eComply FAQ

eComply is the New York City Housing Authority's (NYCHA) labor compliance software tool, which is currently used to track certified payroll compliance and register/certify firms as Section 3 Business Concerns (S3BCs).

Quick Links:

- Access eComply from your browser at https://nycha.ecomply.us/
- Please visit the NYCHA eComply webpage for the latest updates!

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I. Account Creation & Management

1) I am a new user. How do I register in iSupplier and eComply?

You **must** first register in iSupplier before proceeding to register in eComply. If you are already registered in iSupplier, please start at step 2. Be sure to use the same email address you currently use to log in to NYCHA's systems.

Please follow these steps:

a) Create iSupplier account by visiting https://www.nyc.gov/site/nycha/business/isupplier-vendor-registration.page and click on the "New suppliers" link.
   - Complete all required fields on iSupplier then choose at least one 'Product and Service' and click 'Register' to submit your account request.

b) Go to the eComply website via the login page: https://nycha.ecomply.us/ and click the "Create One" link to start your vendor profile.
   - Enter Agency Code: NYCHA, Oracle vendor code from iSupplier, and all other required fields, then submit your profile request.

Note: Beginning Spring 2025, all vendors will be required to have a NYC.ID account to access NYCHA's iSupplier and eComply systems.

2) What is the Agency Code?

The Agency Code is NYCHA.

3) What is the Oracle Vendor Number?

The Oracle Vendor Number is the same as your iSupplier Vendor Number. Please log into iSupplier and navigate to your profile to find your Vendor Number. Subcontractors will need to use Oracle Vendor ID - NYCHASUB

4) What if I don't have a State License Board No.?

If the State License Board No. does not pertain to you, you can enter N/A.

5) What if I don't have a Worker's Comp Carrier Number or Name?

You can enter N/A in that field.

6) How do I change or reset my eComply account password?

Log on to eComply and find the 'Setup' tab. Next, navigate to 'Account Settings' then to the 'Change Password' section.

7) What happens if I forget my eComply account password?

Click on the 'Forgot Password' hyperlink on the login page. User will be asked to enter their Username and answer the security question. If answered correctly, the temporary password will be sent to the user's registered email address. The user must go back to the eComply login page and enter the temporary password in the 'Password' field.

8) What can I do if I forget my security question?

If the user cannot remember the answer to the security question, please email support@ecomplysolutions.com with the following:

a) Username (email address)
b) Company Name
c) First and last Name
d) Telephone Number

9) Can a Company Admin create new users?

Yes, a Company Admin can create new users by clicking the ‘Setup’ tab, then navigate to the ‘User Management’ module and click the ‘Create New Account’ button. Fill in the required fields and click the ‘Finish’ button. If the user profile was created successfully, a temporary password will be sent to the user’s email address.

II. General Questions

10) Can multiple staff use the same Username and Password?

It is recommended for each user to have their own unique username and password. Please do not share accounts. Electronic signature may be needed for specific actions in eComply.

11) How can I view the specific user’s role?

Only a Company Admin can view the specific user’s role by selecting ‘Setup’ tab then navigating to the ‘User Management’ module. Please refer to the ‘NYCHA Admin eComply Training Video’ by navigating to the ‘Training Videos’ module of eComply for more information.

12) How do I upload my signature?

A scanned signature image is used on eComply in order to complete specific actions. To setup your signature, please navigate to the ‘Setup’ tab, then the ‘My Profile’ section. Click the ‘Upload new signature’ button and choose a .jpg or .png file and click ‘Save changes’ to upload your signature image. Please refer to the ‘NYCHA eComply Intro’ training video by navigating to the ‘Training Videos’ module of eComply for more information.

13) Am I required to submit documents in iSupplier and eComply?

Yes. When submitting a bid, all documents must be uploaded via iSupplier, except for the M/WBE and Section 3 documents which will be completed electronically via eComply.

14) How will I know when a payroll is due?

You should follow the same payroll schedule you used before. Make sure to consider the time needed to setup your eComply account and create your CPRs that are to be included in your invoice. After the first CPR submission, users can find reminders on eComply’s Dashboard when they login.

15) I am a subcontractor. Will my job(s) be in eComply when I log in?

Projects are preloaded in the system. If the subcontractor does not have access to a project, they must contact the general (prime) contractor and request to be assigned to the project.

16) What happens if the contractor subcontracts out? Who is in charge?

