| Term | Definition |
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| Access My Records | Displays the Records assigned to a PIN linked Registered User, Owner or Delegate when logged into DOB NOW: *Inspections* . |
| Account | When an Unregistered Public User of DOB NOW:*Inspections* becomes a Registered User by establishing a User Name and Password to log-in to DOB NOW:*Inspections* , this creates an Account for that Registered User in DOB NOW:*Inspections* . |
| Account Activation | Final step of the Account Registration process.  The registration process requires an Unregistered User who has performed the Account Registration process in DOB NOW:*Inspections* to activate the Account after receiving email instructions to do so.  Failure to activate the Account within 3 days of the Account Registration process will result in registration details being deleted. |
| Account Locked | Five failed login attempts will result in locking the Account. Once it's locked, the user needs to contact DOB Customer Service, and Customer Service will unlock the account.  A Password can be retrieved or changed by a Registered User by successfully answering the Security Question they established.  Registered user can also call DOB for assistance in changing their password. |
| Account Management | Ability for a Public User to modify user profile information stored in their DOB NOW:*Inspections* Account.  The following fields can be modified: <br> • Login Information <br> – Login email address <br> – Password <br> – Security question/ security answer <br><br> • Contact Information <br> – Type (i.e., Individual or Organization) <br> – Organization Name <br> – Address <br> – Phone Numbers (Home, Mobile) <br> – