

New York City Rent Freeze Program Tenant Access Portal (NYC TAP) Tenant User Guide

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I. Introduction

The New York City Tenant Access Portal (NYC TAP) provides important tools and information for tenant and tenants representatives who are enrolled in New York City's Rent Freeze Programs, also known as the Senior Citizen Rent Increase Exemption (SCRIE) and Disability Rent Increase Exemption (DRIE) programs.

We are rolling out NYC TAP in phases. The current version will allow tenants and their representatives to access benefit information such as:

- Application status
- Benefit amounts
- Benefit expiration date
- Benefit information for applications
- Tax Abatement Credit (TAC) reports
- Status of notices
- Household members
- Appeal status
- Missing documentation requests
- Contact phone number(s) or email address
- Update tenant representative information
- Upload additional documents

In subsequent phases, users of the site will be able to submit initial and renewal applications online and download copies of notices.

II. New York City Tenant Access Portal Link

You must log in to NYC TAP through your NYC.ID account.

The first step is to click on the NYC TAP link below. You will immediately be redirected to NYC.ID. Once you have logged in to NYC.ID, you will automatically be directed back to NYC TAP.

www.nyc.gov/nyctap

III. Logging In to NYC TAP With Your NYC.ID

You must log in to NYC.ID to access NYC TAP. NYC.ID is New York City’s free digital identity, available to City residents, providing the means to access NYC online services.

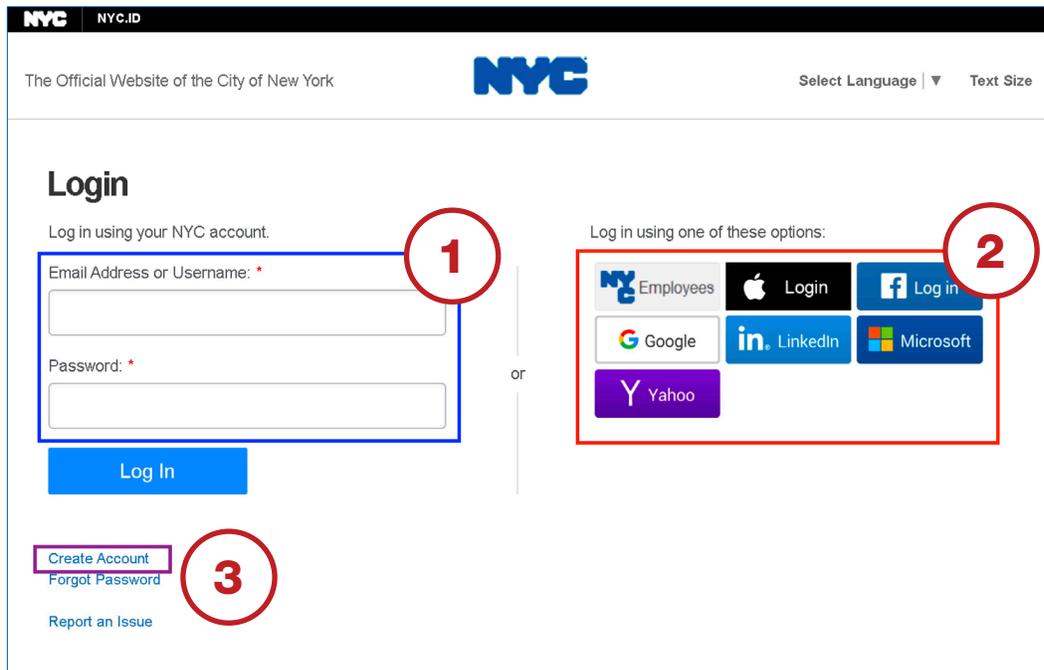
After you’ve clicked on the link above, there are three ways to log in:

Option 1: If you have an existing NYC.ID, sign in using your email and password in the fields shown within the blue box.

Option 2: If you don’t have a NYC.ID account, you can log into NYC.ID by a social media link shown within the red box.

Option 3: If you don’t have a NYC.ID account, you can create one using the “Create Account” link shown within the purple box.

See the following pages for more detail.



A. LOGGING IN TO NYC.ID WITH YOUR EXISTING ACCOUNT

If you have previously created a NYC.ID, you can use it to access NYC TAP. Enter your email address and NYC.ID password, then click the log in button.

You will then be directed to NYC TAP.

The screenshot shows the NYC.ID login interface. At the top, there is a navigation bar with the NYC logo and links for 'Select Language' and 'Text Size'. The main heading is 'Login'. Below this, there are two input fields: 'Email Address or Username: *' and 'Password: *'. A blue 'Log In' button is positioned below the password field. To the right of the form, there is a section titled 'Log in using one of these options:' which contains seven buttons for different login methods: NY Employees, Apple, Facebook, Google, LinkedIn, Microsoft, and Yahoo. At the bottom left of the page, there are three links: 'Create Account', 'Forgot Password', and 'Report an Issue'.

B. REGISTERING FOR NYC.ID THROUGH SOCIAL MEDIA

To register for NYC.ID using your social media account (option #2), click any of the social media logos shown on the screen.

The screenshot shows the NYC.ID login interface. At the top, there is a header with the NYC logo and the text 'The Official Website of the City of New York'. Below the header, the page is titled 'Login'. On the left, there is a form with two input fields: 'Email Address or Username: *' and 'Password: *', followed by a blue 'Log In' button. On the right, there is a section titled 'Log in using one of these options:' which contains several social media login buttons: 'NYC Employees', 'Apple Login', 'Facebook Log in', 'Google', 'LinkedIn', 'Microsoft', and 'Yahoo'. A red box highlights these social media options. At the bottom left, there are links for 'Create Account' and 'Forgot Password'.

