New York City Housing Authority

Virtual Logbook 2.0
Vendor Manual

New York City Housing Authority
Planning and Project Management Office
Office of the Chief Operational Officer
Last Updated May 2026

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The New Virtual Logbook Site

NYCHA has enhanced the Virtual Logbook by evolving the original Microsoft Forms–based process into a dedicated, streamlined webpage.

This updated platform builds
on a familiar workflow vendors already use while introducing a clearer layout organized into multiple tabs. Vendors will continue following the same core steps: completing a Pre-Check to schedule work and using the onsite QR code to check in and check out.

This manual describes each element of the updated Virtual Logbook, the information required at every stage, and how to move smoothly from Pre-Check through Check-Out.

Pre-Check

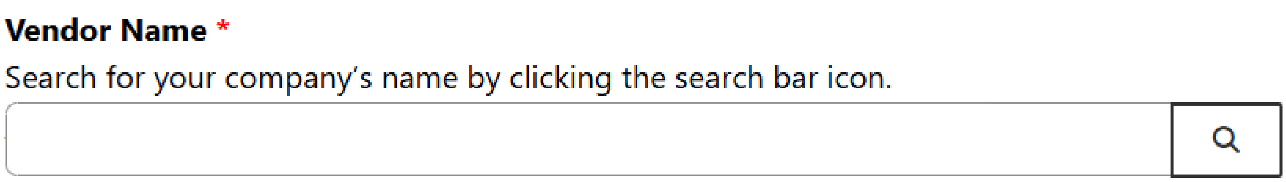
The first step in the Virtual Logbook 2.0 process is for the vendor supervisor to fill out the Pre-Check at least 24 hours before the scheduled work takes place. This is the same process as before, but in the Virtual Logbook 2.0 there is more information filled out here instead of during the Check-In. A link to the form will be sent in the PO/Work Release, and it should be filled out for each PO/Work release a vendor is contracted for.

After clicking on the link for the Pre-Check form, the vendor supervisor will provide specific information about the schedule work. Completing this form via a desktop or laptop is recommended, though mobile devices can be used if necessary.

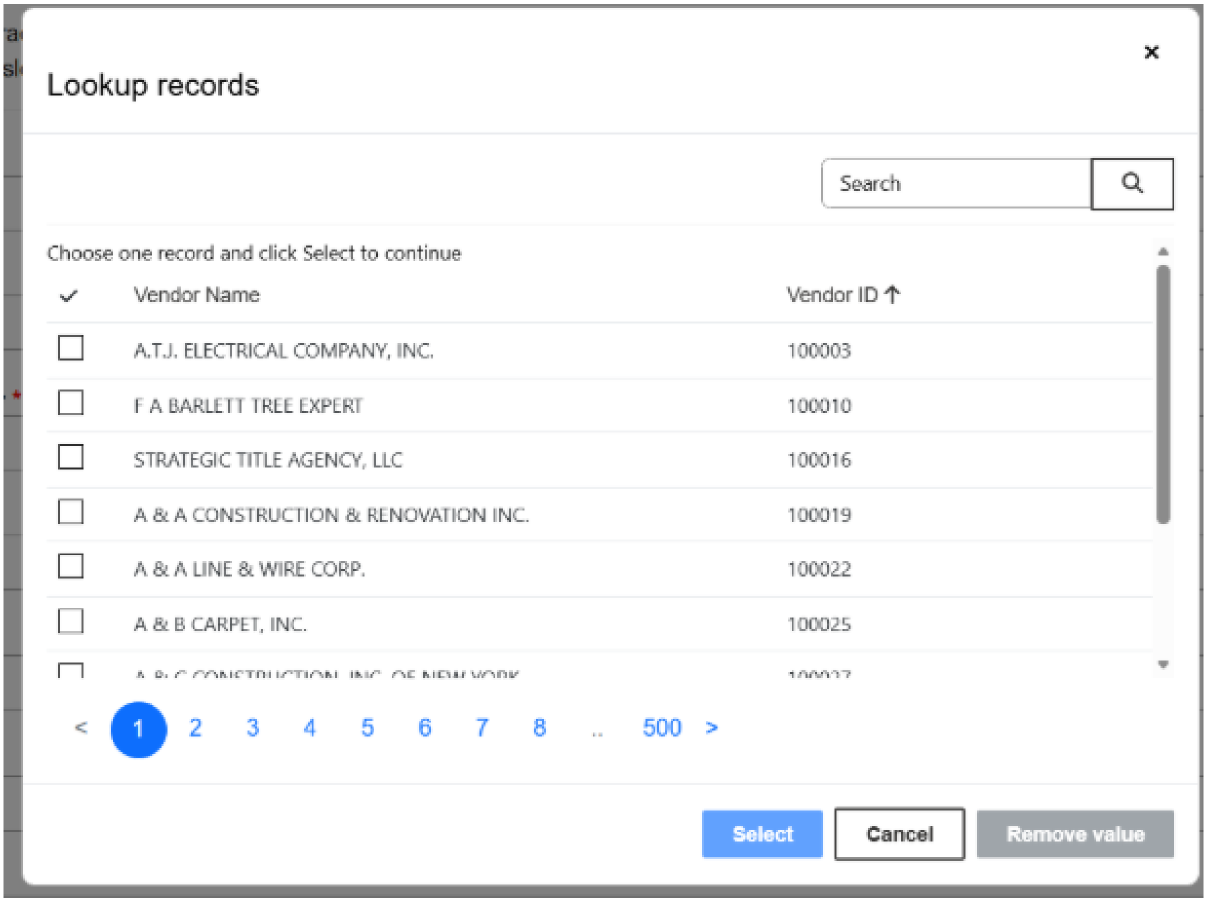
The following section will walk you through each step of the Pre-Check form.

How to Fill Out the Pre-Check Form

Box 1: Vendor Name



Step 1: Click the search icon. A dropdown list will pop up.
Step 2: Select your company name from the dropdown list or use the search bar. If your company name is not listed, type it in the search bar and click the search icon again.



How to Fill Out the Pre-Check Form

Box 2: Supervisor Name
Box 3: Supervisor Phone Number
Box 4: Supervisor Email

Supervisor Name *
Type your name.

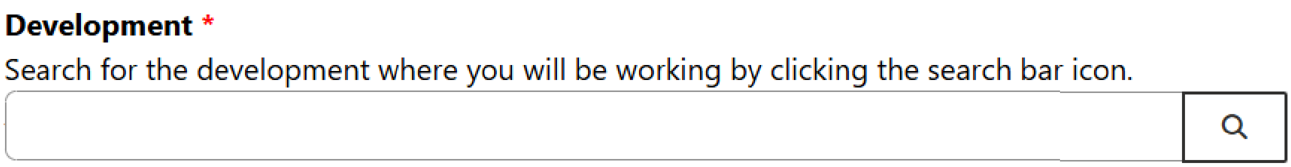
Supervisor Phone Number *
Type your phone number.
(555) 555-5555

Supervisor Email *
You will receive an email confirmation of this form submission along with your Pre-Check ID (which staff will use to check in at the development).

