

How-To Guide for: (TLC UP) Taxi & Limousine Commission Upload Portal

[NYC.GOV/TLCUP](https://www.nyc.gov/tlcup) (TLC UP) is a quick, easy and convenient way to complete application requirements, upload trip records, and view real-time information about your license.

This guide will provide step-by-step instructions about how to use TLC UP.



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TLC Driver license

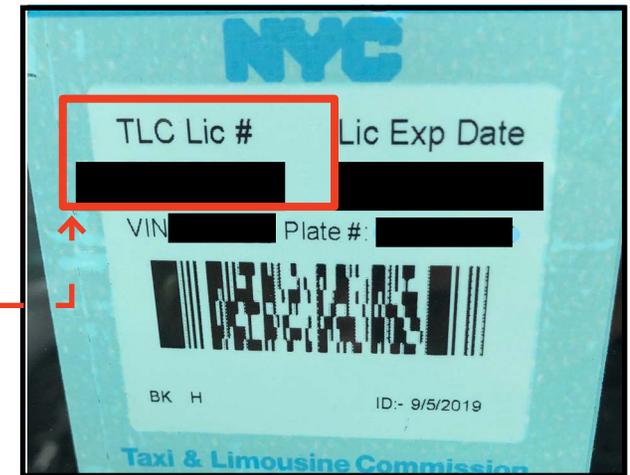


TLC Medallion



TLC Vehicle License

Your TLC vehicle license number can be found on the decal of your vehicle.



More TLC UP resources

TLC UP User Guides videos that are found on our TLC's YouTube Channel Links:

1. <https://www.youtube.com/watch?v=d87YPkRsppU>
2. <https://www.youtube.com/watch?v=IkUGmrEeuSA>
3. <https://www.youtube.com/watch?v=J2wsIHhCFfU>

Sign in:

1. Go to [NYC.GOV/TLCUP](https://www.nyc.gov/tlcup)
2. Log in using your:
 - TLC License number or application number
 - Mailing zip code (where your mail is sent)
 - Last five digits of your Social Security Number or Employer Identification Number.
3. Click on the 'Sign In' button.

(NOTE: TLC UP is license-based and you will only see the information relevant to the license number that you logged in with. For example, if you log in with your driver license, you will only see information relevant to your driver license. If you log in with your vehicle license, you will only see information relevant to your vehicle license.)

NYC
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Commission

MENU

TLC Portal

2

TLC Application or License Number

444444

Mailing Zip Code

10000

Last 5 Digits of SSN or EIN

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Sign In

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Verify your email: (This may not be applicable for all licensees at the time of sign in.)

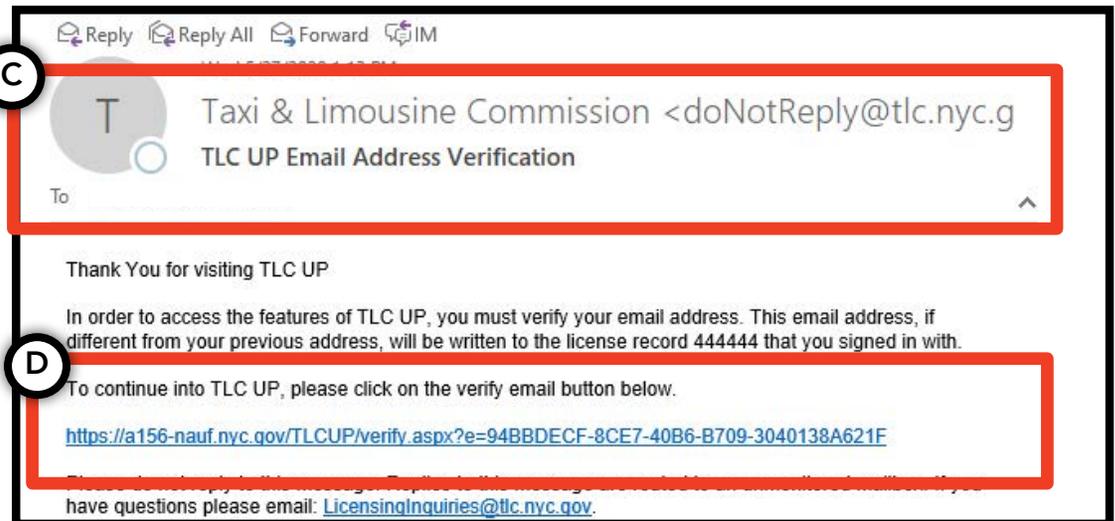
A. If this is your first time logging in to TLC UP, you will be asked to verify your email address.

B. To verify your email address, type your email into the text box and click 'Submit'. Then, close the application.

C. Shortly after, you will receive a verification email from the TLC asking you to verify that email address.

D. Click on the link in the email. (If you are unable to click the link, copy and paste the link into your internet browser.)