It is the responsibility of the general (prime) contractor who subcontracts to make sure to use the ‘Manage Subcontractors’ module of eComply to assign subcontractors and upload the subcontractor’s NYCHA Procurement Approval document for every project. Each subcontractor, regardless of their tier, is responsible for entering their own Certified Payroll records. General contractors must enter payrolls for their own employees also. Please refer to the ‘NYCHA Adding Subs for A&CM Contractors Only’ by navigating to the ‘Training Videos’ module of eComply for more information.

17) How can I get my subcontractor approved for a specific project?

If the assignment of the subcontractor is not accepted by NYCHA, please contact your NYCHA Project Manager or general (prime) contractor for additional guidance. Please refer to the ‘NYCHA Adding Subs for A&CM Contractors Only’ by navigating to the ‘Training Videos’ module of eComply for more information.

18) How do I manage my company’s classes and crafts?

a) From the “Setup” menu select the “Craft and Classification” option.
b) Click ‘Add Craft’ to choose the available crafts from the dropdown.
c) Select the crafts needed by choosing the ‘Add’ button and then ‘Save.’

Please refer to the ‘NYCHA Craft Class Tutorial’ by navigating to the ‘Training Videos’ module of eComply for more information.

If you do not see the class or craft you need, please select “Other” or you can reach out eComply.support@nycha.nyc.gov to inquire if we can use a similar craft or classification, or to add the new craft/classification to the system.

19) How do I manage employees?

a) From the “Setup” menu, select “My Employees” to enter all the employees working on the project.
b) Select ‘Add New Employee’ and fill out each tab with the required (bolded) info needed. Complete your entry by selecting the ‘Save Employee’ button in the final tab.

Please refer to the ‘NYCHA Adding Employees Tutorial’ by navigating to the ‘Training Videos’ module of eComply for more information.

20) Adding Fringe Benefit Plans and Packages

a) Select the Fringe Benefit Plan link to enter any plans/programs for the benefits being offered to the employee
b) Select the Fringe Benefit Package to enter the hourly rates for the benefits being offered to the employee
c) Once the package has been created select the ‘Define Association’ button next to the package, to select the craft(s) to be associated with the package.

Please refer to the ‘NYCHA Fringe Benefit Plan and Package Tutorial’ by navigating to the ‘Training Videos’ module of eComply for more information.

III. M/WBE Utilization Plan Submission

21) How do I submit the M/WBE Utilization Plan?

For detailed instructions, please refer to pages 2-13 of the MWBE Utilization Plan & Waiver Guide for eComply. Please refer to the 'M/WBE Utilization Plan Submission Tutorial' by navigating to the 'Training Videos' module of eComply for more information.

22) How can I amend or make changes to the M/WBE Utilization Plan?

Only M/WBE Utilization Plans with the status of submitted, accepted, or accepted as noted can be amended. An amendment cannot be requested for Plans with a notice of deficiency status. For detailed instructions, please refer to pages 27-30 of the M/WBE Utilization Plan & Waiver Guide for eComply. Please refer to the 'Amendment Request for Utilization Plan Previously Submitted' by navigating to the 'Training Videos' module of eComply for more information.

23) Can I resume working on the M/WBE Utilization Plan in eComply?

Yes, if you are unable to complete the M/WBE Utilization Plan in one setting, you can return to the form later. Please refer to pages 23-24 of the M/WBE Utilization Plan & Waiver Guide for eComply.

24) How do I find out if the M/WBE Utilization Plan was approved?

You will receive an email notification when the M/WBE Utilization Plan is approved. Please refer to pages 24-27 of the M/WBE Utilization Plan & Waiver Guide for eComply for more details.

IV. M/WBE Waiver or Partial Waiver Submission

25) How do I submit the M/WBE Waiver or Partial Waiver?

For detailed instructions, please refer to pages 13-23 of the M/WBE Utilization Plan & Waiver Guide for eComply. Full Waiver: Please refer to the 'M/WBE Utilization Plan Full Waiver Request Tutorial' by navigating to the 'Training Videos' module of eComply for more information. Partial Waiver: Please refer to the 'M/WBE Utilization Plan Partial Waiver Request Tutorial' module of eComply.

26) How can I amend or make changes to the M/WBE Waiver or Partial Waiver?

Only M/WBE Waivers or Partial Waivers with the status of submitted, accepted, or accepted as noted can be amended. An amendment cannot be requested for Plans with a notice of deficiency status. For detailed instructions, please refer to pages 27-30 of the M/WBE Utilization Plan & Waiver Guide for eComply.