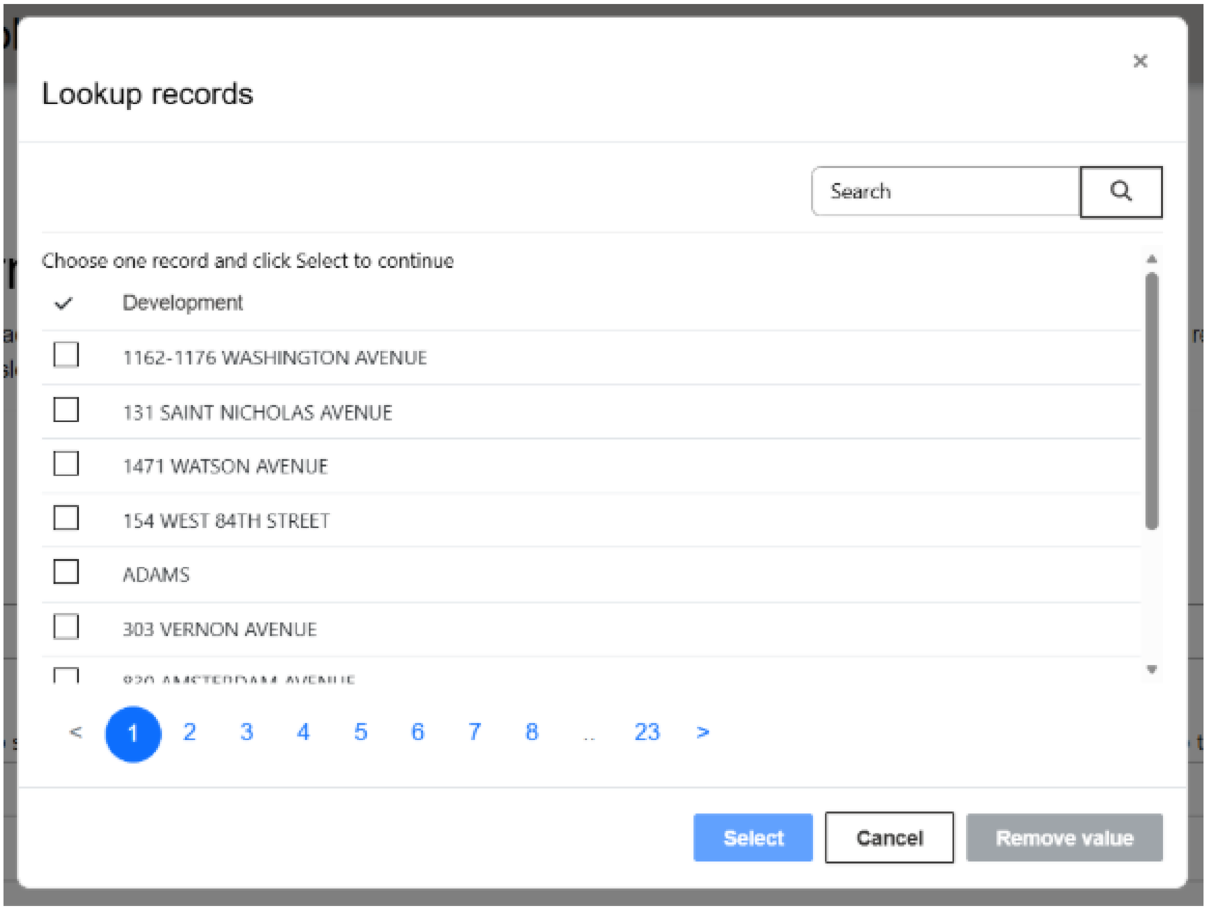
The supervisor will fill out their name and contact information. They will serve as the primary point of contact for this work and will receive automatic email notifications.

How to Fill Out the Pre-Check Form

Box 5: Development

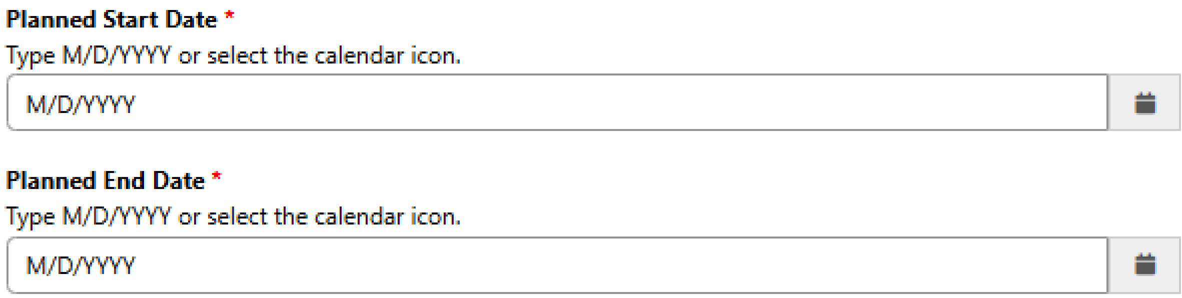


Step 1: Click the search icon and a dropdown list will pop up.
Step 2: Select the development address from the dropdown list or use the search bar. If the development is not listed, type it in the search bar and click the search icon again.



How to Fill Out the Pre-Check Form

Box 6 & 7: Planned Start and End Dates



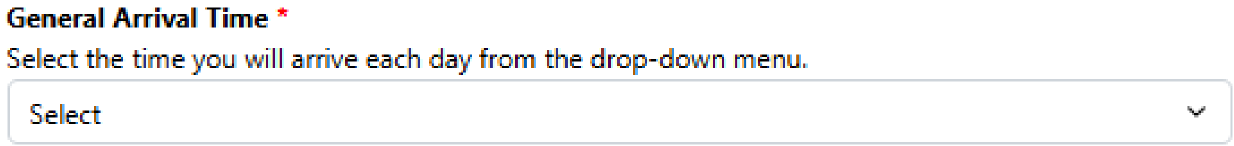
Step 1: Type the date in M/D/YYYY format or click on the calendar icon and select a date.

Vendors can complete one Pre-Check for one day of work, or for several consecutive days.

The planned start and end dates allow the vendor to mark all the days they will Check-in under one Pre-Check.

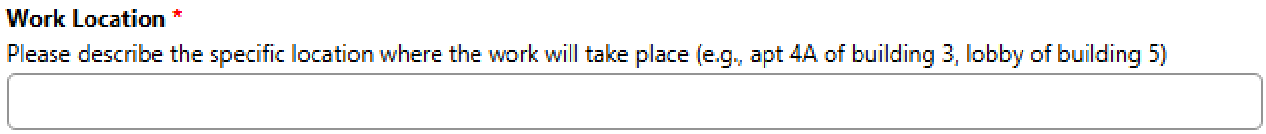
How to Fill Out the Pre-Check Form

Box 8: General Arrival Time


General Arrival Time *
Select the time you will arrive each day from the drop-down menu.
Select

Step 1: Select a time from the dropdown menu.
This should be the general time you will arrive each day for your check in.

Box 9: Work Location


Work Location *
Please describe the specific location where the work will take place (e.g., apt 4A of building 3, lobby of building 5)

Step 1: Type a short description of where the work is being done.

This information should be more specific than an address and help the property staff on site know exactly where you are working. E.g. “Lobby of Building 5”

How to Fill Out the Pre-Check Form

Box 10 & 11: Work Type and Description

Work Type *
Please select from the drop-down menu.

Select

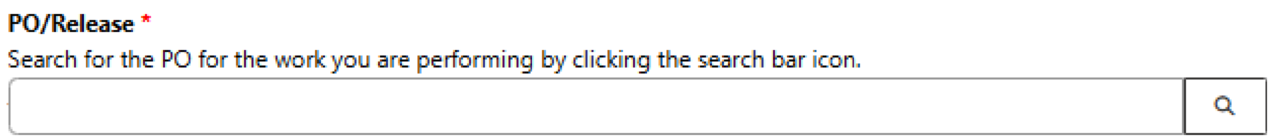
Work Description *
Please provide a short description of the work on site.

Step 1: Select the work type from the dropdown menu and type a short description of the work.