Enter your social media account user name and password. Once validated you will see the following screen to complete your NYC.ID account registration.

The screenshot shows the NYC.ID registration completion page. At the top, there is a header with the NYC logo and the text 'The Official Website of the City of New York'. Below the header, the page is titled 'Registration Completion'. The main content area contains the text: 'To finish creating your account, provide the required information below:'. Below this text is a checkbox with a checkmark, followed by the text: 'Check the box to indicate that you understand and agree to the NYC.ID Terms of Use, the overall Terms of Use for NYC.gov, and the Privacy Policy for NYC.gov.'. Below the checkbox is a blue 'Submit' button. At the bottom left, there are links for 'Create Account', 'Forgot Password', and 'Report an Issue'.

Once you have successfully registered with NYC.ID you will be directed to NYC TAP.



C. CREATING A NYC.ID ACCOUNT

To create a NYC.ID account (option #3), complete the instructions on the following pages.

The screenshot shows the NYC.ID 'Create Account' page. At the top, it says 'The Official Website of the City of New York' and features the NYC logo. There are links for 'Select Language' and 'Text Size'. The main heading is 'Create Account'. A blue banner states 'All fields are required.' The form is divided into sections: 'EMAIL OR USERNAME', 'PASSWORD', 'SECURITY', and 'TERMS'. Each section has a question mark icon. Red arrows point from callout boxes to specific fields: the first arrow points to the 'Email Address or Username' field; the second points to the 'Password' field; the third points to the 'Security Question' dropdown menu; and the fourth points to the checkbox in the 'TERMS' section. A 'CREATE ACCOUNT' button is located at the bottom right of the form.

EMAIL OR USERNAME

Enter your email address and enter it again to confirm

Confirm Email Address or Username:

PASSWORD

Create a password and enter it again to confirm

Confirm Password:

SECURITY

Choose a security question from the drop-down menu and enter the answer below

Security Question: [Dropdown Menu]

Answer: [Text Field]

Display Answers: Show Hide

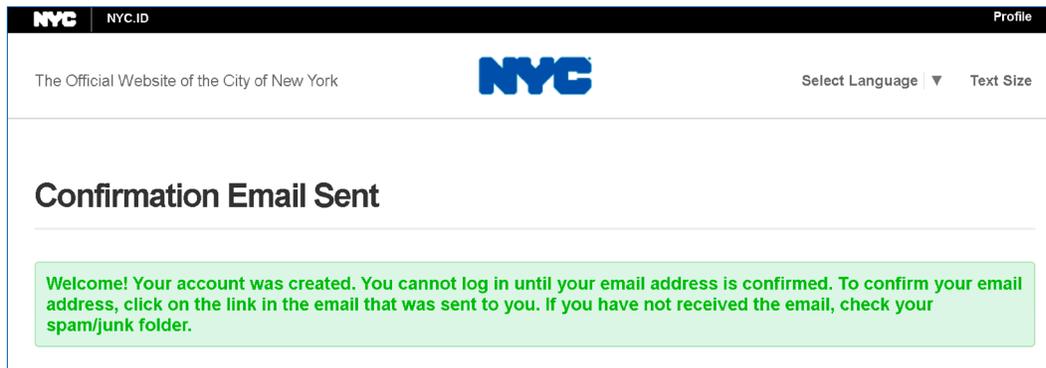
TERMS

Read the terms of use and check the box to accept. Then click on the "Create Account" button below

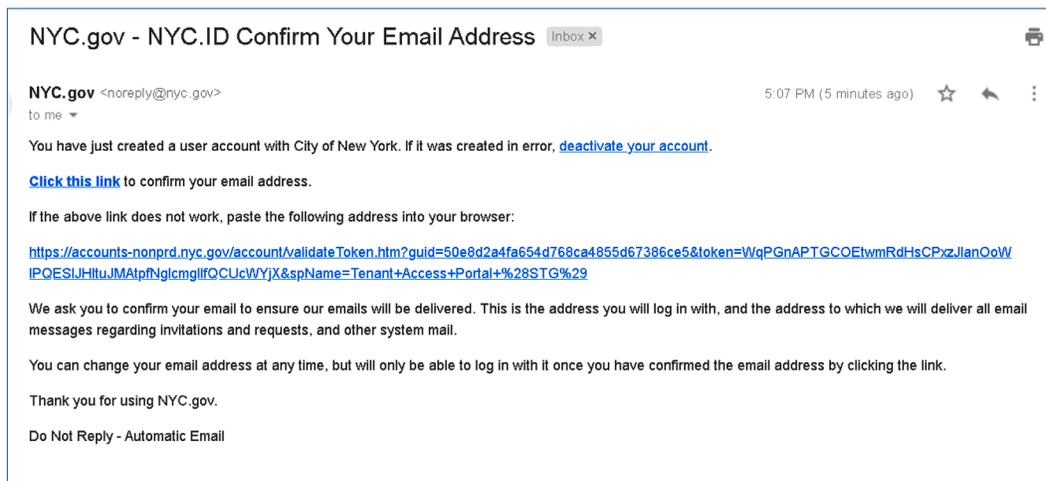
Check the box to indicate that you understand and agree to the [NYC.ID Terms of Use](#), the overall [Terms of Use for NYC.gov](#), and the [Privacy Policy](#) for NYC.gov.

