

#### FIRE DEPARTMENT OF THE CITY OF NEW YORK

# **FDNY** Business

FDNY Business User Guide

February 24, 2020

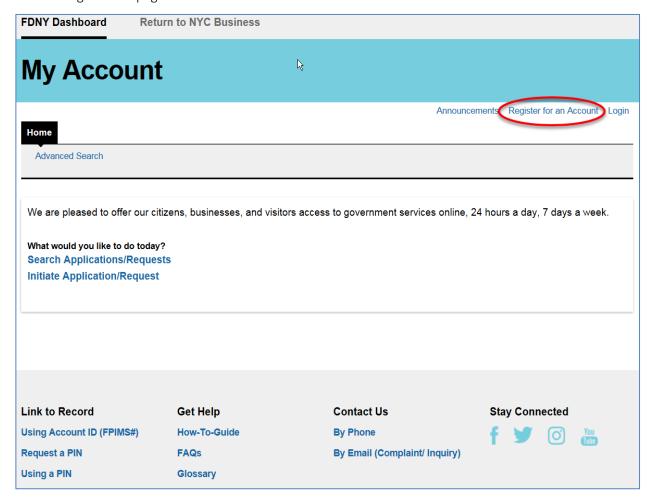
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#### IMPORTANT INFORMATION

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.

#### 1 Accessing and Navigating FDNY Business

In order to use <u>FDNY Business</u> you must have an account on <u>NYC.ID</u>. To register, click the <u>Register for an Account</u> link in the upper right-hand corner of the FDNY Business **My Account** screen. You will be taken to the NYC registration page.



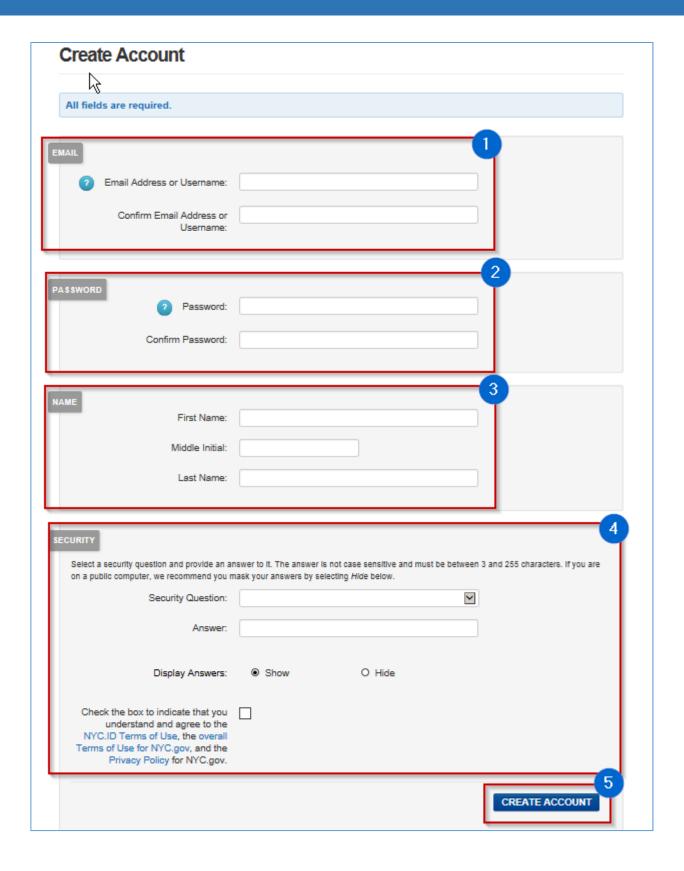
If you already have an NYC ID account, you do not need to create a new NYC ID account to use FDNY Business. The User ID is your e-mail address.

FDNY Business URL: <a href="https://fires.fdnycloud.org/citizenaccess/">https://fires.fdnycloud.org/citizenaccess/</a> NYCID's URL: <a href="https://www1.nyc.gov/account/">https://www1.nyc.gov/account/</a>

#### 1.1 Creating an NYC.ID for login to FDNY Business

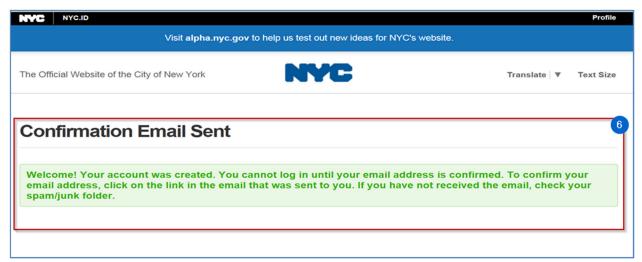
In order to create a new account, the Applicant will need to complete the required fields listed below.

- \*\* Note: Email, Password, Security sections are required. First Name, Last Name, and Middle Initial are optional fields. The applicant will need to complete the profile after logging in to the system.
- 1. Enter and confirm your email address.
  - \*\*\*\* Note: NY City employees cannot register with their work email address. Email addresses cannot contain the following domains: nyc.gov, nypd.org, queensda.org, specnarc.org, brooklynda.org, dfa.state.ny.us, trs.nyc.ny.us, nycers.org, nyccfb.info, ibo.nyc.ny.us, queenscountrypa.com, statenislandusa.com.
- 2. Password: Enter and retype your password to confirm
- 3. Name: Enter your First Name, Middle Initial, and Last Name
- 4. Security: Select 1 security question and provide your answer
  - \*\* Note: This question will be used for automatic password recovery.
- 5. Once you review and agree to the NYC.ID terms of use, check the certification box and click the Create Account button to proceed.

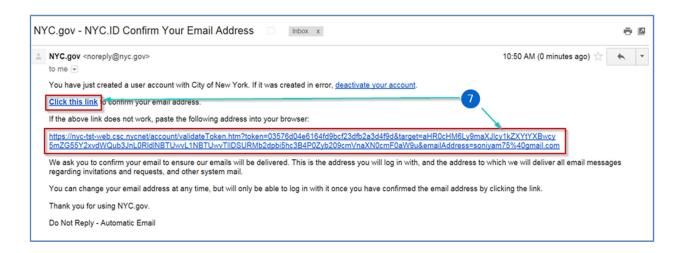


6. You will receive a Confirmation Email Sent notice. Check your email for a message from NYC.GOV.

If you are unable to locate the email, check your Spam/Junk Mail folder.

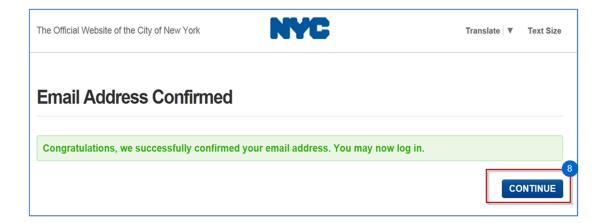


7. You must click the link in the body of the message to authenticate your account.



\*\* Note: If your account is created in error, you can deactivate your account by clicking the link in your email.

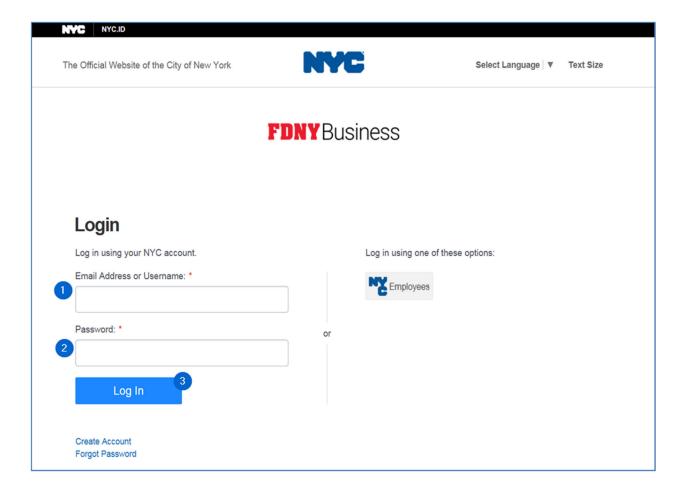
8. You will see an **Email Address** Confirmed notice. Click 'Continue' to return to <u>FDNY Business.</u> Log in using the ID and password you have created.



#### 1.2 Log into FDNY Business

- 1. Enter the Email Address you used when you created your new NYCID account.
- 2. Enter the Password you created for your new NYCID account.
- 3. Click Log IN.

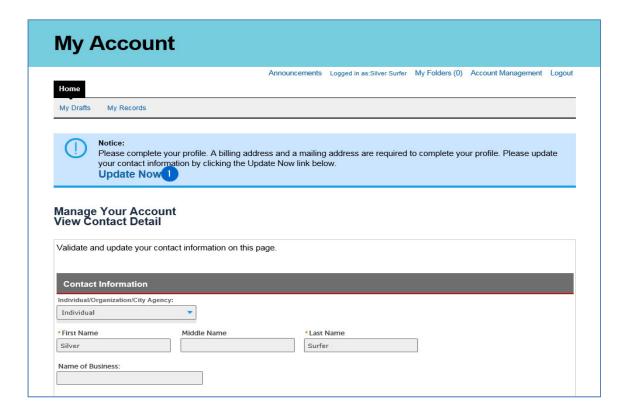
New users will be taken to the **Contact Details** page to complete the registration, while current users will be taken to the Dashboard on the Home page.



#### After logging into FDNY Business

For new users, the **Manage Your Account View Contact Detail** page opens. The fields displayed are in "read-only" mode. To edit these fields, you will be asked to complete your profile:

1. Click on the **Update Now** link. The **Select Contact Type** window pops up.

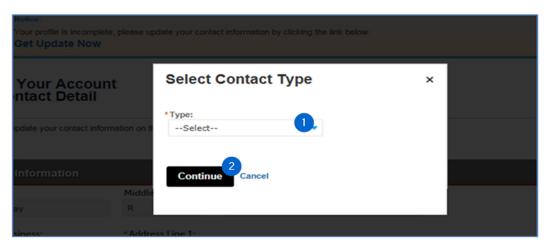


1. Select the type of contact from the **Type** drop-down.

Example of Contact Types:

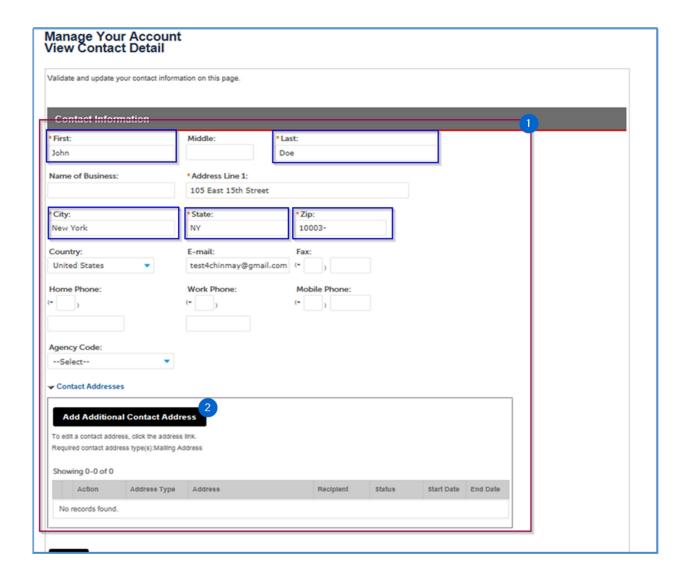
- Building Owner
- Business Owner
- Applicant
- Filing Representative / Expeditor etc.

#### 2. Click Continue



The **Select Contact Type** window closes returning to the Contact Detail page. All the fields under the Contact Information section are now editable.

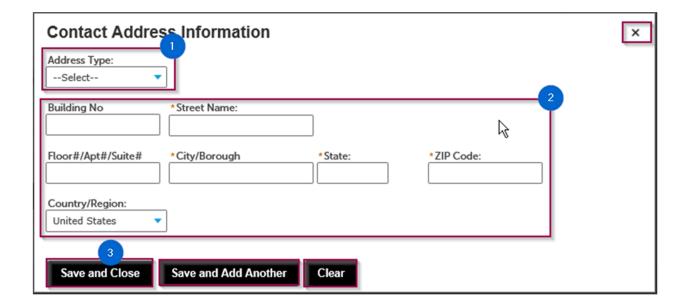
- 1. Enter all (\*) required fields under the **Contact Information** section.
- 2. Click the **Add Additional Contact Address** button. A new window opens for the Contact Address Information.



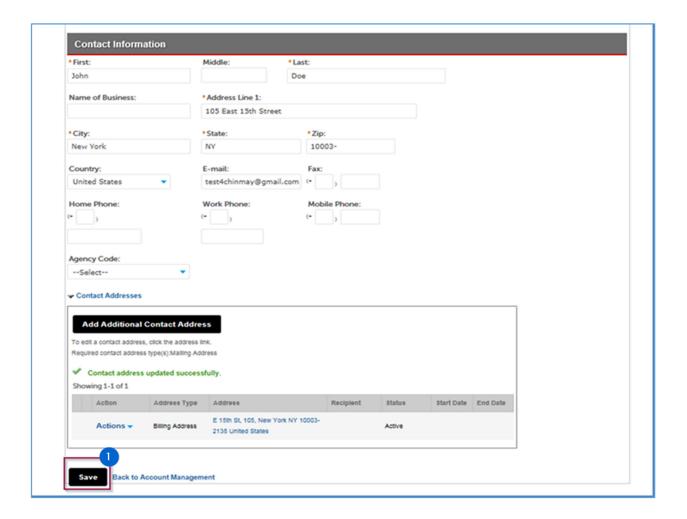
- 1. Select an Address Type. Two types of Addresses:
  - Billing Address
  - Mailing Address
- 2. Provide all (\*) required fields.
- 3. If you will like to add another address, go to step 9, else to add and save this address, Click **Save and Close**.

#### \*\*Note:

- To enter a second address, click **Save and Add Another** and follow the same steps from Step #1- #3.
- Use the **Clear** button to clear all your data fields.
- To close the window, click the  $\mathbf{x}$  in top right corner of the window.



1. The **Contact Information** page displays all the updates to the Contact Information section and the new address added. Click **Save** to update your information.



#### Account Management

FDNY Business offers a registration process for customers conducting business with FDNY. The registration process involves collecting information to help identify users to FDNY. Registration creates your user account also known as a 'User Profile'. A public user is any user that accesses FDNY Business, including licensed professionals, contractors, citizens, agency employees, or business owners.

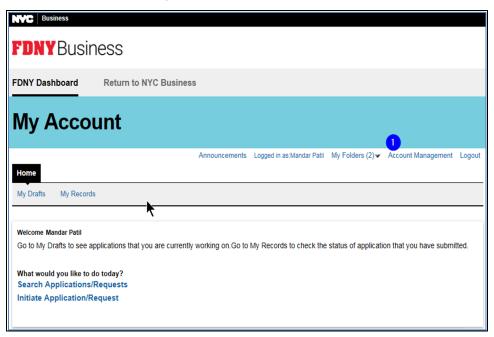
Public users can manage their respective Profiles online via the Account Management page. They can access this page by clicking the **Account Management** link from the Welcome registered page and edit their personal information as required.

#### **Update Profile**

Once the profile is created during the registration process, registered users can access a variety of services provided by FDNY. Since the profile is established to identify a specific user (anyone conducting business with FDNY), this information must be kept up-to-date. The Applicant can use these profile details (such as the contact information and saved documents) when submitting applications to FDNY.

In order to complete your profile:

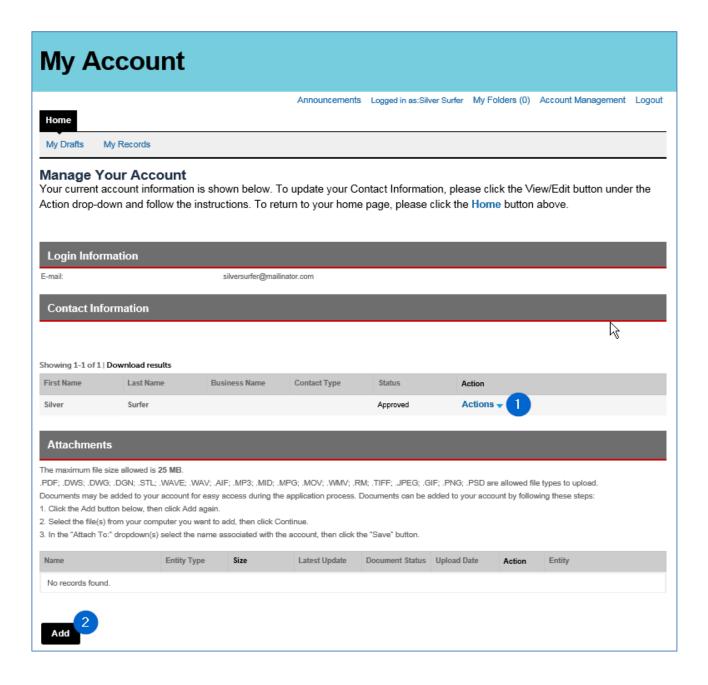
1. Click on **Account Management** at the top of the screen



The Manage Your Account page is displayed.

To create / update your profile:

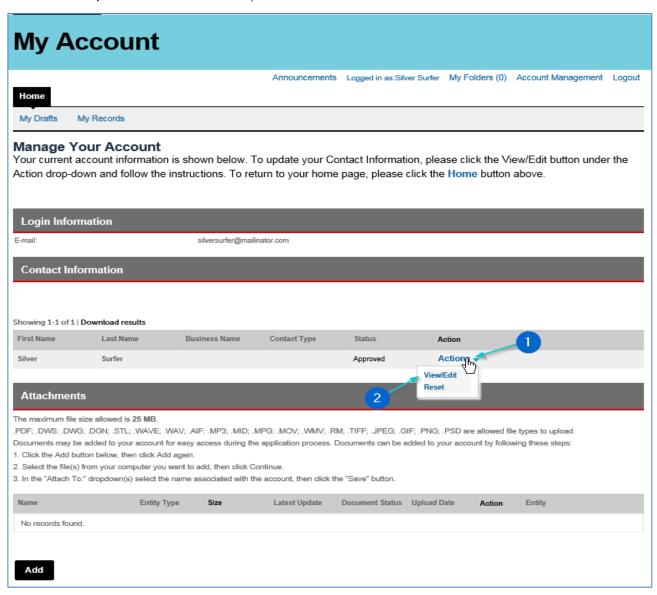
- 1. **Contact Information**: Click on **Actions** to update Contact information.
- 2. Attachments: Click on Add to add documents.



#### View and update a Contact

In order to update the Contact Information, follow these steps:

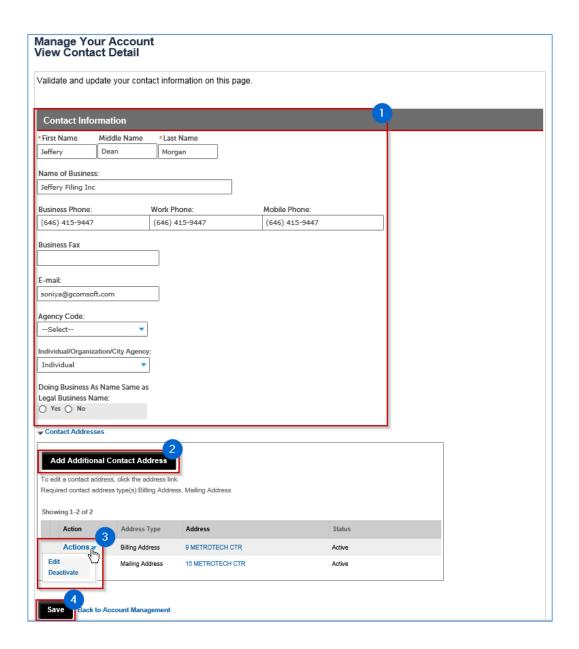
- 1. Click Actions under the "Contact Information" section.
- 2. Select View/Edit from the Actions drop down list.



TIP: The Reset button resets the contact with your original contact registration information

After clicking **View/Edit**, the system will redirect you to the page where you can update the contact information:

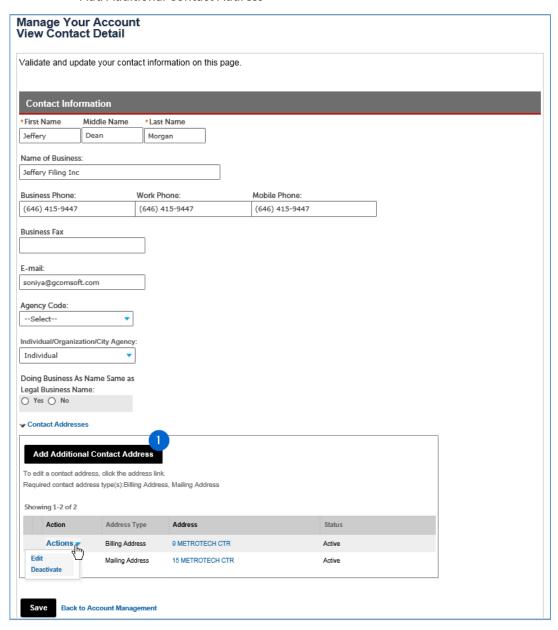
- 1. You can update all the fields under the **Contact Information** section.
- To add a new address, click the Add Additional Contact Address button.
- 3. You can edit or deactivate an address by selecting **Edit** or the **Deactivate** option under the Actions drop-down
- 4. Click Save.



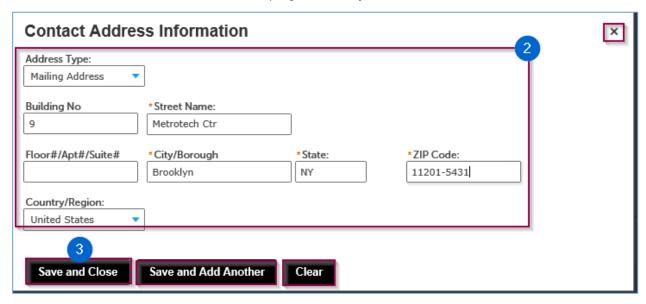
#### To add an additional contact address

Follow the below steps to add a new Billing or Mailing address:

1. Click on Add Additional Contact Address button



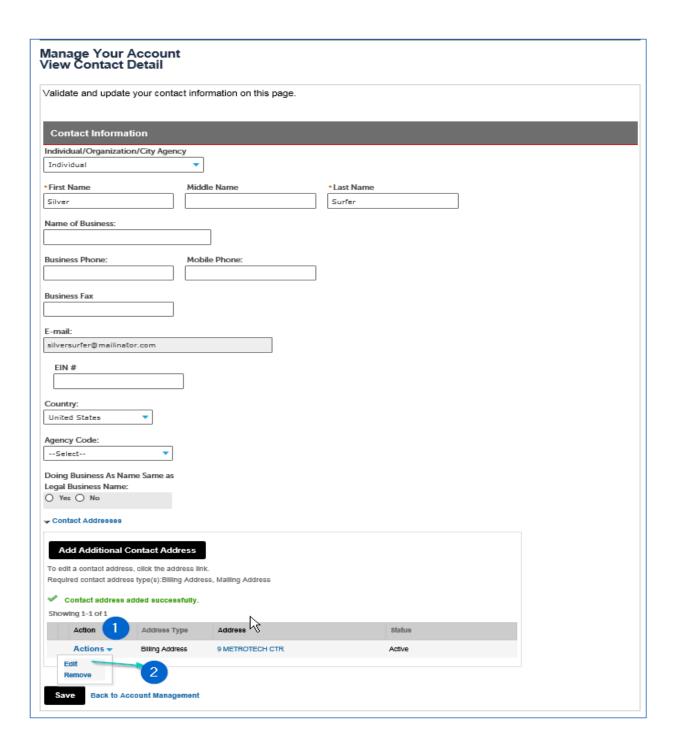
- 2. Enter the Address for the specific address type. Only one of each address type (one Billing Address and one Mailing address) are allowed to be added to the profile.
- 3. To save information, click Save and Close.
  - \*\*Notes:
  - To add another address, click Save and Add Another
  - To close the window, click the x in the top right corner of the window.



#### To edit an address on the Contact Detail page

After adding the contact address, follow these steps to edit the address:

- 1. Open the Actions drop-down list.
- 2. Click Edit.



After clicking Edit, the Contact Address Information window opens. Edit any field as needed.

All (\*) required fields must be provided

- 3. Edit fields.
- 4. To save your information, click Save and Close.

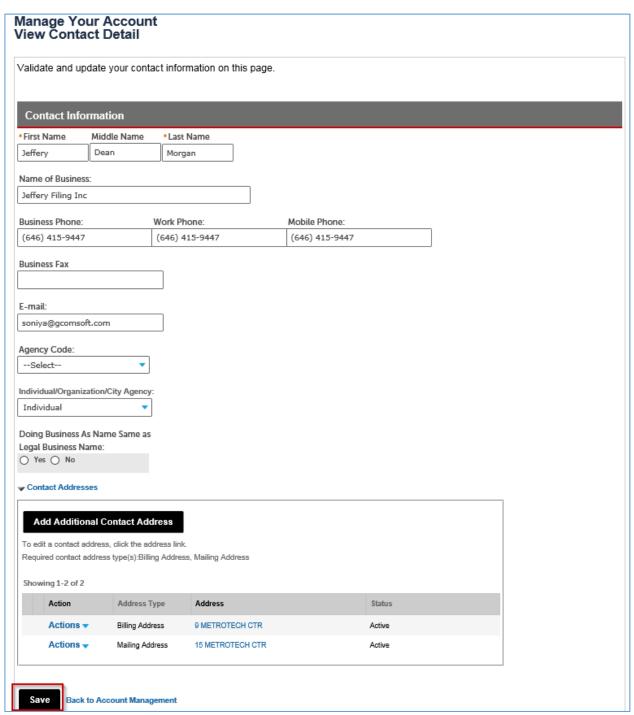
#### \*\*Notes:

- To add another address, click Save and Add Another
- To close the window, either click **Cancel** or click on the x in the top right corner of the window.



The changes will be reflected on the address list. Click **Save**. You must click **Save** in order for the changes to take effect.

1.

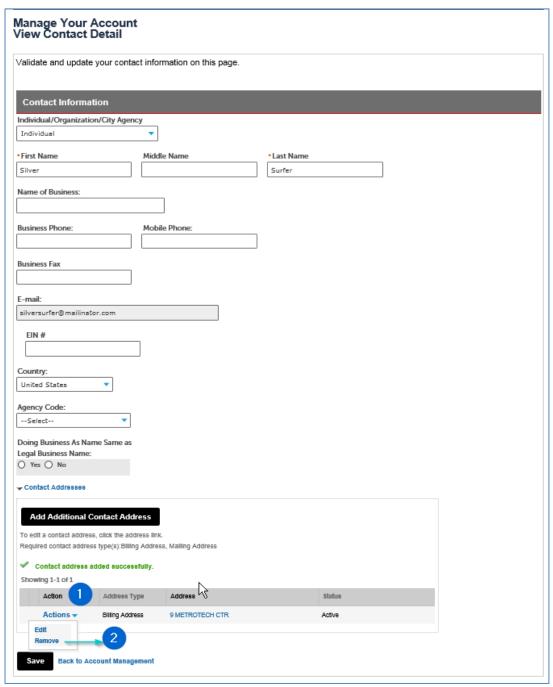


TIP: If you do not want to save the changes, click on the **Back to Account Management** link at the bottom of the page

#### To remove a Contact Address

To remove the added address, follow the below steps;

- 1. Open the **Actions** drop-down list.
- 2. Click Remove.



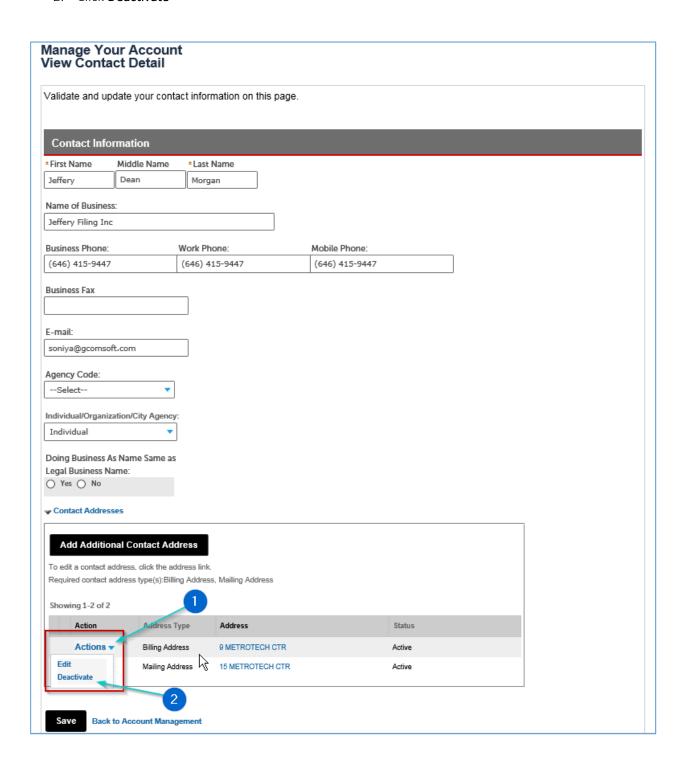
\*\*Note:
You must
click save
in order for
the
changes to
be in

effect.

#### To deactivate a Contact Address

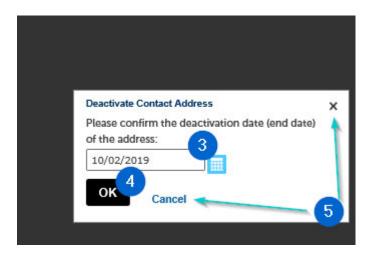
Follow the steps to deactivate a contact address:

- 1. Click Actions
- 2. Click Deactivate

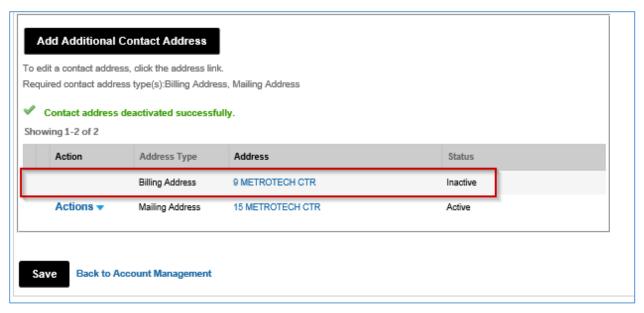


The system will open the "Deactivate Contact Address" where you can select the date on which the address should be deactivated from/by.

- 3. Click on the Calendar icon to select the deactivation date.
- 4. Click **OK** to deactivate the address.
- 5. To close the window and cancel the action, click **Cance**l or click **x** icon on top right corner of the window.