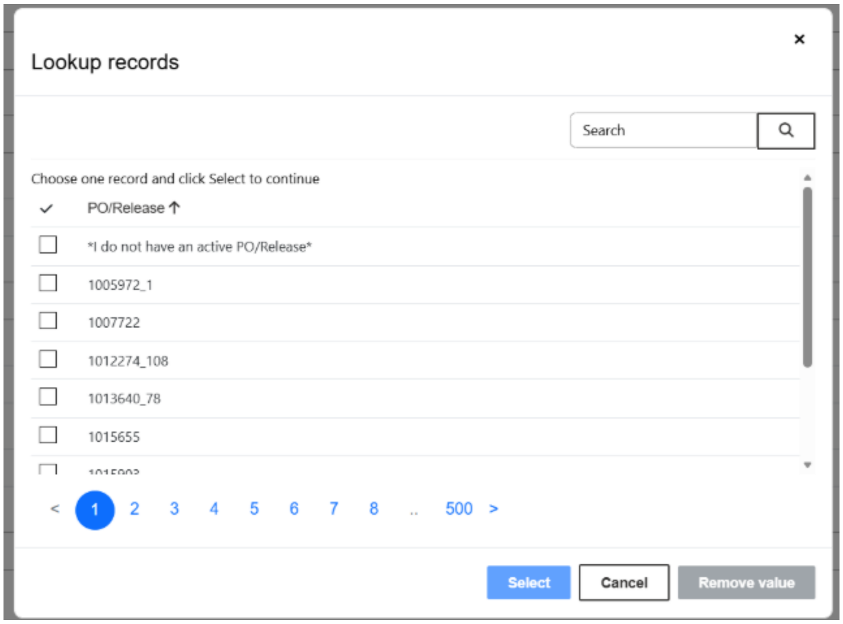
Select
ASBESTOS-RELATED WORK
BASEMENT PUMPING, CLEANING AND SANITIZING
BIOHAZARD CLEANUP
BRICKWORK
CAPITAL PROJECTS
CARPENTRY
CARPETING, BULK REMOVAL AND RECYCLING
CCTV
COMPACTOR
CONCRETE & ASPHALT WORK

How to Fill Out the Pre-Check Form

Box 12: PO#



Step 1: Click the search bar icon and select the PO# from the dropdown, or use the search bar.



Step 2: If the PO is not listed, type it in the search bar and click the search bar icon again.

If the vendor is missing their PO#, they can proceed by selecting "I do not have an active PO/Release." Please note that this will put the vendor in non-compliance.

Click 'Submit' upon completing the form: 

Preparing for the Check-In

After the Pre-Check is complete, the vendor supervisor who filled out the form will be sent an email that includes:

- The development they are scheduled to visit
- The dates they are scheduled to come
- The vendor’s Pre-Check ID
- A link to cancel the Pre-Check
- A summary/receipt of the Pre-Check submission

The vendor supervisor should send the included Pre-Check ID to all staff visiting the site, as it is required to check in.

See sample email on the next page.

Preparing for the Check-In

Sample Email:

Subject: Your Pre-Check ID: [Pre-Check ID]
Body: Dear Vendor,
Thank you for submitting your Pre-Check form. We look forward to welcoming you to [Development] between [planned_arrival] and [planned_end_date] to work on PO: [PO number].
When your staff arrive, please have them check in using the following:

Pre-Check ID: [pre_check_id].

To cancel your Pre-Check, please visit the following link to submit a cancelation form: https://virtual-logbook.nycha.info/Cancel-Pre-Check/

A full summary of your Pre-Check is below:

Pre-Check ID: [Date (ID = [Pre-Check ID])
Vendor Name: [Vendor Name]
Development: [Development]
Planned Start Date: [Planned Start Date]
Planned End Date: [planned end date]
General Arrival Time: [general_arrival_time]
PO/Release: [PO/Release]
Work Type: [work_type]
Work Description: [work_description]
Work Location: [work_location]
Supervisor Name: [Supervisor Name]
Supervisor Email: [supervisor_email]
Supervisor Phone: [supervisor_phone]

Please keep this email for your records.
Thank you.

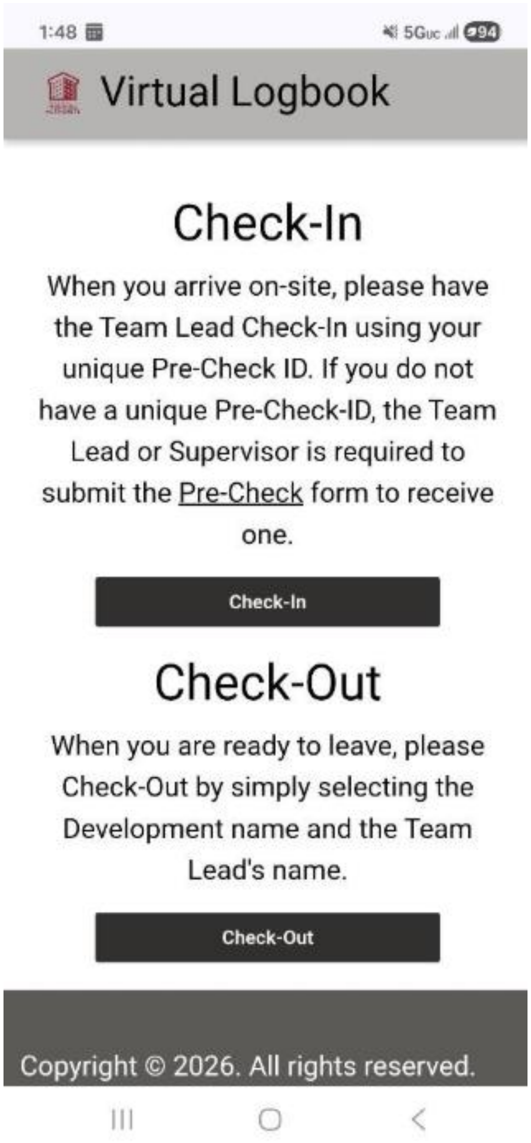
Check-in

Once the Pre-Check is submitted, the vendor will be scheduled to work at the development on the day(s) selected. When the vendor staff arrive on site, the Team Lead (i.e., the on-site supervisor or foreman) should complete the Check-In. Only the Team Lead will check in for a single PO. If a vendor has multiple POs at the same development, they must check in for each PO.

The team will scan the QR code located at the maintenance shop for Check-In. A mobile device is recommended for Check-In, as other devices (such as laptops) may not work.

When they scan the QR code, they will be directed to virtual-logbook.nycha.info and will see the homepage shown to the right.

The Team Lead will click the Check-In box to navigate to the Check-In form.



Check-in Requirements

To fill out the Check-In form, certain requirements must be met:

The Pre-Check must be filled out before the Check-In.

- If a worker arrives on site without a Pre-Check, they cannot check in without going back to the Pre-Check page and filling out the information.
- It's more efficient if the Pre-Check is filled out at least 24 hours in advance by the vendor supervisor and not by the staff on site.
- To navigate back to the Pre-Check form, vendor staff can either scan the QR code again or click the Virtual Logbook logo at the top left of the page: Virtual Logbook 2.0
- Once the vendor staff return to the homepage, they can navigate to the Pre-Check form by clinking the hyperlinked "Pre-Check" located in the description of the Check-In.

Check-In

When you arrive on-site, please have the Team Lead Check-In using your unique Pre-Check ID. If you do not have a unique Pre-Check-ID, the Team Lead or Supervisor is required to submit the Pre-Check form to

Check-in Requirements

To fill out the Check-In form, certain requirements must be met:

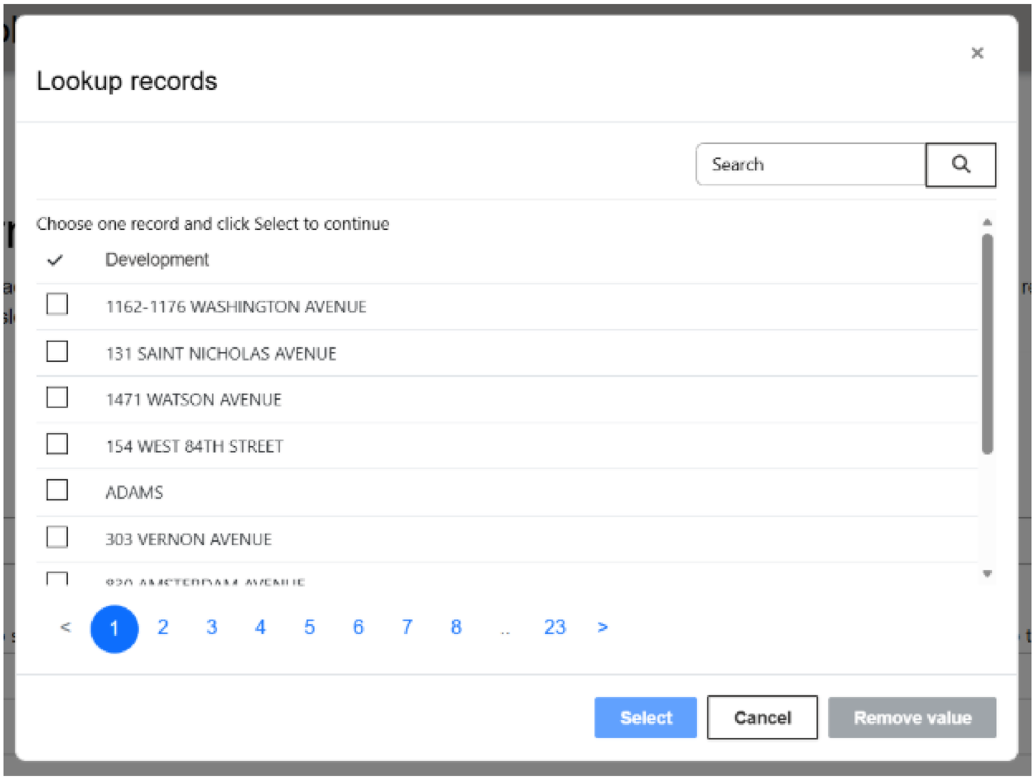
The Check-in must be completed with location services enabled.