CREATE ACCOUNT

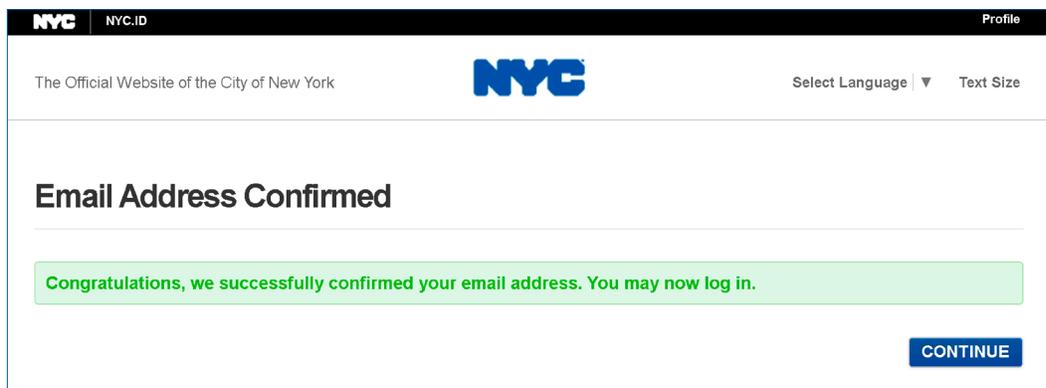
Once you have completed these steps, you should see the following screen, confirming that your account was created and a verification email was sent to your email address. You must then check your email to verify.



You should see an email similar to the one here. To verify your email address, click on the link indicated.



Once confirmed, you will see the screen below.



After you have confirmed your email account, you will be directed to log into NYC.ID using the email and password you have just created.

NYC NYC.ID

The Official Website of the City of New York **NYC** Select Language | Text Size

Login

Log in using your NYC account.

Email Address or Username: *

Password: *

[Log In](#)

Log in using one of these options:

[NY Employees](#) [Apple Login](#) [Facebook Log in](#)

[Google](#) [LinkedIn](#) [Microsoft](#)

[Yahoo](#)

[Create Account](#)
[Forgot Password](#)
[Report an Issue](#)

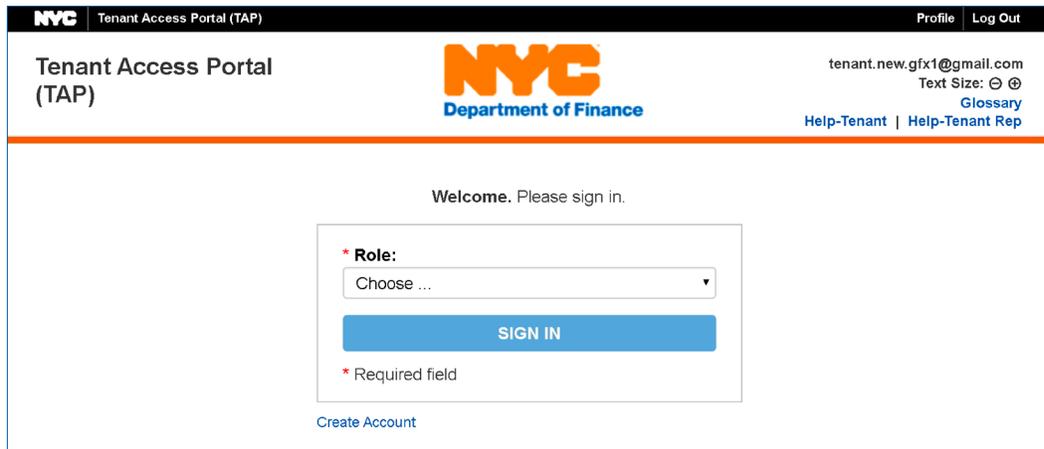
Once you have successfully logged in through NYC.ID you will be directed to NYC TAP. For the first login you will be required to register using the PIN you received in the mail for existing program participants (See IV. Registering for NYC TAP with a PIN.) If you do not have a PIN, you can still register by creating a manual NYC TAP account (See V. Registering for NYC TAP without a PIN).

IV. Registering for NYC TAP With a PIN

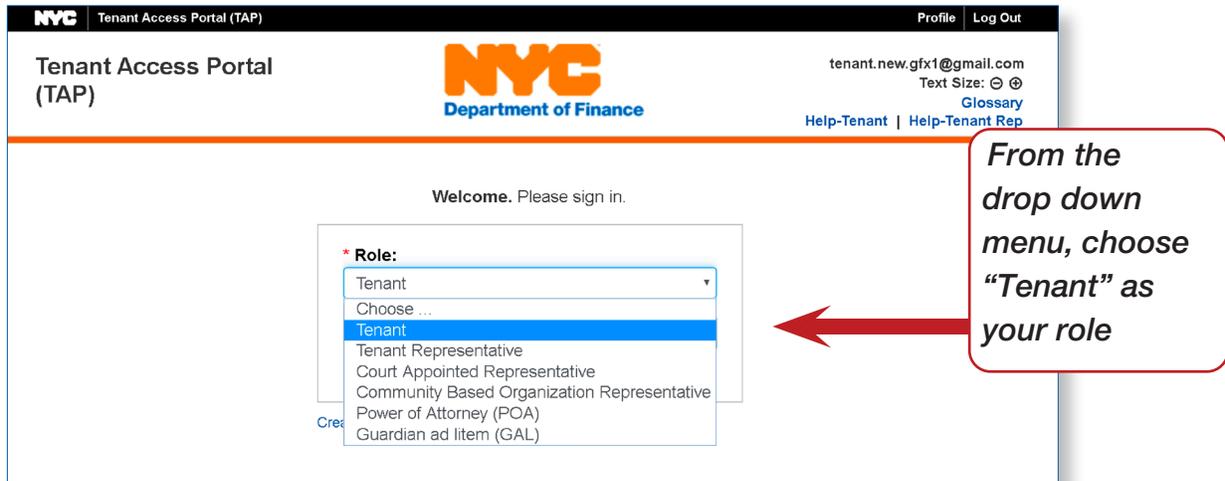
All current benefit participants and their representatives on file with Department of Finance (DOF) will receive a PIN letter through the mail. Following the steps in this section will guide you through registering with the PIN you received.

