **Using a PIN** is only applicable for the records created online in FDNY Business. Select **Using Account ID (FPIMS#)** to link legacy records submitted through the legacy process.

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

Building Owners or Applicants need a PIN to:

- Change address
- Change name
- Follow the status of applications
- Submit additional documents as part of your application
- Submit an Amendment

After you have linked a record to your account, click the **Home** tab and select “My Records” to view the recently added record.

Note: This option is available to you only if you started the application process on FDNY Business.

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## As a Building Owner can I see the applications submitted for all the buildings I manage?

Yes, you will have read only access and will be able to see all the applications under **My Records** tab in FDNY Business if you are listed as a Building owner contact in all the applications submitted for your buildings.

# 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 required information for each application that you submit.

Prior to submission, you can add multiple records to your shopping cart and make a single payment for total amount of the records added to your shopping cart.

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## What options are there to complete the Comprehensive Fire Safety and Emergency Action Plan (FSEAP) and the Fire Safety and Evacuation Plans (FSP) online?

In addition to keying information when filing an application on FDNY Business, you can complete the PDF Intake Forms, and then upload them using the PDF Intake process to pre-populate your information, streamlining the completion your online application. The PDF intake forms resemble the former manual forms, however PDF Intake forms have been updated with logic to map information entered into the appropriate online fields for you.

PDF intake can be used only for new applications, and for the first amendment filed on the new FDNY Business system, after which all edits must be made online.

Consult the [User Guide](#) for instructions on how to use the PDF Intake Process to streamline online filing of the Comprehensive Fire Safety and Emergency Action Plan and the Fire Safety and Evacuation Plan.

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## Can I use PDF Intake to submit Fire Protection Plans and High Rise Residential (Non-Sequential Floor Numbering) BIC?

No. At this time, PDF Intake is only available for the Comprehensive Fire Safety Emergency Action Plan and the Fire Safety and Evacuation Plan.

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## Why am I getting an error with PDF Intake that the form cannot be read?

In order to use **PDF Intake**, you must use version V.090619-2 of the forms. You can view the version number at the bottom of each form to confirm you are using the correct form. Click [Comprehensive Fire Safety and Emergency Action Plan](#) or [Fire Safety and Evacuation Plan](#), to download the new PDF Intake forms.

### Where can I find instructions on how to use PDF Intake?

Download instructions for PDF Intake using the “Download Instructions” link after selecting **PDF Intake** on FDNY Business.

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

You can select **Search Applications/Requests** under **Home** and enter your record number to view the status or you can locate your record under the “My Records” page.

Below is a list of the most common application statuses:

Status	Description
Payment Pending	Application payment is pending; you need to pay on FDNY Business
Additional Info Requested	FDNY requires additional information for your application
Application In Progress	Your application is under review with FDNY
Revision Required	Revision required for the plan to resubmit the updates
Withdrawn	Withdrawal request has been approved by FDNY
Letter of Deficiency / Amended Letter of Deficiency / Letter of Disapproval / Amended Letter of Disapproval	FDNY has issued a deficiency or disapproval for your application
Letter of Acceptance / Amended Letter of Acceptance / Letter of No Objection / Amended Letter of No Objection / Letter of Approval	FDNY has accepted your application
Abandoned	Application has not been responded to for 180 days from the date of information request or a deficiency. You must refile and pay the new fee if your application has been abandoned
Letter of Acceptance – OLD or OLD / Amended Letter of No Objection - OLD or OLD / Amended	Status assigned to the previous application record (last accepted plan) once a new amended plan is approved.
Special Conditional Acceptance	FDNY has issued Special Conditional Acceptance (e.g. a building is under construction or the building needs temporary approval to obtain a TCO (Temporary Certificate of Occupancy) from the Department of Buildings.

# Supporting Documents and Output Documents

## What is the difference between supporting documents and system-generated (output) documents?

Supporting documents are documents specific to the plan type such as Floor Plan, Riser Diagram, Site Plan etc. which must be uploaded as part of the plan submission. Supporting documents vary by application type and are listed in the **Supporting Documents** page for each plan type and category.

Output documents are the forms (current format) such as Appendix D, Table 1 etc. generated by the system after Application submission and / or when any revisions to the plan are submitted. As an applicant you will enter all data into the web form, after submission, the system will generate all necessary output documents.

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## How can I access/print the system generated output documents?

Output documents are generated by the system after your application is submitted and or when any revisions to an application are submitted. All output documents except for the final version which are generated after acceptance contains a DRAFT watermark.

- On the welcome screen, click the **My Records** link.
  - **My Records** page displays your application plans. Click the Record Number link of the desired record to display details.
  - Click the **Arrow** to the right of **Record Info** to open the menu
  - Click **Supporting Documents**
  - Scroll down and under the Supporting Documents section to see the list of all documents (supporting, output documents, and correspondences) attached to your record
  - Click on the file name and save/download the file to be printed
-

# Submitting Amendments

## What is an Amendment?

An Amendment is a revision to a previously accepted/approved plan application.

