



eCertification: Create a New User Account

HPD Violation Certification

- A **certification of correction** is a statement filed with HPD by a property owner or registered agent to affirm that the violation conditions cited on an HPD Notice of Violation have been corrected within the legally required timeframe.
- **eCertification** simply allows an owner or agent to submit that certification of correction electronically.
- Housing Quality Standards Failures issued by HPD may also be eCertified, whether those failures are issued with a violation or without.

Certification and eCertification are free but both must be submitted within the time period provided on the Notice of Violation.

eCertification

How can I certify correction of violations/failures online?

- Property Registration must be current.
- You must be an owner, named owner's officer, or managing agent of the building listed on the registration
- For more information on Property Registration, visit:-

[Property Registration - HPD \(nyc.gov\)](http://nyc.gov/property-registration)

If you meet those two criteria, you must follow these steps:

- You must be an HPD online user (login and password).
- Enroll, which is a multi-step process including completing information electronically and submitting a signed affidavit to HPD.

The steps for obtaining a User ID and for enrolling are described in this document.

Step 1: Creating an HPD User ID

Note- If you already have a log-in for the Property Registration Online System, you can use the same log-in for eCertification.

An HPD User ID will provide access through numerous HPD services such as eCertification and the Property Registration Online System (PROS). The User ID will be required whenever you want to add a new building to your eCertification portfolio or eCertify.

Go to: www.nyc.gov/hpd and click on Certify the Correction of Violations to access the eCertification enrollment process.

HPD HOME PAGE

Click on “**Certify Correction of Violations**”

NYC
Housing Preservation & Development

Translate | Text-Size

Home About Renter Owner Developer Vendor Community Sec. 8 Search

HPD, HDC, Alembic, SUS And Partners Announce The Start of Construction On A New Supportive Housing Development in Ocean Hill, Brooklyn.

MAR 20, 2015 - READ MORE

READ MORE

More than half of the units in the 134-unit affordable housing development will serve formerly homeless families & individuals.

On-site supportive services available to residents in need including case management, recovery programs, skills & employment training & structured social and recreational activities.

Apply for Affordable Housing

File a Housing Complaint

Certify Correction of Violations

Important Health and Safety Issues

Mitchell-Lama

Section 8 Landlord Portal

HPDONLINE: Building Information

Select Borough

Enter house #

Click on the **Create a New User** text at the lower left hand of the log-in box

NYC HPD

eCertification of Violations and Failures



If you are not currently validly registered for a building, you will no longer be allowed to e-Certify violations for that building. The deadline to register was August 31 for the registration year that began on September 1.

eCertification is an online application which allows validly registered property owners and managing agents to certify HPD violations and Housing Quality Standards (HQS) failures online! HPD's **eCertification** is free to enroll in and use! Save time and money, and notify HPD immediately of a correction to a violation or failure condition!

A building's Property Registration must be current, and only named owners, officers, or agents are eligible to enroll for **eCertification**. Enrollment will remain active for as long as a building remains validly registered. Please note that lead violations are not eligible for **eCertification**.

Apart from the initial enrollment form, **eCertification** is truly a paperless process. Once HPD receives a valid enrollment, an owner or agent will be able to **eCertify** violations immediately by simply logging on and selecting the violations to be certified (entering the same information currently required on the paper certification form).

Although HPD will continue to mail Notice of Violations and accept paper submission of Correction of Violation forms, **eCertification** will reduce the use of paper and save money on postage, printing, notary fees, and other administrative fees. To get started, you will first need to create an HPD User Account. This account will also enable you to access other services offered by HPD.

Log In

User Name
(email address):

Password:

[Create a new user.](#) [Forgot Password?](#)

Complete the required fields and click on “SUBMIT”

Create Account

In order to create account, you must provide all the required information. A valid email address must be used. A temporary password will be sent to the specified email address.