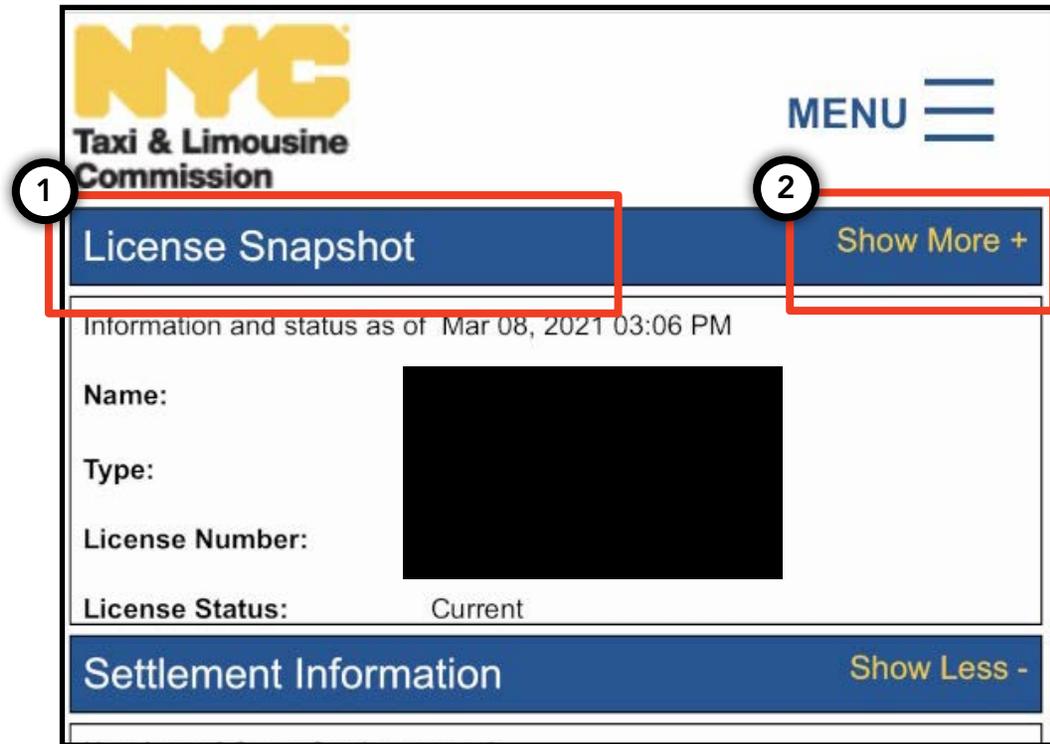
E. Your email is now verified. Sign back into TLC Up.



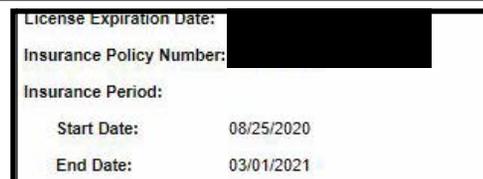
1. To view general information about your license, navigate to the section titled 'License Snapshot' on the main page.

2. Click on the 'Show More +' button to expand the section.

3. Navigate the fields to find the information that is of interest to you. Depending on your license type, you will be shown different fields of information.

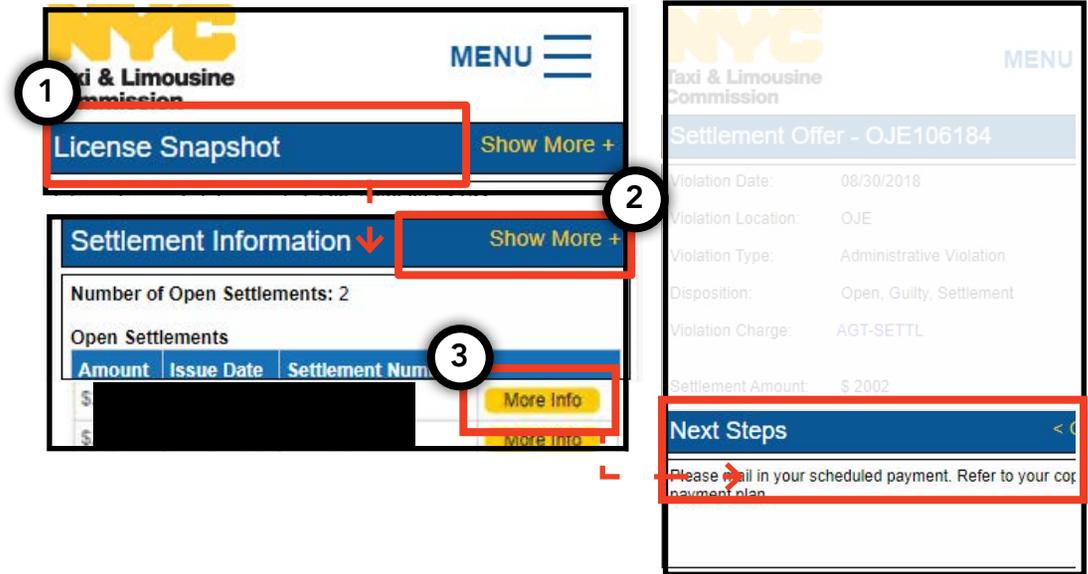


(Example fields include: license status, license expiration date, drug test schedule, and vehicle insurance period.)