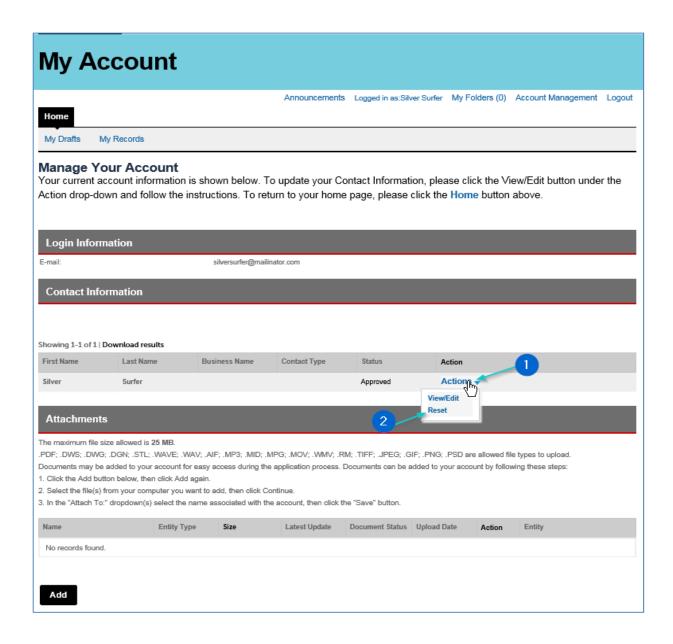
The system will show the status as "Inactive" and there will be no Actions link. If you have deactivated the contact's address in error, you must add the same contact by clicking the **Add Additional Contact Address** button.



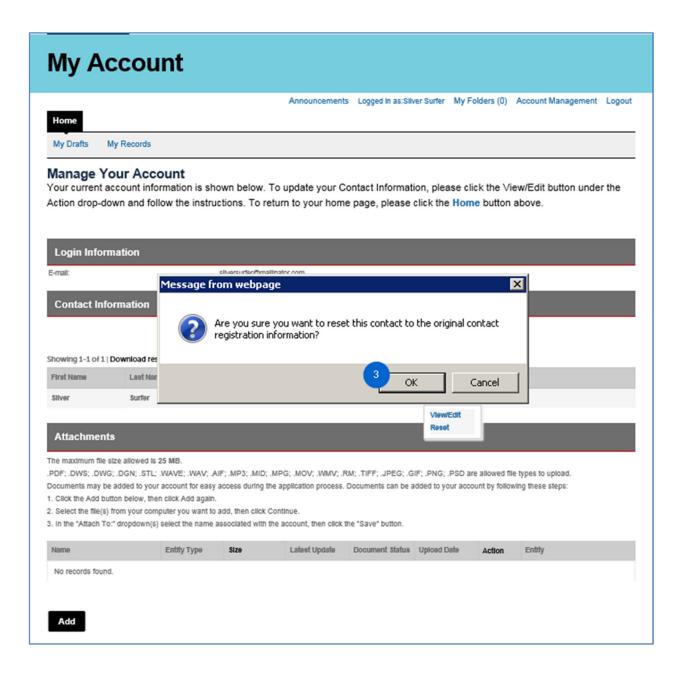
#### Reset a Contact

The **Reset** button resets the current contact information to the original information (provided during registration.)

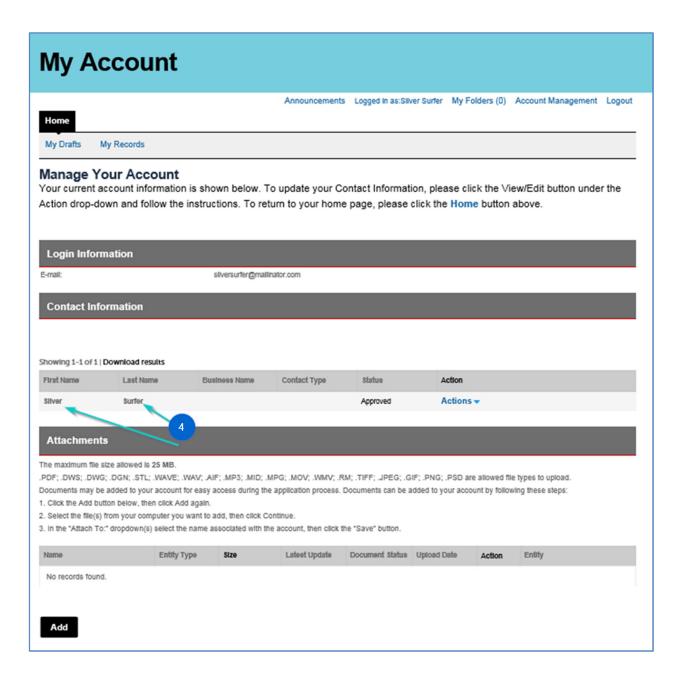
- 1. Click on **Actions** in the "Contact Information" section.
- 2. Select **Reset** from the **Actions** drop down list.



- 3. Click **Ok** to reset the contact information
  - \*\*Note: If you do not want to reset the contact information, click **Cancel**



4. The contact information is now reset (if **OK** was clicked) to the original contact information entered during NYC ID's registration. In this case the **First Name** and **Last Name** have reverted to the names entered during registration.



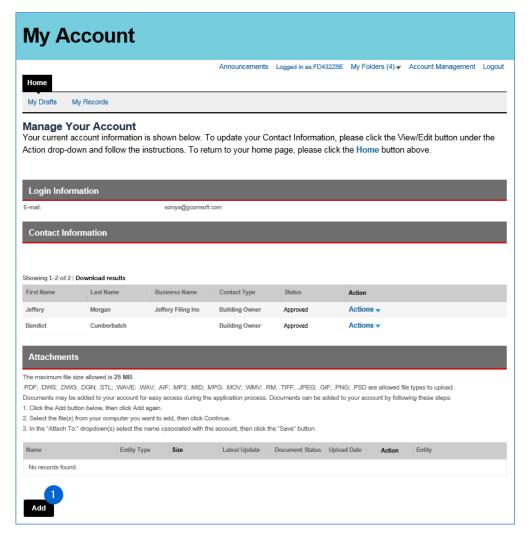
#### Add Documents to Profile

Frequently used documents of various file types can be stored within a user's profile. If you upload documents into your profile, these associated documents can be used while submitting application(s) to FDNY.

\*\*Note: If you do not upload any documents to your profile, you will be able to add them during the online application process (prior to final submission.) Note: Documents added to an application cannot be reused and will need to be uploaded again. It is recommended to save commonly used documents to your profile.

To upload documents to profile:

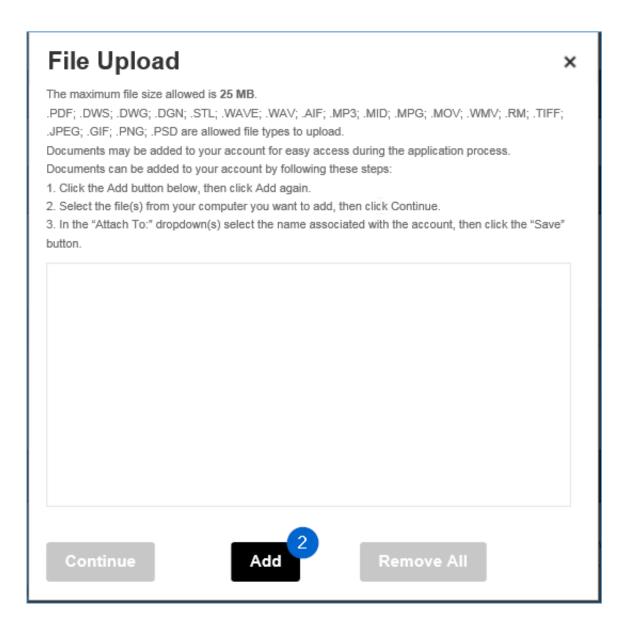
#### 1. Click Add



<sup>\*\*</sup>Note: Example of frequently submitted documents; Driving Licensed, Affidavit Letter, Proof of
Occupancy etc.

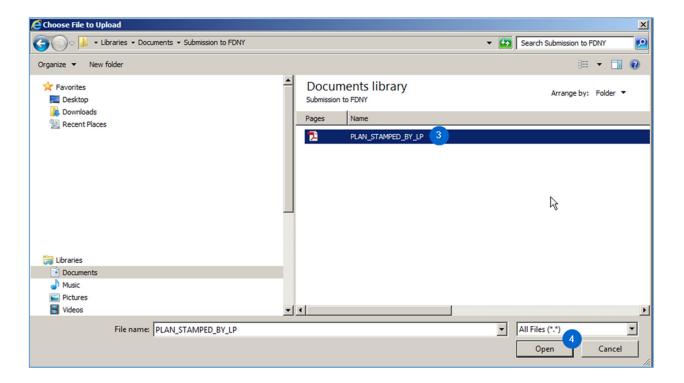
The File Upload window will be displayed. On the File Upload window, you can click the **Add** button to select and add the file(s) you will like to add/upload.

2. Click Add.



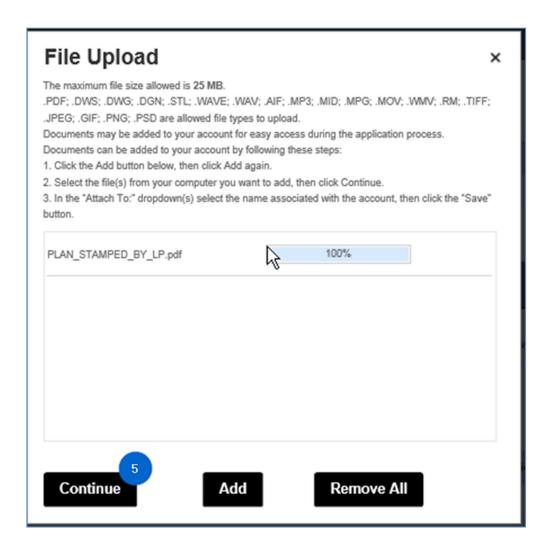
Once a document is selected, the document name will be displayed in the File name field.

- 3. Browse and select the document(s) from your computer.
- 4. Click Open.



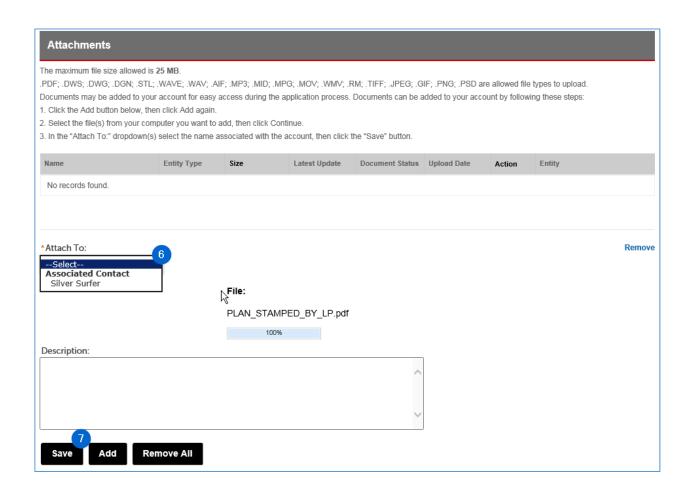
<sup>\*\*</sup>Note: The size of a **single** file must not exceed 25MB.

5. Click Continue to upload the document



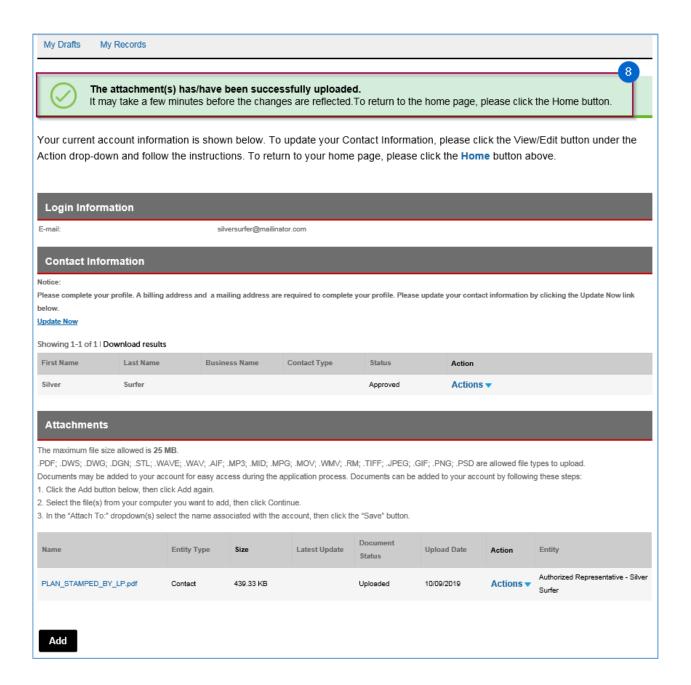
Each attachment must be associated to the contact

- 6. Select the Contact from **Attach To** drop-down.
- 7. Click Save.



\*\* Note: Click **Add** to add a new document and **Remove All** to remove all uploaded documents. If you want to remove a single document, click the '**Remove**' link on the right side of the document.

8. The attachment confirmation message displays at the top of the screen. Once you refresh the page, you will be able to see all uploaded document under the 'Attachments' section.



<sup>\*\*</sup> Note: After a document is uploaded, you can remove/delete the document from the 'Action' link under the Action column.

#### 2 How to view record details on FDNY Business Portal

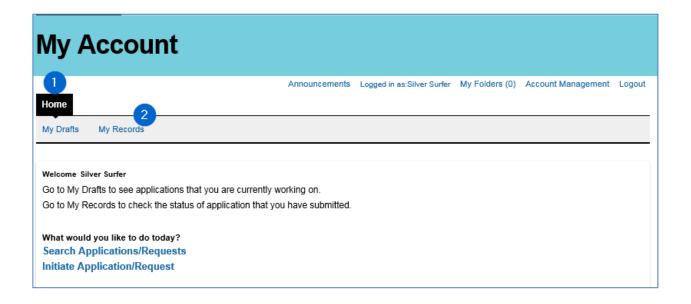
A record is an online transaction between a customer/applicant and FDNY Business. Each record is identified by a unique Record ID (similar to an FPIMS account number.) This section explains how a user can access their records and record-related information.

\*\* Note: The terms "applications" and "records" will be used interchangeably.

#### 2.1 My Records

All completed and partially completed applications/records will be listed in the My Records section.

- 1. Click on Home.
- 2. Click on My Records.

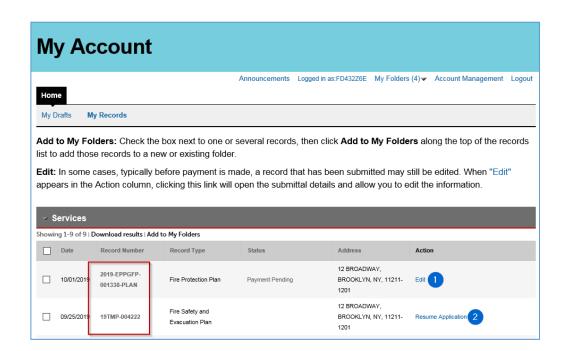


TIP: Click on My Drafts to see all partially completed applications.

All of your records including partially completed records/applications will be displayed under 'My Records'. Records/applications that are saved prior to submitting to FDNY will be stored on your 'My Records' dashboard. Draft records can be identified by their Record Number. These records will have a record number such as "19TMP-002369" and are located under both the **My Records** and the **Drafts** dashboards. If a record was partially created or is in editable mode, the record number will be listed in grey text.

\*\* Note: A temporary/draft record is editable. A record that has already been submitted is editable in only the following statuses: Payment Pending, Fee Exemption Pending Approval, Additional Information Requested, Letter of Deficiency, Amended Letter of Deficiency, Letter of Disapproval, Amended Letter of Disapproval and Special Conditional Acceptance.

- 1. If a record is submitted and is in editable mode (see statuses above), click **Edit** to access, update and submit the updated information.
- 2. If a record is partially created, click the 'Resume Application' link in order to complete and submit the application.

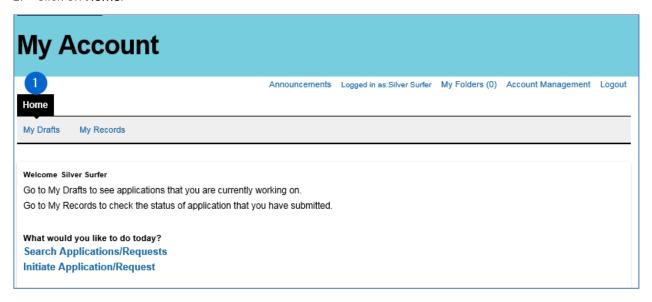


TIP: The Status column displays the current state (status) of each record

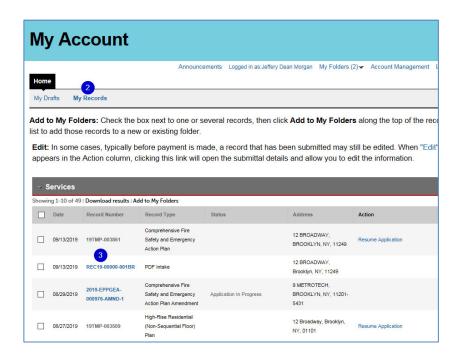
#### 2.2 Record Detail Page

All submitted data specific to a record will be listed under the "Record Detail Page".

1. Click on Home.

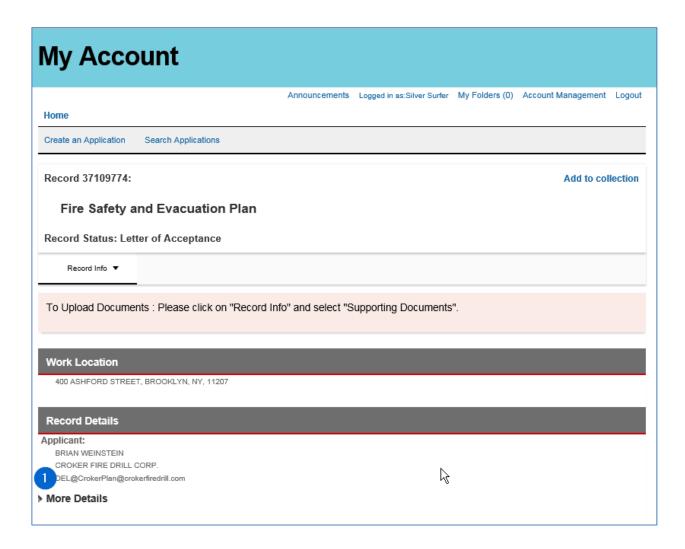


- Click on My Records.
- 3. Click on the Record Number.



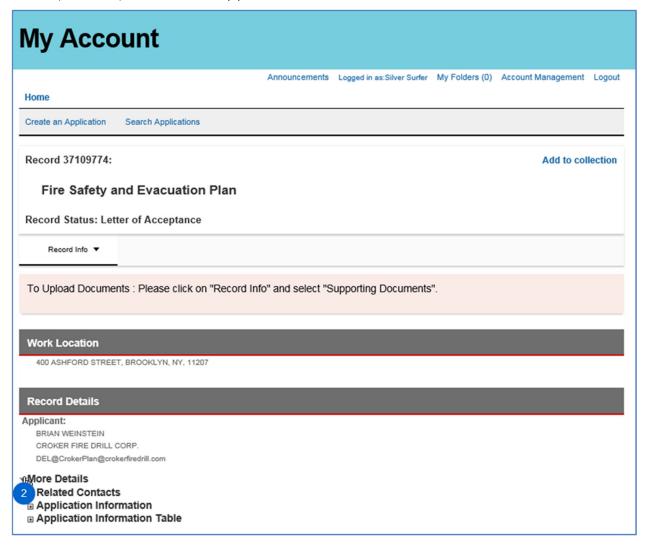
The Record Details page displays a summary of the information that was submitted.

1. Click on the arrow next to **More Details** to view the application's details. A menu with more details opens.



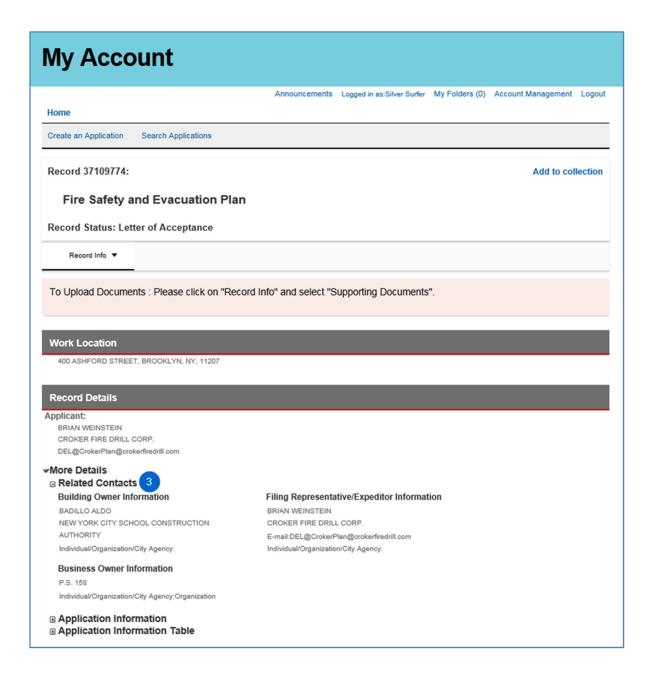
TIP: You can also access Record Details by clicking on the Record Info and selecting Record Details

2. Click any of the expandable buttons (+) below More Details.



TIP: Click on the + – icon in order to expand/collapse the information details

3. Details for the selected section are displayed.



### 2.3 How to search for your Records/Applications

Records on your dashboard (My Records):

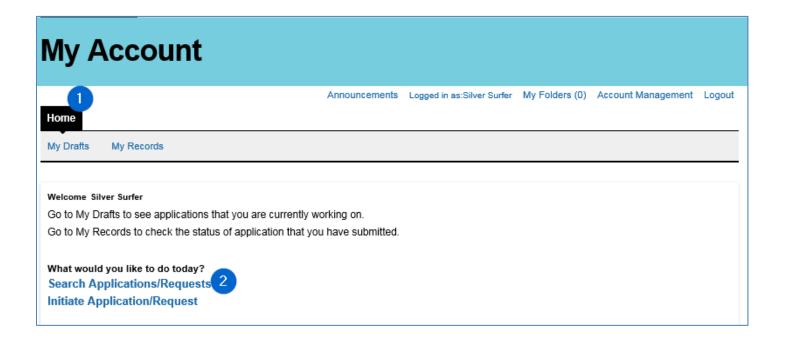
\*\* Note: Only the records listed on your dashboard are searchable. The system will not return results for records that you do not have access to.

FDNY Business provides the below search capabilities:

- General Search
- Search by Address
- Search by License Professional Information
- Search by Record Information

#### Initiate Search

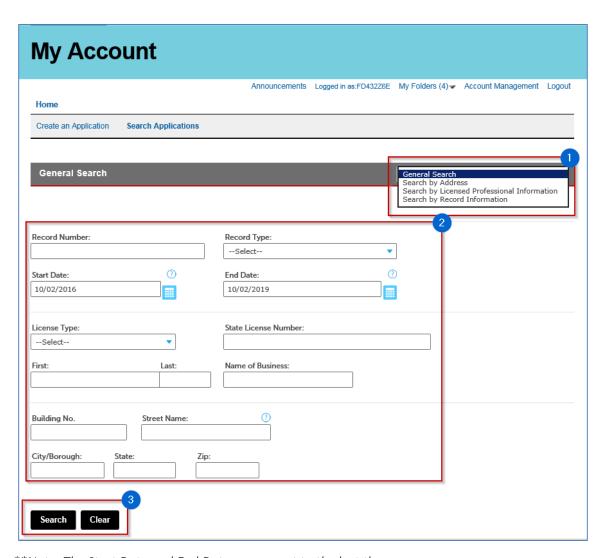
- 1. Click on Home
- 2. Click on Search Applications/Requests. System will open search page.



#### **General Search**

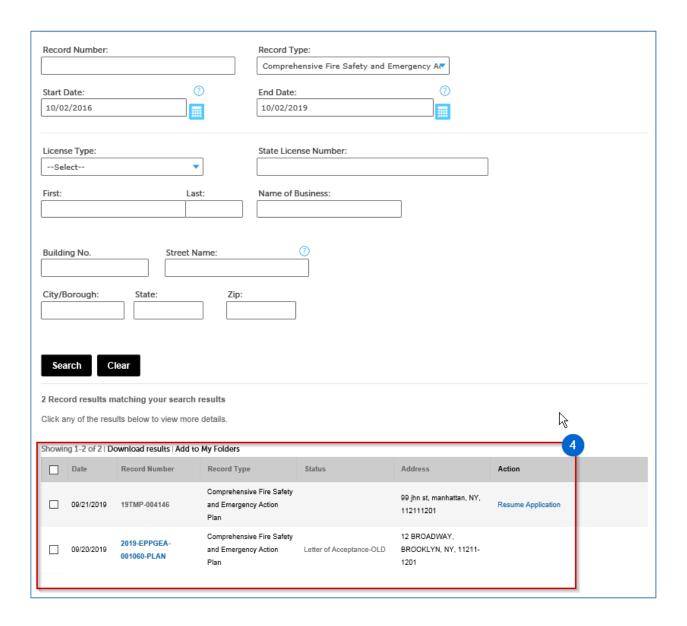
**General Search** is a comprehensive search that allows you to search applications/requests using **Record Information** such as "Record Number" or "Record Type", using **Licensed Professional Information** such as License Number, Name etc., and/or using **Premises Address** such as Building Number, Street Name etc.

- 1. You can select this type of search by selecting "General Search" from the search menu
- 2. Enter the Search Criteria (e.g. Record Number, State License Number, First Name, Last Name, etc.)
- 3. Click the **Search** button to search for the record(s) based on the entered criteria(s) or click the **Clear** button to reset the page.



<sup>\*\*</sup>Note: The Start Date and End Date are pre-set to the last three years

4. The system will display records matching the criteria at the bottom of the page under "Search results.

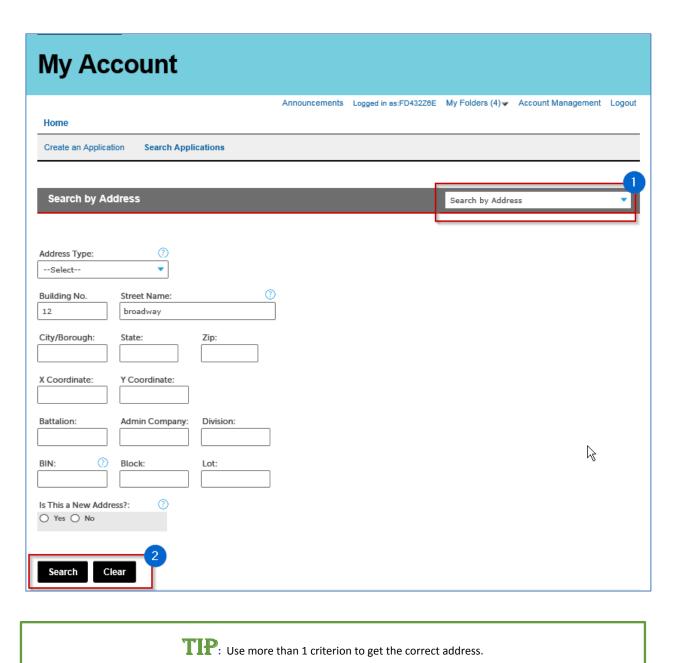


TIP: Use the Clear button to clear any previous search criteria. The Start and End Date need to be reset manually

### Search by Address

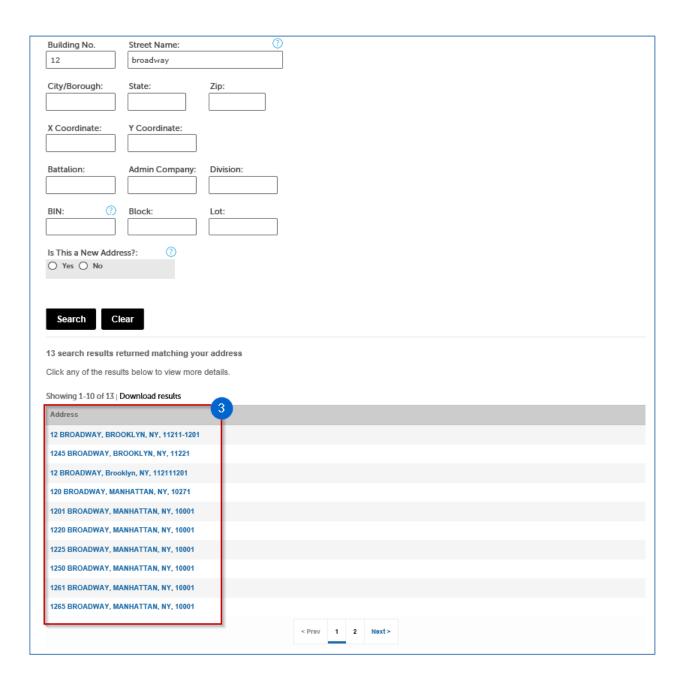
This type of search can be used if you will like to search by Premises Address-related information.

- 1. Select the "Search by Address" from the drop-down list and enter the necessary criteria(s)
- 2. Click the **Search** button to search for record(s) or click **Clear** to clear search criteria. When the search button is clicked, the System will return the list of addresses that match the provided criteria

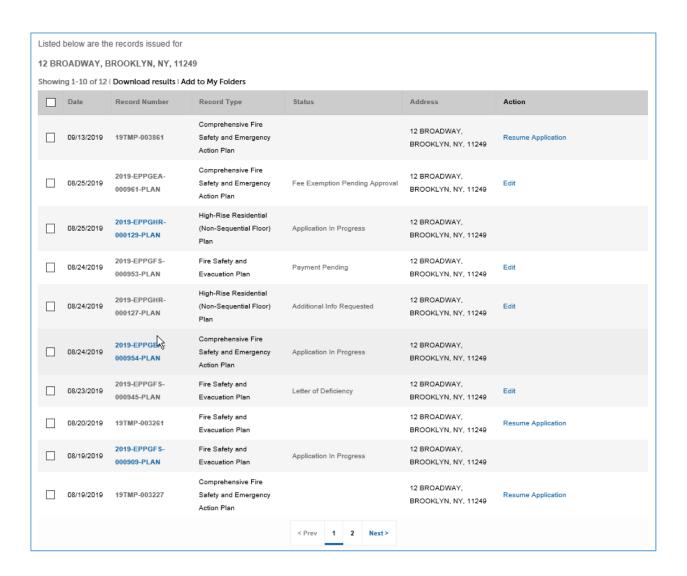


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3. All the addresses matching the criteria given will be displayed at the bottom of the page under "Search results returned matching your address."



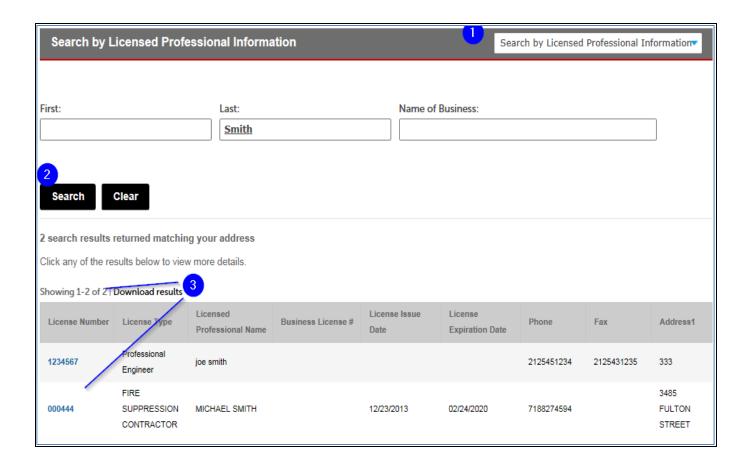
All the records belonging to this address will be displayed where you are listed as the Applicant or Building Owner on the record, and the record exists under your "My Records" page.



<sup>\*\*</sup> Note: Based on the application's status, you may have the option to Edit or Resume Application

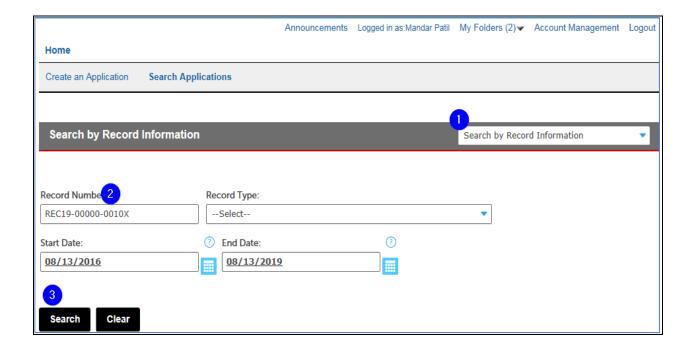
### Search by Licensed Professional

- 1. Select the **Search by License Professional Information** from the drop-down list and provide your search criteria.
- 2. Click Search.
- 3. The System will return the list of license professionals matching the provided search term(s).



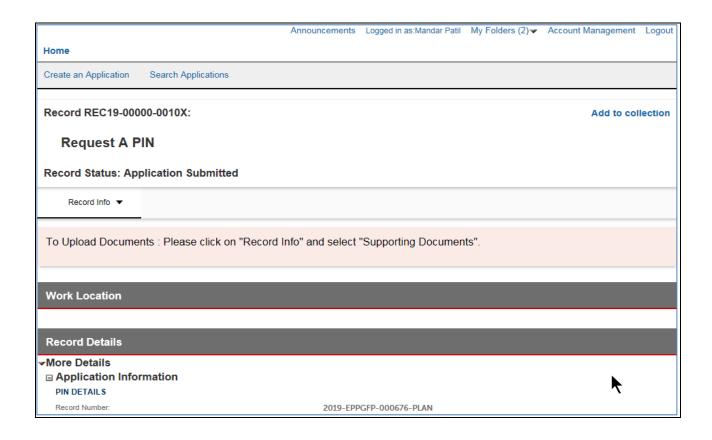
### Search by Record Information

- 1. Select the **Search by Record Information** from the drop-down list and provide your search term(s).
- 2. Enter a Record Number.
- 3. Click **Search**. If the record is listed under your "My Records" page and, then the System will take you to the Record Details of the specific record.



TIP: You can also search by Record Type and the system will return the list of records matching the selected record type as illustrated on the General Search.

The "Record Details" page is displayed.



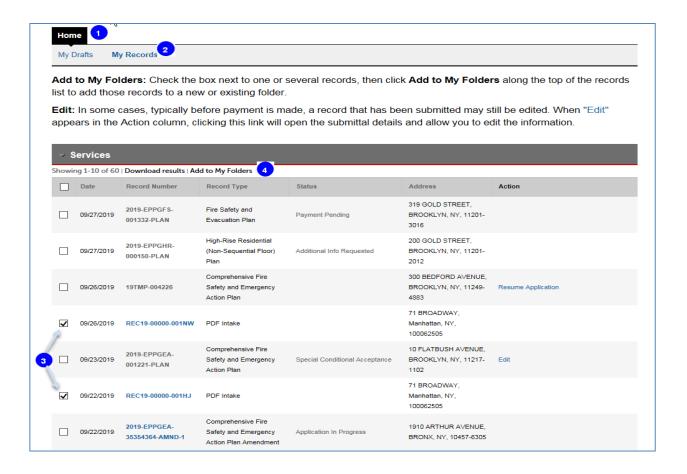
**TIP:** You can also search for any word or string using '%' before and after the search string

#### 2.4 How to Create My Folders

My Folders gives you some flexibility with organizing your records. If you have several records listed under "My Records," you can group common records into individual folders. For example, you may create a folder for each plan type, client, address, etc. My Folders can be used similarly to the way you organize Folders/Files on your computer.

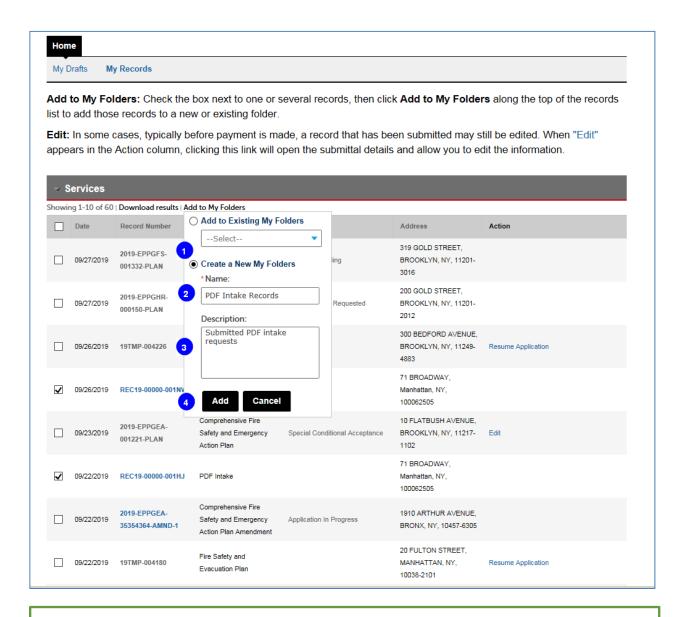
\*\*Note: Records added to My Folders will not be removed from My Records.

- 1. Click Home
- 2. Click My Records
- 3. Select the record(s) you want to add to My Folders by selecting the individual check checkbox(s)
- 4. Click Add to My Folders



The "Add to My Folders" window will be displayed

- 1. Select Create a New My Folders
- 2. Enter a Name for the folder
- 3. Provide a **Description** (optional)
- 4. Click Add
- \*\*Note: In the example below a New Folder for the selected "PDF Intake Records" will be created

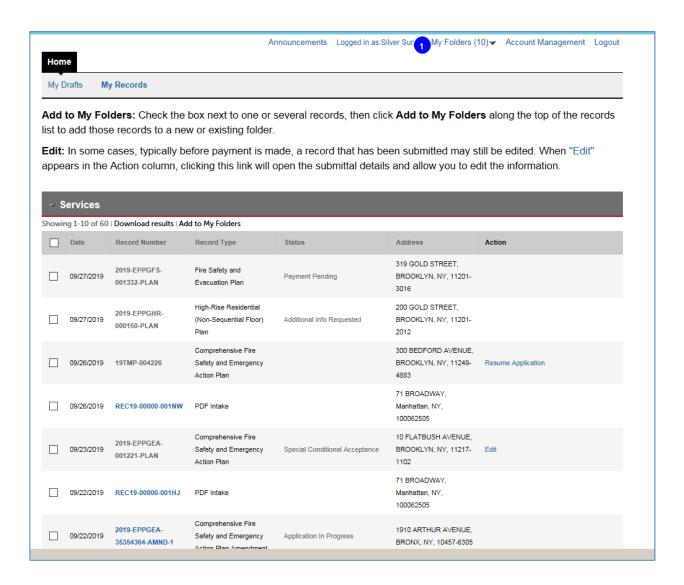


TIP: You can add a record to an existing Folder by selecting Add to Existing My Folders.

To view the new Folder created:

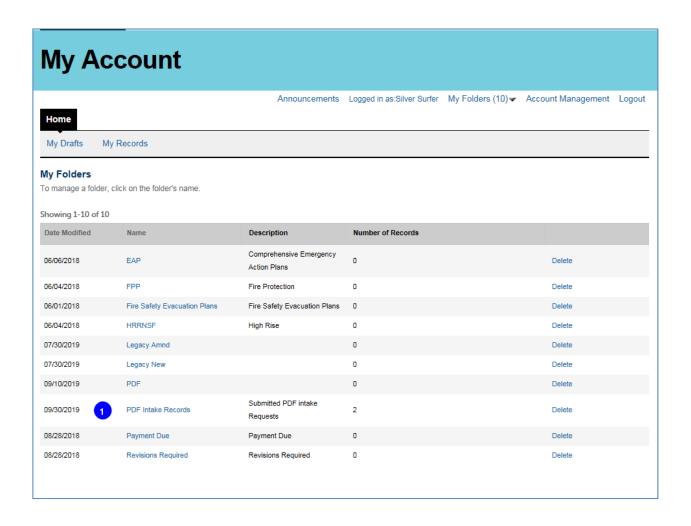
1. Click the My Folders link

\*\*Note: The number adjacent to My Folders (#) represents the number of folders you have created.



The My Folders page is displayed. This is where you will be able to view and manage all of your folders.

1. Click the Name (link) of the folder that you have created (PDF Intake records in the example below).

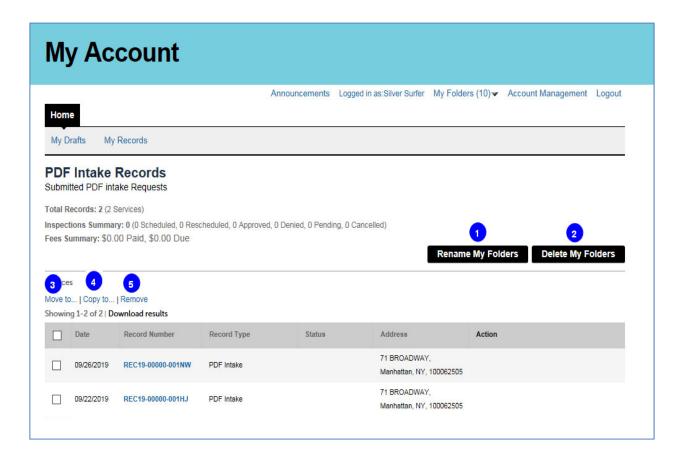


TIP: You can delete a folder by clicking the Delete link towards the right of the specific folder

The Folder will open and will display the records contained within.

Inside the selected Folder you can perform specific functions:

- 1. Change the name of the Folder by clicking the Rename My Folders button.
- 2. Delete the Folder by clicking the **Delete My Folders** button.
- 3. Move records from this Folder into a different Folder by clicking the Move to... link.
- 4. Copy records from this Folder by clicking the **Copy to...** link.
- 5. Remove records from this Folder by clicking the **Remove** link.



#### 2.5 Linking your Records online

This feature allows you to link legacy and new records to your FDNY Business Dashboard.

**Legacy Records**: Legacy records are the applications/records submitted prior to 10/3/2019. These records will be associated with an FPIMS account number.

**New Records**: New records are the applications/records submitted online in FDNY Business. If a record is created by Applicant A, and you, as a New Applicant, would like to access the record created by the previous applicant (Applicant A), either you or the Building Owner must <u>request a PIN</u> from FDNY. When a PIN is requested, this request is reviewed by FDNY. If the request is approved, the PIN will be sent to the Building Owner on record. For more details on <u>PIN request</u>, see the sections below.

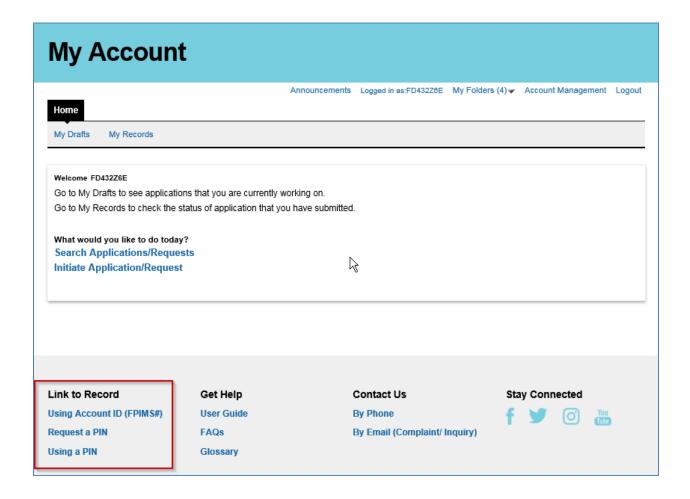
#### Initiate a Link to Records

Pre-requisite: You must be logged into the FDNY Business. You can initiate a link either through the choices under **Link to Record** at the bottom of the FDNY Business page, or via the **Service Catalog**.

#### Record Linking from the Link to Records option

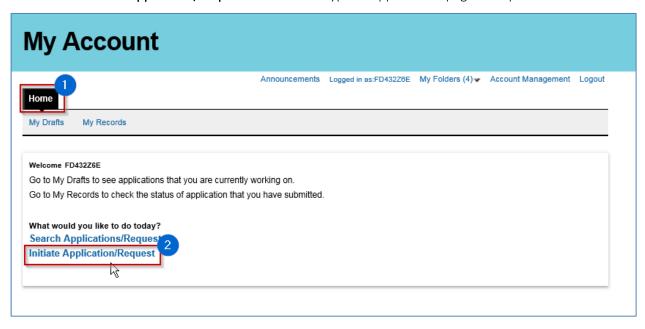
At the bottom of the page, there are three methods of linking a record under "Link to Record"

- To link your legacy records, which are records you submitted prior to 10/15/2019, select Using Account ID (
   FPIMS#)
- To request a PIN, select Request a PIN
- After receiving the PIN, select **Using a PIN** to link the record to your Dashboard



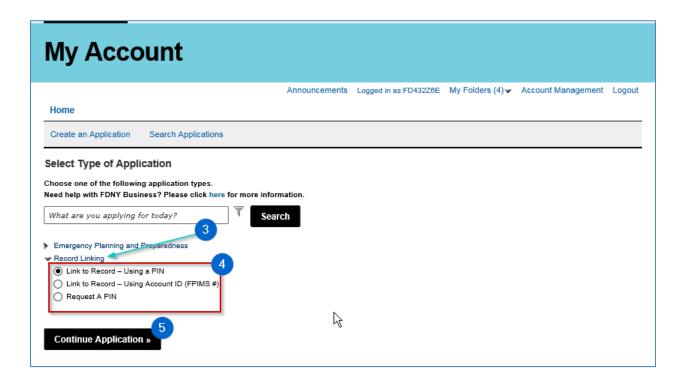
### Record Linking from the Service Catalog

- 1. Click Home.
- 2. Click Initiate Application/Request. The "Select Type of Application" page will open.



From the "Select Type of Application" page:

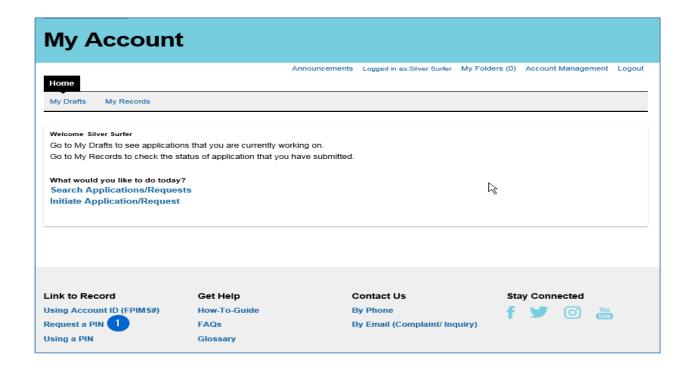
- 3. From this page, click Record Linking
- 4. Select an option from the list. Only one record can be selected at this time.
  - To link an old/legacy record, select Link to Record Using Account ID (FPIMS#)
  - To request a PIN, select Link to Record Request a PIN
  - After receiving the PIN, select Link to Record Using a PIN to link the record to your dashboard
- 5. Click Continue Application.



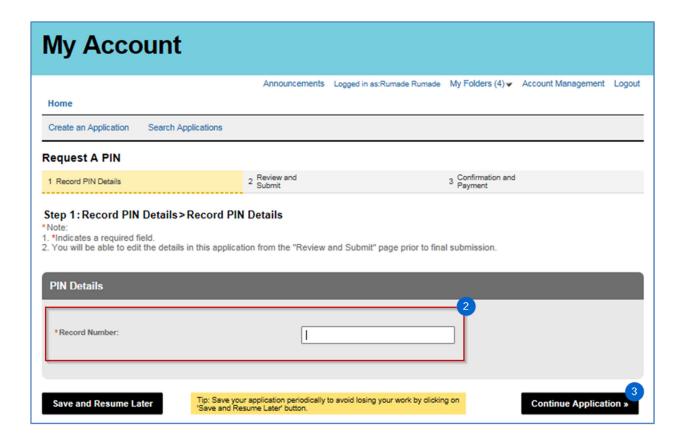
### Requesting a PIN

A PIN is used to link records created directly in FDNY Business on or after 10/15/2019.

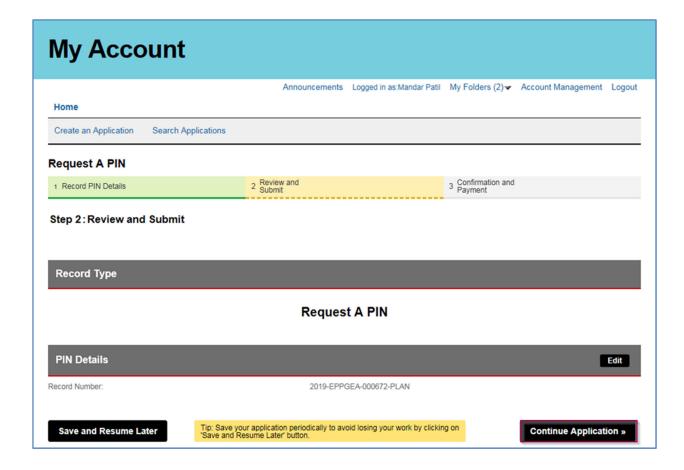
- 1. Click the Request a PIN link at the bottom of the page.
  - \*\*Note: You can request for PIN from service catalog as well.



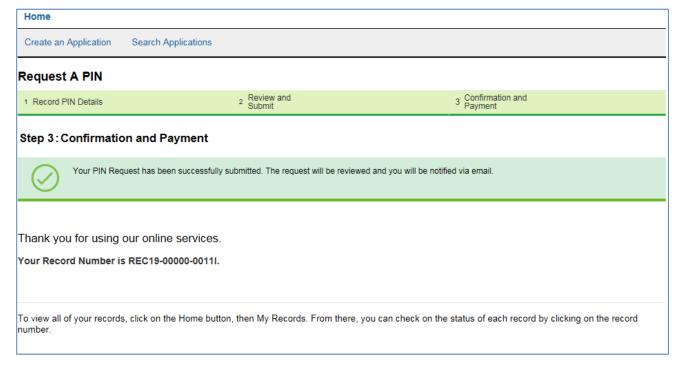
- 2. Enter the Record Number.
- 3. Click Continue Application.



Review the provided record ID and click the Continue Application button



The Request a PIN confirmation page is displayed.

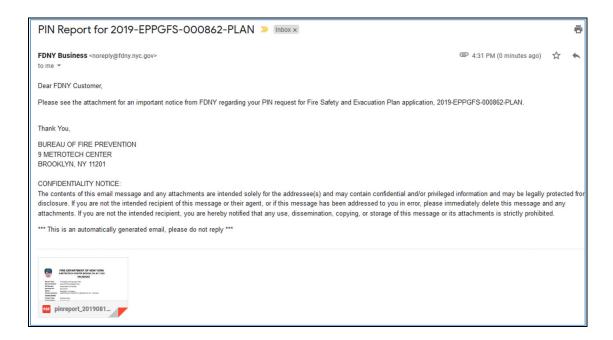


The request is submitted to FDNY for review.

- \*\* Note:
- 1. Payment is not required for PIN requests.
- 2. FDNY will only provide the PIN letter to the Building Owner on record. FDNY may require additional information from the Building Owner before providing the PIN.

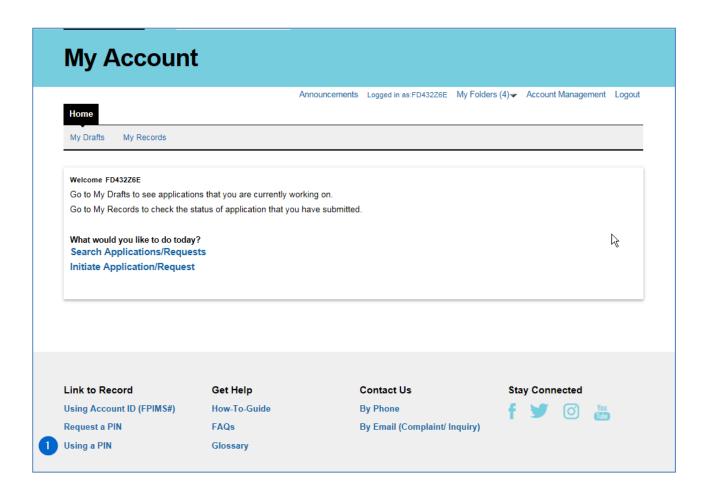
#### Using a PIN

Once FDNY sends the PIN letter to the building owner, the building owner can open the email and use the PIN provided in the report. The building owner may provide the PIN to the Applicant (e.g. Filing Representative, License Professional) who will submit an application on their behalf.



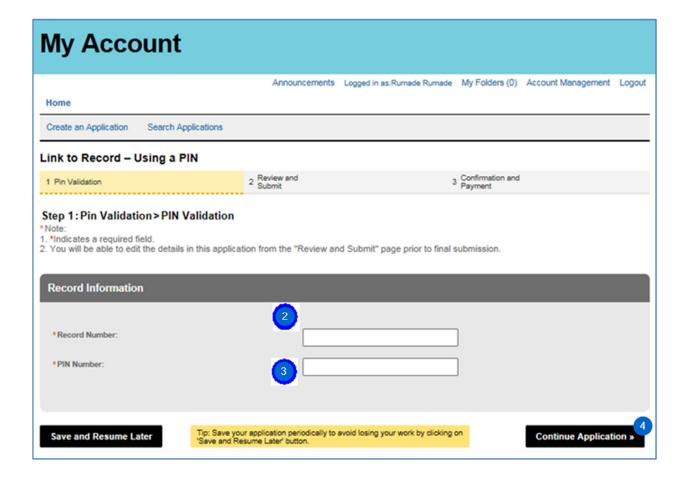
<sup>\*\*</sup>Note: If the PIN request is approved, an email with the PIN report will be sent to the Building Owner.

1. Click the Using a PIN link at the bottom of the home page.



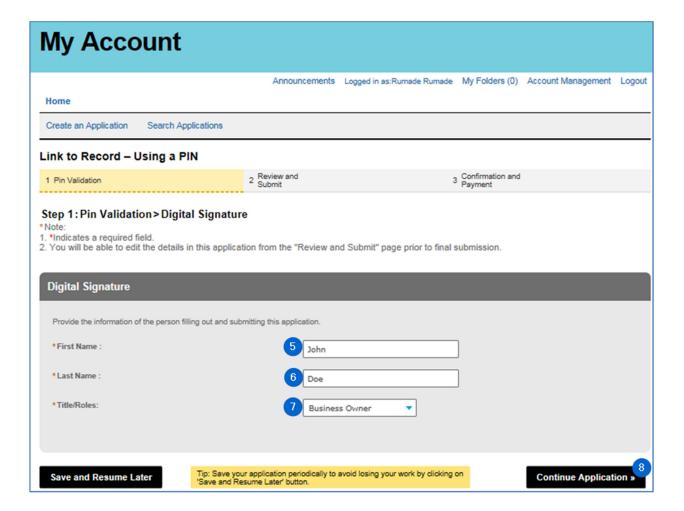
<sup>\*\*</sup> Note: You must be logged into the system to use the PIN

- 2. Enter the Record Number.
- 3. Enter the PIN Number received in the E-mail attachment.
- \*\* Note: The PIN will only be sent to the building Owner listed on the application. If you are not the building owner, you must reach out to the individual/organization in order to acquire the PIN.
  - 4. Click Continue Application.



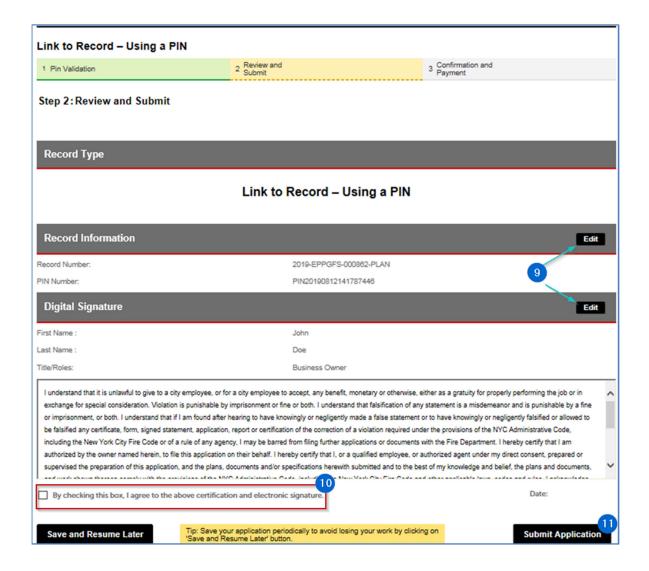
To complete the "PIN Validation," you must provide your First Name, Last Name and Title/Role.

- 5. Enter your First name.
- 6. Enter your Last name.
- 7. Select your Title/Role.
- 8. Click Continue Application

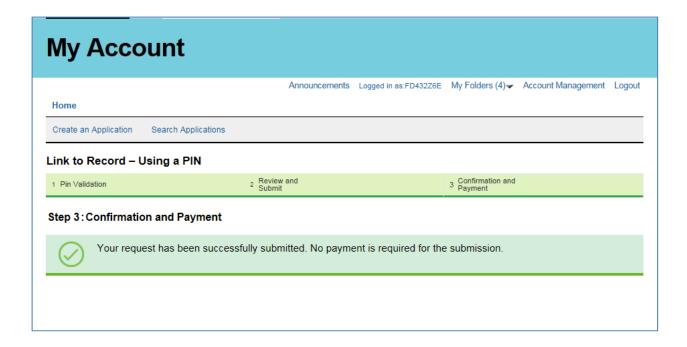


Accept the Certification to Link the record to My Records

- 9. Review the summary page and if you need to edit the request, click any of the **Edit** buttons.
- 10. Check the 'By checking this box, I agree to the above certification' check box.
- 11. Click Submit Application.



When the record is successfully linked to My Records, the Link to Record confirmation and Payment page is displayed.



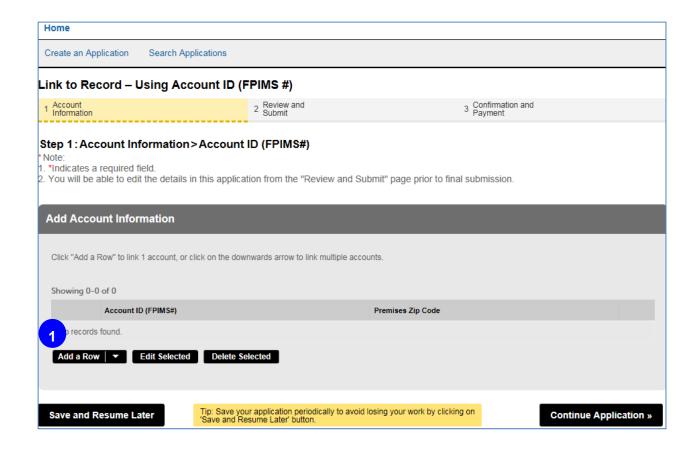
#### \*\*Notes:

- Payment is not required for using a PIN.
- PIN is for one-time use only. The PIN will expire after it is used to link an account.

### Link to Record – Using Account ID (FPIMS#)

Records created before 10/03/2019 may be linked using the FPIMS account number. These records are known as "Legacy records".

1. Click Add a Row

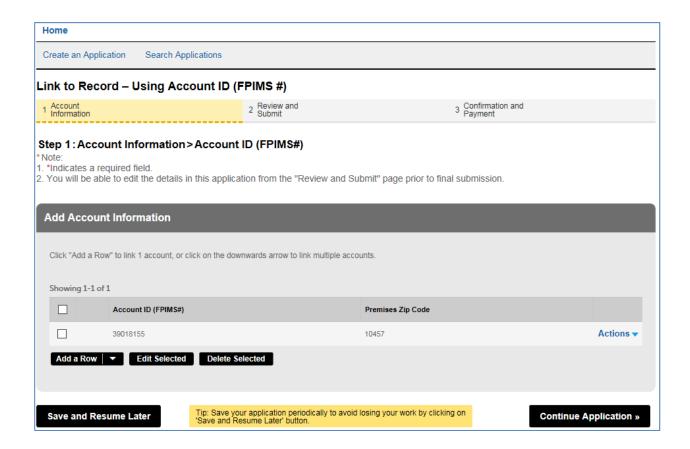


You can add multiple rows by clicking the drop-down arrow next to "Add a Row" and select the amount of rows to add. A maximum of ten rows can be added simultaneously

- 1. Enter the Account ID (FPIMS#) and Premises Zip Code
- 2. Click **Submit**

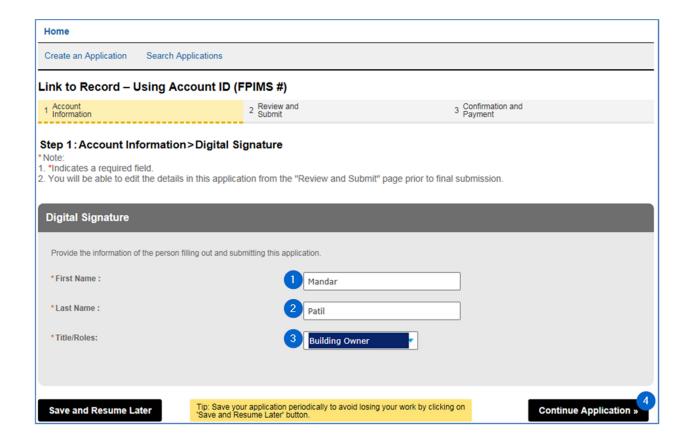


Verify the information you have entered, then click Continue Application.