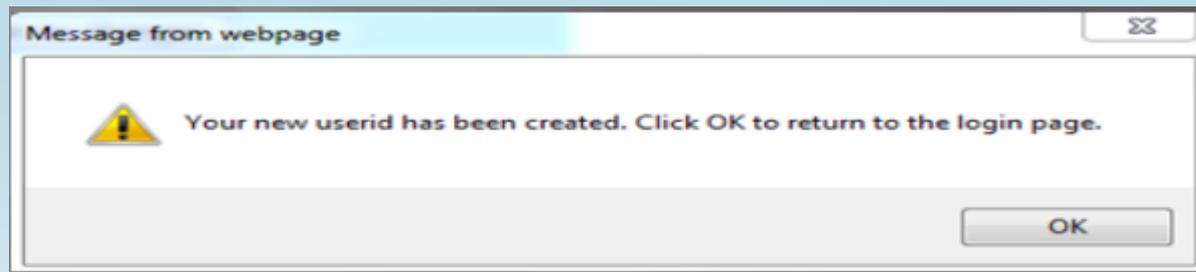
A red asterisk means a field is required.

* First Name:	<input type="text" value="John"/>
* Last Name:	<input type="text" value="Smith"/>
* Email Address:	<input type="text" value="smithj@mailinator.com"/>
* Question 1:	<input type="text" value="What is the name of your first pet?"/>
* Answer 1:	<input type="text" value="Bruce"/>
* Question 2:	<input type="text" value="What was your favorite teacher's name?"/>
* Answer 2:	<input type="text" value="Joan Marie"/>
* Question 3:	<input type="text" value="What was the name of the first school you went to?"/>
* Answer 3:	<input type="text" value="Palmer"/>

Submit

Return no changes

You will get the following message:-



You will receive a confirmation email with a temporary password.

From: donotreply@hpd.nyc.go

Subject: New Account Created for eCertification

Received: Mon Sep 23 12:48:08 EDT 2013

Your account with HPD eCertification has been successfully created.

This account is provided by the Department of Housing Preservation and Development (HPD).

Your temporary password is **3R(X]fG1**

You will be asked to change temporary password on initial sign in.

You may sign-in by going to the following website:

<http://www.nyc.gov/hpd>

Note: This e-mail was automatically generated. Please do not respond to this e-mail address; it comes from our automated alert system, which is not monitored for responses

Enter your username and type in your temporary password. Click “Log in”

Note- Cutting and pasting the temporary password may lead to error because of extra space.



If you are not currently validly registered for a building, you will no longer be allowed to e-Certify violations for that building. The deadline to register was August 31 for the registration year that began on September 1.

eCertification is an online application which allows validly registered property owners and managing agents to certify HPD violations and Housing Quality Standards (HQS) failures online! HPD's **eCertification** is free to enroll in and use! Save time and money, and notify HPD immediately of a correction to a violation or failure condition!

A building's Property Registration must be current, and only named owners, officers, or agents are eligible to enroll for **eCertification**. Enrollment will remain active for as long as a building remains validly registered. Please note that lead violations are not eligible for **eCertification**.

Apart from the initial enrollment form, **eCertification** is truly a paperless process. Once HPD receives a valid enrollment, an owner or agent will be able to **eCertify** violations immediately by simply logging on and selecting the violations to be certified (entering the same information currently required on the paper certification form).

Although HPD will continue to mail Notice of Violations and accept paper submission of Correction of Violation forms, **eCertification** will reduce the use of paper and save money on postage, printing, notary fees, and other administrative fees. To get started, you will first need to create an HPD User Account. This account will also enable you to access other services offered by HPD.

A screenshot of the "Log In" form on the NYC HPD website. The form has a blue header with the text "Log In". Below the header, there are two input fields: "User Name (email address):" and "Password:". To the right of each field is a red asterisk. Below the "Password:" field, there is a "Log In" button highlighted with a red box. At the bottom left of the form, there is a link "Create a new user..." and at the bottom right, there is a link "Forgot password?".

You will be asked to change your password.
Enter your temporary password in “Old Password” and a password of your choice in “New Password” and “Confirm Password”. Click “Submit” and your new password will be set.

Welcome john Smith

Change Password

Your password must be changed to access your account.

A red asterisk means a field is required.

Please note: Passwords must be 8-64 characters long.

Password must contain at least 1 number or 1 special character.

Password **must not** contain your first or last name, e-mail address or the word 'password'.

Email Address: smithjohn@mailinator.com

*Old Password:

*New Password:

*Confirm Password:

Submit

Once you change your password, login again with your new password. You will receive an error message “**Invalid user credentials**” if incorrect email address or password is entered.

Warning- If you enter wrong credentials 5 times, you will be locked out for a short period of time and an email will be sent to you with further instructions.