- When the Team Lead opens the Check-In page, they will see a **"Verifying location" message** before their location is recorded. The Team Lead must enable location services on their device the first time they visit the Check-In page.
- **If location services does not work**, the Team Lead will see this message: "Failed to verify location. Please try again." The team lead will not be able to submit the form until location is shared.
- **Once they enable location services** and their location is recorded, they will see this message: "Thank you for allowing your location to be shared. Your location information will only be used to confirm your presence on site at your assigned development."
- See the Location Services section at the end of this manual for more information.

How to Fill Out the Check-In

Box 1: Development

Step 1: Click the search icon  and then select the development from the dropdown or use the search bar.

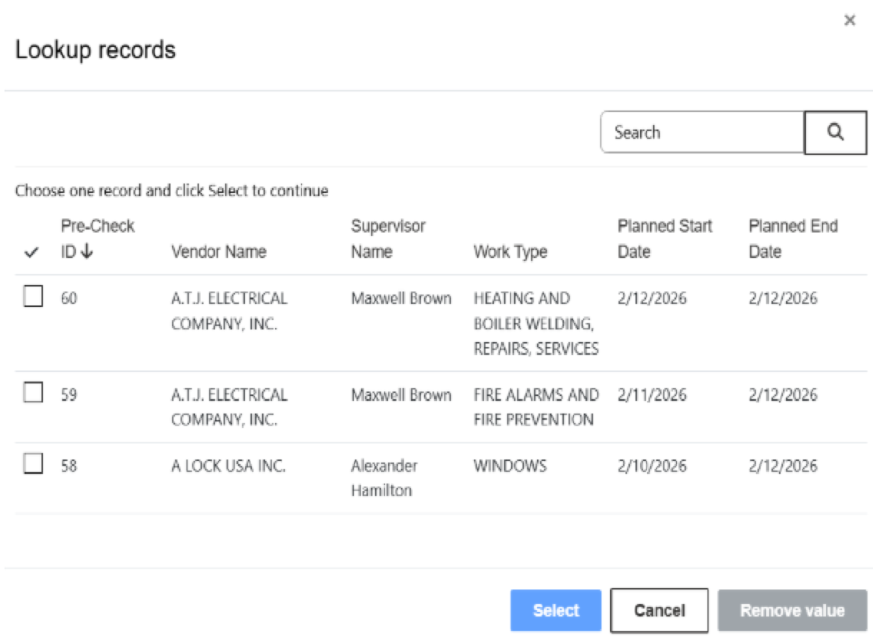


If the development name is not listed, type it in the search bar and click the search bar icon again. Select the development when the dropdown menu loads.

How to Fill Out the Check-In

Box 2: Pre-Check ID

Step 1: Click the search icon and then use the ID sent by email to the vendor supervisor.



If the Pre-Check ID is not listed, type it in the search bar and click the search bar icon again. Select the Pre-Check ID when the dropdown menu loads.

If the Pre-Check ID is still not listed, the Pre-Check likely was not completed and will need to be completed on-site.

If the Team Lead forgets the ID, the vendor name or vendor supervisor name can also be used in the search bar to select the PO. Please make sure that the Pre-Check ID selected is the correct PO.

How to Fill Out the Check-In

Box 3: Team Lead Name

Box 4: Team Lead Phone Number

The person filling out the form should type their name and phone number. They will serve as the point of contact on site.

Box 5: Team Lead Email (Optional)

The Team Lead will have an option to receive an email receipt of the Check-In and Check-Out. The Vendor Supervisor will automatically receive this email as well.

If you are a subcontractor it is recommended to type your email here

Box 6: Additional worker Names

Type the names of the workers on site with you who are working on the same PO. Use a comma between their names.

If more than 5 workers, type the # of workers with you

Box 7: Subcontractor

If you are a subcontractor, select ‘yes’ and type your company name.

Click ‘Submit’ upon completing the form: Submit

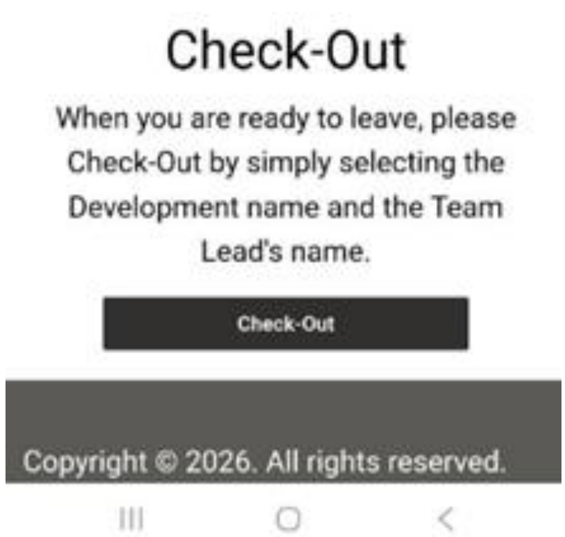
Check-Out

After the work is done, the Check-Out must be completed.
The Team Lead will have two options to navigate to the Check-Out form.

1. **Click the Check-Out button at the bottom of the Check-In Form**

2. Click on the Check-Out box after returning to the homepage
Scan the QR code again or click on the homepage icon to navigate back to the homepage. 

On the homepage, click on the Check-Out box



Check-Out Requirements

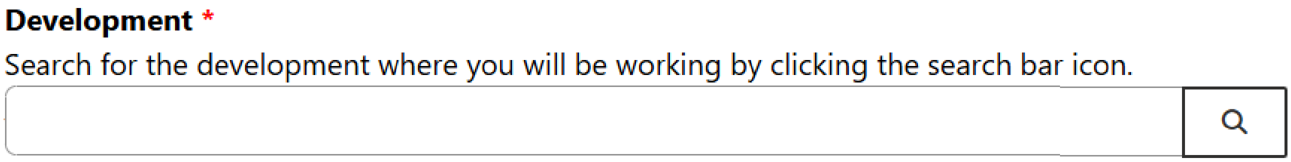
As with the Check-In, the Check-Out must be completed with location services enabled. The team lead will not be able to submit the form until this message appears:

“Thank you for allowing your location to be shared. Your location information will only be used to confirm your presence on site at your assigned development.”