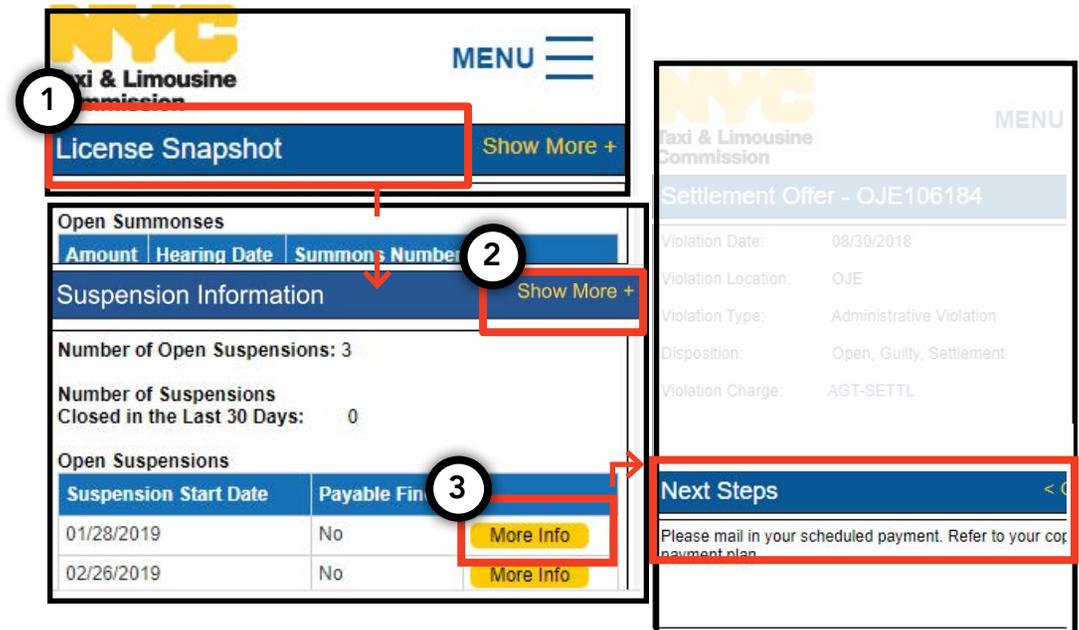
For Settlements:

1. To view settlements, navigate to the section called 'Settlement Information' on the main page.
2. Click on the 'Show More +' button to expand the section.
3. If you have open settlements, an overview of each settlement will display here. For a detailed summary of each settlement and what to do next, click the 'More Info' button on the right.



For Suspensions:

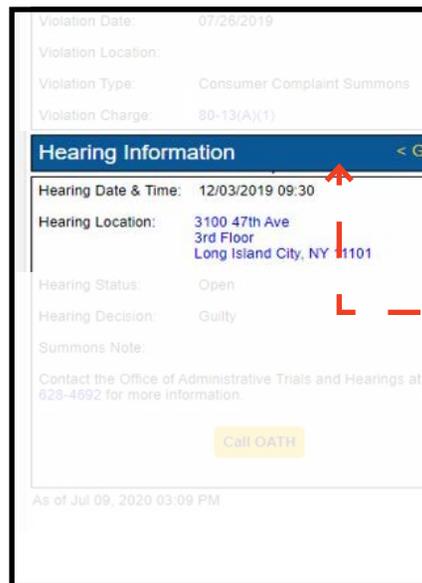
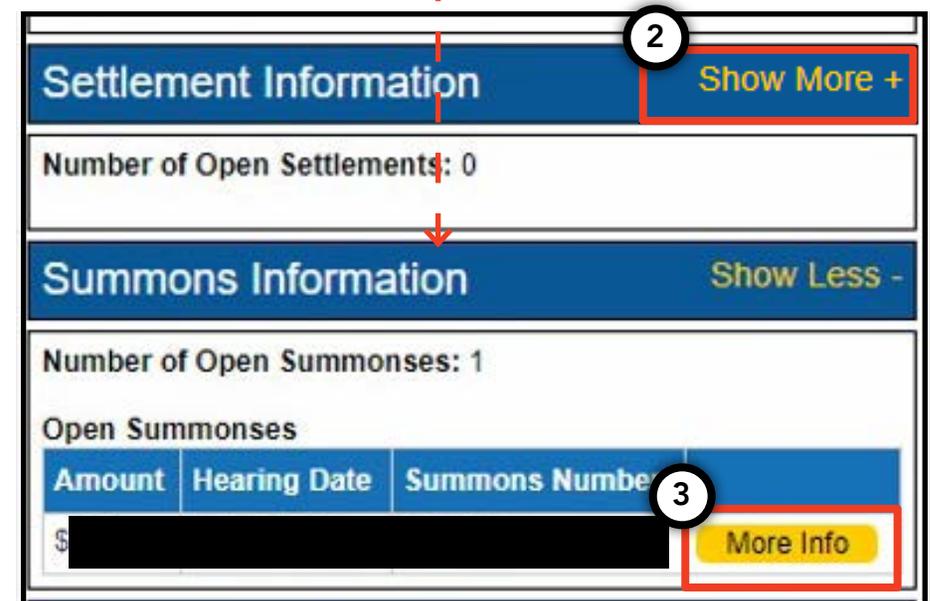
1. To view suspension, navigate to the section called 'Suspension Information' on the main page.
2. Click on the 'Show More +' button to expand the section.
3. If you have open suspensions, an overview of each suspension will display here. For a detailed summary of each suspension and what to do next, click the 'More Info' button on the right.



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For Summons:

1. To view summonses, navigate to the section called 'License Snapshot' on the main page.
2. Click on the 'Show More +' button to expand the section.
3. If you have open summonses, an overview of each summons will display here. For a detailed summary of each summons and what to do next, click the 'More Info' button on the right.