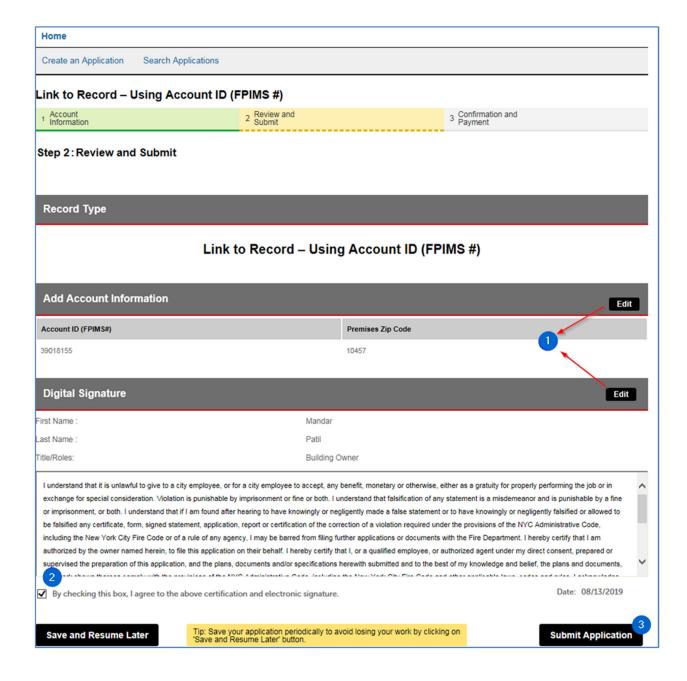


To complete the "Link to Record – Using Account ID (FPIMS #)," you must provide your First Name, Last Name and Title/Role.

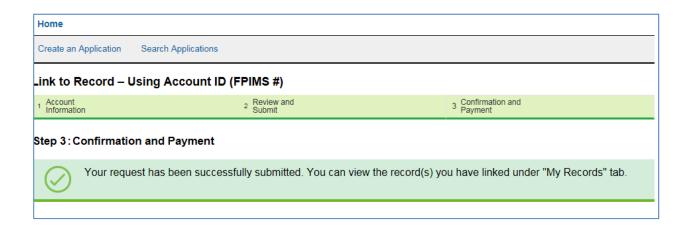
- 1. Enter your First name.
- 2. Enter your Last name.
- 3. Select your Title/Role.
- 4. Click Continue Application



- 1. Review the summary page and if you need to edit any data, click any the Edit button.
- 2. Check the By checking this box, I agree to the above certification check box
- 3. Click Submit Application



The "Confirmation and Payment" page is displayed.



<sup>\*\*</sup>Note: Payment is not required for linking a record

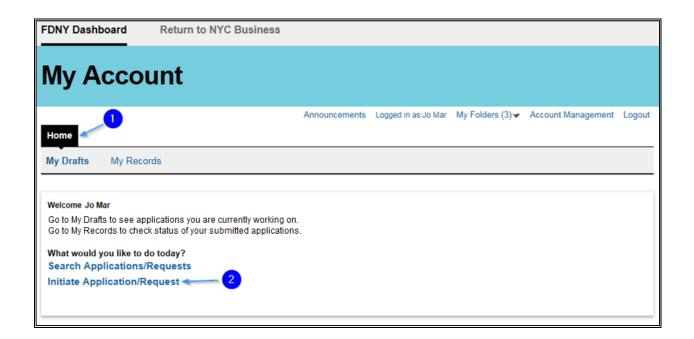
# 3 Initiate an Application via PDF Intake

PDF Intake is a two-step process which helps speeds up online application data entry for the Comprehensive Fire Safety and Emergency Action Plan and the Fire Safety and Evacuation Plan. You can complete the PDF Intake Forms available on FDNY Business, and then upload them using the PDF Intake process to pre-populate your information into the web-forms, streamlining the completion of your online application. After the successful submission of the PDF intake request, your web application must be reviewed and submitted to complete the process. 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.

\*\* Note: Click <u>Comprehensive Fire Safety and Emergency Action Plan</u> or <u>Fire Safety and Evacuation Plan</u>, to download the new PDF Intake forms. PDF Intake is <u>not currently available</u> for the Fires Protection Plan or the High Rise Residential (Non-Sequential Floor Numbering (BIC)

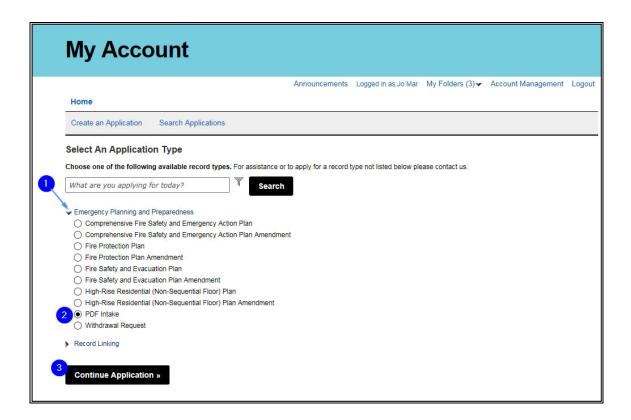
To initiate an application or request:

- 1. Click on Home on My Account page
- 2. Click on Initiate Application/Request link



### **Initiate Application:**

- 1. Expand the **Emergency Planning and Preparedness** menu (click on the right arrow to open the drop-down)
- 2. Select **PDF Intake** option
- Click Continue Application



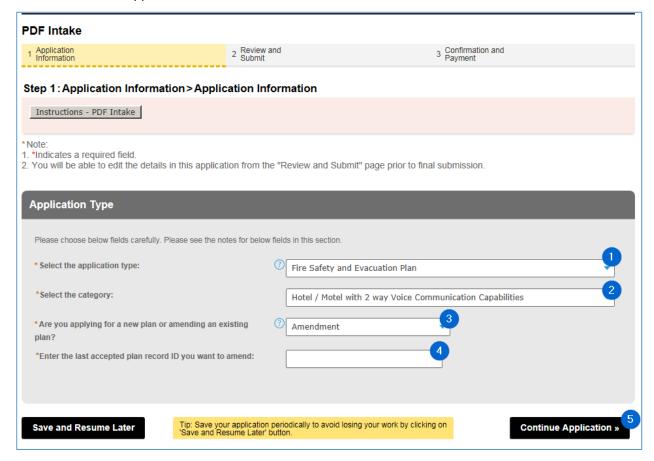
\*\* Note: In order to use **PDF Intake**, you must use version V.090619-1 of the forms. You can view the version number at the bottom of each form to confirm you are using the correct form.

Click <u>Comprehensive Fire Safety and Emergency Action Plan</u> or <u>Fire Safety and Evacuation Plan</u>, to download the new PDF Intake forms.

### Enter PDF Intake request details:

- 1. Select the application type.
  - If you selected Fire Safety and Evacuation Plan go to Step 2; otherwise go to Step 3.
- 2. Select the category for e.g. 'Hotel/Motel with 2 way Voice Communication Capabilities'
- 3. Select a value for Are you applying for a new plan or amending an existing plan?

  If you selected Amendment go to Step 4; otherwise go to Step 5
- 4. Enter the last accepted application record ID (legacy only) you want to amend
- 5. Click Continue Application



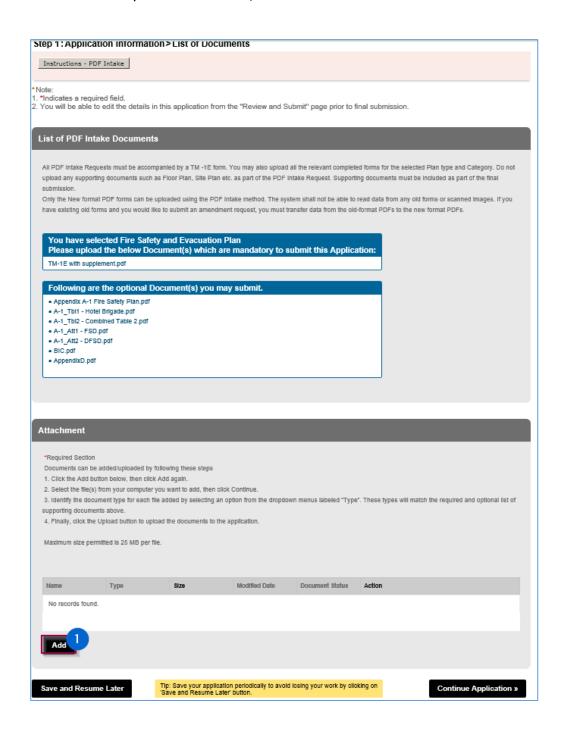
\*Instructions – PDF Intake" button at the top of the page. You will find the links to download the new fillable forms with the necessary instructions.

### **Upload Forms:**

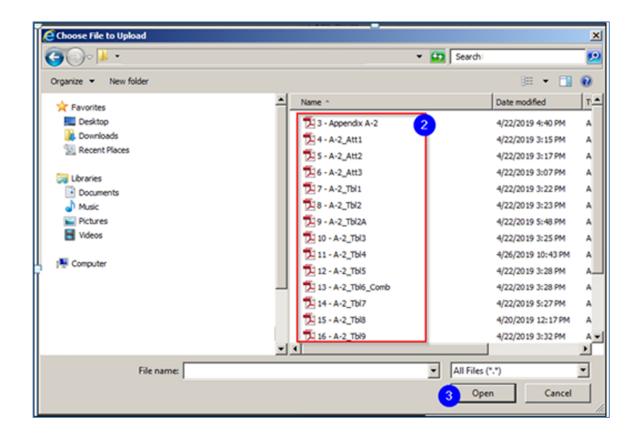
You must upload all the documents listed as mandatory under the List of PDF Intake Documents section.

### 1. Click Add.

The Choose File Upload window will open.



- 2. In your system, navigate to your completed folder and select the file(s) to be uploaded. The file names should include the name of the form, e.g. TM-1E.
- 3. Click Open

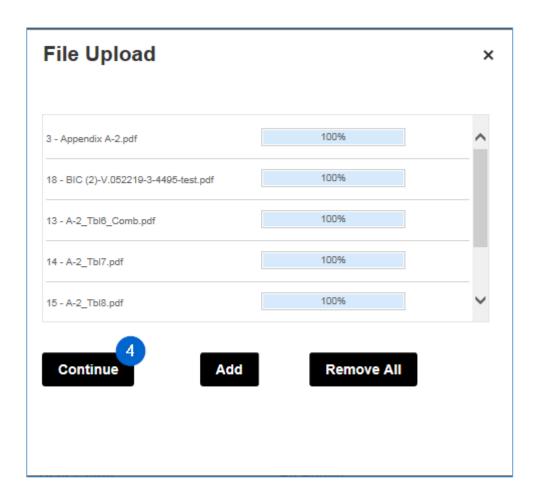


TIP: Hold the Ctrl key and click to select multiple files

The system will display all the files that you have selected for upload.

### 4. Click Continue.

The File Upload window will close.

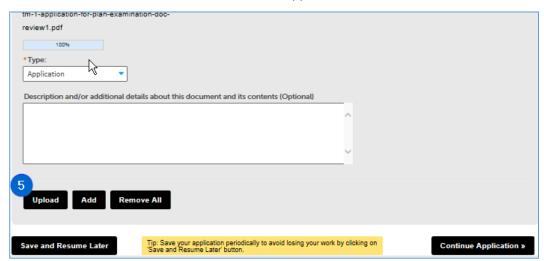


**TIP:** To remove all files and click **Remove All.** To add additional files, click **Add** and repeat the above steps.

The system displays all the files that are ready to be uploaded. Scroll down and then:

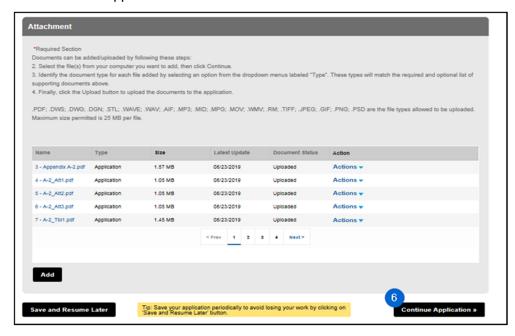
### 5. Click Upload.

The Document type will be auto-populated as 'Application'.



The system displays all the files that you have uploaded under the **Attachment** section. Review for accuracy, then:

### 6. Click Continue Application.

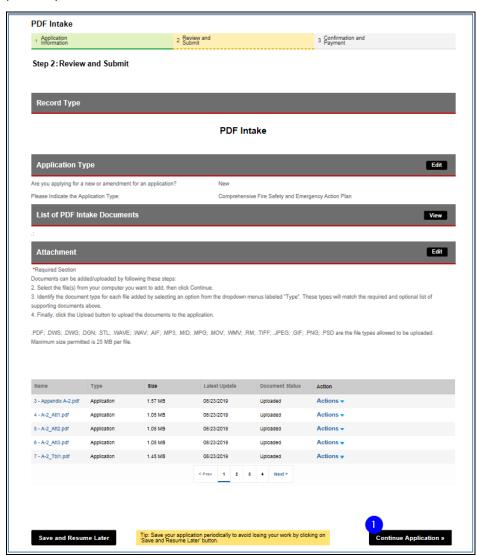


### **Review Details:**

In the **Review and Submit** page, you will be able to edit any of the sections by clicking on **the Edit/View** of the specific section of your Application.

### 1. Click Continue Application

Your PDF Intake request will be submitted and a temporary Record number will be generated. You can now review your application online (on the web-forms) to confirm accuracy and complete any missing information prior to your submission.

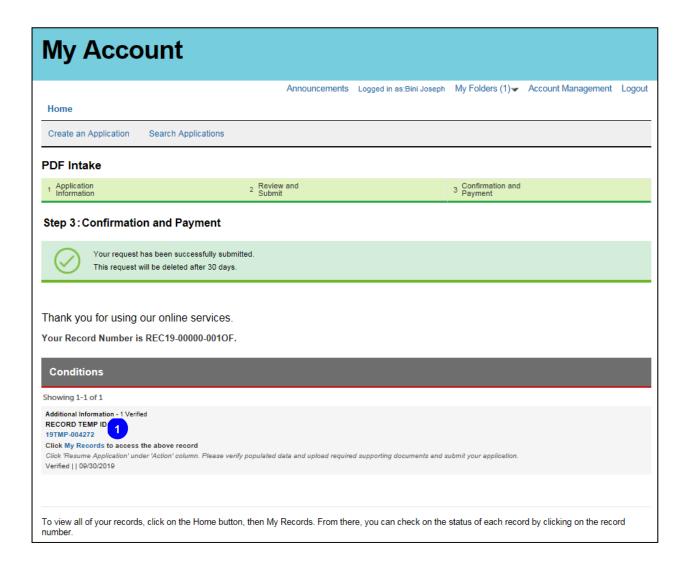


### Submit PDF Intake Application:

A confirmation page is displayed along with the Temporary Record ID that has been generated for the PDF Intake request. The associated fields in the Temporary record are pre-populated with the information entered in the PDF forms. To finalize your application, you must review and modify it as necessary to ensure accuracy and completion prior to submission to FDNY Business.

To review and finalize your submission:

1. Click the **RECORD TEMP ID** link from the confirmation page.



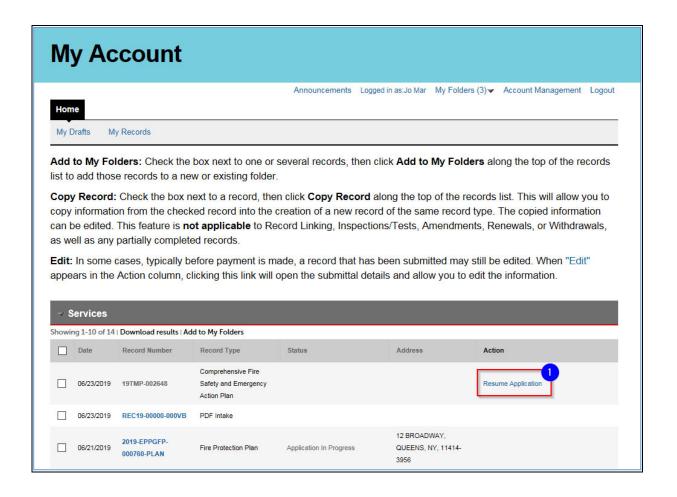
### **Temporary Record Access:**

You will be re-directed to the My Records page.

Locate the temporary record ID provided on the confirmation page, then:

Click the Resume Application link under the Action column for the temp record application that you
want to complete.

Refer to the section <u>Submit a New Application</u> or <u>Submit an Amendment</u> to complete the submission process for the specific application type.



<sup>\*\*</sup>Note: You must verify the data and complete the temporary application.

# 4 Initiate application via Web-form

Emergency Planning and Preparedness applications can now only be submitted online on FDNY Business. You can submit a new application, an amendment, and/or a withdrawal request. After an application is submitted, an applicant will be allowed to edit their applications based on the plan examiner's actions.

\*\*Note: Applications can be edited in the following statuses only: Fee Exemption Pending Approval, Payment Pending, Additional Information Requested, Letter of Deficiency, Amended Letter of Deficiency, Letter of Disapproval, Amended Letter of Disapproval and Special Conditional Acceptance.

### As an applicant you can:

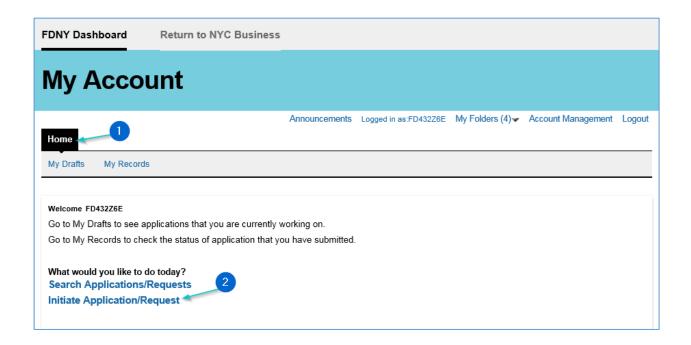
- Submit a new application
- o Submit a withdrawal request
- o Submit an amendment request

## 4.1 Submit a New Application

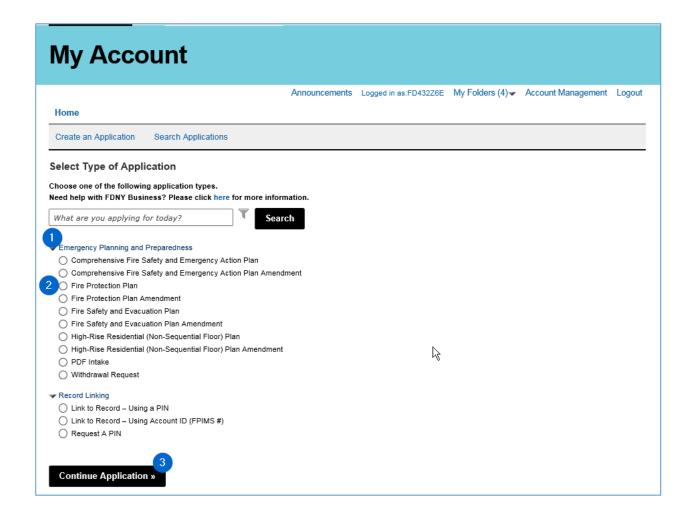
## Initiate an Application/Request

To initiate an application/request:

- 1. Click on **Home** on **My Account** page.
- 2. Click Initiate Application/Request link.

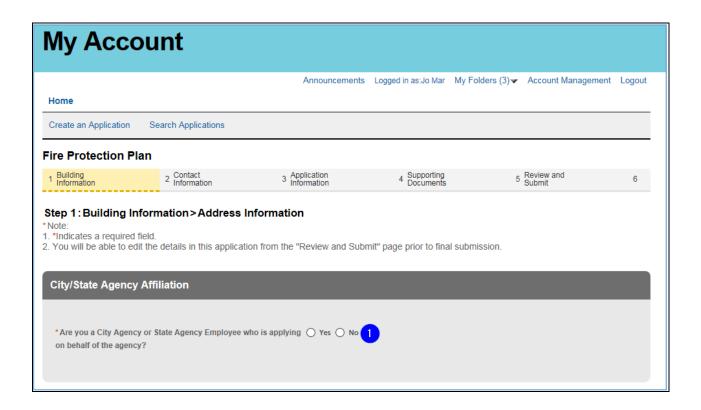


- 1. Expand the **Emergency Planning and Preparedness** menu (click on the right arrow to expand the drop-down).
- 2. Select the Application type.
- 3. Click Continue Application.



TIP: To search for an application type, enter keyword in the "What are you applying for today?" box and click **Search**.

1. Select Yes or No under the City/State Agency affiliation.



\*\*Note: To submit an application, you must complete all the required sections on the web-forms. Sections will be displayed based on the type of application you have selected. At any point throughout an application, you may click the "Save and Resume Later" button 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 15 minutes or more. The system does not automatically save your work before timing out, so it is recommended to save frequently to avoid losing any information.

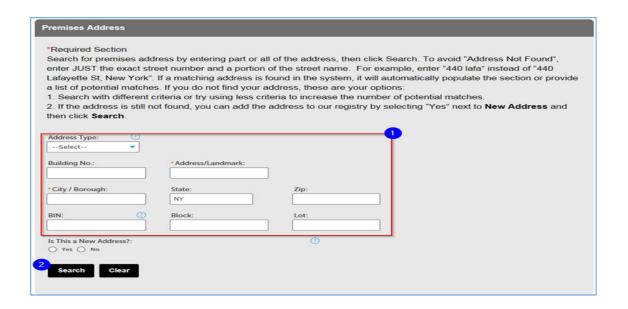
### **Premises Address Information**

### Searching for your Premises Address:

Search for a premises address by entering part or all of the address. The system provides a list of potential matches based on the entered search criteria.

- 1. Enter address information (enter any criteria.)
- 2. Click Search.

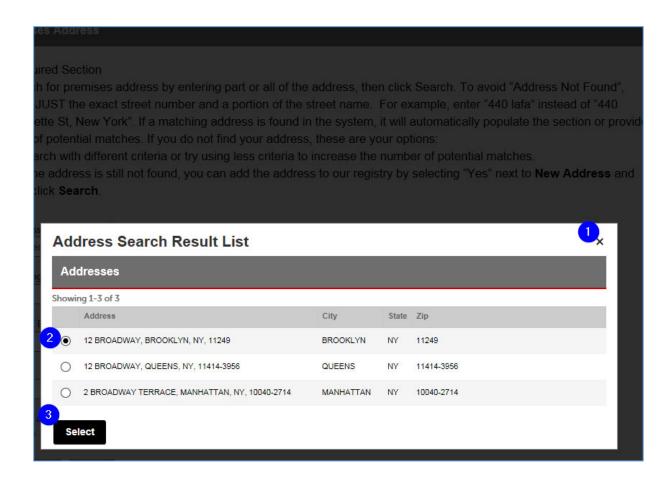
The system will return a list of valid addresses to select and insert.



TIP: Enter more criteria to get specific address.

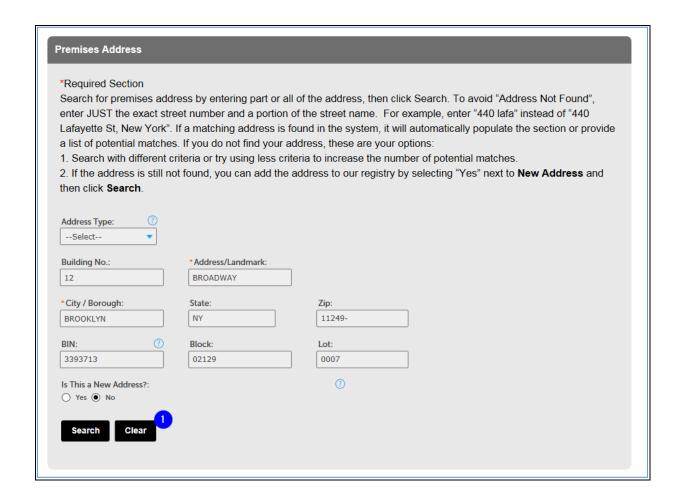
If the address returned by the system is incorrect or different from your premises address:

- $1.\quad$  Click the  ${f x}$  on the right top corner of the window to close the window and refine your search, else
- 2. Select the radio button against your premises address
- 3. Click on Select button



After the premises address is validated, the system automatically populates it in the premises address information section and the section is grayed out.

- \*\*Note: If the address is incorrect or you will like to enter a different address:
- 1. Click **Clear** and follow the next steps to **Adding a New Premises Address** or go back and follow the previous steps to **Searching for a Premises Address**

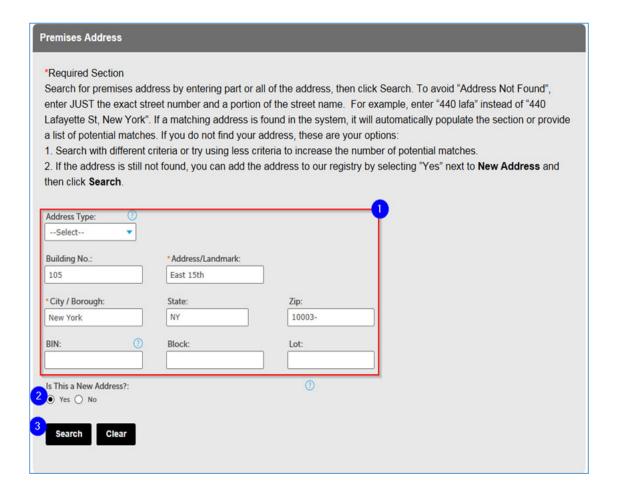


TIP: Click question mark icon listed next to field to know more detail about that field.

### Adding a New Premises Address:

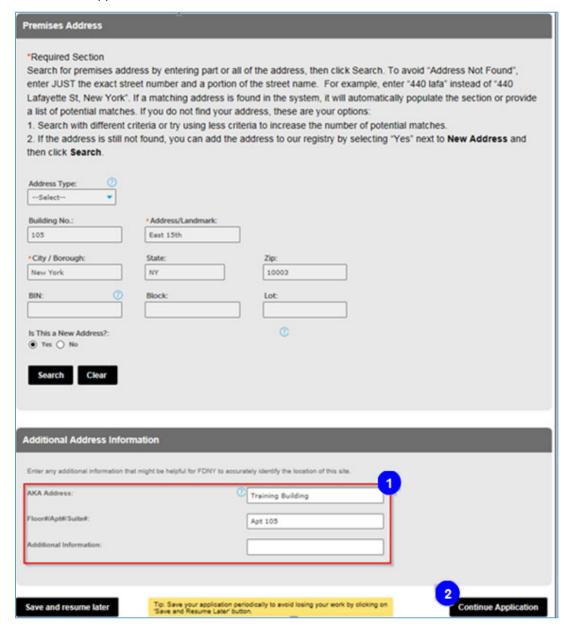
If the system is unable to find your premises address, you can add the address to our system by selecting 'Yes' to **New Address** question.

- 1. Enter address information. Make sure all required (\*) fields are provided.
- 2. Select Yes for Is This a New Address? question
- 3. Click Search.



\*\*Note: Before a New Premises Address is added to the system, the information is reviewed by FDNY. This is done to verify and validate the information entered. FDNY may reach out to you for additional information.

- 1. Enter additional Address Information (All fields are optional).
- 2. Click Continue Application



<sup>\*\*</sup>Note: You can use the 'Save and Resume Later' feature to save your request(s)/application(s) for later submission.

### Adding a Licensed Professional Information

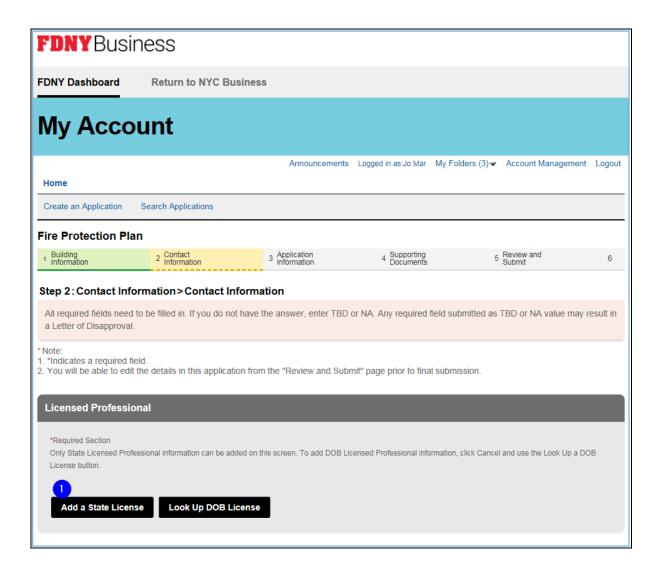
Provide all the required (\*) sections under the Contact Information page:

There are two types of Licensed Professionals accepted for EPP applications:

- o State Licensed Professional
- o Department of Buildings (DOB) Licensed Professional.

### Adding a State Licensed Professional:

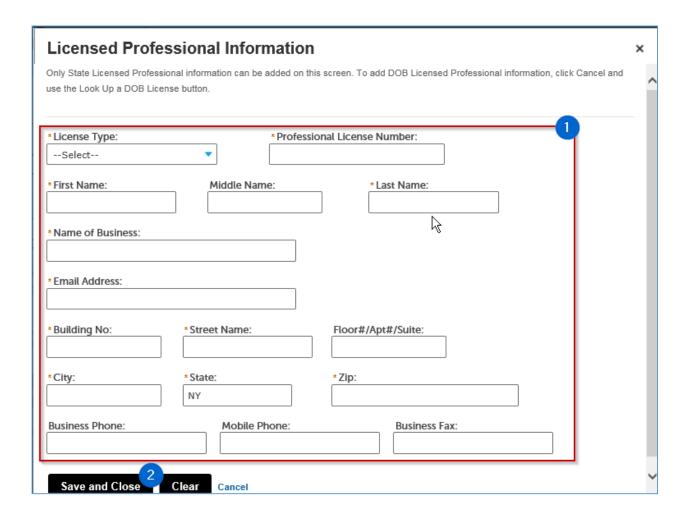
1. Click Add a State License button. A new pop-up window will open.



Only State Licensed Professional information can be added on this screen.

- 1. Enter all required (\*) data fields
- 2. Click Save and Close.

The contact information entered will be successfully added.