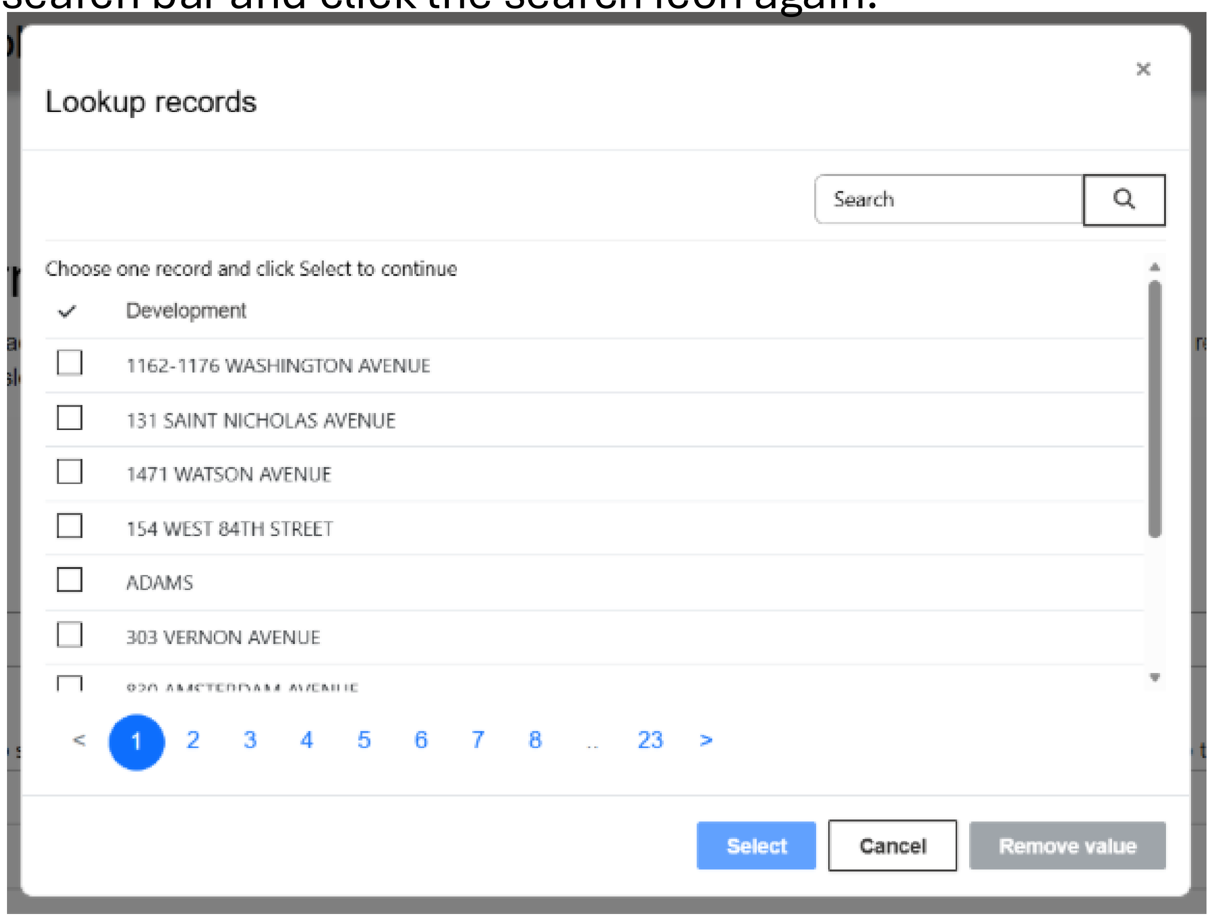
Additionally, the Check-Out should be completed by the same person who filled out the Check-In.

How to Fill Out the Check-Out

Box 1: Development Name

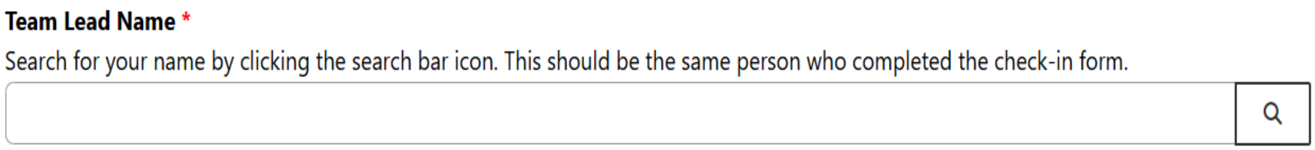


Step 1: Click the search icon . A and a dropdown list will pop up.
Step 2: Select the development address from the dropdown list or use the search bar. If the development is not listed, type it in the search bar and click the search icon again.

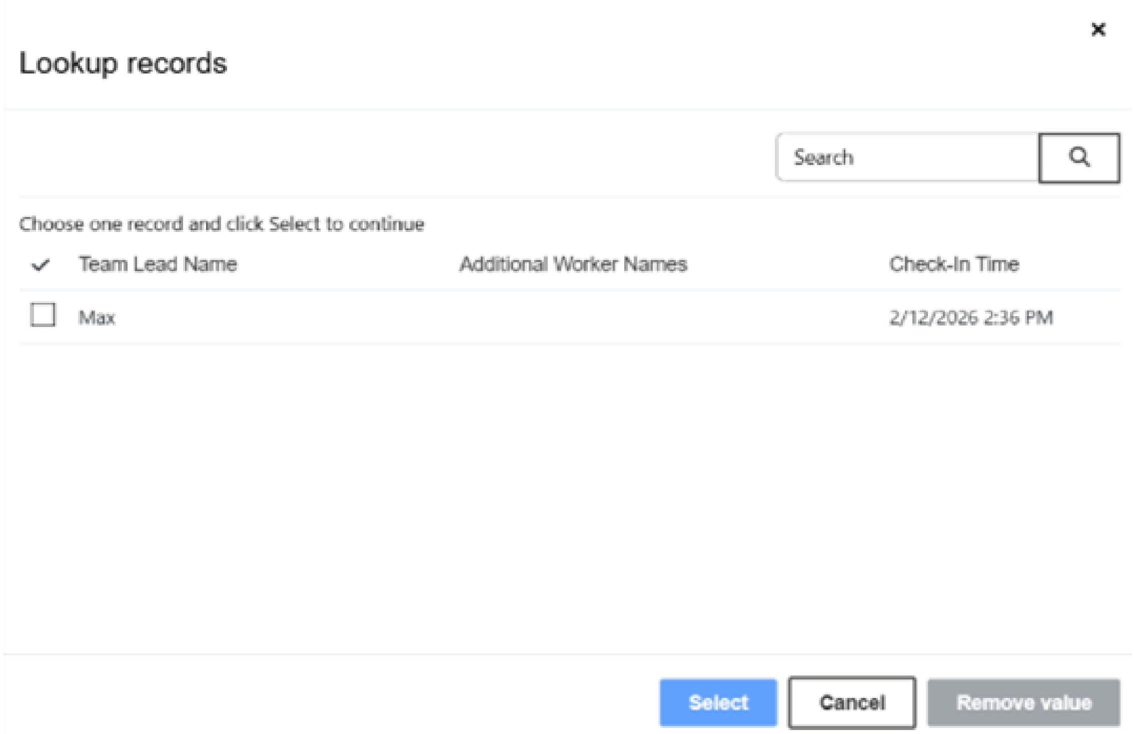


How to Fill Out the Check-Out

Box 2: Team Lead Name



Step 1: Click the search icon . A and then select your name from the dropdown or use the search bar.



If your name is not listed, type it in the search bar and click the search bar icon again. Select your name when the dropdown menu loads.

Click 'Submit' upon completing the form:

Canceling a Pre-Check

If any work needs to be canceled or rescheduled, vendors can cancel the Pre-Check. Vendors that want to reschedule work should cancel the current Pre-Check and fill out a new Pre-Check form.

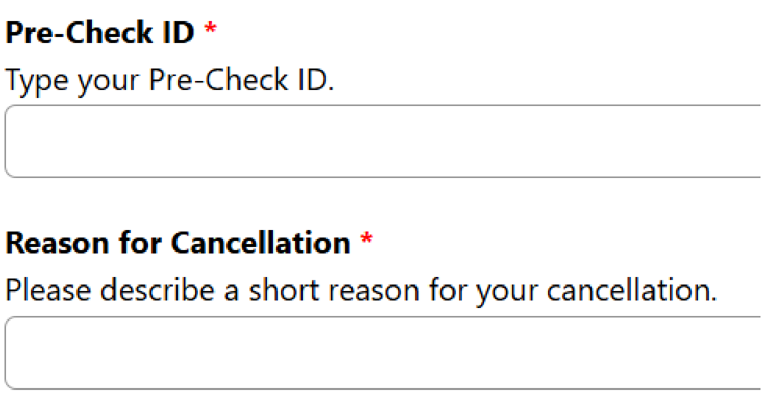
To cancel, use the link to the cancellation form (which can be found in the email that was sent to the vendor supervisor after the Pre-Check was completed – see below for an example).