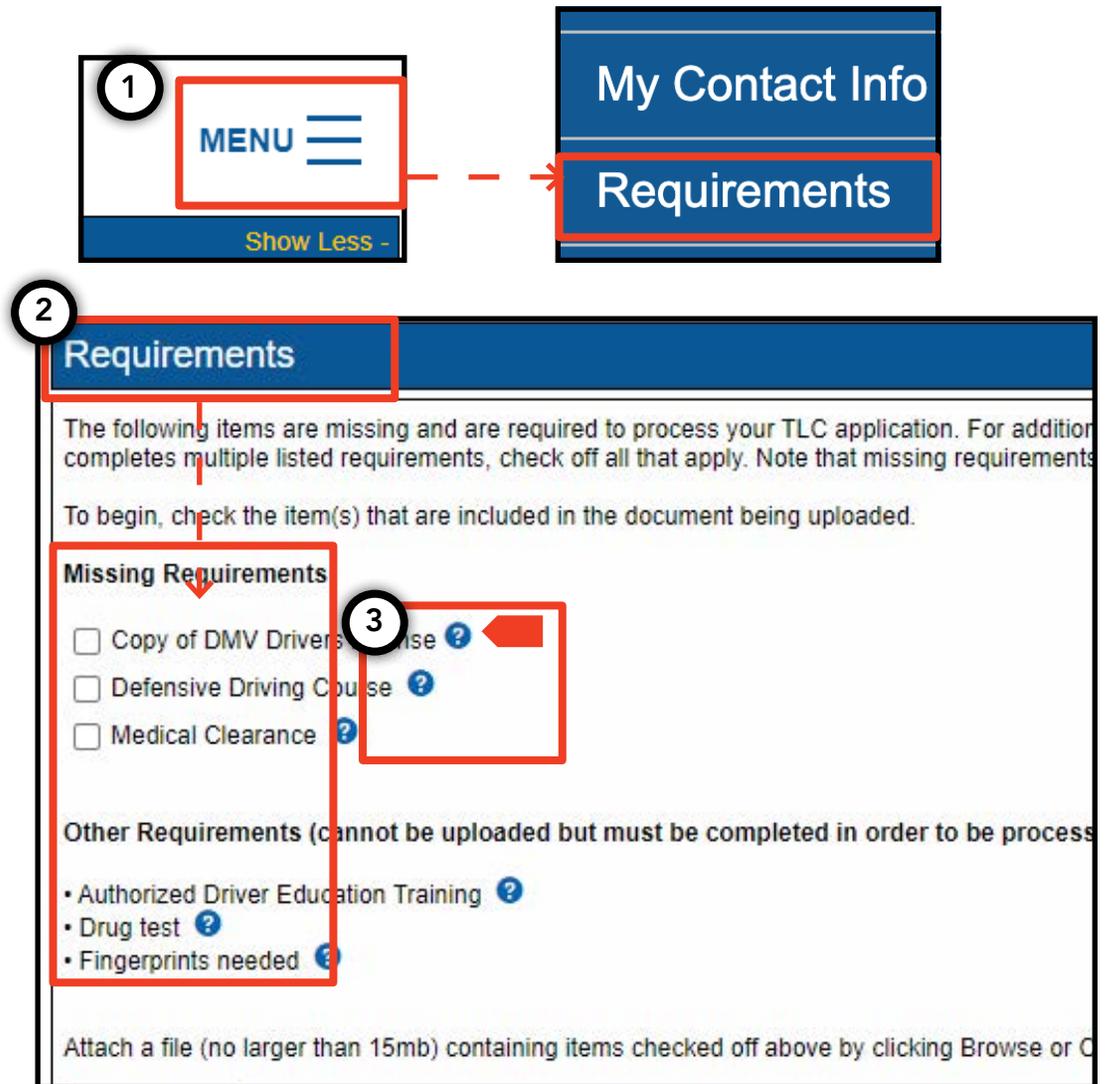


How to check requirements - Driver, Vehicle

1. To view what requirements exist for your new or renewal application, click on the word 'MENU' at the top right of the page and then click on the word 'Requirements'.

2. Navigate to the section called 'Requirements'. Below that section, you will see one section called 'Missing Requirements' and another called 'Other Requirements'. 'Missing Requirements' are requirements that require you to upload a document. 'Other Requirements' do not require a document to be uploaded, but instead remind you to do something (example: take a drug test).

3. To see more information about the requirement, click on the blue '(?)' next to the requirement's name.



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How to submit application requirements- Driver, Vehicle

1. To upload documents to satisfy requirements, click on the word 'MENU' at the top right of the page and then click on the word 'Requirements'.

2. Navigate to the section called 'Requirements'. If you have requirement that requires an upload, you will see a clickable box and the requirements name under the words 'Missing Requirement'.