Note: The PIN will expire after 90 days after the date on the PIN letter.

If you did not receive a PIN letter, or your PIN expired, skip to the next section for instructions on how to register without a PIN.



From the drop-down menu, choose “Tenant” as your role.



If you have a PIN, there are two ways you can register.

Option 1: Enter your PIN and the last 4 digits of your Social Security number.

NYC Tenant Access Portal (TAP) Profile Log Out

Tenant Access Portal (TAP) NYC Department of Finance tenant.new.gfx1@gmail.com Text Size: ☺ ☻ Glossary Help-Tenant | Help-Tenant Rep

Welcome. Please sign in.

* Role: Tenant

* Personal Identification Number (PIN):

* Social Security Number (last 4 digits):

SIGN IN

* Required field

[Sign In Using PIN, Last Name and Date of Birth](#)
[Create Account](#)

Enter your PIN and last 4 digits of your SSN

Option 2: Click the link “Sign in Using PIN, Last Name and Date of Birth” shown below in red.

NYC Tenant Access Portal (TAP) Profile Log Out

Tenant Access Portal (TAP) NYC Department of Finance tenant.new.gfx1@gmail.com Text Size: ☺ ☻ Glossary Help-Tenant | Help-Tenant Rep

Welcome. Please sign in.

* Role: Tenant

* Personal Identification Number (PIN):

* Social Security Number (last 4 digits):

SIGN IN

* Required field

[Sign In Using PIN, Last Name and Date of Birth](#)
[Create Account](#)

Click here to sign in using your PIN, last name, and date of birth

Enter your PIN along with your last name and date of birth in the fields indicated.

The screenshot shows the NYC Tenant Access Portal (TAP) sign-in page. The header includes the NYC Department of Finance logo and user information: tenant.new.gfx1@gmail.com, Text Size: Ⓞ ⊕, Glossary, Help-Tenant | Help-Tenant Rep, Profile, and Log Out. The main content area says "Welcome. Please sign in." and contains a form with the following fields: * Role: (dropdown menu with "Tenant" selected), * Personal Identification Number (PIN): (text input), * Last Name: (text input), * Date of Birth: (Month, Day, and Year dropdown menus), and a blue "SIGN IN" button. A red callout box with a red arrow points to the PIN, Last Name, and Date of Birth fields, containing the text: "Enter your PIN, along with your last name and date of birth". Below the form, there are links for "Sign In Using PIN and Social Security Number" and "Create Account".

V. Registering for NYC TAP Without a PIN

If you do not have a PIN and would like to register for NYC TAP, you can click on “Create Account.”

The screenshot shows the NYC Tenant Access Portal (TAP) sign-in page, similar to the previous one. The form fields are: * Role: (dropdown menu with "Tenant" selected), * Personal Identification Number (PIN): (text input), * Social Security Number (last 4 digits): (text input), and a blue "SIGN IN" button. A red callout box with a red arrow points to the "Create Account" link at the bottom of the page, containing the text: "Click on 'Create Account'". Below the form, there are links for "Sign In Using PIN, Last Name and Date of Birth" and "Create Account".

Choose “Tenant” from the drop-down menu

NYC Tenant Access Portal (TAP) Profile Log Out

Tenant Access Portal (TAP) **NYC** Department of Finance tenant.new.gfx1@gmail.com Text Size: ☺ ☻ Glossary Help-Tenant | Help-Tenant Rep

Registration

If due to a disability you need an accommodation in order to apply for and receive a service, or to participate in a program offered by the Department of Finance, please contact the Disability Service Facilitator at nyc.gov/contactdofeeo or call 311. If you have general questions about the SCRIE/DRIE program and how to apply, please call 311 or send us a message at nyc.gov/contactscrie or nyc.gov/contactdrie.

* Role:
Choose ...
Choose ...
* Tenant
Tenant Representative
Court Appointed Representative
Community Based Organization Representative
Power of Attorney (POA)
Guardian ad litem (GAL)

Choose "Tenant" from the dropdown menu

The following is the registration page. Fill in all the required information. Be sure to enter your docket number and name as it appears on the Rent Freeze notices you’ve received in the mail.

When you have entered all required fields, click the “Submit” button.

Registration

If due to a disability you need an accommodation in order to apply for and receive a service, or to participate in a program offered by the Department of Finance, please contact the Disability Service Facilitator at nyc.gov/contactdofeeo or call 311. If you have general questions about the SCRIE/DRIE program and how to apply, please call 311 or send us a message at nyc.gov/contactscrie or nyc.gov/contactdrie.

* Role:
Tenant

Social Security Number (last 4 digits):

* Date of Birth:
Month: _____ Day: _____ Year: _____

* Docket:

* Name
First Name: _____
Last Name: _____

* Required field(s)

Reset Submit

Fill in all of the required information marked by the red asterisks

Your docket number can be found on all rent freeze notices that you receive. Below is a sample notice.