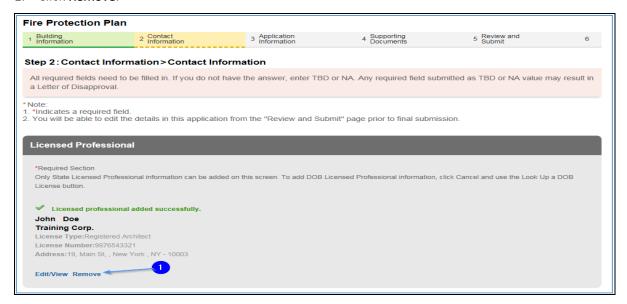


TIP: The Clear button will clear all the fields, while the Cancel link will close the window without saving the information entered

The Licensed Professional information entered will be displayed as "read-only."

If the License Professional information is incorrect, you can completely remove the Licensed Professional contact by clicking the **Remove** link.

### 1. Click Remove.

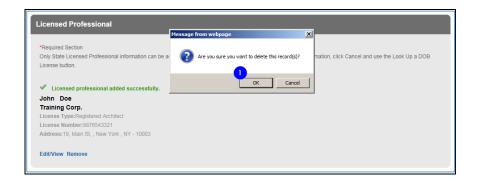


TIP: The Edit/View button will open the Licensed Professional Information window and will allow you to edit all the information entered.

The system will display a confirmation pop-up window

### 1. Click OK.

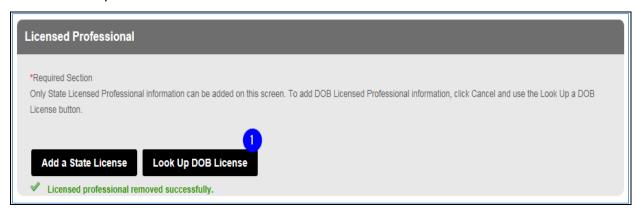
The pop-up window will close and the Licensed Professional contact information will be removed.



### Adding a DOB Licensed Professional:

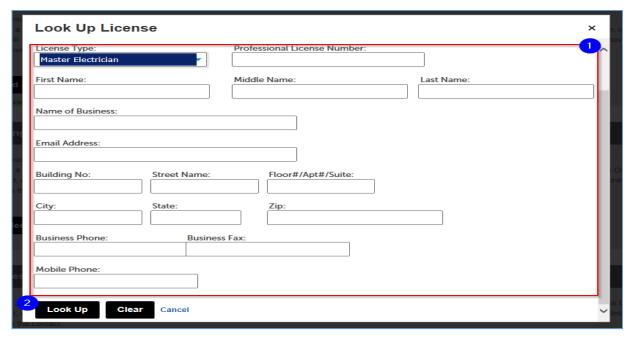
Department of Buildings' (DOB) Licensed Professional information can be looked up and the system will return a list of licensed professionals available based on the criteria provided.

1. Click Look Up DOB Licensed button.



To look up a DOB Licensed Professional, at least one field must be entered.

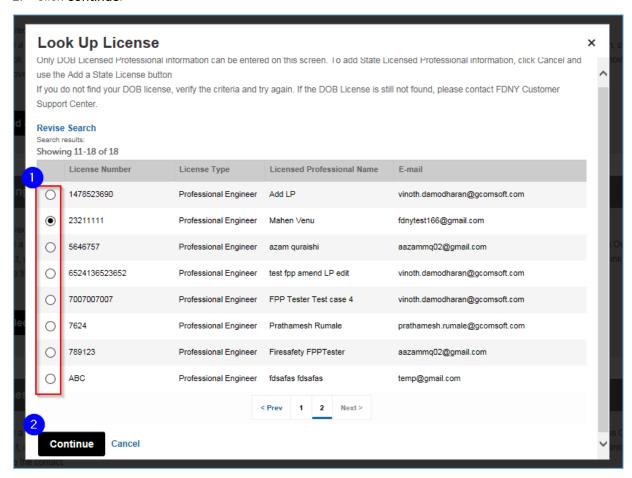
- 1. Enter information into any of the fields in the Look Up License window.
- 2. Click **Look Up**.



TIP: The Clear button will clear all the fields, while the Cancel link will close the window without saving the information entered

The system will return a list of Licensed Professionals available that match the look up criteria provided.

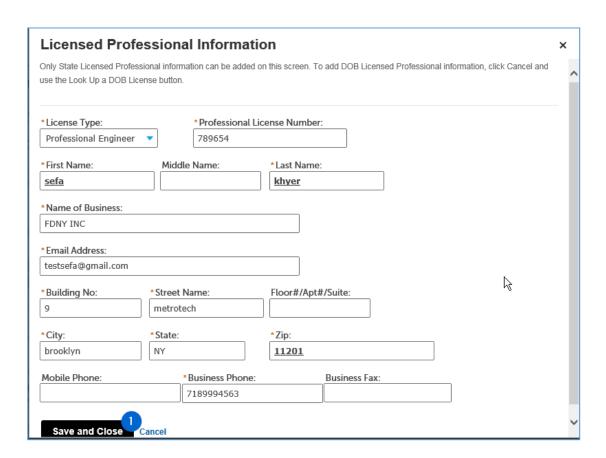
- 1. Select a Licensed Professional from the list by clicking on the radio button.
- 2. Click Continue.



TIP: The Cancel link will close the window without saving information entered

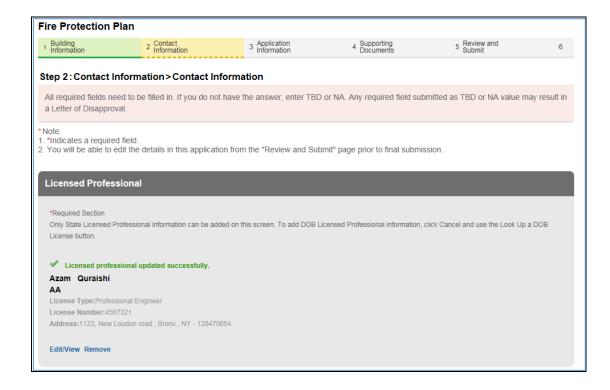
Select the license professional from the list.

1. Click Save and Close.



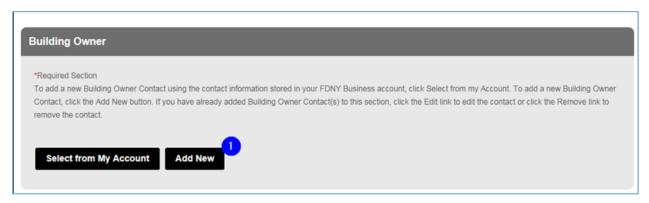
<sup>\*\*</sup>Note: If you do not find your DOB license professional, verify the information entered (search criteria) and try again.

The Licensed Professional information selected will be displayed as "read-only" and added to the application.

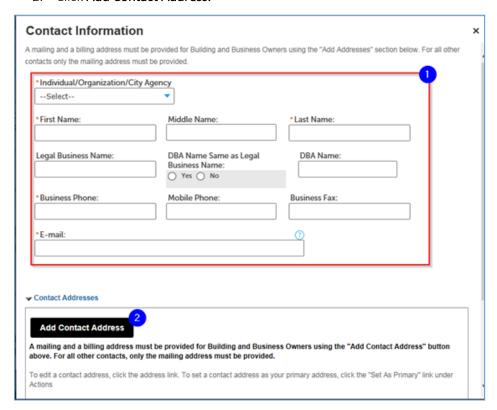


### Adding a New Building Owner Contact

1. Click Add New.

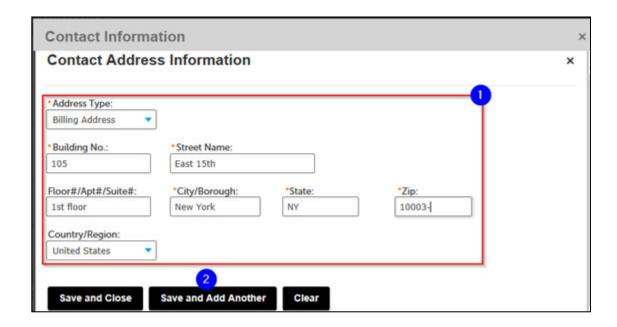


- 1. Enter all required (\*) data fields.
- 2. Click Add Contact Address.



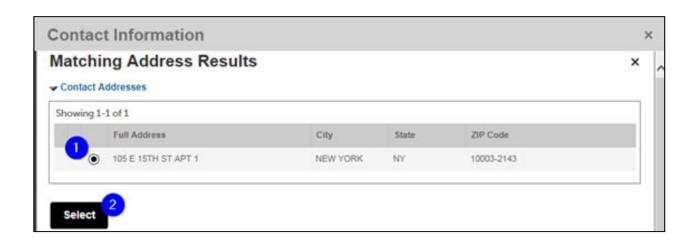
The **Contact Address Information** window will open.

- 1. Enter all required (\*) data fields.
- 2. Click Save and Add Another.



The system displays all the matching addresses based on the information entered above.

- 1. Select the correct address.
- 2. Click Select.



If you would like to add another Contact Address type, click Save and Add Another.

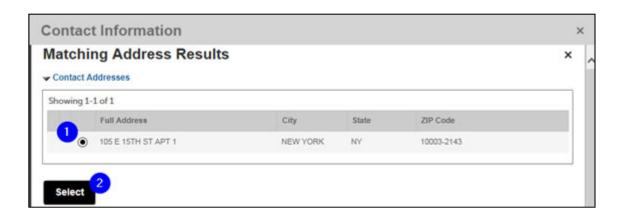
Enter all required (\*) data fields (select a different address type (Mailing/Billing) from the one entered in last step).

1. Click Save and Close.



The system displays all the matching addresses based on the information entered in the last step.

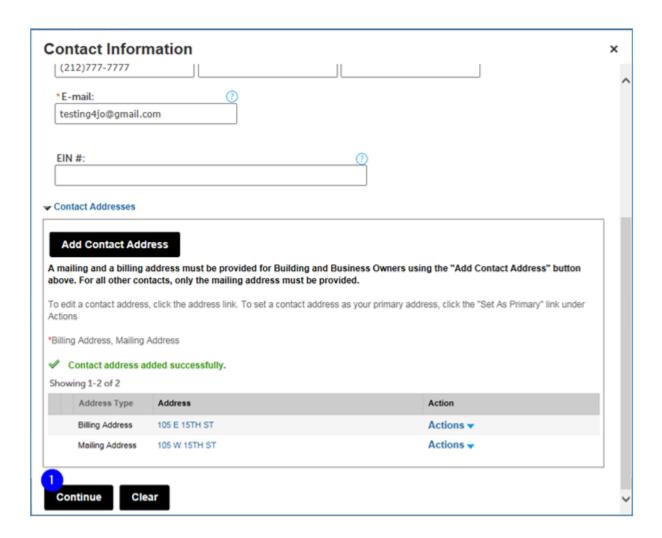
- 1. Select the correct address.
- 2. Click Select.



\*\* Note: A Mailing Address and Billing Address are <u>both required</u> for the Building Owner and for the Business Owner only. For all other contacts, only a mailing address is required.

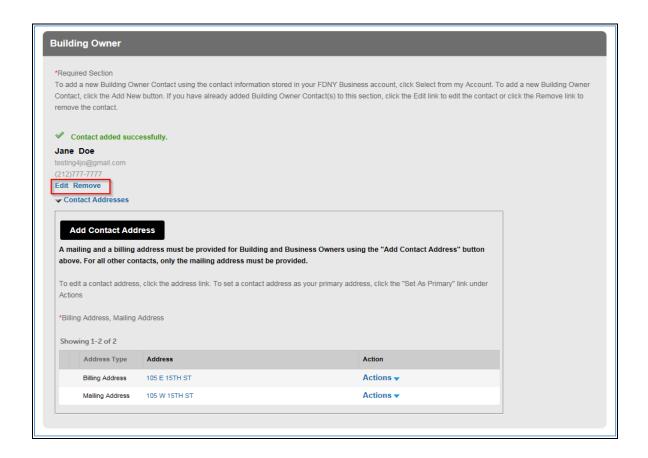
After selecting the address, you will be redirected back to the Contact Information window with the list of addresses added.

1. Click Continue to complete adding the contact



TIP: To edit or remove an address or to set an address as primary, click the **Action** dropdown menu. To clear all the data entered, click the **Cancel** button.

The Contact information is successfully added to the application and is displayed as read-only.

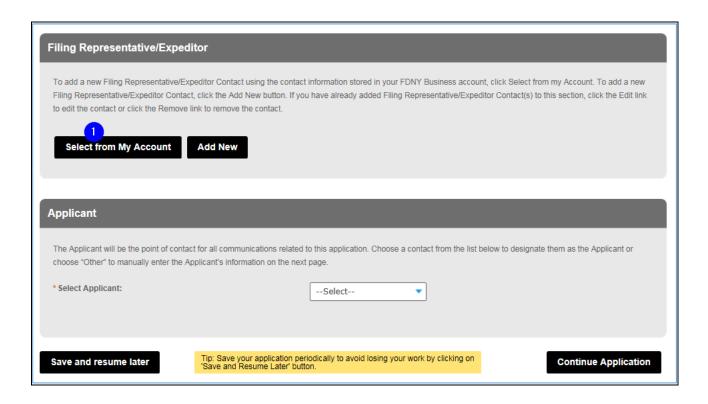


TIP: To edit or remove a Contact, click the Edit or Remove links (in the red box). To add another address, click the Add Contact Address button.

### Adding a Contact Using Select from My Account

The "Select from My Account" option allows you to add the information stored in your profile (Account Management) as the contact's information.

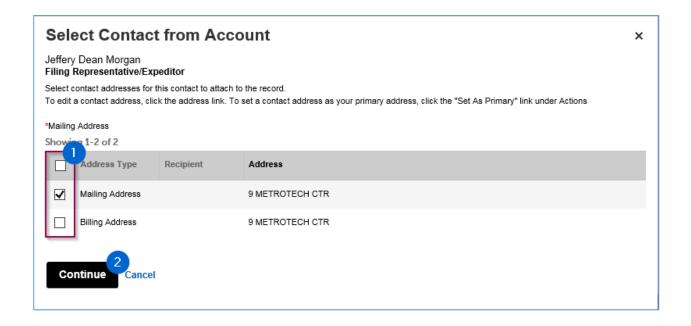
1. Click Select from My Account.



- 1. Select the applicable addresses.
- 2. Click Continue.

\*\* Note: The system will auto-select the address type required for that contact type.

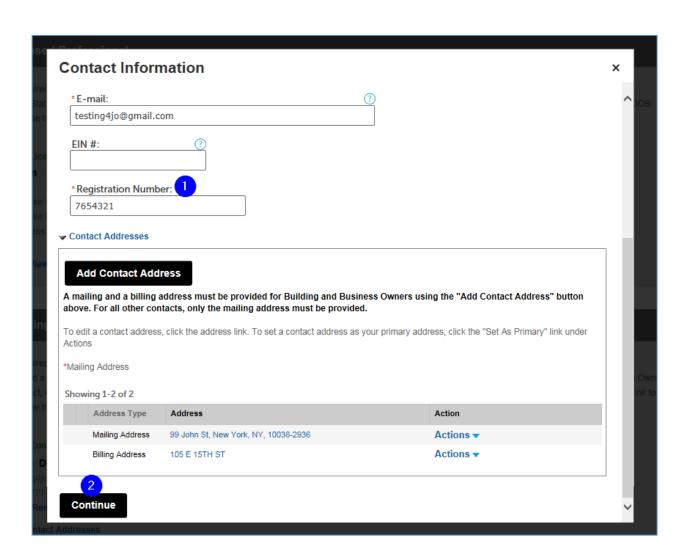
For example: The Mailing address is auto checked for the Filing Representative



The Contact Information is auto-populated with the information and details from the contact selected.

Make sure all (\*) required fields have been entered.

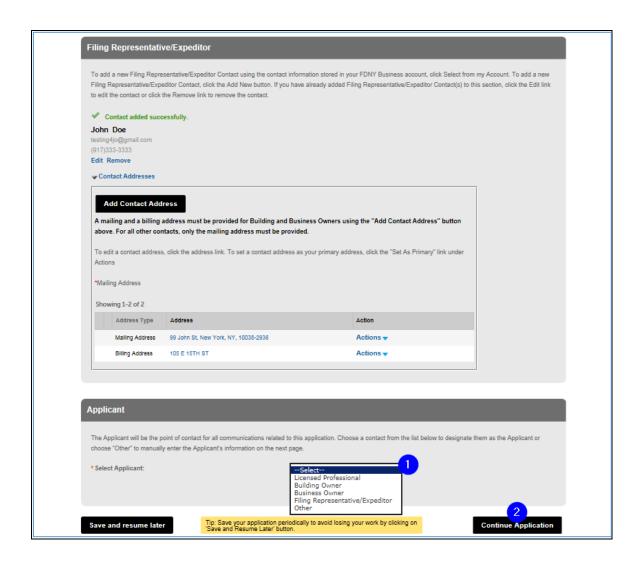
- 1. Enter the Registration Number (required only for are adding a Filing Representative/Expeditor.)
- 1. Click **Continue.**



The Contact information is successfully added to the application and is displayed as "read-only."

To Identify the Applicant:

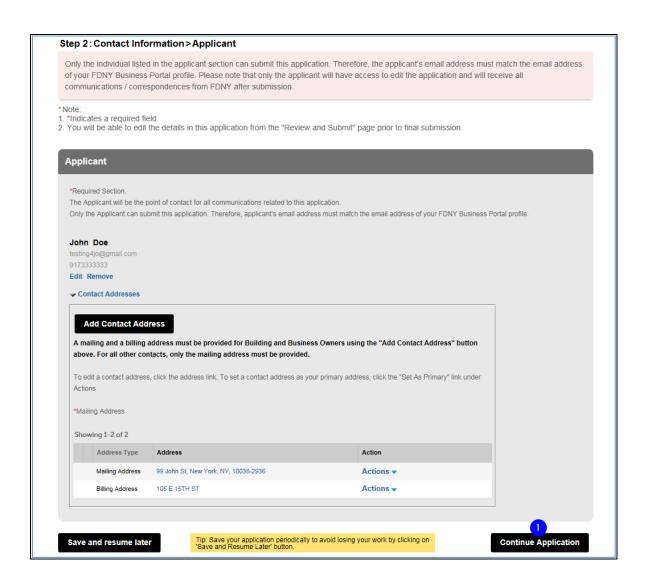
- 1. Select an option from the **Select Applicant** drop-down menu.
- 2. Click Continue Application.



The Applicant contact will be auto-populated with the information from the contact selected in Step 1 above. If you select **Other**, you must enter the Applicant Contact Information in the next page.

#### 2. Click Continue Application.

\*\* Note: The Applicant must be the person logged into the FDNY Business; the email address must match NYC ID (the email address you used to login to the system.)



#### **Completing Application Details**

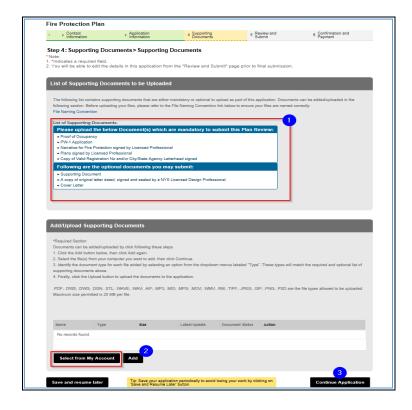
Based on the Application type you have selected, you must complete all applicable sections.

Continue with the application by completing the required sections. After you have completed all the required information for each section, you must upload the mandatory supporting documents.

#### **Uploading Supporting Documents**

All your supporting documents must be uploaded from the "Supporting Documents" page. This Supporting Documents page lists all mandatory and optional supporting documents based on the application type you have selected.

- 1. See required / optional document list under the List of Supporting Documents.
- 2. Click **Add** to upload documents. For Detailed steps, please refer <u>Upload Document</u> chapter.
- 3. Click Continue Application.



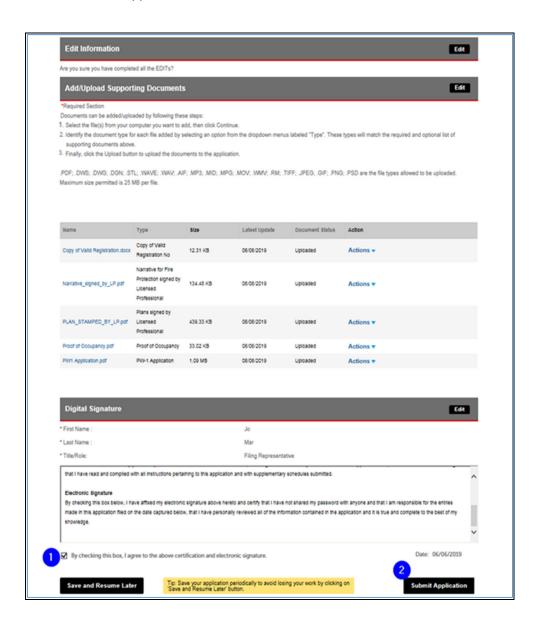
<sup>\*\*</sup>Note: Alternatively, you may also add documents that are stored in "Account Management "by clicking the Select from my Account" button.

#### Reviewing and Submitting

In the Summary page, you will be able to review and edit any of the previous sections by clicking on the **Edit/View** button against each section.

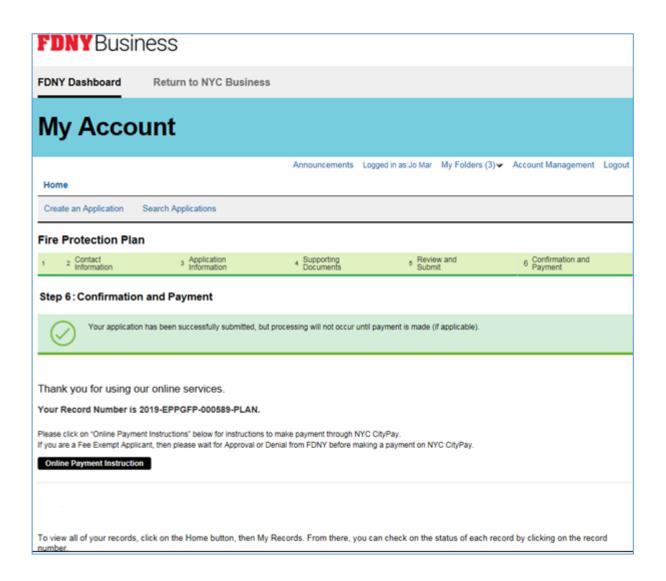
When you are ready to submit your application, you must check the check box to agree to the certification and the electronic signature:

- Select "By checking this box, I agree to the above certification and electronic signature" checkbox.
- 2. Click Submit Application



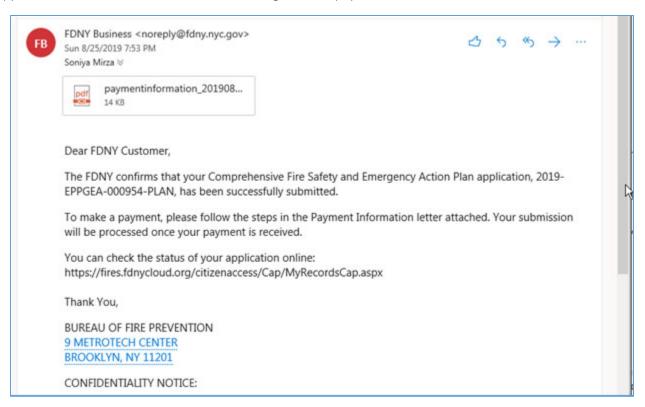
Your application will be submitted and a Record number will be automatically created. You will receive an email confirmation with next steps.

A confirmation page is displayed with instructions on how to make your payment (if applicable) via CityPay.



TIP: If payment is not required or the applicant requested a fee exemption, the **Online**Payment Instruction button will not appear on the confirmation page.

The applicant will receive an email notification along with the payment instructions.

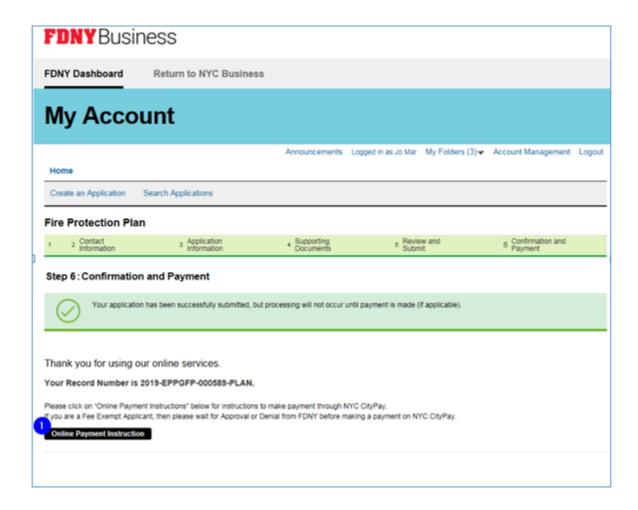


You can follow the instructions in the Payment Instruction documents and make your payment on CityPay Website. Note: You can find this payment instructions document on the receipt page displayed immediately after application submission.

#### Making a Payment via CityPay

In order to make a payment after submitting an application, you will need to:

1. Click the **Online Payment Instruction** link on the Confirmation and Payment page **or make payment later** by selecting the link in the email confirmation you will receive.



Payment instructions window is displayed.

TIP: You will also receive payment instructions as an attachment along with the confirmation email

- 1. Copy the **Account Number** by selecting the entire 8 digits number, press Ctrl + C keys to copy the Account number.
- 2. Click the <u>Click here</u> link. You will be redirected to the City Pay website where you can process your credit card payment online.



# FIRE DEPARTMENT OF NEW YORK 9 METROTECH CENTER BROOKLYN, NY 11201

#### **Payment Information**

Payment can be made online on the NYC CityPay website using the 8 digit Account Number listed below. Please note the payment made online on NYC CityPay website will be reflected within 2 to 5 business days. Once the payment is posted, status of your application will be changed from "Payment Pending" to "Application Submitted" on FDNY Public Portal.

To make the payment online, please follow the instruction below:

Account Number 39073333

 Copy the above 8 digit Account Number. Use this Account Number on the NYC CityPay website to complete the payment.

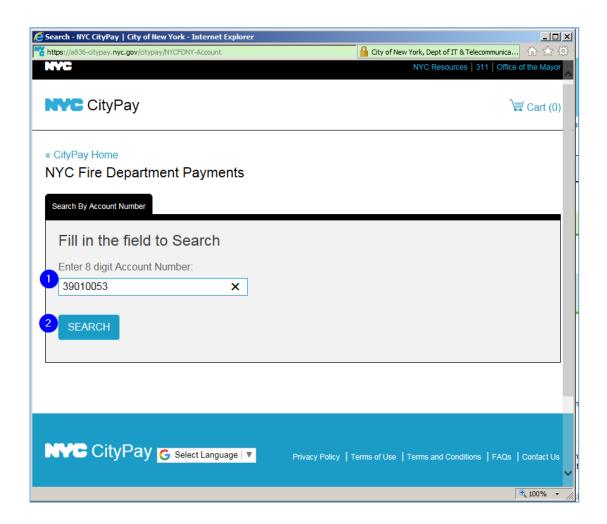
2) Click here to go NYC CityPay website.

If the link does not work, you can copy the link below manually. If the 8 digit Account Number is blank, please contact the FDNY Customer Support Center at 311.

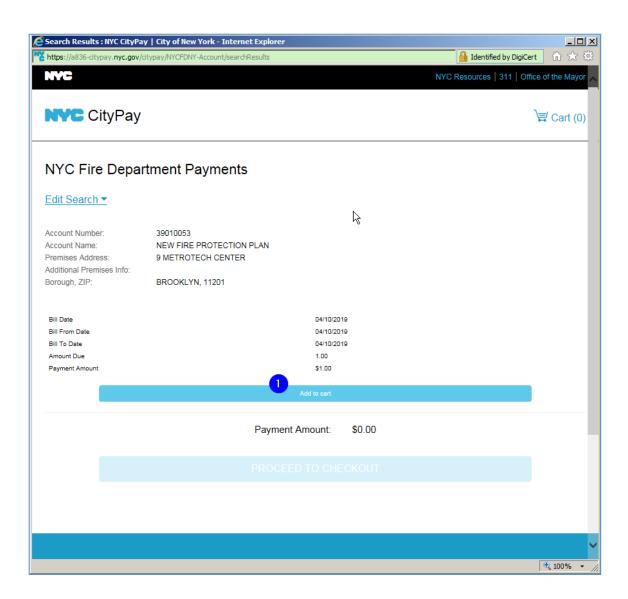
NYC City Pay website link: http://a836-citypay.nyc.gov/citypay/NYCFDNY-Account

**TIP:** You may also make an E-Check payment via Citypay

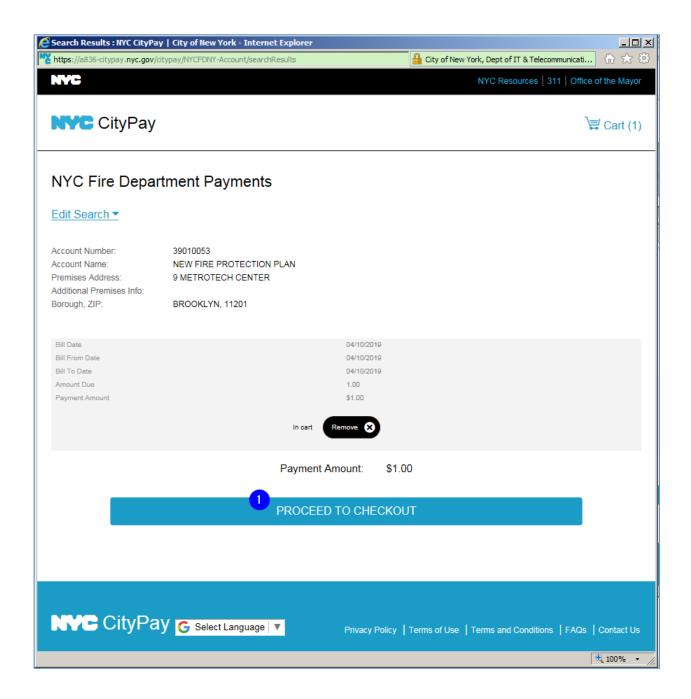
- 1. Type or paste the **Account Number** in to **the Enter 8 digit Account Number** field (press Ctrl + V keys to paste your account number into the field).
- 2. Click **Search**. The system will locate your account in CityPay and display the payment amount that is due.