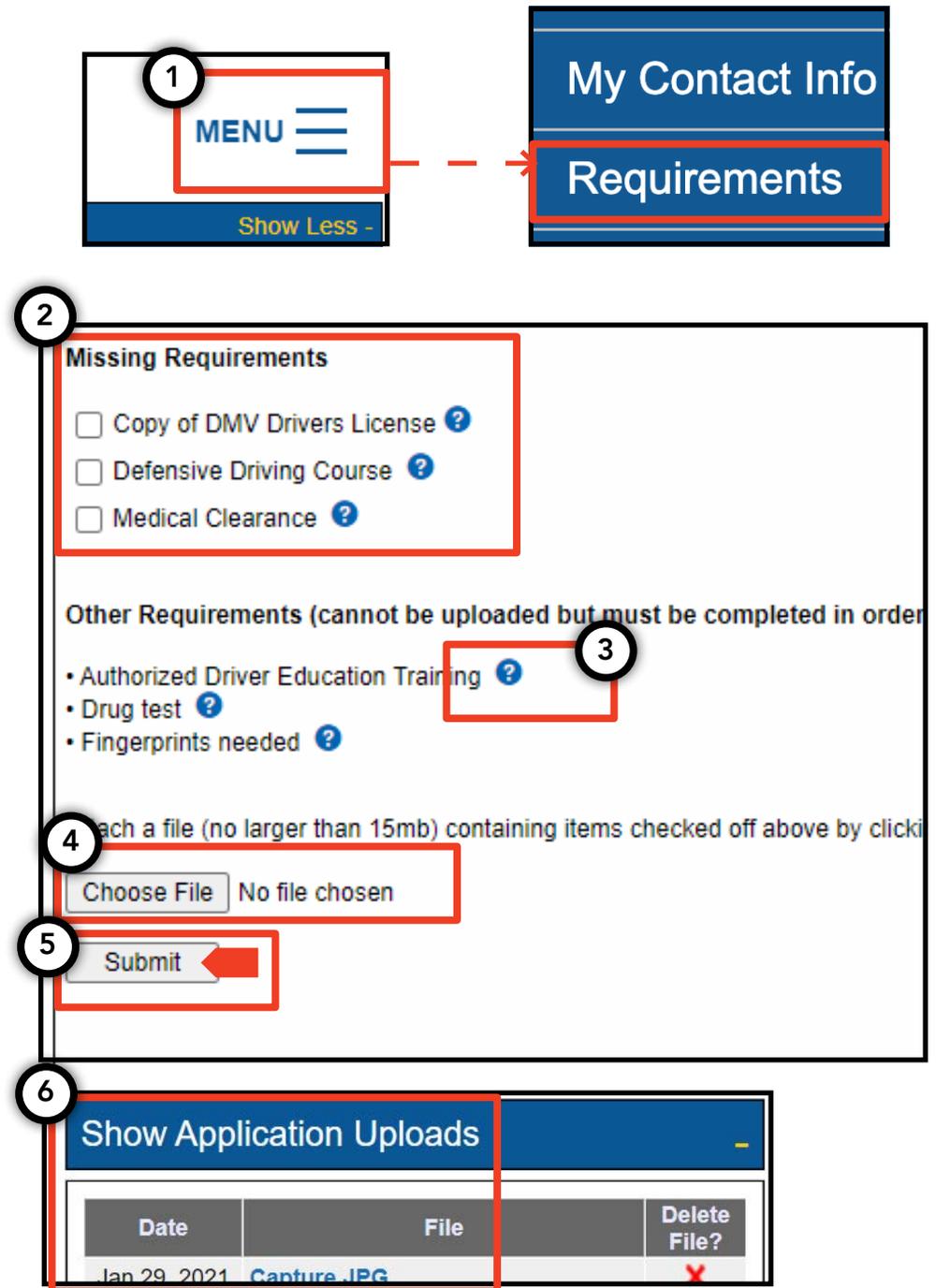
3. To see more information about the requirement, click on the blue '(?)' next to the requirement's name.

4. To upload a document for the requirement, click on the box next to the word. Then, click 'Choose File'. Depending on your device, you will be given the option to either upload a file or take a photo with your device's camera.

5. Finally, click 'Submit'.

6. To confirm that the document was successfully uploaded, navigate to the section titled 'Show Application Uploads'. The file will appear there.

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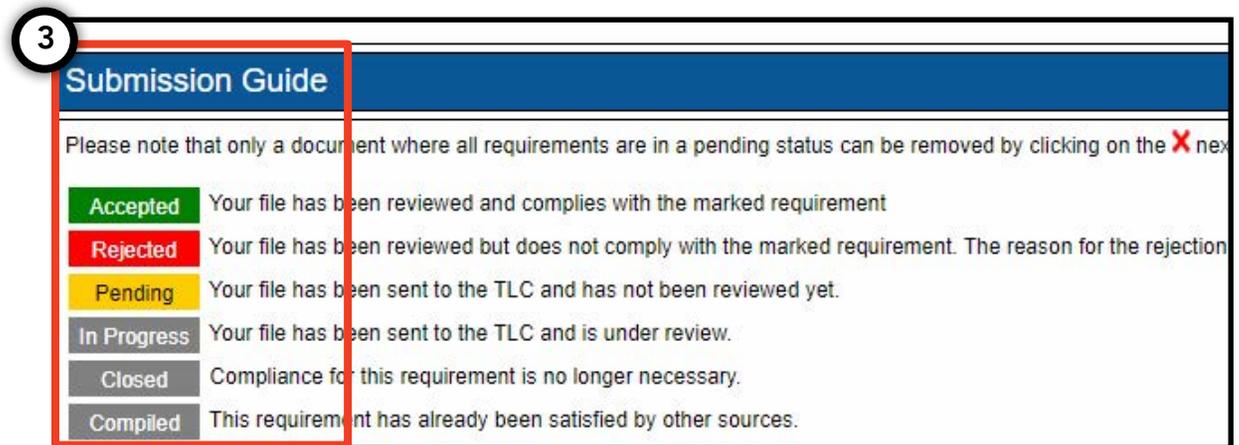
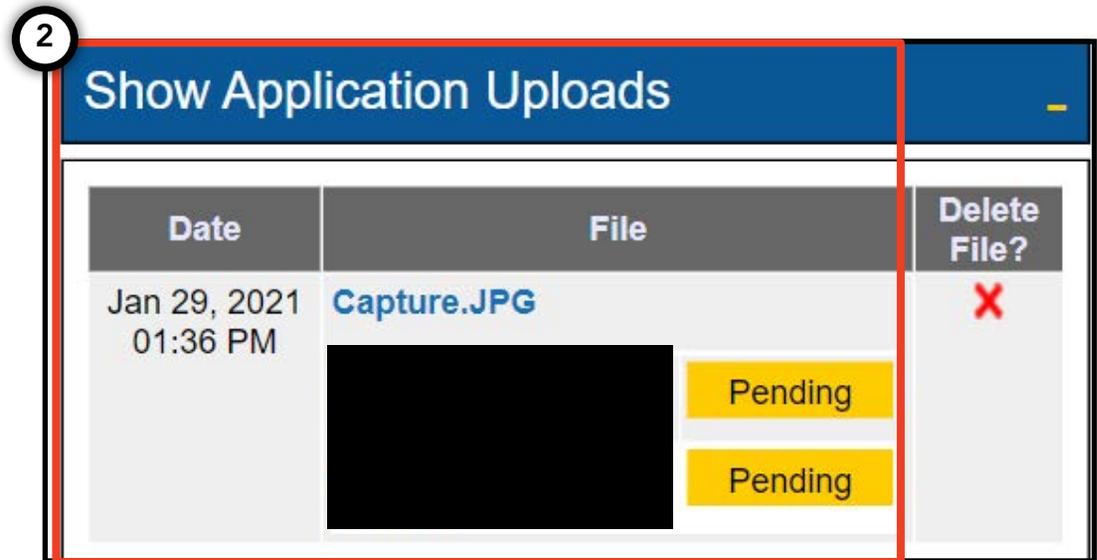
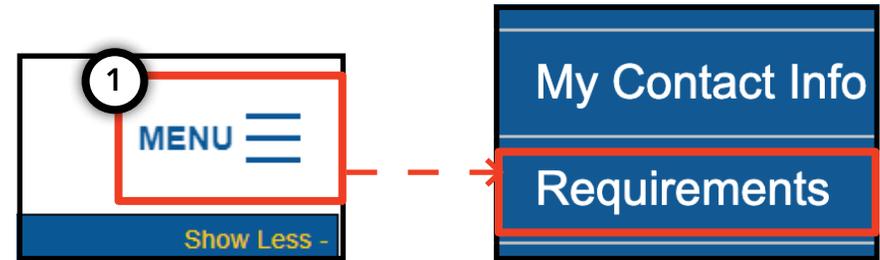


How to check the status of application requirements - Driver, Vehicle

1. To check the status of an uploaded document, click on the word 'MENU' at the top right of the page and then click on the word 'Requirements'.

2. Navigate to the section called 'Show Application Uploads'. In that section, you will see the documents that you have uploaded for the application.

3. You will also see the name of the requirement and a status. Descriptions for each status are available in the 'Submission Guide' section.



1. To submit a base affirmation, start by logging in with a base license.

2. Once you are in TLC UP, click on the word 'MENU' at the top right of the page and then click on 'Base Affirmation'.

3. Review the language in the 'Base Affirmation' section. If you agree, enter the vehicle identification (VIN) and email for the vehicle that you want to affiliate with your base.

4. Indicate if the vehicle is 'Wheelchair Accessible', 'Lease to Own', or 'Battery Electric'. Some additional questions may appear based on your selection.

5. Finally, click 'Submit'. Once the affirmation is complete, the vehicle owner will receive an email notification and the affirmation will be reflected in the section titled 'Submission History'.

The screenshot shows the 'Base Affirmation' form in the TLC UP system. The form is titled 'Base Affirmation' and contains the following sections:

- Section 1 (Callout 1):** A blue header bar with the text 'Active Affiliations' and 'Base Affirmation' (highlighted with a red box and an arrow).
- Section 2 (Callout 2):** A 'MENU' button with a hamburger icon and a 'Show Less' link below it.
- Section 3 (Callout 3):** The main form content, including:
 - A paragraph explaining the purpose of the form: "The Base affirmation form is used to confirm that the Base is allowing the listed parties to affiliate to their Base. Once there is a valid Base, you will be notified via email that they are able to submit the new Vehicle application online."
 - A bulleted list of conditions:
 - Base affirmations can only be submitted by a Base owner, Partner or Officer.
 - All affirmations are valid for seven (7) days from the date submitted.
 - Only Vehicle Identification Numbers (VIN) that are registered with the DMV can be used.
 - Form fields: "What is vehicle identification number (VIN)?" and "What is the vehicle owner's email address?".
 - Radio button options: Wheelchair Accessible, Lease to Own, Battery Electric.
 - Additional questions based on the 'Lease to Own' selection:
 - "By submitting this application, you are affirming that the vehicle applicant entered into a lease for the use of a licensed for-hire vehicle the years." (with a red arrow pointing to the 'Lease to Own' option)
 - "What is the vehicle owner's TLC driver license number?"
 - "What is the vehicle owner's TLC vehicle license number?"
 - A 'Submit' button at the bottom.
- Section 4 (Callout 4):** A red box highlighting the radio button options.
- Section 5 (Callout 5):** A red box highlighting the 'Submit' button.