If you are not currently validly registered for a building, you will no longer be allowed to e-Certify violations for that building. The deadline to register was August 31 for the registration year that began on September 1.

eCertification is an online application which allows validly registered property owners and managing agents to certify HPD violations and Housing Quality Standards (HQS) failures online! HPD's **eCertification** is free to enroll in and use! Save time and money, and notify HPD immediately of a correction to a violation or failure condition!

A building's Property Registration must be current, and only named owners, officers, or agents are eligible to enroll for **eCertification**. Enrollment will remain active for as long as a building remains validly registered. Please note that lead violations are not eligible for **eCertification**.

Apart from the initial enrollment form, **eCertification** is truly a paperless process. Once HPD receives a valid enrollment, an owner or agent will be able to **eCertify** violations immediately by simply logging on and selecting the violations to be certified (entering the same information currently required on the paper certification form).

Log In

User Name (email address): johnsmith@gmail.co *

Password: *

Log In

[Create a new user...](#) [Forgot Password?](#)

Invalid user credentials

Step2: eCertification Enrollment

Once you user ID and password are accepted, you are ready to select buildings to enroll. Every building must be enrolled individually. Click on the eCertification Enrollment tab and select “Assign Buildings”

Welcome 

[Logout](#)

[Change Password](#)
[Update Profile](#)

Welcome to HPD's Building Enrollment and eCertification System

Home eCertification Enrollment▼ eCertification History FAQ

Assign Buildings

Update Contact Information

eCertification correction of information which allows validly registered property owners and managing agents to certify failures online.

You may select any of the following option on the navigation bar above.

Click the '[eCertification Enrollment](#)' tab to enroll a building or change information for currently enrolled building.

Click the '[eCertification](#)' tab to certify correction of violations for currently enrolled building(s).

Please Note: If you wish to pay the Heat Settlement Fee using electronic payment through eCertification, only the following browsers are supported -

- Windows EDGE
- Internet Explorer IE11
- Safari Current and previous versions
- Chrome Current version
- Firefox Current version

If you cannot use one of these browsers, review your Report of Violation for information about how to submit payment.



You can either enter the building address or the MDR number to search for a building.

Welcome [Logout](#)

eCertification Enrollment

Home eCertification Enrollment eCertification History FAQ

Find Building Verify Assign Buildings Print and Submit Update Contact Information

Please enter the building information. You must have a current valid registration on file with HPD. Please note:

1. You will be prompted for the building's confidential 24 hour number that you filed with the Property Registration before continuing with the enrollment process.
2. eCertification requires a valid email address to proceed.
3. After entering the information required by this form, you will be required to submit a signed and notarized copy of the form to activate your enrollment. Your enrollment will remain active as long as your building remains validly registered.
4. Activation of your eCertification enrollment typically takes 2-5 business days after receipt of your valid enrollment form; you will be notified of the status of your enrollment by email when we have received your form.
5. If your enrollment is rejected for any reason, you must create a new enrollment form using the online application and re-submit to HPD.

Building Address MDR#

*Indicates Required Fields **

Borough: House No: Street Name:

 If the building address is incorrect, then following error message will appear

Building Address MDR#

*Indicates Required Fields **

Borough: House No: Street Name:

There are no buildings that match the address you provided. Please check the information you entered and try again.

Enter **24 hour** confidential number and click **“Verify”**

The screenshot shows the 'Verify Building and Contact Info' step of the eCertification Enrollment process. The navigation bar includes 'Home', 'eCertification Enrollment', 'eCertification', 'History', and 'FAQ'. Below the navigation bar are three buttons: 'Find Building', 'Verify Building and Contact Info', and 'Print and Submit'. The main content area features a table with the following structure:

Selected address	MDR Number	Block	Lot
<input type="text"/> New York 11209	<input type="text"/>	<input type="text"/>	<input type="text"/>

Indicates Required Fields *

Please enter the building's 24 hour confidential number. *

 If the building's 24-hour confidential number is not correct, then an error message will appear at the bottom of the screen

This screenshot shows the same interface as the previous one, but with an error message displayed at the bottom. The 'Verify Building and Contact Info' button is now highlighted with a green checkmark. The table structure is identical to the previous screenshot:

Selected address	MDR Number	Block	Lot
<input type="text"/> , New York 11209	<input type="text"/>	<input type="text"/>	<input type="text"/>

Indicates Required Fields *

Please enter the building's 24 hour confidential number. *

Please input the correct phone number. The submitted phone number does not match the information on file.