27) Can I resume working on the M/WBE Waiver or Partial Waiver in eComply?

Yes, if you are unable to complete the M/WBE Waiver or Partial Waiver in one setting, you can return to the form later. Please refer to pages 23-24 of the M/WBE Utilization Plan & Waiver Guide for eComply.

28) How do I find out if the M/WBE Waiver or Partial Waiver was approved?

You will receive an email notification when the M/WBE Waiver or Partial Waiver is approved. Please refer to pages 24-27 of the M/WBE Utilization Plan & Waiver Guide for eComply.

V. Section 3 REO & OEO Plan Submission

29) How do I submit the Section 3 REO Plan?

For detailed instructions, please refer to pages 1-9 of the Section 3 REO Plan & OEO Plan Guide for eComply. Please refer to the 'Section 3 REO and OEO Plan Submission Tutorial' by navigating to the 'Training Videos' module of eComply for more information.

30) How can I amend or makes changes to the Section 3 REO Plan?

Only Section 3 REO Plans with the status of submitted, accepted, or accepted as noted can be amended. An amendment cannot be requested for Plans with a notice of deficiency status.
For detailed instructions, please refer to pages 19-20 of the Section 3 REO Plan & OEO Plan Guide for eComply.

31) Can I resume working on the Section 3 REO Plan in eComply?

Yes, if you are unable to complete the Section 3 REO Plan in one setting, you can return to the form later. Please refer to pages 15-16 of the Section 3 REO Plan & OEO Plan Guide for eComply.

32) How do I find out if the Section 3 REO Plan was approved?

You will receive an email notification when the Section 3 REO Plan is approved.
Please refer to pages 16-19 of Section 3 REO Plan & OEO Plan Guide for eComply for more details.

33) How do I submit the OEO Plan?

For detailed instructions, please refer to pages 1-14 of the Section 3 REO Plan & OEO Plan Guide for eComply. Please refer to the 'Section 3 REO and OEO Plan Submission Tutorial' by navigating to the 'Training Videos' module of eComply for more information.

34) How can I amend or make changes to the OEO Plan?

Only OEO Plans with the status of submitted, accepted, or accepted as noted can be amended. An amendment cannot be requested for Plans with a notice of deficiency status. For detailed instructions, please refer to pages 19-20 of the Section 3 REO Plan & OEO Plan Guide for eComply.

35) Can I resume working on the OEO Plan in eComply?

Yes, if you are unable to complete the OEO Plan in one setting, you can return to the form later. Please refer to pages 15-16 of the Section 3 REO Plan & OEO Plan Guide for eComply.

36) How do I find out if the OEO Plan was approved?

You will receive an email notification when the OEO Plan is approved. Please refer to pages 16-19 of Section 3 REO Plan & OEO Plan Guide for eComply for more details.

37) How do I register as a Section 3 business concern (S3BC)?

Please refer to the S3BC guide. Additionally, please refer to the 'S3BC Self Registration Video Tutorial' by navigating to the 'Training Videos' module of eComply for more information.

VI. Prevailing Wage Compliance

38) Prevailing wage rates have changed mid-work week. Can I post two different rates for the same week ending?

Yes, you can post two different rates for the same week ending. To do this, add a new fringe benefit package for the new updated rate using the "Save As" function. When creating the CPR for that week, under the "No. of Classifications" column enter the number "2" to indicate that the employee worked under two different rates this week. This will allow you to create two (2) line items on one CPR with two different rates for one employee. For detailed instructions, please see 'Step 6 - Adding Fringe Benefit Packages (if applicable)' in the 'User Manual' found in the 'Contact & User Guide' module of eComply.

39) Regarding the Effective Date and Expiration Date in the Prevailing Wage Package screen, will I be able to select a particular package if out of the date range?

No, if the current date is outside the range of the Prevailing Wage Package, you cannot select it. This feature reminds users to create new Prevailing Wage Packages when new rates are in effect. Please see 'Step 11 – Submitting CPR Packages (CPD Primes ONLY)' in the 'User Manual' found in the 'Contact & User Guide' module of eComply for more information.

VII. Certified Payroll Reports

40) Who at the NYCHA can view the CPR History?

Any parent-tier vendor, general or prime contractor, or authorized NYCHA staff can view the CPR History. Please refer to the 'NYCHA Project Manager eComply Training Video' module of eComply for more information.