	DRIE Unit 59 Maiden Lane, 24th floor New York, NY 10038
<hr/>	
Suzie Tenant 1720 Bedford Avenue, Apt 25R Brooklyn, NY 11225	April 17, 2020 Docket #: D8965
YOU HAVE BEEN APPROVED FOR THE RENT FREEZE PROGRAM	

If you receive the message in the red box below, it means that there is a discrepancy between the information you provided and the information the Department of Finance has on record. Please check the information on the registration screen to make sure the information entered is correct. If you have checked the information and are still getting an error, you can reach out to customer service by calling 311 or send a message at www.nyc.gov/contactscrie or www.nyc.gov/contactdrie.

Registration

If due to a disability you need an accommodation in order to apply for and receive a service, or to participate in a program offered by the Department of Finance, please contact the Disability Service Facilitator at nyc.gov/contactdofeeo or call 311. If you have general questions about the SCRIE/DRIE program and how to apply, please call 311 or send us a message at nyc.gov/contactscrie or nyc.gov/contactdrie.

▼ Your information does not match our records. Please try again or if you need assistance, please call 311 or send us a message at nyc.gov/contactscrie or nyc.gov/contactdrie.

Once your registration is reviewed by DOF, you will receive a follow up email. Sample below:


59 Maiden Lane
22nd floor
New York, NY 10038

April 15, 2020

Subject: Welcome to the Tenant Access Portal - Registration Process Successful

Dear Tenant:

Thank you for successfully registering with the **New York City Rent Freeze Tenant Access Portal (NYC TAP)**. You now have complete access to all information associated with your docket. Please review your profile to make sure all information is accurate.

Sincerely,

SCRIE-DRIE Processing Unit

After you have registered successfully, you will be logged into your NYC TAP account.

VI. NYC TAP Application Navigation

You will see three tabs when you access the NYC TAP site: Applications, Account, and Contact Us.

Under the “Applications” tab, you will find a list of all of the applications associated with your docket number. The most recent application will appear first.

Click the application number for additional details regarding that application, including the following six tabs: Applicant, Letter Status, Status Reason, Rent Calculation, TAC Reports and Appeals.

The screenshot shows the NYC Tenant Access Portal (TAP) interface. The header includes the NYC logo, the text "Tenant Access Portal (TAP)", and the user's email "taptenantemail1@gmail.com". The navigation tabs are "Applications", "Account", and "Contact Us". The "Applications" tab is active. Below the tabs, there is a section titled "Applications" with a legend for "Current Application" (green square) and "Previous Application" (red circle). A table lists the applications, with the first entry highlighted. The application number "1092636" is circled in red. The table columns are: Docket, Application, Benefit, Entry Date, Type, Status, Status Date, Name, Address, and Apt. The application details are: D8965, 1092636, DRIE, 03/13/20, Initial, Approved, 03/13/20, TENANT, SUZIE, 1720 BEDFORD AVE BROOKLYN NY 11225, 25R. A green square in the "Apt." column indicates it is the current application. The page also shows "Export" and "Items per page: 10" options.

Docket	Application	Benefit	Entry Date	Type	Status	Status Date	Name	Address	Apt.
D8965	1092636	DRIE	03/13/20	Initial	Approved	03/13/20	TENANT, SUZIE	1720 BEDFORD AVE BROOKLYN NY 11225	25R

The header information provides basic applicant and address information as well as benefit period, frozen rent, and application status details.

APPLICANT TAB

The “Applicant” tab provides application status information in addition to tenant representative on file and associated household members.

Application 1092636 [Back To List](#)

Primary Applicant: SUZIE TENANT
Benefit Type: DRIE
BBL: (Brooklyn) 3-1302-1
Address: 1720 BEDFORD AVENUE
BROOKLYN, NY 11225
Apt Type: Rent Stabilized

Docket No.: D8965
Docket Year: 2020
Apt #: 25R
Lease Start: 01/01/2020
Lease End: 12/31/2020
Lease Months: 12
Frozen Rent: \$800.00

Application Status: Approved ⓘ
Application Type: Initial
Application ID: 1092636
Received Date: 03/13/2020
Exemption: 04/01/2020
Effective Date:

Applicant Letter Status Status Reason Rent Calculation TAC Reports Appeals

Primary Applicant

Name: SUZIE TENANT
Home Phone:
Work Phone:
Cell Phone:
Email: taptenantemail1@gmail.com

Tenant Representative

Name: JANE REPRESENTATIVE
Organization:
Address: 1313 MOCKINGBIRD LANE
NEW YORK NY 10038
Work Phone:
Email:

Household Members

Name	Relationship	Status	Deceased?	Date of Death	Death Certificate	Date of Move
SUZIE TENANT	Primary Applicant	Active	No			

Click the question mark for a glossary of terms

Lists current and past household members

LETTER STATUS

The “Letter Status” tab provides information on the type of notice and the date that notice was sent by DOF.