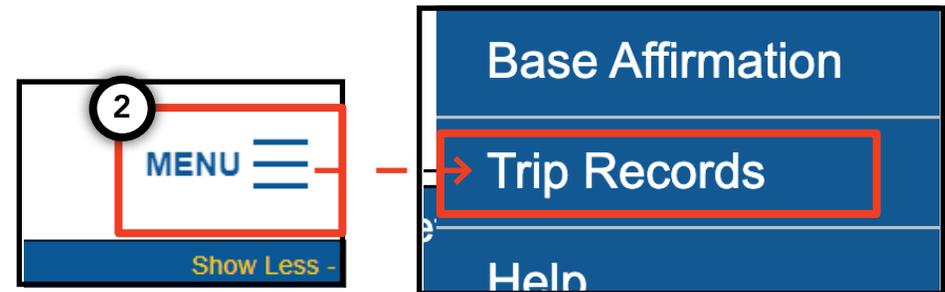
1. To submit trip records for your base, start by logging in with a base license.

2. Once you are in TLC UP, click on the word 'MENU' at the top right of the page and then click on 'Trip Records'.

3. Click on the start and end date fields and use the calendar to indicate when you are submitting the trip records for.

4. Click on 'Choose File' and select the file that you want to upload. Files can be of ".CSV", ".XLS", ".XLSX" type formats.

5. Finally, click 'Submit'. Once the document is uploaded, the 'Submission History' section will update.



A screenshot of the 'Trip Records' submission form. At the top left is the 'NYC Taxi & Limousine Commission' logo. Below it is a blue header with 'Trip Records'. A text instruction says: 'upload your trip records, please select the start date, end date and attach your trip records file in .csv, .xls or .xlsx format.' Below this are three input fields: 'Start Date:', 'End Date:', and 'Attachment:'. A box labeled '3' highlights the date fields. To the right of the 'Attachment:' field are two buttons: 'Choose File' (with a red arrow pointing to it from a box labeled '4') and 'No file chosen'. Below these is a 'Submit' button (with a red arrow pointing to it from a box labeled '5'). Below the form is a 'Submission History' section with a blue header and a table with columns 'Date' and 'File Name'. The table is currently empty. At the bottom, it says 'As of Jun 01, 2020 03:05 PM'.

1. To submit plate notifications for a vehicle, start by logging in with a base or vehicle license.

2. Once you are in TLC UP, click on the word 'MENU' at the top right of the page and then click on 'Plate Notification'.

3. Review the language. If you agree, enter the application number or license number for the vehicle, the last six digits of the vehicle's vehicle identification number (VIN), the plate number, and the plate's state.

4. Finally, click 'Submit'.

5. If you are a base submitting the plate notification for a vehicle, you will see your submission history in the 'Submission History' section.

The screenshot shows the 'Plate Notification' form in the TLC UP system. The form is titled 'Plate Notification' and contains the following text and fields:

- The plate notification can be submitted by the vehicle owner or affiliated Base.
- A plate notification must be submitted to the TLC before a TLC vehicle inspection can be scheduled.
- The plate information submitted must match the information with the Department of Motor Vehicles (DMV).
- If you have submitted your vehicle application to the TLC, **you are affiliated to a Street Hail Livery (SHL) Per** that you have received your license plates. You will receive a Hack Up letter in the mail. Bring your vehicle with completed there.
- TLC Application or License Number:
- Last 6 of VIN:
- Plate Number:
- State:
- Submit

The 'Submission History' section is visible below the form, but it is currently empty.

How to view a list of affiliated vehicles and SHL permits statuses- Base

1. To view vehicles and street hail livery permits that are affiliated with your base, start by logging in with your base license.

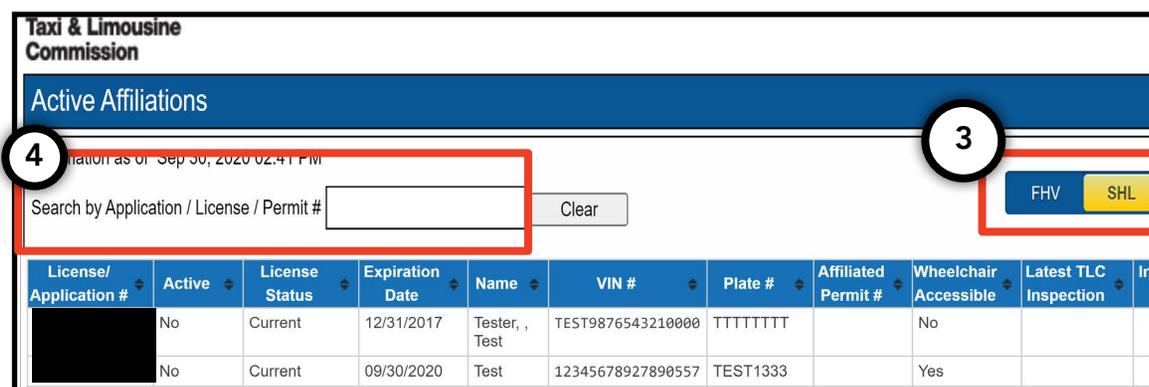
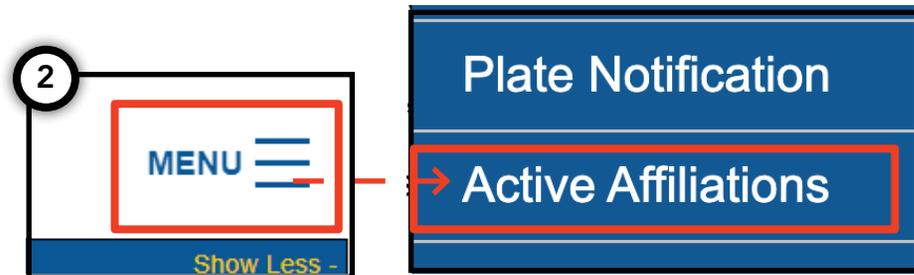
2. Once you are in TLC UP, click on the word 'MENU' at the top right of the page and then click on 'Active Affiliations'.