To cancel your Pre-Check, please visit the following link to submit a cancellation form: https://virtual-logbook.nycha.info/Cancel-Pre-Check/

How to Cancel a Pre-Check

Pre-Check ID: To cancel, vendors must type in the Pre-Check ID. This is the ID that was sent after the Pre-Check was submitted.

Reason for Cancellation: Type a short description of the reason for the cancellation


Pre-Check ID *
Type your Pre-Check ID.

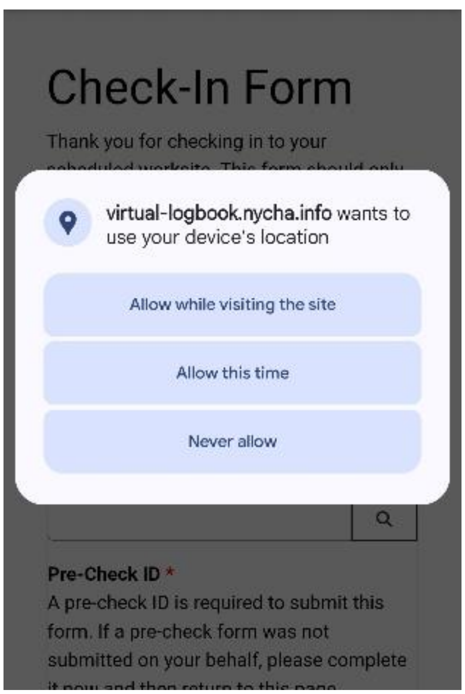
Reason for Cancellation *
Please describe a short reason for your cancellation.

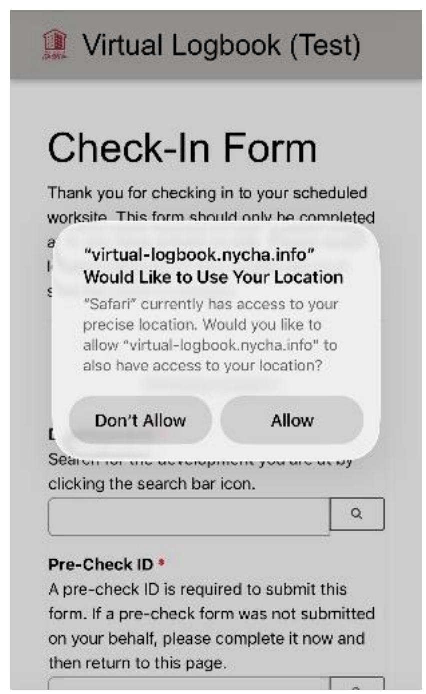
Location Services

To check in, staff must use location services. This ensures that staff complete the Check-In and Check-Out on site. **"On site" is defined as a radius of 0.5 miles around each development**. When checking in or out, the latitude and longitude are determined as either in or outside of this predefined radius.

NYCHA will not use location services to track workers as they complete tasks. The location of a vendor is only recorded at the exact time when the Check-In and Check-Out forms were submitted.

The vendor may be prompted on a mobile device to turn on location services. It may look something like this:





Click "Allow," "Allow while visiting the site" or "Allow While Using App." If you experience any issues, please visit FAQ section below.

Frequently Asked Questions (FAQ)

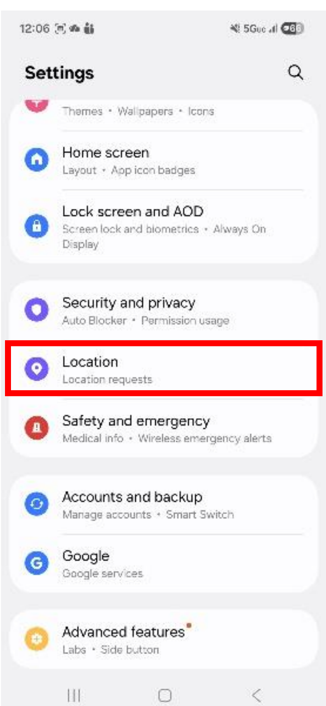
Sections

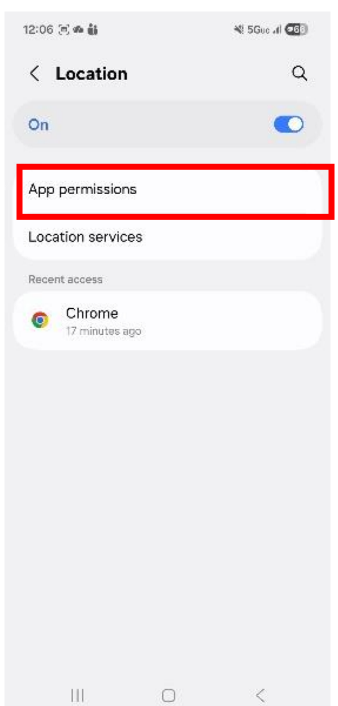
- Location Services Troubleshooting
- General
- Pre-Check Form
- Check-In Form
- Check-Out Form
- Cancellations & Changes

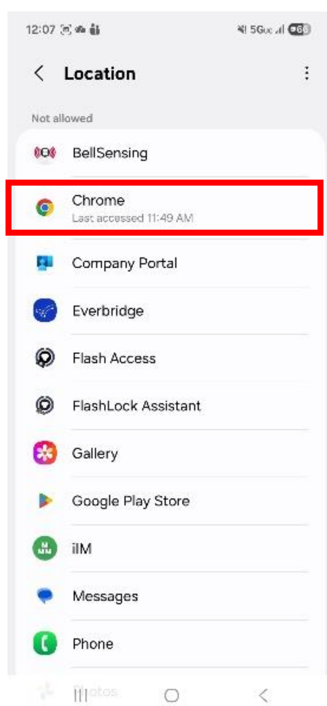
Location Services Troubleshooting

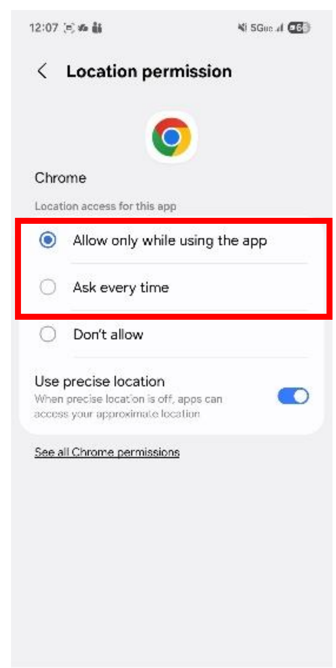
How do I enable location services on an Android device?

– First, open the Settings app on your phone.
– In the setting menu, scroll down and select “Location.”
– Then select “App Permissions”
– Scroll down until the “Not allowed” section and click on any browser present
– Change the setting to “Allow only while using the app” or “Ask every time” for each browser