Applicant **Letter Status** Status Reason Rent Calculation TAC Reports Appeals

Notices Sent

Notice Type Description	Date Sent
Owner Approval	02/12/2020
Tenant Recertification Approval	02/12/2020

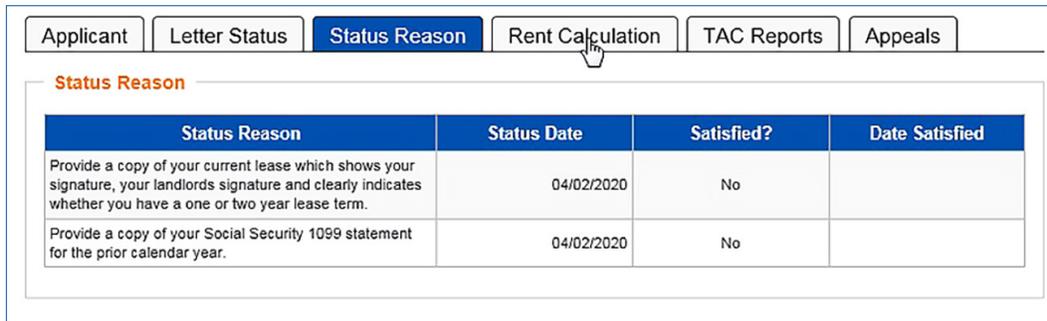
The “Status Reason” tab details the reason for your application’s status, if the status is “Pending,” “Revoked,” or “Denied.”

Below is an example of the Status Reason screen for an application in “Pending” status. The outstanding documents are indicated in the “Status Reason” column. The “Status



Date” is the date DOF last updated your information. Once a document has been received and accepted by DOF, the “Satisfied” column will be marked “Yes,” and the date indicated in the “Date Satisfied” column.

Please note that the document requirement will not be considered “Satisfied” until it is reviewed and accepted by the processing unit. This may take time, so check this screen for updates before resubmitting the document. Additionally, if the application status is approved, any document requests listed have been satisfied and no additional documents are needed.



Status Reason	Status Date	Satisfied?	Date Satisfied
Provide a copy of your current lease which shows your signature, your landlords signature and clearly indicates whether you have a one or two year lease term.	04/02/2020	No	
Provide a copy of your Social Security 1099 statement for the prior calendar year.	04/02/2020	No	

RENT CALCULATION

The “Rent Calculation” tab provides a summary of the tax abatement credit your landlord receives. There may not be any information on this screen if your application status is “Pending.”

Here are some definitions for the terms on this screen:

Renewal Legal Rent – Your current rent

Calculated Tenant to Pay – Your frozen rent

Monthly TAC – The monthly tax abatement credit amount provided to your landlord

New Monthly TAC – Indicates any adjustments that were made to the TAC after your benefit was approved

Total TAC – Indicates the total tax abatement credit for the entire period

The Individual TAC Summary will indicate credits that were posted to the landlord's property tax account as well as the balance remaining to be transferred for any future periods.

Applicant Letter Status Status Reason **Rent Calculation** TAC Reports Appeals

Rent Calculation

Order No.	Renewal Legal Rent	Calculated Tenant to Pay	Monthly TAC	Months	New Monthly TAC	Total TAC	
51	\$812.00	\$800.00	\$12.00	9	\$12.00	\$108.00	
						Total TAC:	\$108.00

Individual TAC Summary

Order No.	TAC ID	Issued Date	Type	Effective Start	Effective End	Date Posted to Account	Total TAC	Amount Paid To Date	Balance	
51	T1092636	03/13/2020	Credit TAC	04/01/2020	12/31/2020		\$108.00	\$0.00	\$108.00	
							Total:	\$108.00	\$0.00	\$108.00

TAC Transferred Details

No records found.

TAC REPORTS

The "TAC Reports" tab allows you to download, view, and print a copy of the Tax Abatement Credit summary.

Applicant Letter Status Status Reason Rent Calculation **TAC Reports** Appeals

Select Report:

Tenant TAC Details

Click here to download, view and print the report

APPEALS

The "Appeals" tab will have information for any appeals you have made.

Applicant Letter Status Status Reason Rent Calculation TAC Reports **Appeals**

Appeals History

Appealed By	Appeal Type	Appeal Status	Date Received	Date Closed
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UPLOADS

Upload tab: Allows you to submit additional documentation for a currently approved or pending application. Your document must be a .pdf file and must be 2MB or less.

To upload a document, (1) click on "Add New" (2) from the dropdown menu, select a document type* (3) click browse to select a PDF file from your files, and repeat steps 1-3 to add additional documents (4) click "Upload." You will see the message "File(s) uploaded successfully" when completed.



*If your current application status is pending additional documentation or you do not see the document type you wish to submit listed in the dropdown menu, choose “Other.”

Applicant Letter Status Status Reason Rent Calc TAC Reports Appeals **Uploads**

Upload up to 5 file(s) at once. Each file must be 2MB or smaller in size. File types are limited to: .pdf. Click the Upload button when ready.

Document(s): 1 [Add New](#)

Type	File Name	Action
--Select-- 2	Choose File No file chosen	Remove
--Select--	3	4 Upload

[Reset](#)

Upload to this portal to ensure that they do not contain any personal identifying/confidential information, such as Social Security Numbers. By proceeding, you acknowledge that the Department of Finance will not be liable for any damage arising from uploading data to the portal.

Applicant Letter Status Status Reason Rent Calc TAC Reports Appeals **Uploads**

Files uploaded successfully

Upload up to 5 file(s) at once. Each file must be 2MB or smaller in size. File types are limited to: .pdf. Click the Upload button when ready.

Document(s): [Add New](#)

Type	File Name	Action
------	-----------	--------

[Upload](#)

[Reset](#)

Disclaimer: Please review all documents that you upload to this portal to ensure that they do not contain any personal identifying/confidential information, such as Social Security Numbers. By proceeding, you acknowledge that the Department of Finance will not be liable for any damage arising from uploading data to the portal.