41) If I start work on one project and then work on another project at a later time, does information for the same employee need to be entered twice?

Employee information must be entered manually for at least one project. Once the information is available in eComply, it will automatically carry over the information for the same employee when they work on another project.

42) Can I import my employee data in bulk?

Yes, to upload employee data in bulk, please navigate to the 'Setup' tab and then 'My employees' module of eComply. Next, click the 'Import Employee(s)' button and a pop up will open. Select CPR template from the dropdown list. From here, you can download the template to your computer. When your file is ready for import, select your file by clicking the 'Choose File' button. To finish the upload, click the 'Import' button.

43) In CPR Wizard, where does the Week Ending date come from? Can this date be changed?

The initial week ending date is selected by the user when the first Certified Payroll record is created. Once submitted, the week ending date cannot be changed. It is always seven days after the previous week ending date. The Payroll Number can be manually entered to reflect the current payroll number associated with the project. Please see 'Step 9 - CPR Submittal Process' in the 'User Manual' found in the ‘Contact & User Guide’ module of eComply for more information.

44) In the Deduction Summary area, what is the difference between Project Wages and Gross Wages?

Project Wages are the sum of the straight time project wages and the overtime project wages multiplied by the hourly rate of pay and hourly cash benefit amount. Gross Wages are the total gross wages to be paid to employee for the week and may include other projects.

45) Instead of breaking out the net and gross deductions, can we enter the net pay directly?

No, this is not available at the current time. The system calculates net pay based on the gross pay and total deduction.

46) Where do vendor users add local deductions/withholdings to the Deduction Summary area?

Per NYCHA requirement, the Local Tax category is in the Deduction Summary section within the CPR Wizard – Employee Details page. Please see ‘Step 9 - CPR Submittal Process’ in the ‘User Manual’ found in the ‘Contact & User Guide’ module of eComply for more information on where to input local deductions and withholdings.

47) Where are Daily rates entered? Where are hourly rates entered? What about percentages rather than whole dollar amounts?

eComply requires the actual time worked in hours and full dollar amounts. eComply does not currently accept percentages. User needs to do the calculations and enter dollar value in rate field.

48) How do I create another record on the same employee’s Certified Payroll Record?

If the user needs to create more than one employee’s Certified Payroll Record, enter a number in the ‘No. of Classifications’ field. If number “2” is entered for example, two employee records will be created for the selected employee on one CPR. This is useful if an employee is performing two different trades or has two different rates during the same period. By leaving the field blank, a “1” is assumed and one employee record will be created. Please see ‘Step 7 - Defining Fringe Benefit Package Associations’ found in the ‘Contact & User Guide’ module of eComply for more information.

49) Does the Manage CPR module allow for editing when marking the ‘Last CPR’ checkbox by accident?

Yes, all subcontractors and general (prime) contractors can control this flag. Please navigate to the ‘Manage CPRs’ module, find your project and on the ‘Select Date’ section of the wizard you will find the ‘Last CPR’ checkbox / flag. From here, you can check and uncheck. Please refer to the ‘NYCHA Operations CPR Tutorial’ by navigating to the ‘Training Videos’ module of eComply for more information.

50) I want to enter a Non-Performance submission for the first week ending date for a certain project and the system will not allow me to do so. What do I do?

A user cannot submit a Statement of Non-Performance (No Work Performed) until the first certified payroll is submitted. A Non-Performance is not required until after the first payroll submission. Please refer to the following tutorials by navigating to the ‘Training Videos’ module of eComply for more information:

- NYCHA A&CM Prime or Sub CPR or No Work Performed Submission Tutorial
- NYCHA Operations No Work Performed Submission Tutorial

51) If a contractor is not working on a project for a long period of time, are they required to make a submission?

Yes, if the contractor has submitted previous CPRs, they must submit a Statement of Non-Performance (No Work Performed) for the various weeks not working on a project until they come back to work on the project.

52) How do I submit a CPR?

a) Select the Borough and Contract number from the dropdown menu then select the company name to see the CPR/NP Table.
b) Select the 'Add New CPR/NP' button > enter in the w/e date of the CPR being submitted and select 'Next.'
c) Select the employees by selecting the 'Add New' button once the employee(s) are selected, select the pencil icon next to the employee to enter the hours worked and tax information.
d) Upon entering the hours worked and tax info, select 'Save.'
e) Repeat the steps for all the employees listed on the CPR. Once all employees are in a green 'Ready' status select 'Next' to proceed to the 'Statement of Compliance' page, where the contractor will read and sign the certified payroll report.