For EPPG applications, this may be necessitated by changes in staff assignments, use or occupancy, or changes to the design and arrangement of the premises, but at least annually:

- Change of Premises Address (for the same Building)
- Change of Applicant (Filing Representative/Licensed Professional/Other)
- Change of Building/Business Owner
- Change of Plans
- Change of information/documents which were submitted as part of the last accepted plan \*

\* It is **highly recommended to link the appropriate legacy record** to your account prior to filing an amendment. Refer “Accessing Other Records” in the FDNY Business [User Guide](#) to see how to link the legacy record to FDNY Business.

Amendments to Technology Management applications vary by plan type. Consult the links to your specific application on [FDNY Business](#) for details.

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## When should I file an Amendment vs. filing a Plan for EPPG applications?

Any premises address previously issued a Letter of Acceptance must maintain the plan by filing amendments when required, for example, if there is a change in applicant/consultant, or a change to any other component in an accepted plan as required by Fire Code. Plans are only considered 'new' when filing for the first time.

When filing a plan for a premises which has been issued a Letter of Acceptance, you will receive the following message:

“WARNING: Our records indicate that a previous [plan type] was Accepted for this premises. It is recommended that you submit a [plan type Amendment] for this premises. All required fees must be paid with this submission.”

Plans should be filed only for new premises where not previous plan of that type has been filed.

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### **Do I have to upload all supporting documents again for an Amendment to a legacy application?**

All supporting documents listed under **List of Supporting Documents to be uploaded** (mandatory/optional) must be uploaded when filing an online Amendment for a legacy application.

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# Submitting Withdrawal Requests

## What is a Withdrawal?

A Withdrawal is a request to withdraw your application from FDNY review.

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## How do I file a Withdrawal?

EPPG withdrawal requests can be submitted by [“Withdrawal Request” under “Emergency Planning and Preparedness”].EPPG Withdrawal requests cannot be filed after FDNY has completed application review.

Technology Management Withdrawals including the Fire Alarm Withdrawal requests can be submitted by selecting “Technology Management Withdrawal Request under the “Design and Installation Application” section from the Application catalog. See [How to Submit a Technology Management Withdrawal Request](#) for instructions. Note that Fire Alarm Withdrawal requests will require immediate, online payment of the \$585 fee to submit

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# Payments

## How do I make the payment?

You must now make payments on [FDNY Business](#) to submit your application. See the [Online Payment and Refund Requests](#) guide for detailed instructions.

To make payments for additional invoiced fees after submission use one of the following methods:

**Online** Payment can be made online at [FDNY Business](#) (credit, debit or e-check accepted)

**US Mail (check must contain FDNY Business Record ID)**

NYC Fire Department (FDNY)

Bureau of Fire Prevention

9 MetroTech Center, Attn: Cashier's Unit (1st Floor)

Brooklyn, NY 11201

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## Is there a fee to pay by credit card?

A convenience fee will be applied to all credit card payments. There is no fee for payments made using e-checks.

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## How do I know if my payment has been processed?

Once your payment is processed you will receive an email notification containing your Record ID. The payment confirmation will be sent to the email you entered into the Billing Information section when completing your online payment.

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## How will I know if my fee-exempt claim is approved / rejected?

You will be notified via email. Also you can check your application status on [FDNY Business](#) under "My Records".

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### **Can I request a refund for an overpayment or for a payment I made in error?**

You can request a refund online on FDNY Business by selecting the **Refund Request** option under Initiate Application Request. See [Online Payment and Refund Requests](#) for detailed instructions.

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### **How long will my refund request take?**

Refund requests will be reviewed by FDNY. You will receive a notification advising you of the determination. If approved, please allow up to 60 days for the refund to be posted, as bank processing times may vary.

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## **EPPG Application Status**

### **Why is my EPPG application status "Abandoned Application"?**

As per Section 105.2.3 of the New York City 2014 Fire Code (FC), "An application for a permit or other approval shall be deemed to have been abandoned 180 calendar days after the date of filing, unless such application has been diligently prosecuted". Applications will be set to Abandoned status, if an applicant does not respond to a negative result, "Letter of Deficiency" or "Required Additional Information", within 180 days. Applications in Abandoned status cannot be reinstated, and new filing is required. Once an application has been abandoned, you will need to file a new application and pay any applicable fees to proceed.

### **Why is my EPPG application status "Pending Fees" although I paid when I submitted it?**

As per Section 105.2.3 of the New York City 2014 Fire Code (FC) The application period is 180 days; except that the Commissioner may grant one or more extensions of time for additional periods not exceeding 90 calendar days each if there is reasonable cause. If the application is pending for more than 180-days assigned period, the applicant will be charged a reinstatement fee for an additional period of time, and will be required to pay the additional fees on the account to reinstate it.

# Technical Issues

## I am still having trouble. What should I do?

If you are unable to resolve an error message or need further assistance, call 311 (212-NEW-YORK outside NYC) and ask for “FDNY Business Support” or email [FDNY.BusinessSupport@fdny.nyc.gov](mailto:FDNY.BusinessSupport@fdny.nyc.gov). Help is available from 9 a.m. to 4 p.m. Monday through Friday excluding Holidays.

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