3. You will be shown a table of all vehicles that are affiliated with your base. To see all street hail liveries, tap on the word 'SHL' in the toggle.

4. To filter the results, go to the search by the words 'Search by Application / License / Permit #' and type in the application, license or permit number that you are looking for.

5. To sort the results, click on the black arrows in the table header.

6. To download the results as a ".CSV' file, click on the 'Export' option.



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How to view a list of active affiliated medallion statuses- Agent

1. To view medallions that are managed by you, start by logging in with your agent license.

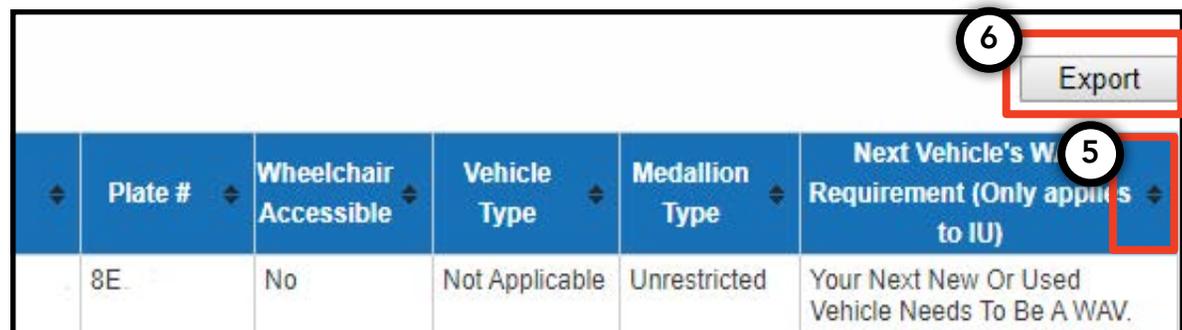
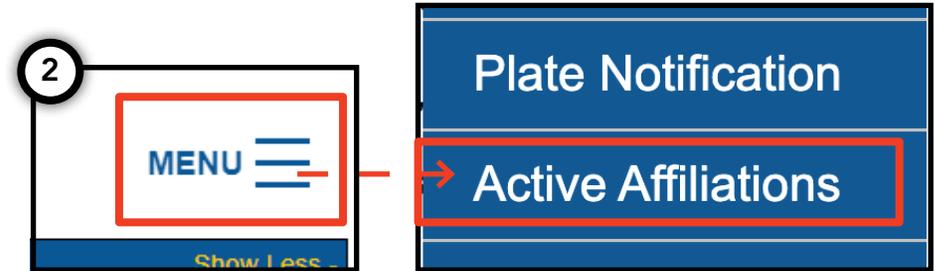
2. Once you are in TLC UP, click on the word 'MENU' at the top right of the page and then click on 'Active Affiliations'.

3. You will be shown a table of all medallions that you are managing.

4. To filter the results, go to the search by the words 'Search by Application / License / Permit #' and type in the medallion that you are looking for.

5. To sort the results, click on the black arrows in the table header.

6. To download the results as a ".CSV" file, click on the 'Export' option.



How to view accessibility requirements- Medallion

1. To view the accessibility requirement information for your medallion, start by logging in with your medallion license.
2. Once you are in TLC UP, navigate to the 'License Snapshot' section on the main page.
3. Click on the 'Show More +' button to expand the section.
4. Navigate to the field called 'Next Vehicle WAV Requirement'. If your medallion is independent unrestricted, this field will tell you your accessibility requirements.

NYC
Taxi & Limousine
Commission

MENU

2 License Snapshot 3 Show More +

Information and status as of: Mar 08, 2021 03:06 PM

Name: [REDACTED]
Type: [REDACTED]
License Number: [REDACTED]
License Status: [REDACTED]

4 Next Vehicle WAV Requirement:

Any new or used vehicle hack ups between 10/10/2017 and 10/10/2021 need to be WAV. The next new or used vehicle hack up after 10/10/2021 does not need to be a WAV.

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How to view accessibility requirements- Agents

1. To view the accessibility requirements for the medallions that are managed by you, start by logging in with your agent license.

2. Once you are in TLC UP, click on the word 'MENU' at the top right of the page and then click on 'Active Affiliations'.

3. You will be shown a table of all medallions that you are managing.

4. To view the accessibility requirement, look at the rightmost column in the table. This includes the accessibility requirement information for independent unrestricted medallions.

5. To filter the results, go to the search by the words 'Search by Application / License / Permit #' and type in the medallion that you are looking for.

6. To sort the results, click on the black arrows in the table header.

7. To download the results as a ".CSV' file, click on the 'Export' option.