Please refer to the following tutorials by navigating to the 'Training Videos' module of eComply for more information:

- NYCHA A&CM CPR Package Submission - Primes ONLY
- NYCHA Operations CPR Tutorial

53) What are some best practices to submitting a CPR Package?

All CPD Primes are required to submit a CPR Package when submitting an invoice to NYCHA. The CPR Package will consist of all CPRs that have been submitted for the time period to coincide with the invoice being submitted to NYCHA. All CPRs MUST be in 'Accepted' status, to submit the CPR Package. If there are subs on the project their CPRs must have been reviewed and in 'Accepted' status before being added to the package.

VIII. Certified Hourly Reports

54) What is a CHR?

The Certified Hourly Report (CHR) is a report completed by vendors that logs the hours completed by non-prevailing wage workers on NYCHA projects. Every hour completed by a worker on the project should be documented in either a CPR for prevailing wage or CHR for non-prevailing wage workers.

55) How is the CHR different from a CPR?

The CHRs are for titles that are not included in the prevailing wage list of titles. In the CHR, only labor hours are reported. You do not report wage rates, fringe, or other wage related information.

56) How do I know if I should submit a CHR?

If you have any employees working non-prevailing wage titles or classifications, a CHR is required. Please refer to the 'NYCHA CHR Submission Tutorial' by navigating to the 'Training Videos' module of eComply for more information.

57) For CHR submissions, can I submit hours for section 3 workers only or do I need to submit hours for all non-prevailing wage workers?

All non-prevailing wage employee hours need to be reported in the CHR.

58) Which titles should be used for employee that are non-prevailing wage?

A title defines what role an employee plays in the project—like Technician or Project Manager. Choose the title that matches your project needs. If none of the listed options work, select "Other"—this keeps the classification accurate. By assigning proper titles, we ensure that hours are tracked accurately, which makes compliance and reporting a lot smoother for everyone.

59) How do I map contractor titles to eComply non-prevailing wage titles?

Once you're logged into eComply, head to the Setup tab in the upper-left corner. You'll find it next to the Activities menu. Click on Setup, and this will expand your options. Under the Certified Reports section, click on Crafts and Classifications. This is where you'll manage or add titles for your project. If you're looking for non-prevailing wage titles, type "NON" into the search bar to filter them quickly. Choose the title that matches your project needs. Titles like Administrative Assistant, Project Coordinator, and Technician are common roles.

60) How are CHRs managed and submitted?

A CHR is submitted in eComply. Under activities tab under Certified Reports section, you are going to select the "Manage CHR" link and under your project umbrella click on your company name. And ecomply will show the "new CHR/NP" button. The CHR submission process is similar to the CPR submission in eComply but the CHR is for non- prevailing wage titles whereas the CPR is for prevailing wage employees. Please refer to the 'NYCHA CHR Submission Tutorial' by navigating to the 'Training Videos' module of eComply for more information.

61) If I have both prevailing and non-prevailing wage work in my contract, do I submit both?

Yes, each working hour for every employee should be captured in either a CPR or CHR.

62) My project is not available to select in the CHR module. What should I do?

If a project (PO/release) is approved, it should be listed in eComply. If it's not available in the CHR module, please contact support@ecomplysolutions.com.

63) Can I delete an extra CHR?

No, if you created a CHR in error, please contact support@ecomplysolutions.com.

64) Does CHR apply to subcontractors?

Yes, subcontractors will complete their own CHRs. After subcontractors register, prime contractors need to add their respective subs to the necessary projects. Once the prime adds the subcontractor to the project, then the subcontractor can enter their employee information. The process mirrors how the subcontractors enter CPR reports.

IX. Contact Information

If you need technical assistance for troubleshooting the eComply system, please email eComply Support directly at: Support@eComplySolutions.com or call 1(855)496-9526.

For all other questions on NYCHA processes and activities using the eComply system, please email ecomply.support@nycha.nyc.gov

Questions regarding Accounts Payable: eComplyAPsupport@nycha.nyc.gov

Questions on M/WBE compliance: smp.mwbe@nycha.nyc.gov

Questions on Section 3 compliance: smp.section3@nycha.nyc.gov

Questions on REES compliance: section3.rees@nycha.nyc.gov