1. Click Add to cart.

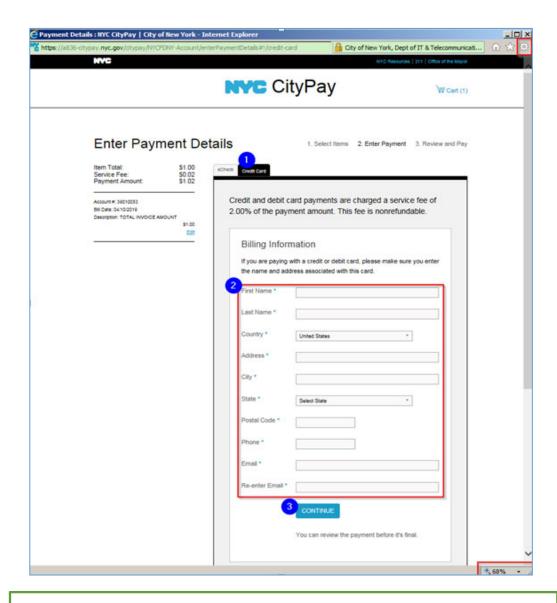


1. Click 'PROCEED TO CHECKOUT' button.



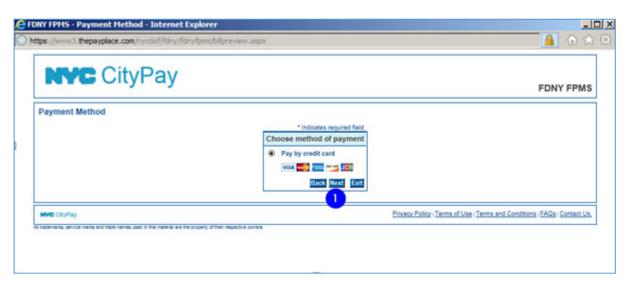
#### Paying by Credit Card:

- 1. Click Credit Card.
- 2. Provide your Billing Information as required
- 3. Click Continue
- \*\* Note: You can also pay eCheck



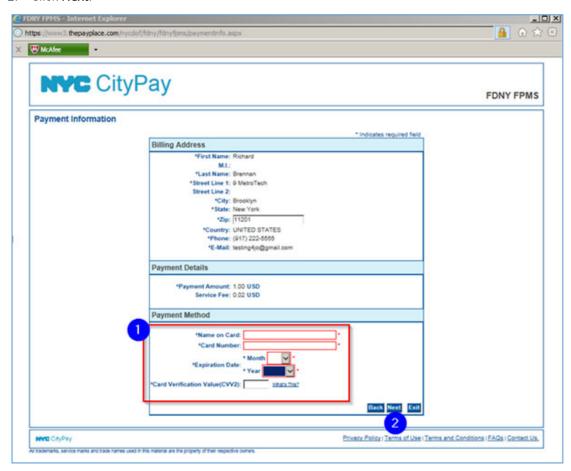
**TIP:** You may need to zoom out by using the tools icon on the top right corner or directly on the right bottom corner of the screen to view the payment details window.

1. On the Pay by Credit Card screen, Click Next



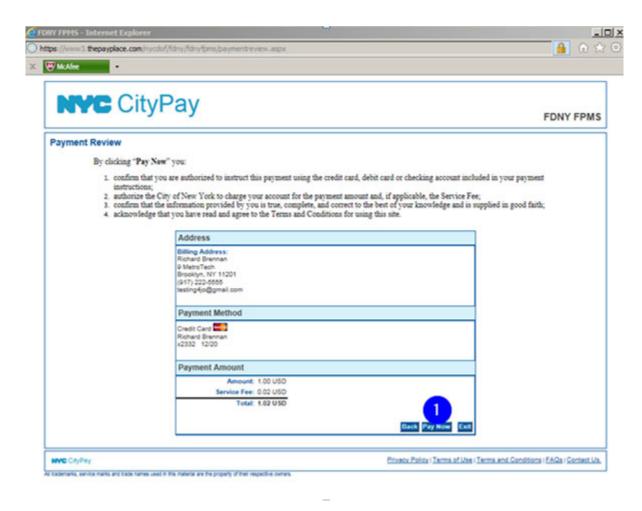
Payment information window is displayed

- 1. Enter all required (\*) credit card payment information.
- 2. Click Next.



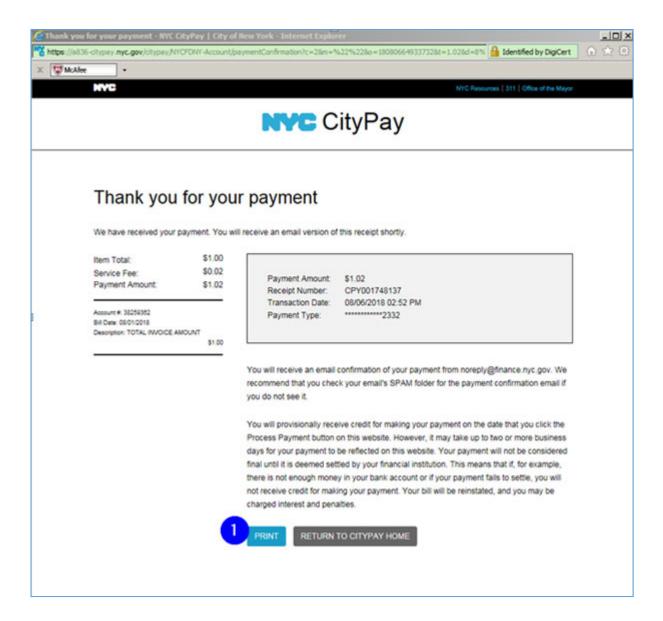
Review and confirm if all the information is correct, then:

1. Click Pay Now.



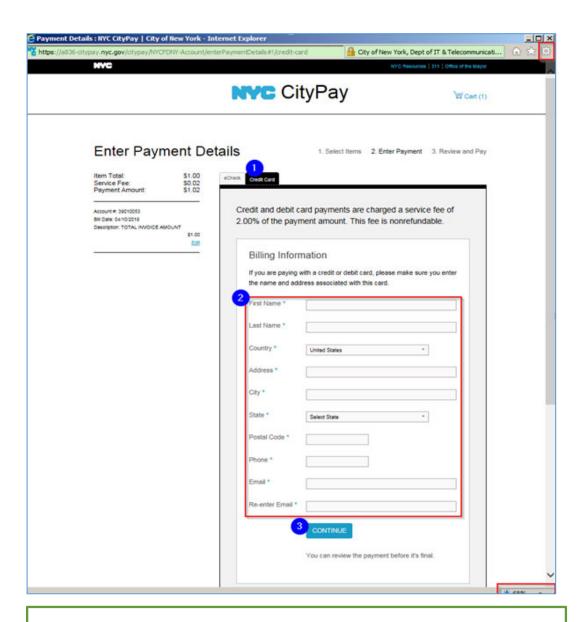
A confirmation page will be displayed confirming your payment has been made. An email confirmation will also be sent to the email you provided.

1. Click **Print** if you want to print a copy of the payment confirmation.



#### Paying using an eCheck:

- 1. Click eCheck.
- 2. Provide your Billing Information as required.
- 3. Click **Continue**



TIP: You may need to zoom out by using the tools icon on the top right corner or directly on the right bottom corner of the screen.

### **Editing an Application**

The application will be editable at certain application statuses. These statuses vary based on the Plan Type:

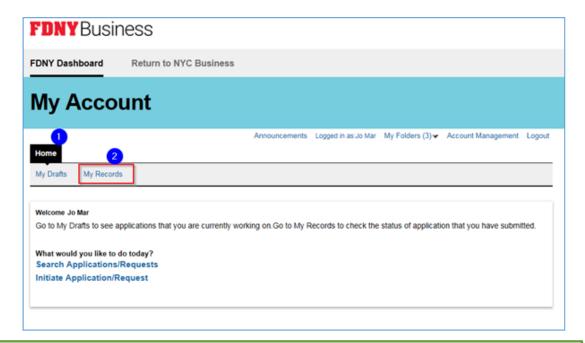
Plan Type	Application Status when edit is allowed
Comprehensive Fire Safety and Emergency Action Plan	Payment Pending, Additional Information Requested, Letter of
	Deficiency, Special Conditional Acceptance
Comprehensive Fire Safety and Emergency Action Plan	Additional Information Requested, Amended Letter of
Amendment	Deficiency
Fire Safety and Evacuation Plan	Payment Pending, Additional Information Requested, Letter of
	Deficiency, Special Conditional Acceptance
Fire Safety and Evacuation Plan Amendment	Payment Pending, Additional Information Requested,
	Amended Letter of Deficiency
Fire Protection Plan	Payment Pending, Additional Information Requested, Letter of
	No Objection
Fire Protection Plan Amendment	Payment Pending, Additional Information Requested,
	Amended Letter of No Objection
High Rise Residential (Non-sequential Floor) Plan	Payment Pending, Additional Information Requested, Letter of
	Deficiency
High Rise Residential (Non-sequential Floor) Amendment	Payment Pending, Additional Information Requested,
	Amended Letter of Deficiency

<sup>\*\*</sup>Note: For more information on what can be changed in a specific status, please refer "Editing Premises

Address and Contact" chapter.

To edit a recently submitted application:

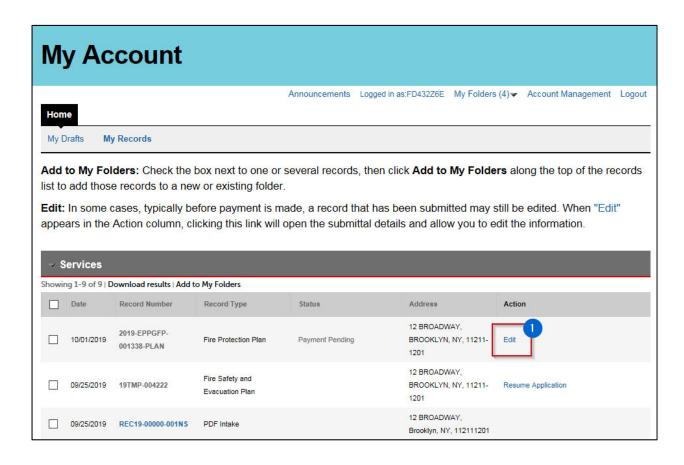
- 1. Click **Home**.
- 2. Click My Records.
- \*\* Note: You will not be able to perform any edits after the payment is complete or after FDNY review has begun.



**TIP:** You can only edit an application if the **Edit** link is available for a record under **My Records** tab

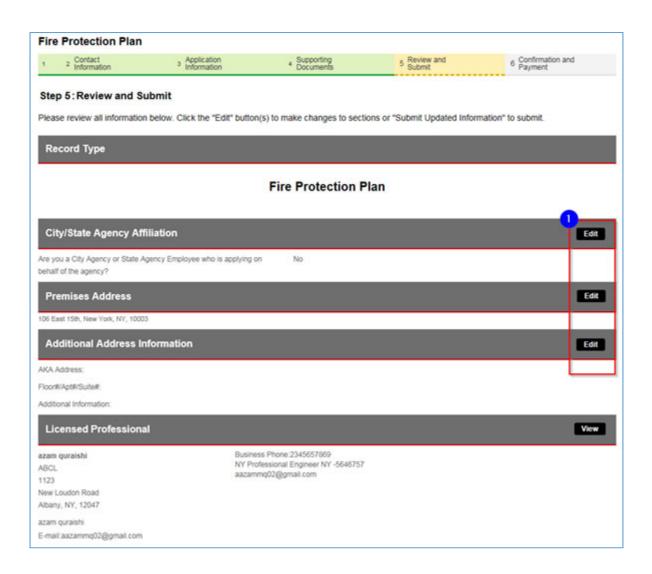
Locate the Application record you want to edit, then:

- 1. Click the **Edit** link.
- \*\*Note: If there is no **Edit** link displayed next to a record, that record is no longer available for edit.



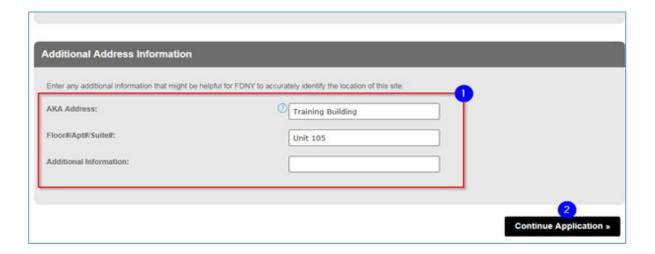
Locate the section you will like to edit, then:

1. Click the **Edit** button on the section header.



The system will redirect you to the page/section which you want to edit.

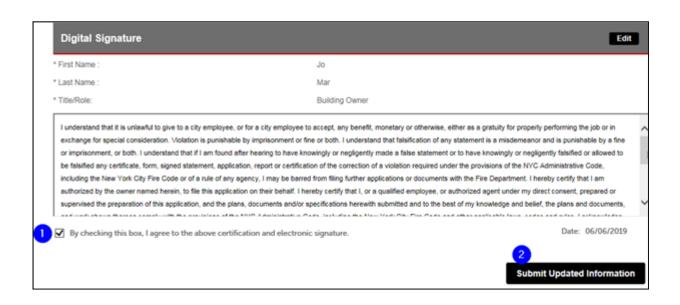
- 1. Edit your information.
- 2. Click Continue Application.



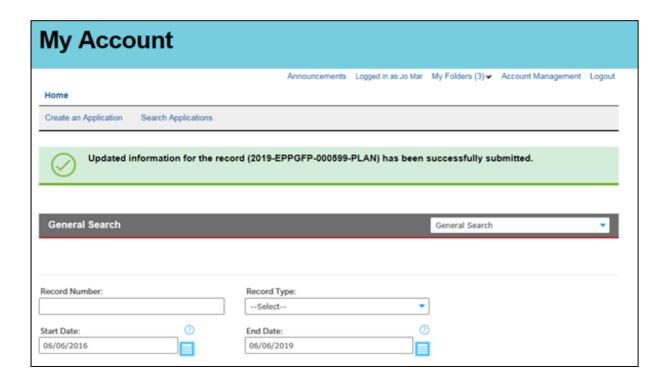
In the Summary page you will be able to edit any of the sections by clicking on the **Edit** button of each section.

You will need to agree to the certification and electronic signature before re-submitting your application:

- 1. To do so, check the check box.
- 2. Click Submit Updated Information



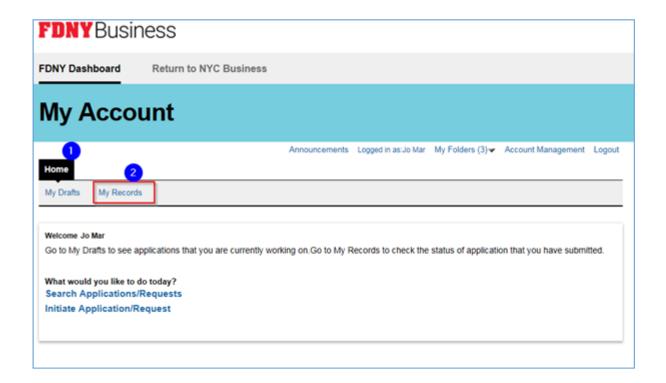
A confirmation message is displayed.



### Downloading Supporting Documents or System generated output documents

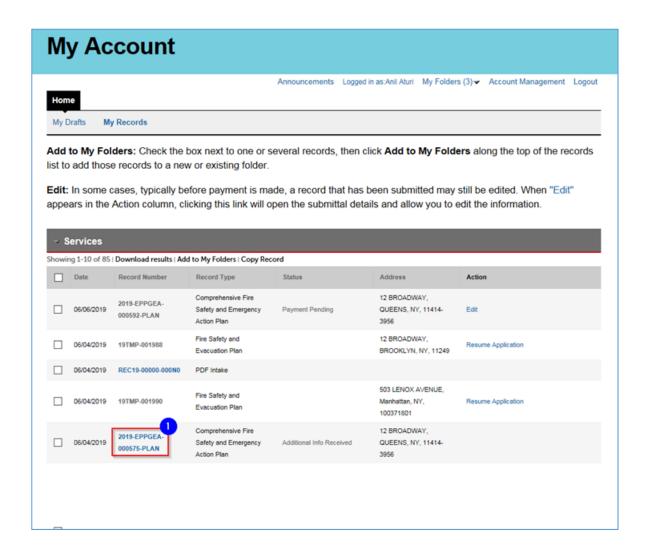
To download the output forms from an application previously submitted and/or approved online, follow the below steps:

- 1. Click Home.
- 2. Click My Records.



Locate the application from which you would like to download the output document/supporting documents, then:

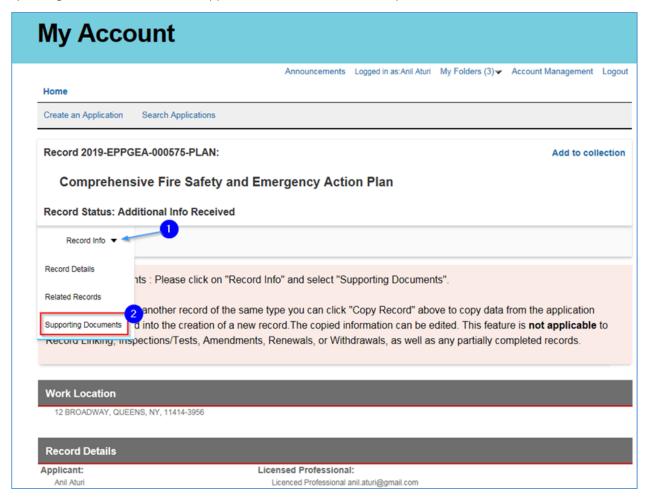
1. Click the **Record Number** (link).



The record details will be displayed.

- 1. Click on "Record Info" menu, click on the down arrow next to Record Info
- 2. Click on Supporting Documents.

The Supporting Documents section will display a list of all supporting documents associated with the record at the bottom of the page. Supporting Documents will contain files uploaded by the applicant, and also system-generated files once the application review has been completed.



If you access the output PDF forms under "Supporting Documents" while your application is under review, then all the output PDF forms will be marked as 'Draft'.

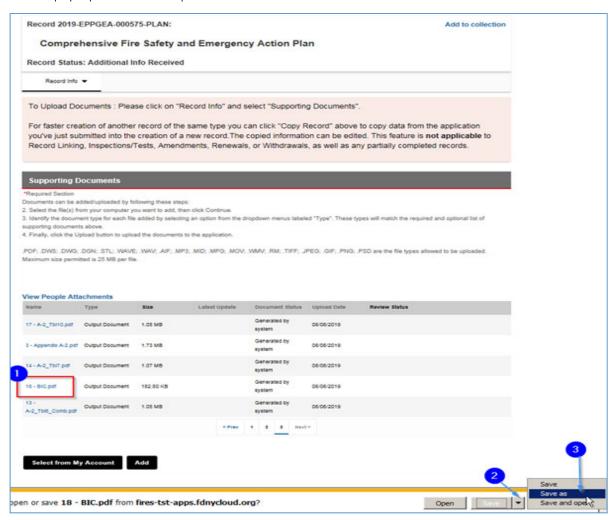
IMPORTANT: After a plan and/or amendment has been accepted, you can download the final output documents by scrolling down in "Supporting Documents" to select "Output Documents".

The "Draft" watermark is removed from Output documents which can be provided to the Building Owner for their records.

Locate the form under the Name column, then:

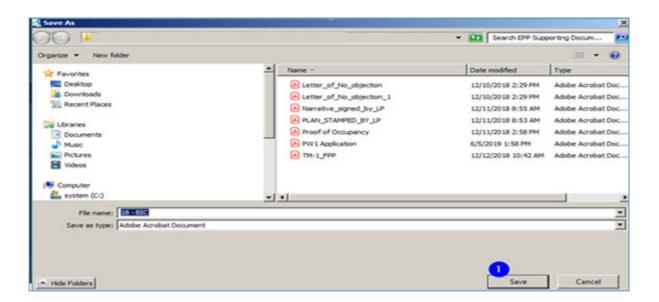
- 1. Click the Name (link).
- 2. Save as/download window is displayed at the bottom of the browser giving you the option to open or save the downloaded file, click the down arrow next to the **Save** button.
- 3. Click Save as.

A Save As pop-up window will open.



Locate the path on your computer where you want to save the file(s), then:

1. Click Save. Repeat these steps to download any additional files as needed.



### 4.2 Submit a Withdrawal Request

After submission of the application, the withdrawal option will be available depending on the type of application submitted.

The application will be allowed to be withdrawn when in certain application statuses, which vary based on the Plan Type:

Plan Type	Application Status when Withdrawal is allowed
Comprehensive Fire Safety and Emergency	Payment Pending, Fee Exemption Pending Approval,
Action Plan	Not Required
Comprehensive Fire Safety and Emergency	Fee Exemption Pending Approval, Not Required
Action Plan Amendment	
Fire Safety and Evacuation Plan	Payment Pending, Fee Exemption Pending Approval,
	Not Required
Fire Safety and Evacuation Plan Amendment	Payment Pending, Fee Exemption Pending Approval,
	Not Required
Fire Protection Plan	Payment Pending, Fee Exemption Pending Approval,
	Not Required
Fire Protection Plan Amendment	Payment Pending, Fee Exemption Pending Approval,
	Not Required
High Rise Residential (Non-sequential Floor) Plan	Not Required

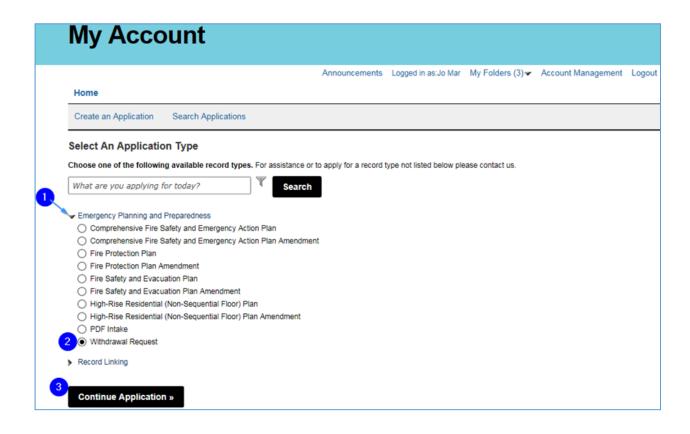
<sup>\*\*</sup> Note: Once plan review has begun, you will not be able to submit a Withdrawal request.

Log into FDNY Business, and then follow the steps below to withdraw your application:

- 1. Click on Home.
- 2. Click on Initiate Application/Request link.

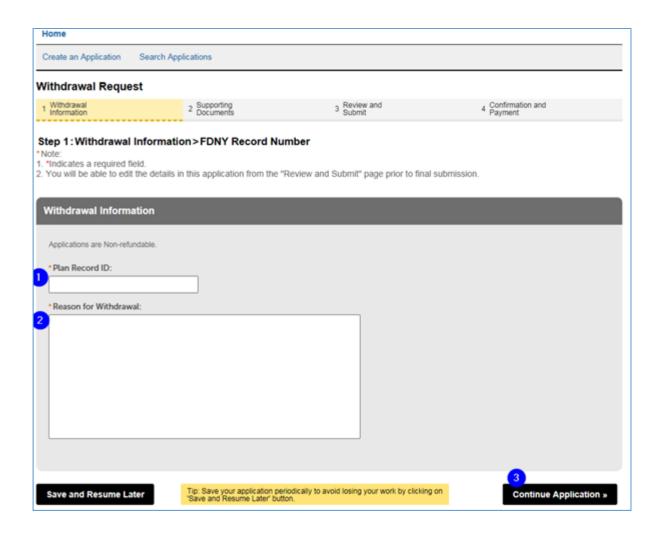


- 1. Expand the **Emergency Planning and Preparedness** menu (click on the right arrow to expand the drop-down list).
- 2. Select Withdrawal Request
- 3. Click Continue Application.



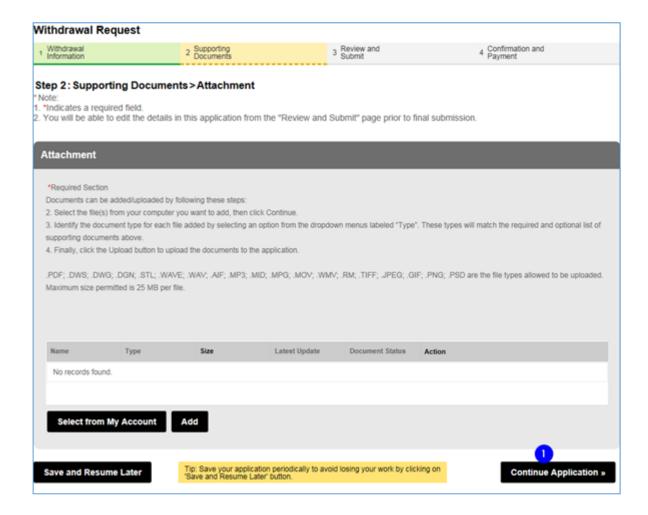
Withdrawal Request information page is displayed.

- Enter Plan Record ID (required).
- 2. Enter Reason for Withdrawal (required).
- 3. Click Continue Application.



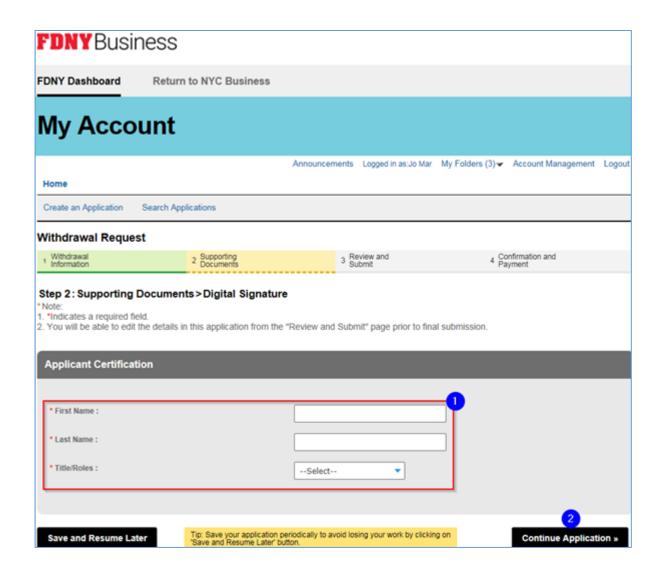
On the Supporting Documents page, attach any document(s) if needed (optional). To upload a document, refer to <u>Upload Document</u> section, then:

1. Click Continue Application.



In order to continue with the Application, you must complete the Digital Signature section:

- 1. Enter your **First Name**, **Last Name**. This needs to match with the first and last name in your account profile.
  - Enter the Title/Role.
- 2. Click Continue Application



<sup>\*\*</sup>Note: This information (First name and Last name) must match with the logged in user details.

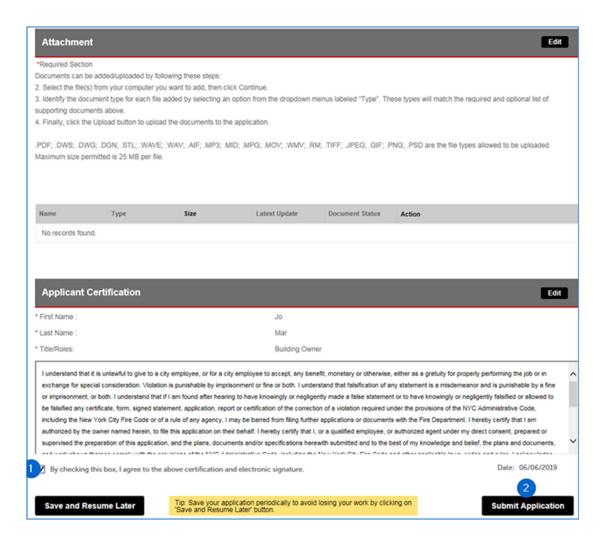
You will be directed to the Summary page.

In the Summary page you will be able to edit any of the sections by clicking on the Edit/View button against each section.

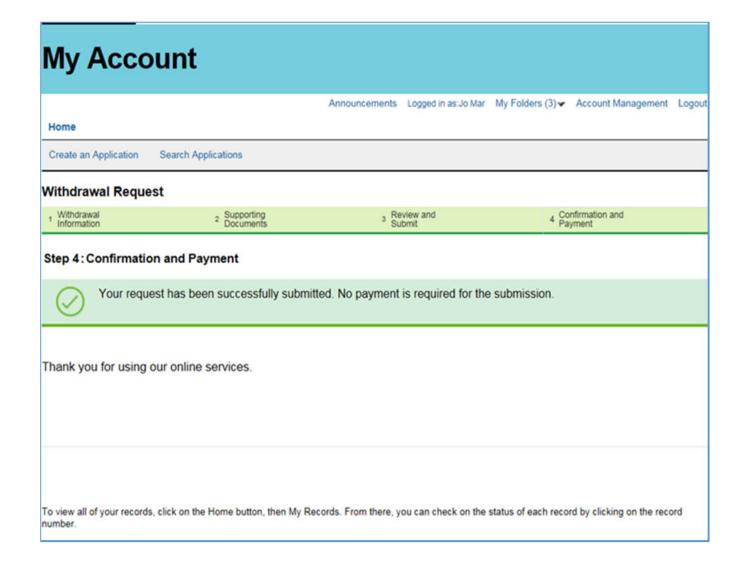
Finally, you will need to certify and provide electronic signature before submitting your application:

- 1. Check the box.
- 2. Click Submit Application to complete the Withdrawal request.

The withdrawal will be submitted and a Record number will be automatically generated for your withdrawal request.



A Withdrawal request confirmation page is displayed.



Upon submission of the withdrawal request, an email notification will be sent out to the applicant.

From: FDNY Business <noreply@fdny.nyc.gov>

Date: Wed, May 29, 2019 at 12:15 PM

Subject: Application 2019-EPPGHR-000078-PLAN withdrawn

To: <fdnytest166@gmail.com>

Dear FDNY Customer,

The Fire Department of New York confirms that the Plan application 2019-EPPGHR-000078-PLAN has been successfully withdrawn. You can check the status of your application online: <a href="https://fires-tst-apps.fdnycloud.org/citizenaccess/Cap/MyRecordsCap.aspx">https://fires-tst-apps.fdnycloud.org/citizenaccess/Cap/MyRecordsCap.aspx</a>

Thank You,

BUREAU OF FIRE PREVENTION

9 METROTECH CENTER, BROOKLYN, N.Y. 11201 385

CONFIDENTIALITY NOTICE:

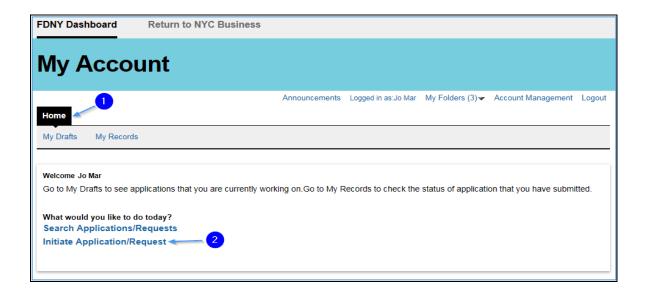
#### 4.3 Submit an Amendment

An amendment can be submitted via the FDNY Business. An amendment can only be submitted to a previously accepted plan which has a letter of acceptance issued by the FDNY. Follow these steps to complete your amendment application.