If you do not have a PDF file of your document or your file is over the 2MB limit and you cannot use the upload feature, you may submit your documents by mail. For pending documents, mail in a copy of your documents along with a copy of the “pending” notice you received in the mail. For adjustment requests, submit your documents, along with a TAC adjustment form, which can be downloaded from the Rent Freeze website, www.nyc.gov/rentfreeze, or can be obtained by calling 311.

VII. NYC TAP Account Maintenance Tab

This Account screen consists of four sub-menus: Name/Address, Household Members, Tenant Representative, and Activity.

NAME/ADDRESS

The “Name/Address” screen allows you to update your email address and phone number(s) only. You may add or edit the information then click the Update button to submit the change.

The screenshot shows the NYC Tenant Access Portal (TAP) interface. The top navigation bar includes 'NYC Tenant Access Portal (TAP)', 'Profile', and 'Log Out'. The main header displays 'Tenancy Access Portal (TAP)', the NYC Department of Finance logo, and the user's email 'taptentantemail1@gmail.com'. The 'Account' tab is selected in the navigation menu. The 'Name/Address' section contains the following fields:

- Role: Tenant
- Name: SUZIE (with a dropdown menu showing TENANT)
- Address: 1720 BEDFORD AVENUE 25R, BROOKLYN NY 11225
- Email: taptentantemail1@gmail.com
- Work Phone: [Empty field]
- Home Phone: [Empty field]
- Cell Phone: [Empty field]

An 'Update' button is located at the bottom of the form. A red box highlights the phone number fields and the Update button.

“Household Members” lists the household member(s) associated with the application.

Note: Household member(s) who have been a part of your household in the past may also be listed but their status will be Inactive.

The screenshot shows the 'Household Members' section of the NYC TAP Account Maintenance screen. It displays a table with the following data:

#	Name	Status	Date of Birth	Relationship to Applicant
1	TENANT, SUZIE	Active	01/01/1950	Primary Applicant

TENANT REPRESENTATIVE

“Tenant Representative” displays the name and contact details of your tenant representative. You can designate a representative to access your benefit status on NYC TAP and receive copies of the notices you receive from the Rent Freeze Program. If you would like to designate a new representative or update the information of your current representative, fill in the contact details below. Note that copies of Rent Freeze notices cannot be mailed unless you provide a complete mailing address.

The screenshot shows a web interface with a navigation bar containing 'Applications', 'Account' (highlighted), and 'Contact Us'. Below the navigation bar is a sidebar with links for 'Account', 'Name/Address', 'Household Members', 'Tenant Representative' (highlighted), and 'Activity'. The main content area is a form titled 'Add Tenant Representative' with the following fields:

- Name:** First Name, Last Name
- Company:** Company Name
- Address:** House Number, AddressLine 1, Apt Number, Address Line 2
- City:** City
- State:** Choose ... (dropdown), Zip
- Email:** Email
- Phone:** Phone, Extension

A blue button labeled 'Add Tenant Representative' is positioned at the bottom right of the form.

ACTIVITY

“Activity” will display all activities in NYC TAP for your docket.

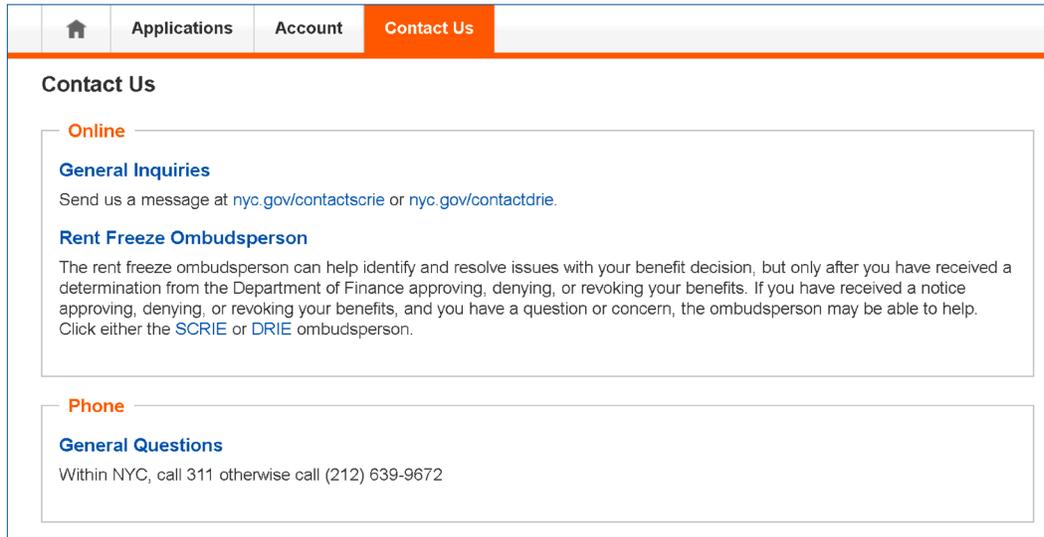
The screenshot shows the 'Activity' page under the 'Account' tab. It features a table of activities and filter options. The table has the following data:

#	Type	Description	Status	Entry Date
1	TAC Reports	Viewed Report: Tenant TAC Details Docket: D8965	Completed	taptenantemail1@gmail.com 5/8/20 5:14PM
2	Change Existing Profile	Changed Email Address : Old ,New (taptenantemail1@gmail.com)	Completed	taptenantemail1@gmail.com 4/8/20 12:58PM
3	New Tenant Profile	TENANT, SUZIE	Completed	taptenantemail1@gmail.com 4/8/20 12:56PM

Filter options include 'Type' and 'Status' dropdowns, and 'Apply' and 'Reset' buttons. A blue box with the number '1' is located at the bottom right of the table area.