Enter the verification code received in email and click “Next”

Selected address	MDR Number	Block	Lot
New York 11209		5892	45

Please select your

Verification Code Del

Please provide a em

and when you certifi

Email: *

You will moment

entry area below

Please note that

not received in t

Submit

Enter your verification code

Please [click here](#) if you would like to go back to change your contact information.

Please click the 'Next' button after entering your codes. This is the only time you'll use this code, so there's no need to save it.

 Email Verification Code:

A final Enrollment document will momentarily appear. Depending on your browser settings, the pdf may appear in a separate window. Please review the document carefully and confirm that the information is accurate. You must print, sign and notarize the form and submit by regular mail to HPD to complete the enrollment process. A copy is also available via the 'History' tab in the navigation bar above.

Email

line. You must be able to receive emails at these destinations now

ired to change your enrollment information and submit a new form.

red to transcribe the code to the appropriate data

delivery. Please check your SPAM folder if the email is

Enter the email address and click “Submit” to receive a verification code

Welcome [Redacted] [Logout](#)

eCertification Enrollment

Home | eCertification Enrollment ▾ | eCertification | History ▾ | FAQ

[Find Building](#) | [Verify Building and Contact Info](#) | [Print and Submit](#)

Selected address	MDR Number	Block	Lot
[Redacted] New York 11209	[Redacted]	[Redacted]	[Redacted]

Please select your name from the list below to proceed with building enrollment.

Contact	Type	Email
<input checked="" type="radio"/> [Redacted]	Officer	

Verification Code Delivery :
Please provide a email address that will be used for verification purposes when certifying violations online. You must be able to receive emails at these destinations now and when you certify violations online. If in the future you need to change the email, you will be required to change your enrollment information and submit a new form.

Email: *

You will momentarily receive an email with your verification codes. Please be prepared to transcribe the code to the appropriate data entry area below.

Please note that occasional delays of up to three minutes can be expected for email delivery. Please check your SPAM folder if the email is not received in this time period.

- ➔ System will generate an enrollment authorization form.
- ➔ Print, Sign and Notarize the document and mail it to HPD eCertification Administration Unit, 345 Adams Street, 10th floor, Brooklyn NY

Welcome [redacted] [Logout](#)

eCertification Enrollment

Home | eCertification Enrollment | eCertification | History | FAQ

Find Building | Verify Building and Contact Info | Print and Submit



1. Print the form.
2. Sign and have form notarized.
3. Submit by regular mail to HPD as instructed on the enrollment form.
Note: A copy of your enrollment form was emailed to you.
If you do not receive the email, a copy of the document is always available via the 'History' tab in the navigation bar above.

The form is completed and your new or changed enrollment is pending. Please read the form carefully so that you understand the terms and conditions of enrollment. Once you agree to these terms, you must:

1 of 1

NYC
Department of
Housing Preservation
& Development
nyc.gov/hpd

19424203

APPLICATION TO CREATE ONLINE VIOLATION CERTIFICATION (*eCertification*) AUTHORIZATION

I, [redacted], am a person authorized to certify correction of violations pursuant to Housing Maintenance Code §27-2115(f) for the building located at [redacted]

I am submitting this application to create an *eCertification* account with the New York City Department of Housing Preservation and Development (HPD) to allow me to certify online correction of violations issued by HPD's Division of Code Enforcement. I understand that, if my application is approved, I will be allowed to submit online violation certifications using my HPD online account. This permission will remain active unless I fail to timely renew my valid building registration or unless my name is removed from a subsequent building registration. I must use this online form and submit a signed and notarized hard copy of this form to HPD if I wish to change my *eCertification* account information.

If you have another building to enroll click 'Return' or select another option from the navigation bar above. [Return >](#)

Confirmation email sample sent by HPD

Note- Copy of enrollment authorization form is attached in the email.



HPD eCertificate Enrollment(no reply) <VerificationCodeServices@hpd.nyc.gov>

2:39 PM (7 hours ago)



to me ▾

Please see your attached eCertificate enrollment document.

Your new enrollment or changes to your existing enrollment will only be complete when HPD has received your signed and notarized copy of this enrollment form. You will be contacted via email when HPD has received your form. Submit this form by regular mail to HPD as instructed on the enrollment form.

Thank you for being a valued HPD client.

ABOUT THIS MESSAGE: Please do not reply to this message. Replies to this message will not be read or responded to.

One attachment • Scanned by Gmail ⓘ