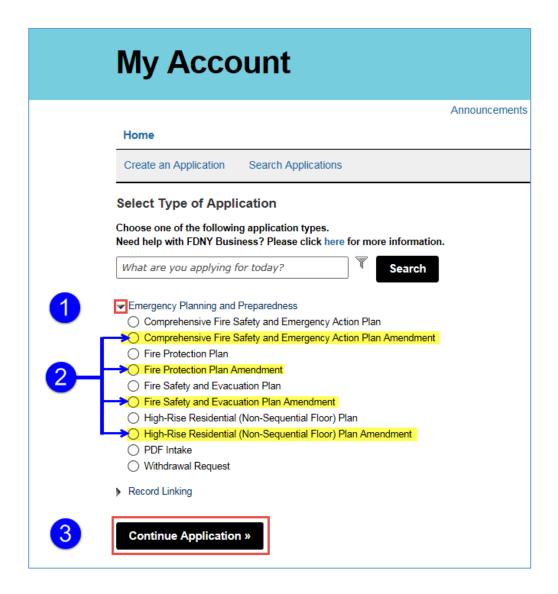
#### Initiate an Amendment

Log in to the FDNY Business Portal

- 1. Click on Home.
- 2. Click Initiate Application/Request link.

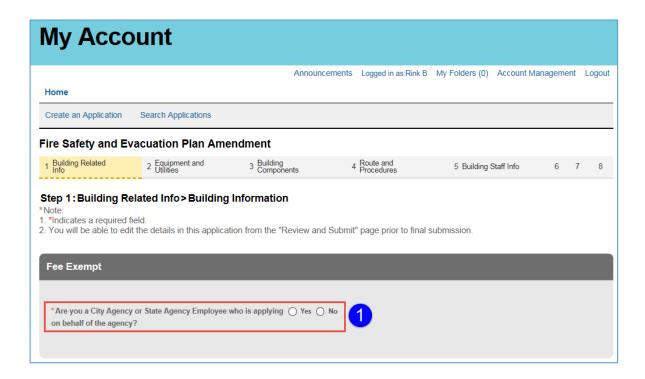


- Expand the Emergency Planning and Preparedness menu (click on the right arrow to expand the dropdown).
- 2. Select an Amendment Application type (see below).
- 3. Click Continue Application.



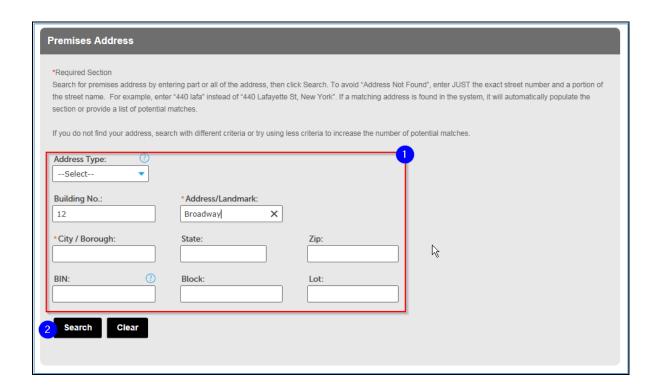
TIP: To search for an application type, enter keyword in the "What are you applying for today?" box and click Search.

1. Select Yes or No under the City/State Agency affiliation

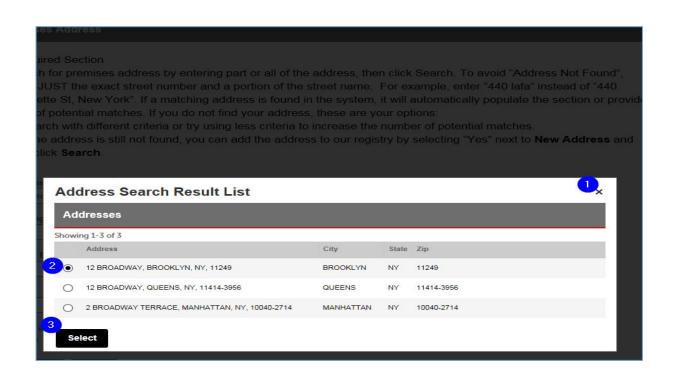


### Adding the Premises Address Information

- 1. Enter address information (enter any criteria)
- 2. Click **Search**. System will return all valid addresses based on entered criteria.

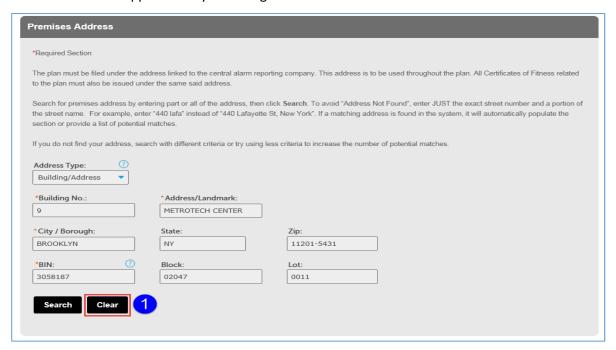


- 1. If the address you are looking for is not available, click the "x" on the right top corner of the window to close and enter new search criteria, otherwise:
- 2. Click on the correct address from the result list.
- 3. Click Select



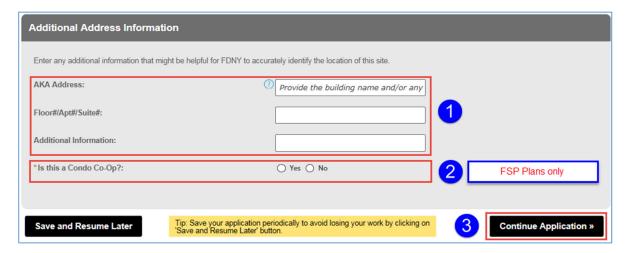
Upon selecting an address from the list, the system will use that address and automatically fill all fields displayed as "Premises Address".

 If the wrong address is selected in error you can select "clear" and the system will clear the selected address so the applicant may search again and select the correct address.



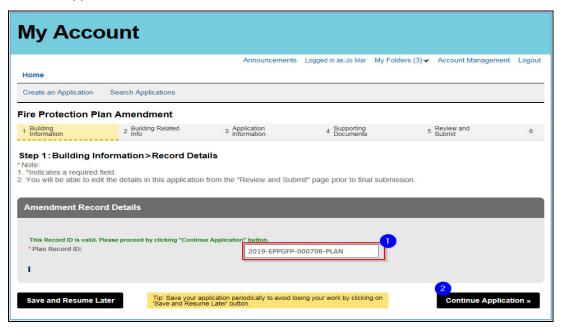
TIP: The "Clear" button is used to clear the selected address so the applicant may search again and select the correct address. The system does not allow adding a NEW address for an Amendment application.

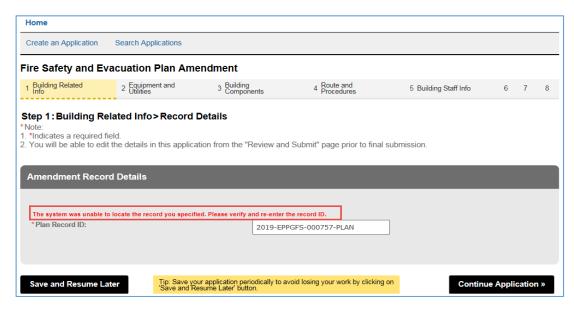
- 1. The "Additional Address Information" section is optional for all plan types except "FSP- Fire Safety and Evacuation"
  - \*\*Note: For FSP Plans, additional questions related to Co-op are mandatory.
- 2. Select "Is this a Condo Co-op?" (Required for Fire Safety and Evacuation applications only)
- 3. Select "Continue Application"



### Provide the Last Accepted Plan Record ID

- 1. Enter the Plan Record ID (the last accepted plan) you are amending
  - \*\*Note: If you are the applicant on the last accepted plan (the record you are amending,) the Record ID of the previously accepted plan for the provided premises address will be auto-populated.
- 2. Click Continue Application

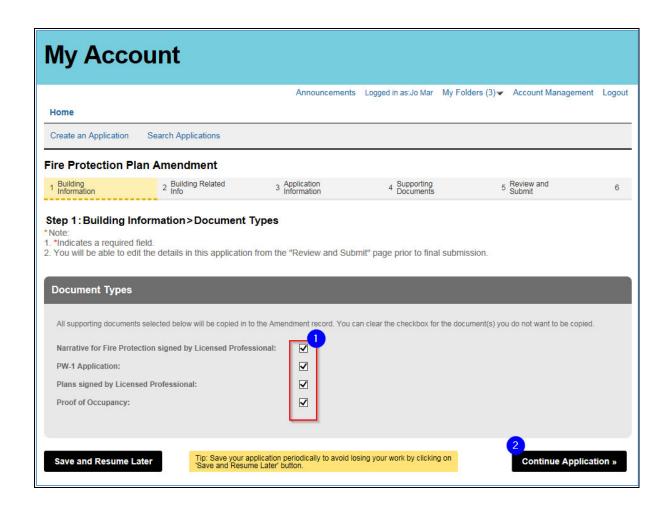




<sup>\*\*</sup> Note: If the plan was not approved or is the incorrect plan, then the system will show the error message as shown above.

### Confirming Supporting Documents to be copied

- 1. Deselect the boxes for any documents you **do not** want to copy to your amendment application from the original plan application.
  - \*\* Note: By default all boxes will be checked. The system will give you an option to upload new documents prior to submission if needed. If the information is the same, leave all boxes selected to carry over documents from the previous approved plan.
- 2. Click Continue Application.
  - \*\*Note: As the Applicant, you are responsible to provide all required supporting documents. If the Plan Examiner identifies obsolete, incorrect or duplicate supporting documents, you may receive a Letter of deficiency or a Letter of disapproval.



<sup>\*\*</sup>Note: This screen is not applicable for the legacy (old) plans submitted prior to 10/03/2019

### Validating and Updating the Copied Data

As this is an amendment to a previously accepted plan, most of the information will already be available and copied from the previously accepted application. The applicant must review/update all sections on the webforms.

- Update and validate data throughout application.
- Use the "Edit/View" or "Remove" links to update the information where needed.
- In some sections, the applicant will have to "Delete" the existing information and add new information.

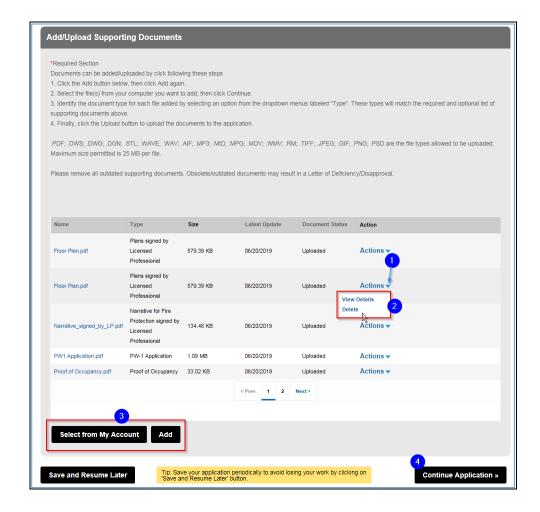
#### \*\*Notes:

- If you are the applicant on the last accepted plan (the record you are amending), most of the information will be available and copied from the previously accepted application. If you are a new applicant, you will have to manually enter all information in the amendment application.
- For the Comprehensive Fire Safety and Emergency Action Plan amendments, the applicant is required to pay the full fees if the applicant has changed since the last accepted plan.
- All information except for the Job number (for Fire Protection Plan Amendment) is allowed to be amended.

### Validating or Uploading New Supporting Documents

As the applicant proceeds to the supporting document section, the applicant will have the option to review existing documents and delete/update documents as needed. See below.

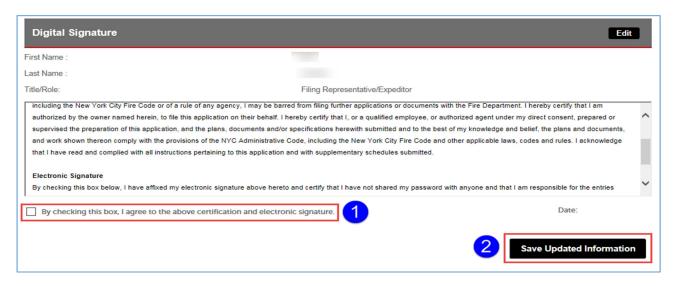
- 1. Open the Actions menu.
- 2. Select View Details or Delete for any document you want to review or delete.
- Use the Select from My Account or Add button to add more documents if necessary. Refer to the Upload Document section for more details on how to upload document.
- 3. Click Continue Application.



<sup>\*\*</sup>Note: To open document in order to verify, click hyperlink for the document under "Name" column.

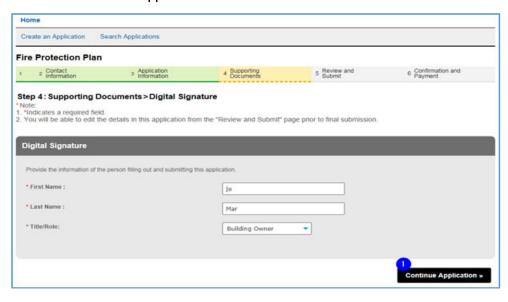
Finally, before submitting the application, you will:

- Check the box under **Digital Signature**. This is mandatory for application submission.
- Click Save Updated Information to save and finalize all content.



The Applicant will be redirected to the final "Supporting Documents Digital Signature" page.

- Enter your First Name, Last Name. This needs to match the first and last name in your account profile.
- Enter the Title/Role
- 1. Select "Continue Application".

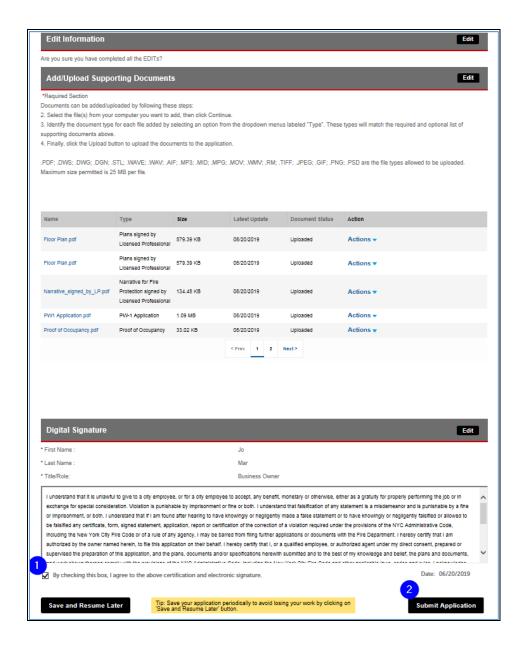


### Reviewing and Submitting

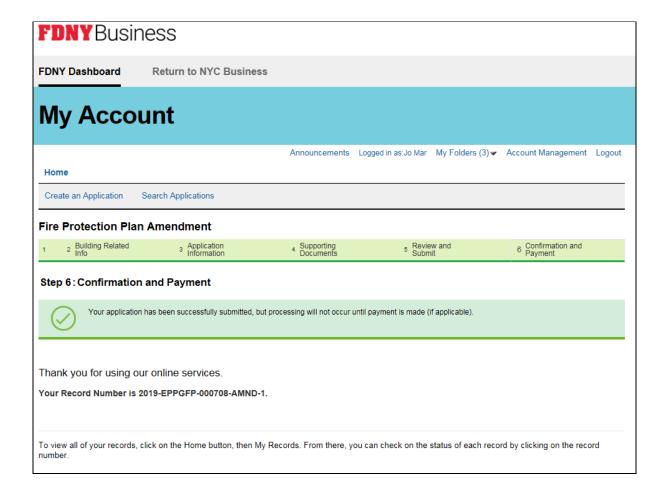
You will have to agree to the certification and the electronic signature before submitting the application:

- 2. Check the box.
- 3. Click Submit Application

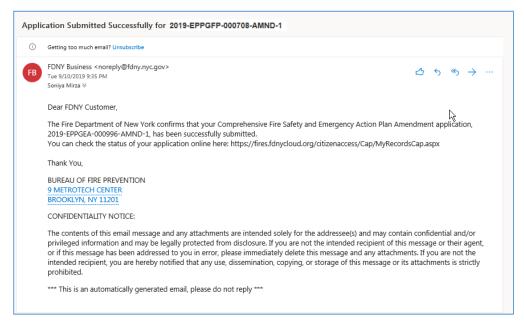
The application will be submitted and a Record number will be automatically generated.



A confirmation page will be displayed with the payment related instruction (if applicable) via CityPay. For more details on how to make a payment, refer to the <u>Making a Payment via CityPay</u> section.



System will send out email notification for the submission.



#### \*\*Notes:

- There is no fee for High Rise Residential (Non-Sequential Floor) Plan Amendment.
- For Comprehensive Fire Safety and Emergency Action Plan Amendment, fees will be charged based on FDNY's review time, you will be receiving invoice later.
- Upon approval of the amendment, the previous plan status will be set as either "Letter of Acceptance OLD" or "Amended Letter of Acceptance OLD" or "Letter of No Objection OLD" or "Amended Letter of No Objection OLD" depending upon the type of the amendment application.

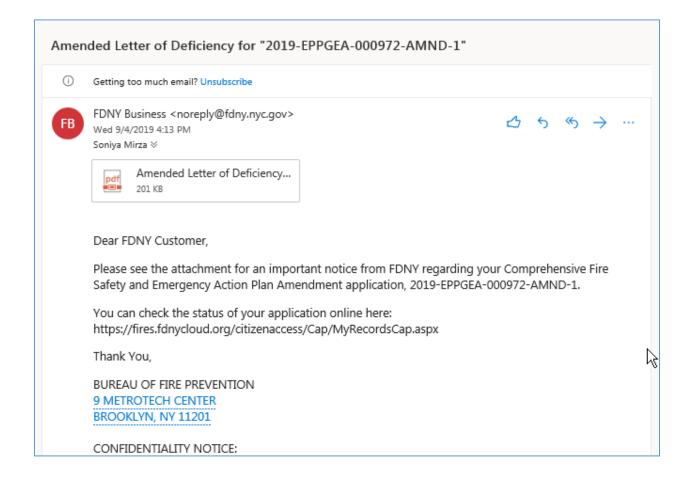
#### 5 Resubmission

When an application is returned (the record status will reflect Additional Information Requested, Letter of Disapproval or Letter of Deficiency,) the applicant will receive an email notification with instructions and reason(s). Based on this information, the applicant will be able to edit the application once they login to the FDNY Business Portal using the link provided in the email notification.

If one of the below statuses are issued:

- o Additional Information Requested
- o Letter of Disapproval
- Letter of Deficiency

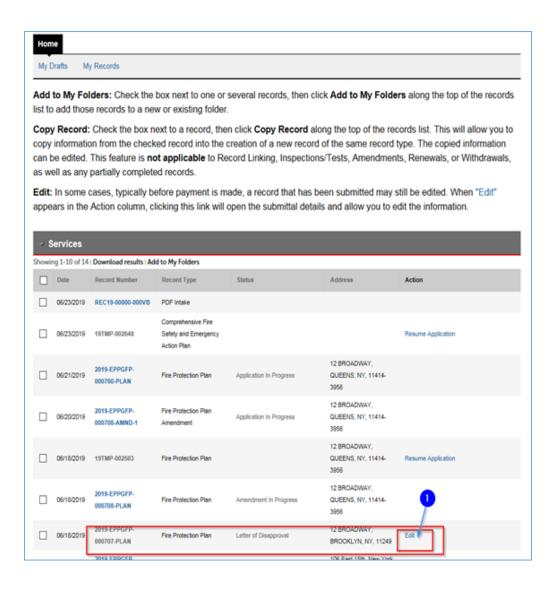
Go to your inbox, locate the email from FDNY Business and click the link (or copy and paste into your browser) provided in the email.



<sup>\*\*</sup>Note: Only the applicant will receive this email

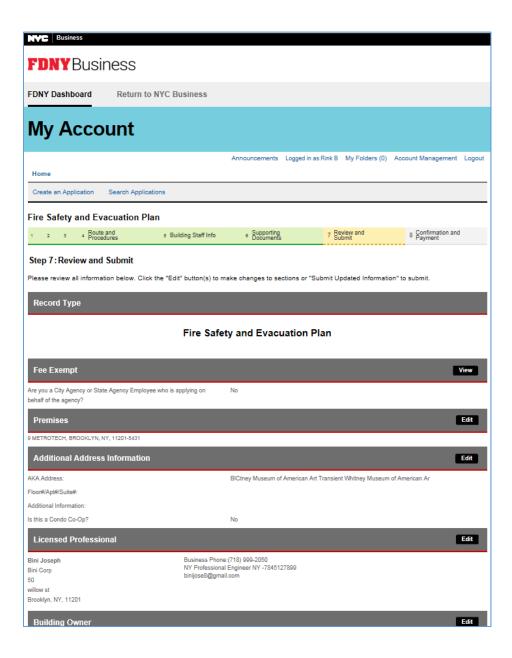
You'll be re-directed to My Records page of the FDNY Business.

- \*\*Note: Record ID can be located in the PDF attachment in the Email
- 1. Locate the record ID (number) and click the **Edit** link under the **Action** column, to the right of the record.

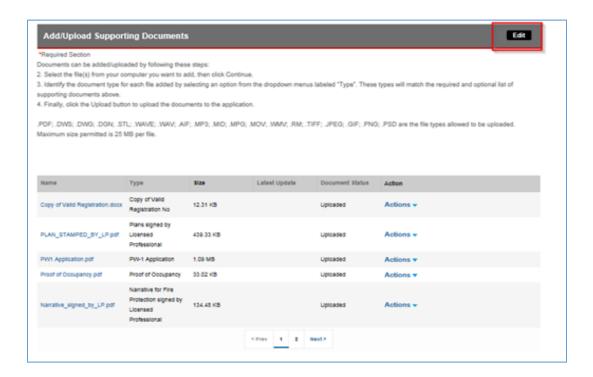


The application will open on the **Review and Submit** page.

1. You will be able to update each section as needed.



2. To submit new or updated Supporting Documents (e.g. Floor Plans, Cover letter, Rise Diagram, BIC schematics, etc.,) click the **"Edit"** button under "Add/Upload Supporting Documents".

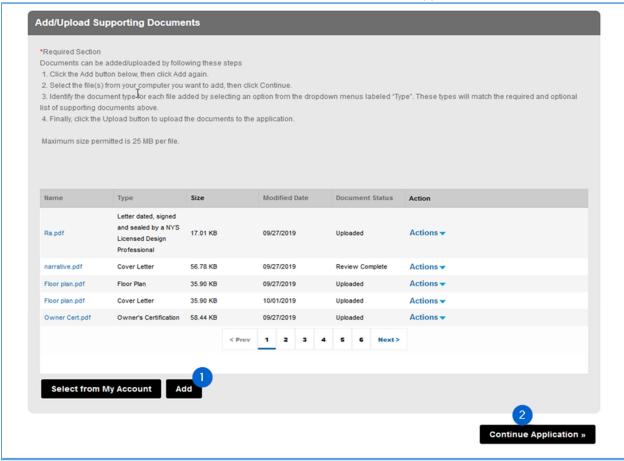


<sup>\*\*</sup> Note: It is required that you submit a cover letter with any revision of the application. That cover letter will be uploaded under "Add/Upload Supporting Documents").

1. Select "Add". This will allow you to upload all supporting documents that are required.

Note: Refer to chapter <u>Upload Document</u> for more details on how to upload documents.

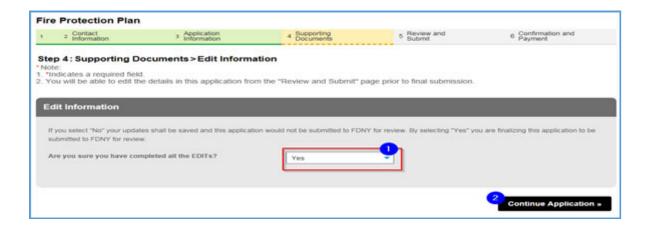
2. Once all the attachments have been uploaded, click the **Continue Application**.



1. Once all edits are done, and the application is ready to be submitted, you must update the answer under the "Edit Information" section.



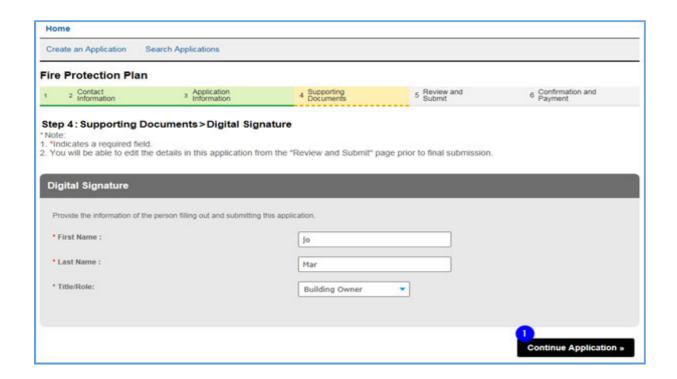
- 1. Select "Yes" once you have completed all the necessary updates.
- 2. Click Continue Application.



TIP: If "No" is selected, after clicking "Continue Application," your application will be saved and **not** submitted to FDNY for Review. Selecting "No" is essentially saving for your application for additional updates.

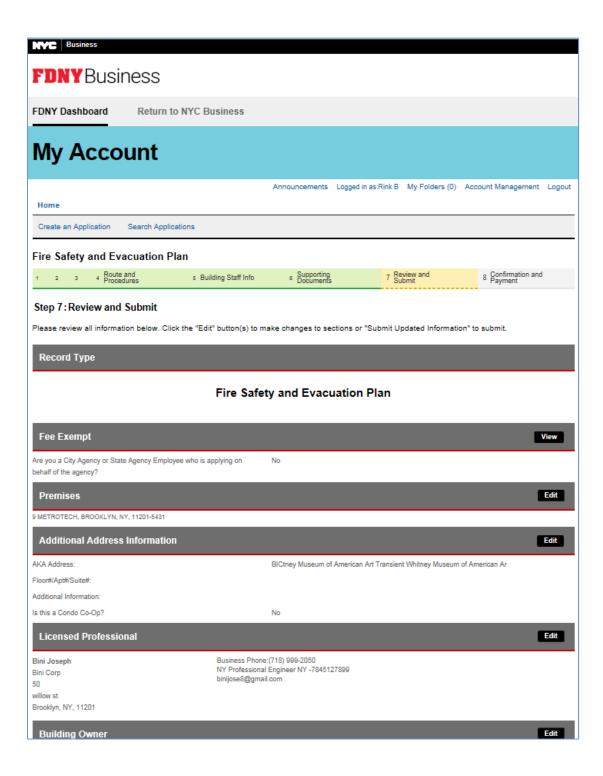
You will be redirected to the "Supporting Documents Digital Signature" page. The Applicant's First Name, Last Name and Title/Role will be pre-populated.

1. Verify the information is correct then click the Continue Application.



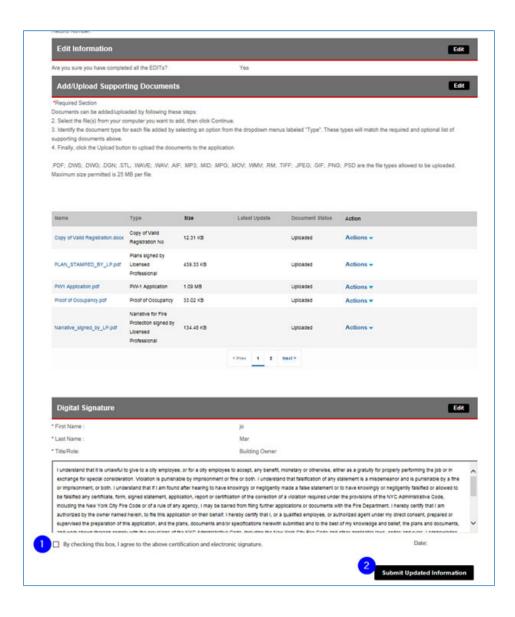
TIP: The person logged into FDNY Business and the person listed under the digital signature must be the same. If not, the application cannot be submitted.

The application will be returned back to the "Review and Submit" page where you will be able to review the entire application before submission.

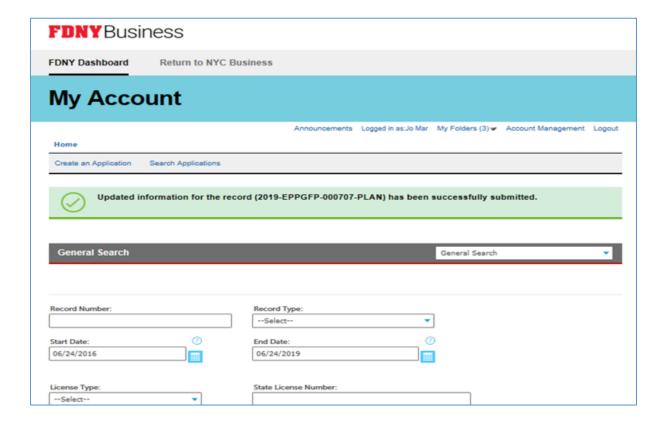


Prior to submitting the application, you will need to:

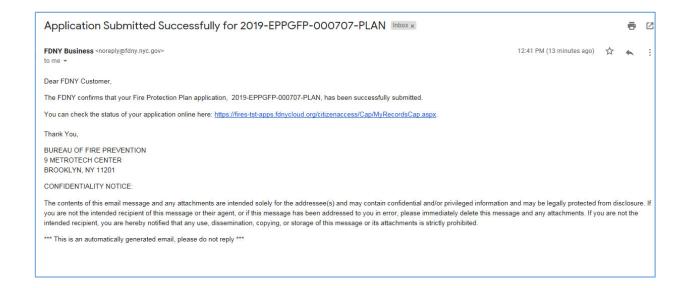
- Certify the submission by selecting the "By checking the box, I agree to the above certification
  and electronic signature" check box.
- 2. Click the **Submit Updated Information** button to save all changes made to the application.



The confirmation page is displayed and the system will send an email confirmation to you.



See sample Email confirmation to be sent upon submission below:



\*\*Note: If you are submitting the application after the allotted timeframe, you will be subjected to pay the full fee to FDNY.