CONTACT US

Click the “Contact Us” tab to get help with Rent Freeze Program questions online, by phone, and in person.



VIII. Helpful Links

TEXT SIZE

Click the “Text Size” plus (+) and minus (-) buttons shown below, which appear at the top of each screen in NYC TAP, to enlarge or decrease the text size.



GLOSSARY

Click the “Glossary” link for the definitions of some of the terms used in NYC TAP.



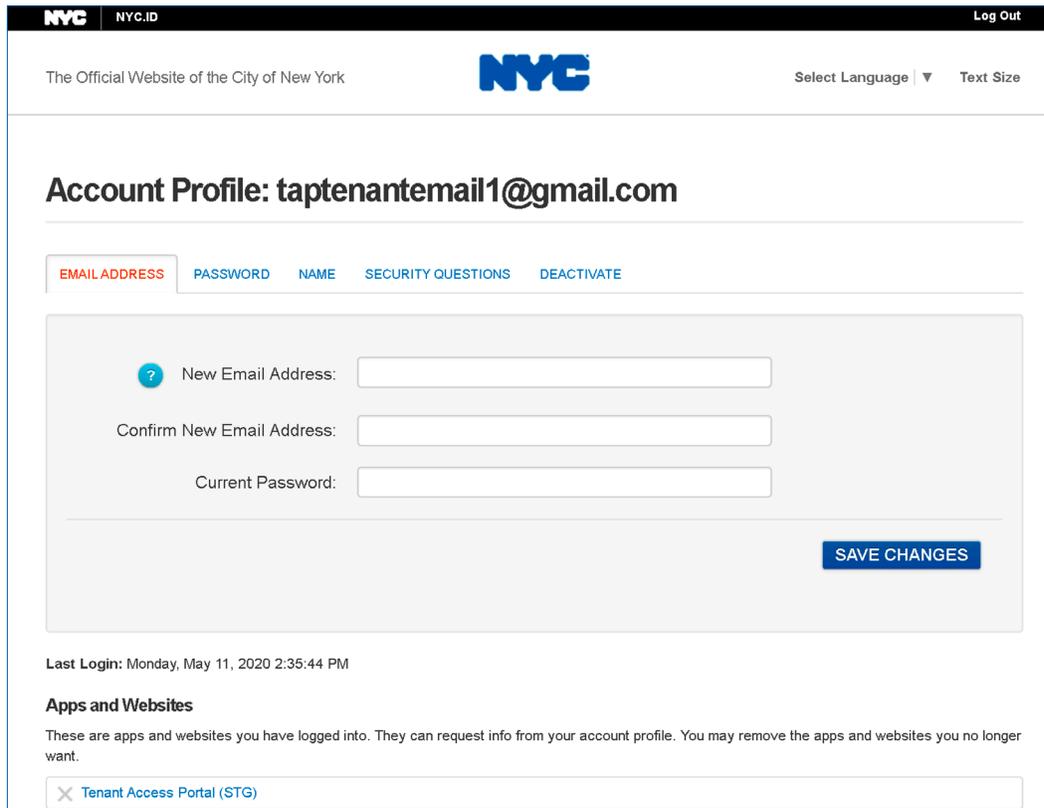
HELP

Click the “Help” link for NYC TAP User Guides.



PROFILE

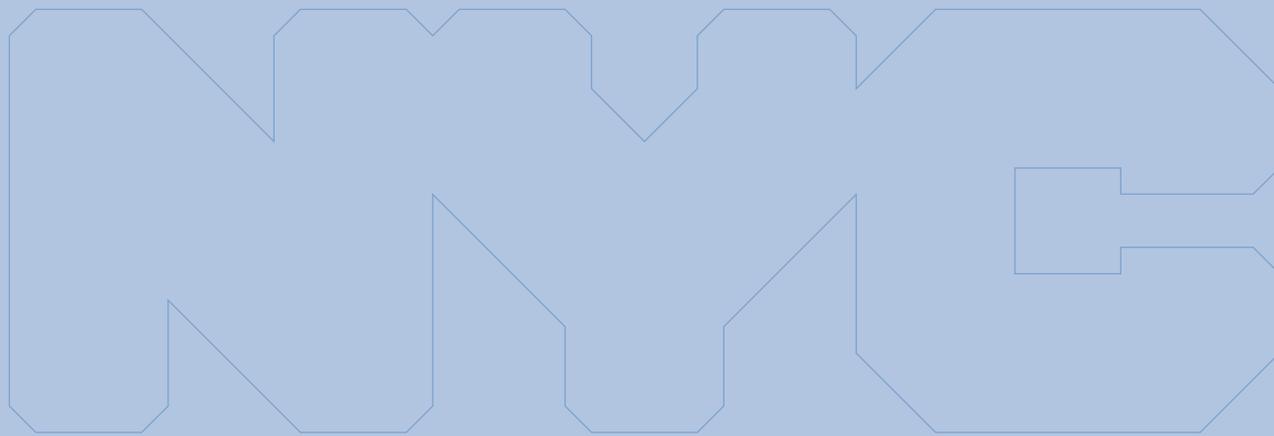
Click the “Profile” link to review and update your NYC.ID profile.



LOG OUT

Click “Log Out” to log out of NYC TAP.





Department of Finance

If due to a disability you need an accommodation in order to apply for and receive a service or participate in a program offered by the Department of Finance, please contact the Disability Service Facilitator at www.nyc.gov/contactdofeeo or by calling 311.