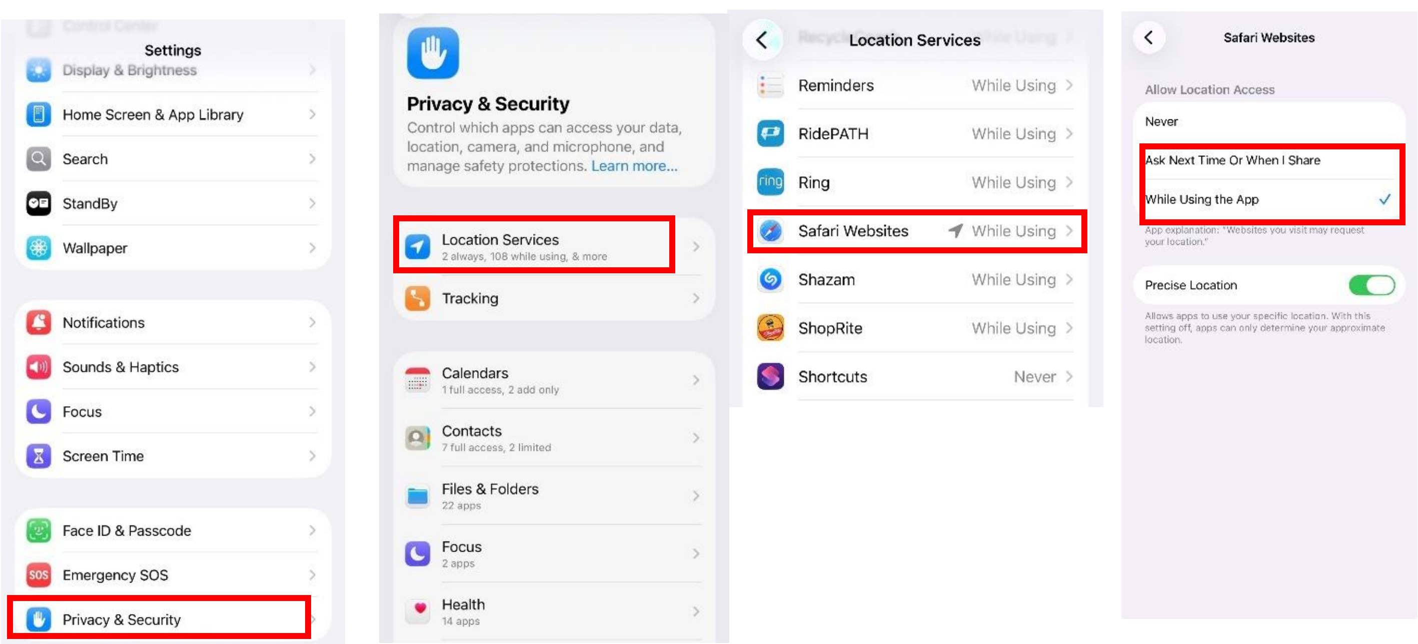




Location Services Troubleshooting

How do I enable location services on an Apple device?

– First, open the Settings app on your phone.
– In the setting menu, scroll down and select “Privacy & Security.”
– Then select “Location Services.”
– Scroll and select any browser set to “Never”
– Change the setting to “While using the App” or “Ask Next Time Or When I Share” for each browser



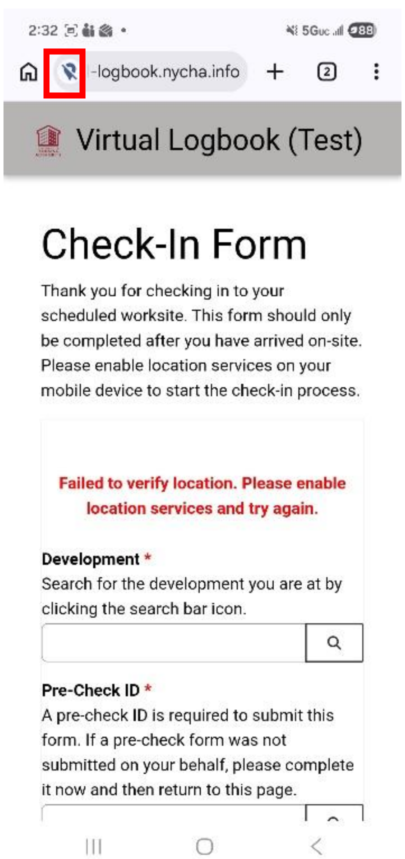
Location Services Troubleshooting

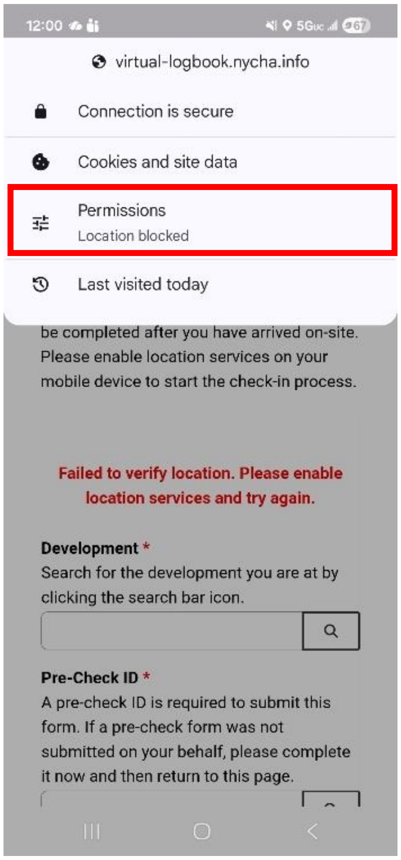
I denied location services on Chrome; how do I fix it?

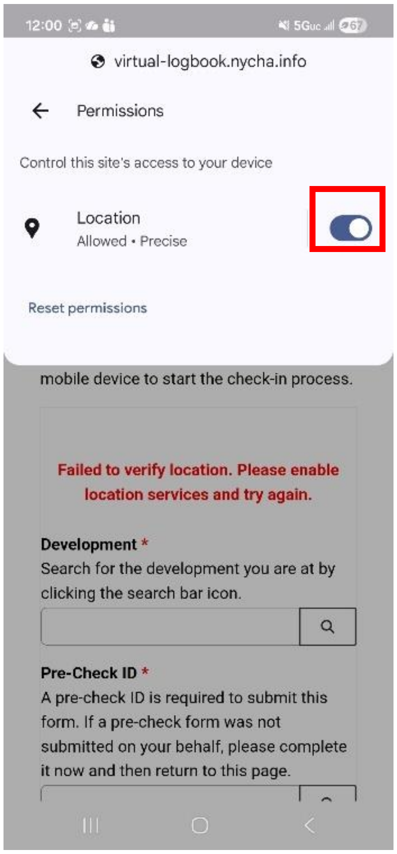
– First click the icon to the left of the web address virtual-logbook.nycha.info

– When the menu appears select “Permissions”

– Make sure you device is set to allow “Location” with the blue circle to the right



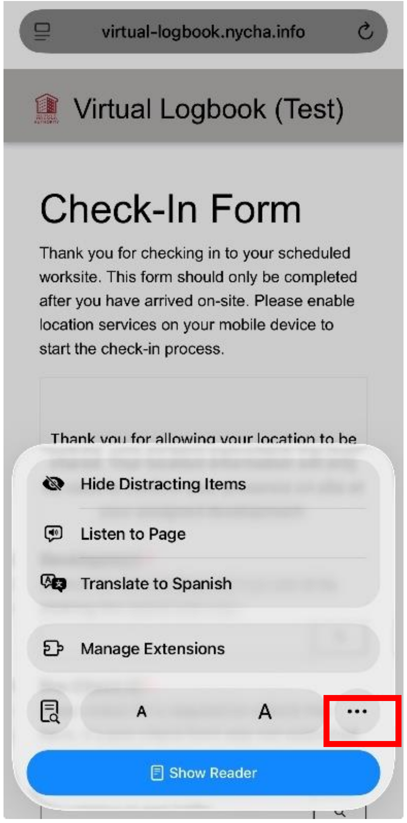


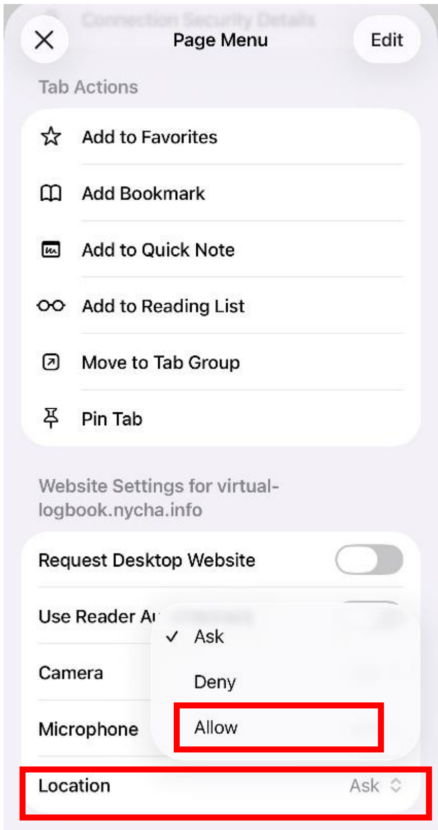


Location Services Troubleshooting

I denied location services on Safari; how do I fix it?