- 1. For the Fire Protection Plan, the deadline to resubmit the application is 180 days from your initial submission date. If you submit after that date, you will be subjected to the full fee of \$420.
- 2. For the Fire Safety and Evacuation Plan, the deadline to resubmit the application is 180 days from your initial submission date. If you submit after that date, you will be subjected to the full fee of \$210.
- 3. For the Comprehensive Fire Safety and Emergency Action Plan, the deadline to resubmit the application is 30 days from your Letter of Deficiency / Amended Letter of Deficiency issuance date. If you submit after that date, you will be subjected to the full fee of \$630.
- 4. For all application types, if you receive a Letter of Deficiency/Disapproval or Additional Information Requested and did not resubmit your application within 180 days of the mentioned status, your application will be abandoned. If your application is abandoned, you must submit a new application which is subjected to a full application fee respective to the application type. This also applies to Amendments; if you do not resubmit your amendment revisions within 180 days; you will be required to submit a new amended application that is subjected to a full fee respective to the application type.

### 6 Upload document

### You can upload documents:

- To your profile under Account Management. Refer to the section <u>Add Documents to Profile</u> for more details.
- While submitting / resubmitting the application / request

#### Tips before uploading documents, please ensure:

- The maximum size of each file does not exceed 25MB.
- Floor plans must be uploaded with each floor as an individual file (e.g. Flr\_1.pdf, Flr\_2.pdf, etc.)
- Floor Plans or Site plans must be in .PDF, .DWG, .DWF format.
- Follow the file naming convention for Plan / Drawing / Technical Document as per the instruction
  document listed under file naming convention link, which is displayed in New/Amendment Plan
  applications under the Document Upload page.

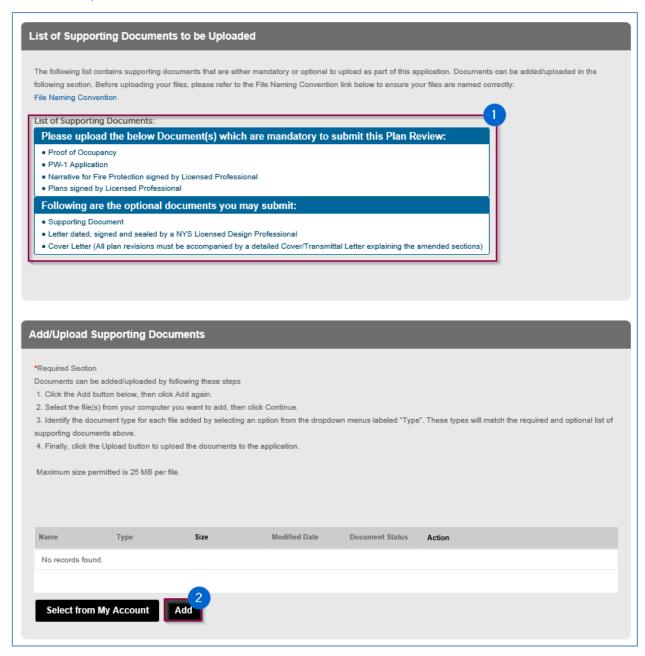
Documents upload (supporting documents or forms) option is available for the following applications/requests:

- New Plan application
- Amendment Plan application
- Withdrawal request
- PDF Intake request

#### Add New Documents

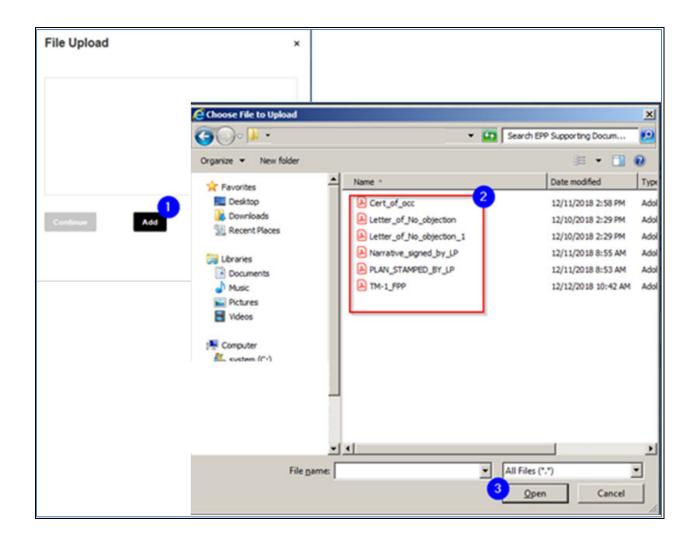
Please follow the steps below to upload documents to your application/request:

- 1. See required / optional document list under the List of Supporting Documents.(if applicable)
- 2. Click Add to upload documents.



<sup>\*\*</sup>Note: Alternatively, you may also add documents that are stored in "Account Management" by clicking the Select from my Account button.

- 1. Click Add...
- 2. Locate the folder in your computer/laptop where your supporting documents are stored and select the document(s) to be uploaded.
- 3. Click Open.

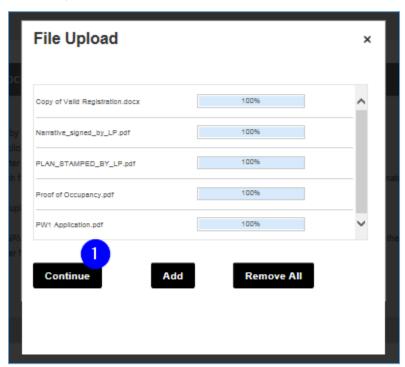


TIP: To select multiple files, press and hold down CTRL on keyboard while clicking on the desired files.

The system will display all the files that are selected to be uploaded.

1. Click Continue.

The File Upload window will close.

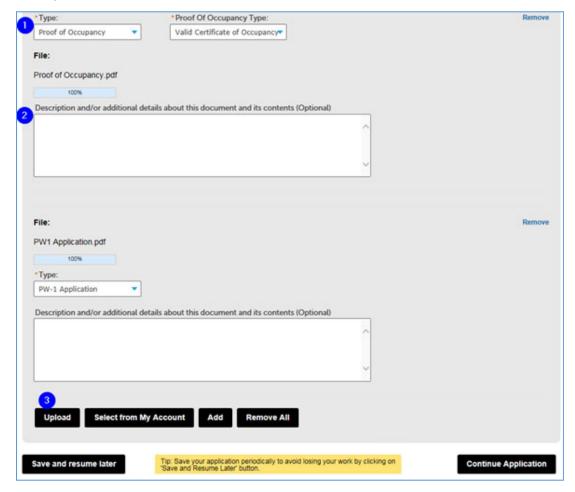


<sup>\*\*</sup>Note: Wait for each of the document bar to reach 100%.

**TIP:** To remove all files, click "Remove All" or to add more files, click "Add" and to cancel the action click "X" on the top right corner of the window.

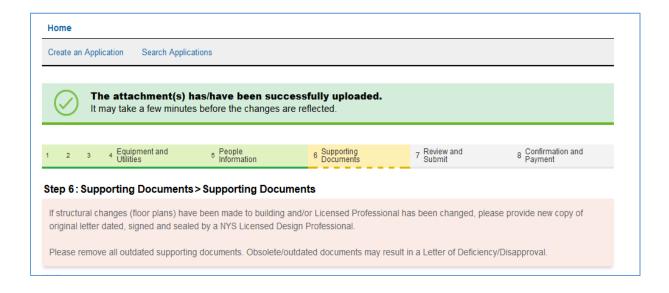
The system will display all the files that are ready to be uploaded.

- 1. Select the "Type" of document from the drop-down menu.
- Enter a description for the document to be uploaded (Optional).
   Repeat Steps 1 and 2 for each document to be uploaded.
- 2. Click Upload.



TIP: To remove a document, click the "Remove" link to the right of each document. The "Remove All" button removes only the documents currently being uploaded.

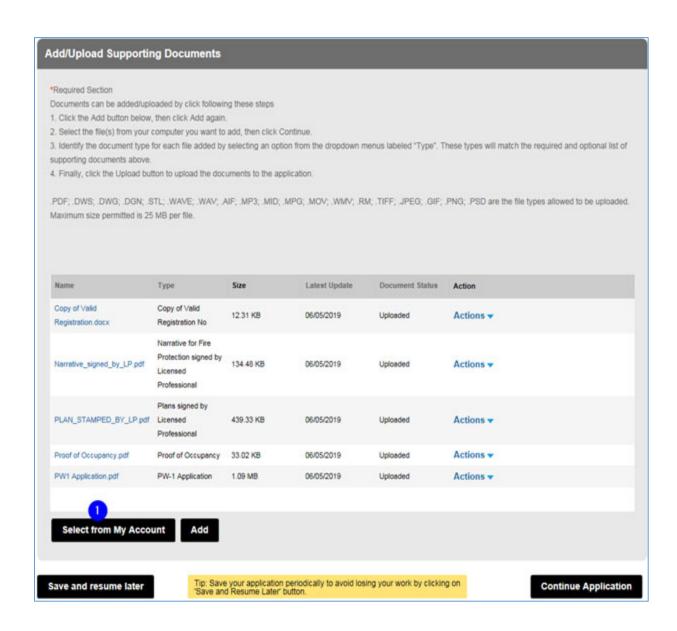
The "The attachment(s) has/have been successfully uploaded" message will be displayed.



#### Select Document(s) From Account

You may also add documents previously saved in your account profile:

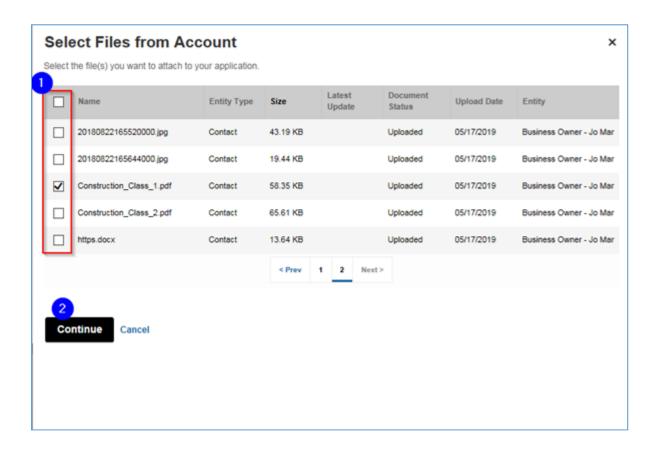
1. Click Select from My Account. A Select Files from Account window will open.



<sup>\*\*</sup> Note: Refer chapter Add Documents to Profile for more details.

The system displays the files saved to your account profile

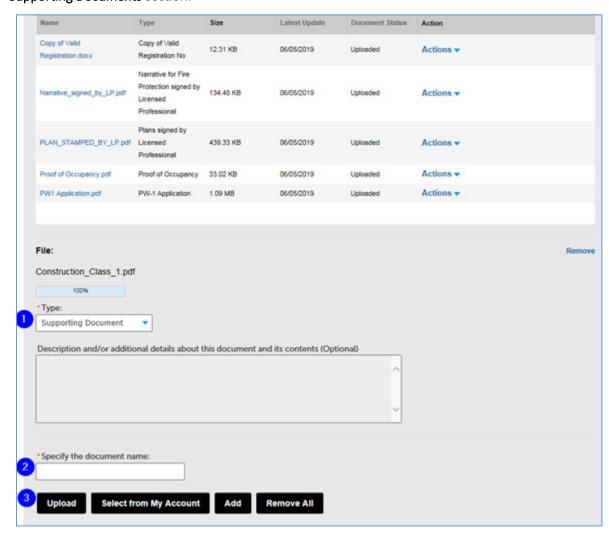
- 1. Select the file(s) to be added from the list of documents displayed.
- 2. Click Continue.



TIP: It is recommended to save commonly used documents in your profile so you can easily select them for upload when entering a new / amended application.

- 1. You must select the "Type" of document from the drop-down menu for each document.
- 2. Enter the document name. Note: Document Name is only applicable to the supporting documents section.
- 3. Click Upload.

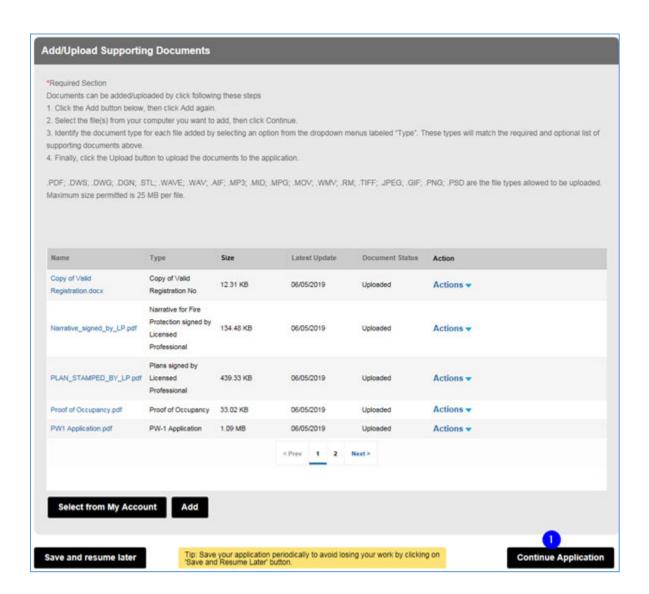
All documents uploaded will be added to your application and can be viewed under the Add/Upload Supporting Documents section.



TIP: It is important you review all attachments prior to submission to ensure document types match the document specified.

Once you have uploaded all the required documents:

1. Click Continue Application.



<sup>\*\*</sup>Note: If you do not submit the required supporting documents, you may receive a Letter of Deficiency/Disapproval from FDNY.

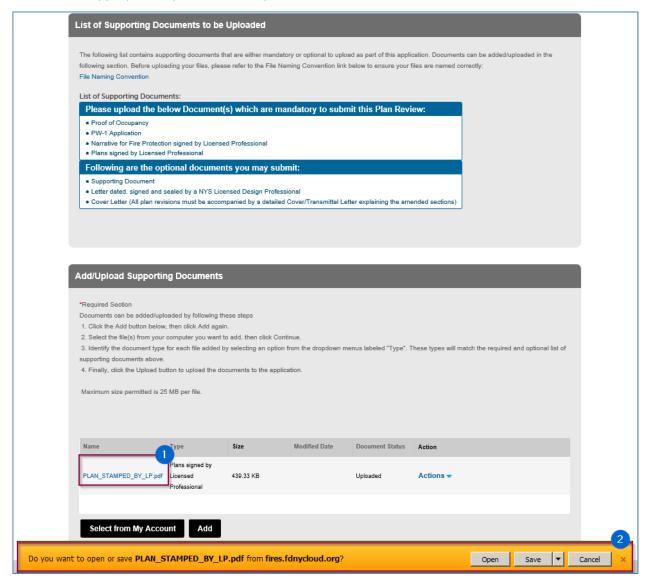
#### **After Document Upload**

Once document is uploaded you can:

- 1. Open the document
- 2. Delete the document
- \*\* Note: You can only delete an attached document prior to submitting the application.

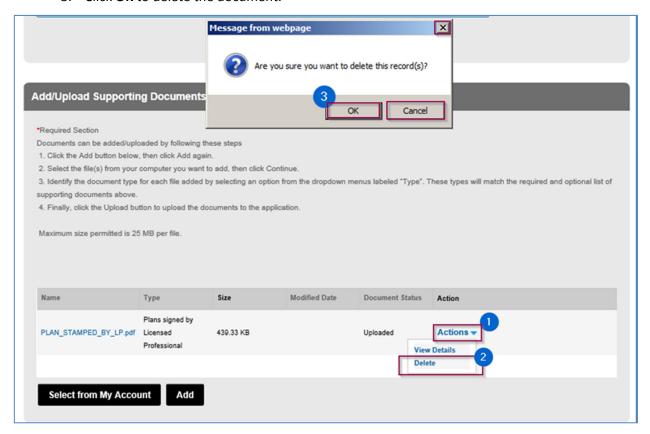
To open the document, follow below steps:

- 1. Click on the **document link.** The download message will be displayed at the bottom of the screen.
- 2. Select appropriate option to save/open or cancel.



#### To delete the documents:

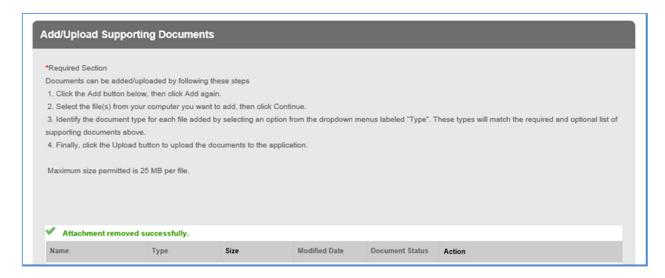
- 1. Click on the Action.
- 2. Select Delete.
- 3. Click **OK** to delete the document.



<sup>\*\*</sup>Note: You can click **Cancel** or **X** in top of the message window to cancel the delete action.

TIP: To view document details such as file size, date of upload, file name etc., click View Details under Actions.

The "Attachment removed successfully." message will be displayed.



#### Return to:

- 1. Initiate Application
- 2. Submit a Withdrawal Request
- 3. Submit an Amendment
- 4. Resubmission

### 7 Editing Premises Address and Contacts

You can edit certain sections of your application such as contacts, premises address etc. only when your application is in certain statuses. Please refer to the table below for more details:

#### 1. Comprehensive Fire Safety and Emergency Action Plan. (New and Amendment Plan)

	Record Status			
Sections in the application	Payment Pending	Letter of Deficiency/Amended Letter of Deficiency	Additional Info Requested	Special Conditional Acceptance
Premise Address	Allowed to edit	Allowed to edit as long as address is for the same building	Allowed to edit as long as address is for the same building	Allowed to edit as long as address is for the same building
Building Owner / Business Owner / Filing Representative / Expeditor	Allowed to edit	Allowed to edit existing information except for First Name, Last Name, Email address and Business Name.	Allowed to edit existing information except for First Name, Last Name, Email address and Business Name.	Allowed to edit existing information except for First Name, Last Name, Email address and Business Name.
Applicant	Allowed to edit	Allowed to edit existing information except for First Name, Last Name, Email address and Business Name.	Allowed to edit existing information except for First Name, Last Name, Email address and Business Name.	Allowed to edit existing information except for First Name, Last Name, Email address and Business Name.
Licensed Professional	Allowed to edit	Allowed to edit existing information except for First Name, Last Name, and Licensed Number.	Allowed to edit existing information except for First Name, Last Name, and Licensed Number.	Allowed to edit existing information except for First Name, Last Name, and Licensed Number.
Data	Allowed to edit	Allowed to edit	Allowed to edit	Allowed to edit
Documents	Allowed to edit	Allowed to edit	Allowed to edit	Allowed to edit

Note: "Payment Pending" and "Special Conditional Acceptance" statuses are not applicable to an amendment.

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#### 2. Fire Safety and Emergency Action Plan (New and Amendment Plan)

	Record Status			
Sections in the application	Payment Pending	Letter of Deficiency / Amended Letter of Deficiency	Additional Info Requested	Special Conditional Acceptance
Premise Address	Allowed to edit	Allowed to edit as long as address is for the same building	Allowed to edit as long as address is for the same building	Allowed to edit as long as address is for the same building
Building Owner / Business Owner / Filing Representative / Expeditor	Allowed to edit	Allowed to edit existing information except for First Name, Last Name, Email address and Business Name.	Allowed to edit existing information except for First Name, Last Name, Email address and Business Name.	Allowed to edit existing information except for First Name, Last Name, Email address and Business Name.
Applicant	Allowed to edit	Allowed to edit existing information except for First Name, Last Name, Email address and Business Name.	Allowed to edit existing information except for First Name, Last Name, Email address and Business Name.	Allowed to edit existing information except for First Name, Last Name, Email address and Business Name.
Licensed Professional	Allowed to edit	Allowed to edit existing information except for First Name, Last Name, and Licensed Number.	Allowed to edit existing information except for First Name, Last Name, and Licensed Number.	Allowed to edit existing information except for First Name, Last Name, and Licensed Number.
Data	Allowed to edit all data except for category	Allowed to edit all data except for category	Allowed to edit all data except for category	Allowed to edit all data except for category
Documents	Allowed to edit	Allowed to edit	Allowed to edit	Allowed to edit

Note: "Special Conditional Acceptance" status is not applicable to an amendment.

#### 3. Fire Protection Plan (New and Amendment Plan)

	Record Status		
Sections in the application	Payment Pending	Letter of Disapproval / Amended Letter of Disapproval	Additional Info Requested
Premise Address	Allowed to edit	Allowed to edit as long as address is for the same building	Allowed to edit as long as address is for the same building
Building Owner / Business Owner / Filing Representative / Expeditor	Allowed to edit	Allowed to edit existing information except for First Name, Last Name, Email address and Business Name.	Allowed to edit existing information except for First Name, Last Name, Email address and Business Name.
Applicant	Allowed to edit	Allowed to edit existing information except for First Name, Last Name, Email address and Business Name.	Allowed to edit existing information except for First Name, Last Name, Email address and Business Name.
Licensed Professional	Allowed to edit	Not allowed to edit or remove	Not allowed to edit or remove
Data	Allowed to edit all data	Allowed to edit all data except for Job Number	Allowed to edit all data except for Job Number
Documents	Allowed to edit	Allowed to edit	Allowed to edit

#### 4. High-Rise Residential (Non-Sequential Floor) Plan (New and Amendment Plan)

	Record Status	
Sections in the application	Letter of Deficiency / Amended Letter of Deficiency	Additional Info Requested
Premise Address	Allowed to edit as long as address is for the same building	Allowed to edit as long as address is for the same building
Building Owner /	Allowed to edit existing	Allowed to edit existing
Business Owner /	information except for	information except for First
Filing Representative	First Name, Last Name,	Name, Last Name, Email address
/ Expeditor	Email address and	and Business Name.
	Business Name.	
Applicant	Allowed to edit existing	Allowed to edit existing
	information except for	information except for First
	First Name, Last Name,	Name, Last Name, Email address
	Email address and	and Business Name.
	Business Name.	
Licensed Professional	Allowed to edit existing	Allowed to edit existing
	information except for	information except for First
	First Name, Last Name,	Name, Last Name, and Licensed
	and Licensed Number.	Number.
Data	Allowed to edit all data	Allowed to edit all data
Documents	Allowed to edit	Allowed to edit

<sup>\*\*</sup>Note: A contact cannot be removed if the contact is the same as the applicant.

## 8 Glossary

#		
#	Term	Definition
1	Abandoned	Applications/Records are set to "Abandoned" if you do not submit a response to a Letter of Deficiency, Amended Letter of Deficiency, Letter of Disapproval, Amended Letter of Disapproval or Additional Information Requested to FDNY within 180 days from the status issuance date. On the 181st day, the record will not be editable requiring a new submission. The listed applicant on such a record will receive an email notification alerting them of the abandoned record.
2	Account Management	Profile Management for FDNY Business users. From Account Management you will be able to manage your contact related information. Frequently used attachments may also be uploaded to your profile.
3	Additional info received	When you as an applicant successfully submit a response to an Additional Information Requested from FDNY, the system sets the status as "Additional Info. Received" allowing the Plan Examiner to continue with their review.
4	Additional Info Requested	FDNY may require Additional information for your application. The Additional Information Requested status requires minor modifications to your application. The edit link will be enabled so that you can provide the additional information and resubmit the application to FDNY.
5	Amendment	Significant change to your application after it was Approved/Accepted, and for which a revised application is required. For example: structural changes, category changes to a Fire Safety and Evacuation Plan, building critical staff changes (Warden, Deputy Warden, Searcheretc.) requires an Amended application submission.
6	Applicant	An agent (person/entity) submitting an EPP application/request. An Applicant may be acting on behalf of the Premises owner wherein a mutual agreement was established between both parties. An Applicant statement is required to submit an application/request on FDNY Business.
7	Application In Progress	Application is set to "Application In Progress" status when your application is under review with FDNY. On this status, you cannot edit or withdraw your submission.
8	Application	Specific to EPP, an Application is a request submitted on FDNY Business by an applicant. Applications/plans/records are used interchangeably. In EPP, there are four types of Plans: Comprehensive Fires Safety and Emergency Action Plan (EAP), Fire Safety and Evacuation Plan (FSP), Fire Protection Plan (FPP), and High-Rise Residential (HRR). Each application/plan type has distinctive characteristics/requirements governed by the Fire Code.

#	Term	Definition
9	CityPay	NYC CityPay is the Department of Finance's website that provides payment services for the application/request submitted on FDNY Business. After a record is created and requires payment, you will receive an email notification with the payment-related instructions.
10	Contact	A contact is one of the actors on the record such as the Applicant, business owner, building owner (managing agent,) licensed professional and or filing representative. Some contacts (Applicant, Building Owner) will have access to the record through the FDNY Business Portal.
11	Contact Type	There are two distinct contact types referenced on FDNY Business. On Account Management, a contact type is one of the following: License Professional, Building Owner, Business Owner, Filing Representative or Applicant. A transactional contact type defines one of the contacts listed above. Each may be one of the following: City Agency, Individual or Organization, for example; as a building owner; you will be an Individual, Organization, or City agency.
12	FDNY Business	FDNY Business is an online transactional system established to streamline how you as an applicant (or public user) interact with FDNY. Through FDNY Business, you can submit and track the status (in real-time) of your application/request/record
13	Fee Exemption Pending Approval	A fee exemption may be granted to you if you are a city or state employee acting as an applicant and on behalf of a governmental agency. When you submit the application as a city or state employee, the initial status is set to "Fee Exemption Pending." Each Fee Exemption request is reviewed by FDNY. As the applicant, you will receive a fee exemption or approval notification once FDNY completes the review.
14	FPIMS	FPIMS is FDNY's payment management system. When a record is created on FDNY Business you will receive an FPIMS account number. This FPIMS account number is used to make electronic payments on CityPay.
15	Legacy Record	A record created before 10/15/2019. Such records will only have an associated FPIMS record ID. In order to view your legacy records on FDNY Business, you must utilize the "Link to Record- Using Account ID (FPIMS#)" link provided.
16	Letter of Acceptance - OLD / Amended Letter of Acceptance - OLD / Letter of No Objection - OLD / Amended Letter of No Objection — OLD	Status assigned to the previous application record (last accepted plan) once a new amended plan is accepted.

#	Term	Definition
17	Letter of Deficiency/ Amended Letter of Deficiency/Letter of Disapproval/Amended Letter of Disapproval	FDNY issues Letter of Deficiency or Disapproval when the plan does not comply or meet the minimum requirements, as set forth in New York City Fire Code and Fire Department Rules.
18	My Drafts	My Drafts is a page on FDNY which will show all your partially completed records with the creation date and action to complete the record.
19	My Folders	'My Folders' gives you the flexibility in organizing your records. If you have several records listed under "My Records," you can group common records into individual folders. For example, you may create a folder for each plan type, client, address, etc. My Folders is similar to how you would organize Folders/Files on your computer.  **Note: Temporary records cannot be added to My Folders.
20	My Records	My Records is a page on FDNY Business which will show all your records (completed or drafts) submitted to FDNY with the record number, status, creation date, and premises address.
21	New Applicant	New applicant is an individual who was not an applicant on the previously accepted/approved plan.
22	New record	New records are the applications/records directly submitted in FDNY Business from 10/15/2019 onwards.
23	Not Required	Application status is set to 'Not Required' by a Plan Examiner if the type of application submitted is not applicable or not required for the specified building/premises.
24	NYC ID	To conduct business with FDNY online (submit and manage the plan applications/requests), you will need to create and NYC ID account.
25	Payment Pending status	Application status is set as Payment Pending when an application is submitted. At this status, you will be able to make a payment on CityPay.  **Note: This status is not applicable to High-Rise Residential (Non-Sequential Floor) Plan, High-Rise Residential (Non-Sequential Floor) Plan Amendment, Comprehensive Fire Safety and Emergency Action Plan Amendment.
26	PDF Intake	PDF Intake is an alternate way of initiating an application online. You can upload new <b>fillable</b> PDF forms for Comprehensive Fire Safety and Emergency Action Plan and the Fire Safety and Evacuation Plan (for New and Amendment request), and your data from these PDF forms will be extracted and pre-populated to the respective online application. You can verify the populated data and complete the application on FDNY Business' web-form.  ** Note: 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.

#	Term	Definition
27	PIN	A Personal Identification Number (PIN) allows you to link a record created on FDNY Business to your dashboard. To receive a PIN, a "Request a PIN" must be submitted to FDNY. FDNY reviews each PIN request, and if approved, only the Building Owner will receive the PIN.
28	Record	A record is a transaction between you (applicant) and FDNY through FDNY Business. Transactions are identified by their Record IDs.
29	Record ID	This is a unique identification number for your record/Application. When an application/request is submitted on FDNY Business, the system generates a Record ID. This record ID is the reference number you will use to track the progress of your application/request.
30	Record Linking	Record Linking allows you to link your FDNY Business record with your registered account to view the status of your all submitted legacy records (created before 10/15/2019) on FDNY Business. In order to link a Legacy record to your profile, you will need to submit request via "Using Account ID (FPIMS#)". In order to link a New record (created after 10/15/2019) to your profile, you will need to submit request "Using a PIN".  **Note: In order to receive a PIN, you will need to submit a "Request a PIN" record. PIN requests are reviewed individually by FDNY
31	Record Type	A record type is simply a service provided by FDNY. Record Types are available under the service catalog after selecting "Initiate Application/Request" from FDNY Business' Home page. Examples of record types are: Fire Protection Plan Application, Fire Protection Plan Amendment, PDF Intake, Request a PIN, etc.
32	Revision Received	The system sets the Application status as 'Revision Received' when a revision to your application is submitted as a response to a letter of deficiency/disapproval.
33	Special Conditional Acceptance	Special Conditional Acceptance status is issued by FDNY when a building is under construction and you as the applicant needs to obtain a TCO (Temporary Certificate of Occupancy) from the Department of Buildings or for Onsite Test purposes.
34	Temporary Record	Temporary records are created when your application is saved as draft before submission. If you initiate an application on FDNY Business but you 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.

#	Term	Definition
		**Note: Once PDF Intake record is submitted, system creates Temporary record for the applicant to complete their web-form submission.
35	Withdrawal	A Withdrawal request can be used to withdraw an application submitted on FDNY Business. The Withdrawal option is available when the Application Status is 'Payment Pending' or 'Not Required'.  **Note: For High-Rise Residential (Non-Sequential Floor) Plan, High-Rise Residential (Non-Sequential Floor) Plan Amendment, Comprehensive Fire Safety and Emergency Action Plan Amendment, withdrawal option will not be available after submission.

For additional assistance with FDNY Business with items not covered in this guide, contact the FDNY Customer Service Center:

- Call us at 311 (212-NEW-YORK outside NYC) and ask for FDNY Business Support
- Email us at FDNY.BusinessSupport@fdny.nyc.gov