– virtual-logbook.nycha.info must be allowed, or you will need to change the permissions.
– Go to the top left and select the menu icon.
– When the menu appears, select the 3 dots on the bottom right
– Then the Page Menu will pop up. Scroll down and click on "Location" then select "Allow"





General

Do I need to log in to fill out the information?

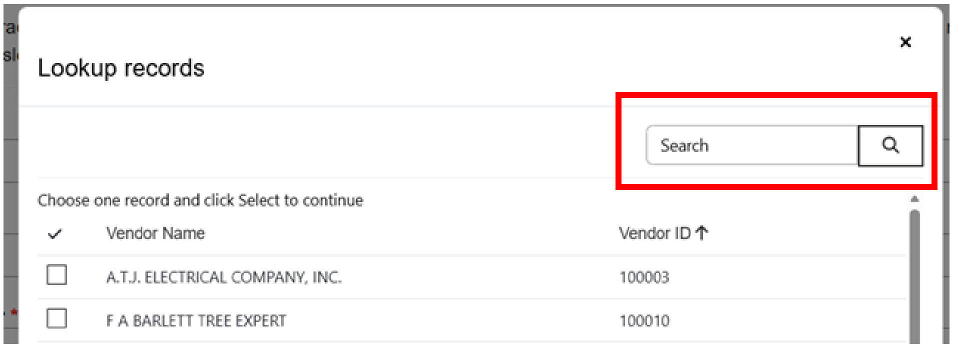
– No, login is not required for the website.

I am typing my company name, but nothing is happening; What should I do?

– First, click the Search Bar Icon

– Then type the vendor name in the search field.

– If you are a subcontractor, use the primary vendor name who has a contract with NYCHA.



General

What if I do not have any service while checking in or out?

– You can submit the form from any location at the development. If there is no cell signal or service inside where you scan the QR code, you may walk outside and submit. You will still be registered as on site if you are within a half-mile radius around the development. While completing the check-in and check-out forms in the management office is encouraged, we understand that it may not always be possible.

What should I do if the website or the QR code is not working on site?

– If it is not working, you should sign the physical vendor book and email Virtual.Logbook@nycha.nyc.gov that you were unable to complete your Check-In/Out

Pre-Check Form

When do I need to submit the Pre-Check form?

– The vendor supervisor should submit the Pre-Check form at least 24 hours before work is scheduled to begin. If the supervisor did not fill out the form, the lead staff on site will need to fill it out.

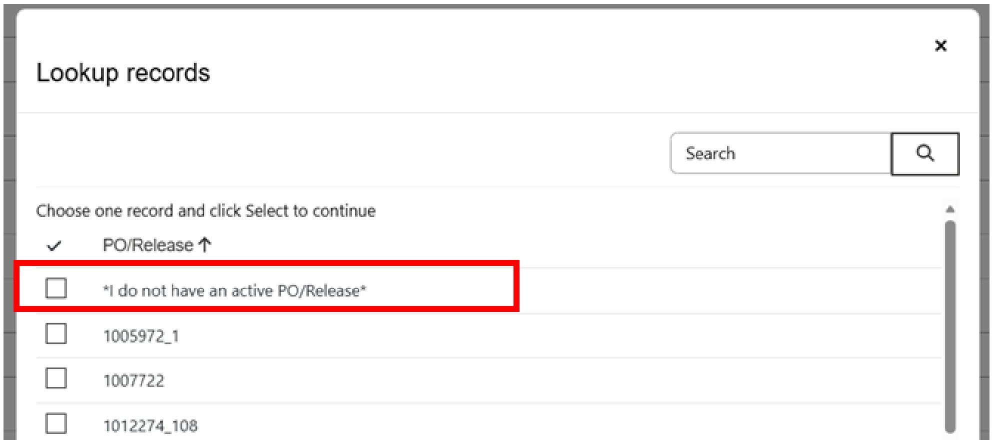
What is a Pre-Check ID and how do I get one?

– A Pre-Check ID is a unique identification number generated after the Pre-Check form is submitted. It will be sent to the supervisor's email address provided in the form. This number should be shared with staff who will be checking in onsite. The Pre-Check ID will link the Pre-Check form with the Check-In and Check-Out forms for the same job.

Pre-Check Form

What if I do not have my PO?

– If the PO # is missing, vendors can select “I do not have an active PO/Release” from the top of the PO field in the Pre-Check form. Vendors should have a PO before starting work onsite, but they will still be able to sign in.



How many workdays are covered by my Pre-Check?

– Vendors can fill out a single Pre-Check form for one day of work, or even for several consecutive days or weeks.

Check-In Form

Why does the form ask for my location?

– Location services are used to verify that you are at the correct development. Your coordinates are only recorded at the exact moment of form submission and are not tracked afterward.

What if I don't have a Pre-Check ID when I arrive?

– A Pre-Check ID is required to submit the Check-In form. If a Pre-Check was not previously submitted, the lead staff on site must complete the Pre-Check form *before* completing the Check-In. Your supervisor will then receive your ID in an email.

– If the Pre-Check was already submitted but you don't have the ID, you can search by your supervisor's name or your company name. If you have multiple POs that day, be sure to select the correct one.

Check-In Form

How many POs can I check in for?

– For each PO that a vendor has, they must submit (1) Pre-Check and (1) Check-In form. If a vendor has multiple POs, they must submit separate Pre-Checks and Check-Ins.

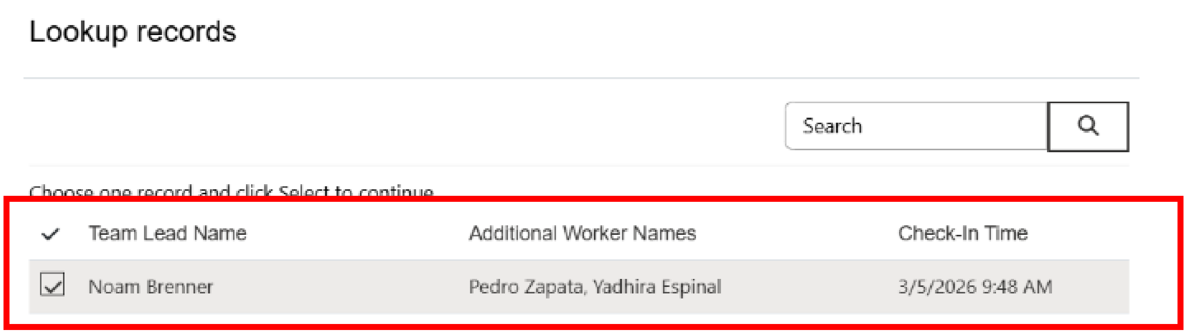
If my Pre-Check covers multiple days, do I still need to Check In and Check Out every day?

– Yes. Even if your Pre-Check ID covers a weeklong span, the Team Lead must perform a Check-In when arriving, and a Check-Out when leaving each day.

Check-Out Form

How do I Check Out?

– After completing your work on site, you should scan the QR code. On the Check-Out form, search and select the name of the Team Lead that filled out the Check-In form.



Do I need to check out if I am visiting multiple developments in one day?

– Yes, you must check out before leaving a development, even if you are heading to another NYCHA location for more work that same day. You will then complete a Check-In at the next development when you arrive.

Cancellations & Changes

How do I cancel a scheduled day of work?

– To cancel, locate the confirmation email you received after your initial Pre-Check. Click the cancellation link provided in that email to navigate to the Cancel Form. Or visit virtual-logbook.nycha.info/Cancel-Pre-Check

– You must type in the Pre-Check ID sent in the initial email to cancel.

If I cancel a Pre-Check, how do I reschedule?

– You must first cancel the existing Pre-Check and then fill out a brand-new Pre-Check form for the new dates.

I made a mistake; can I make changes?

– No. Once the form is submitted, the information cannot be changed. The only form that can be cancelled is the Pre-Check. Please ensure all information is accurate before submitting.

Questions

If you have any additional questions, please email Virtual.Logbook@nycha.nyc.gov or visit https://www.nyc.gov/site/nycha/business/vendors.page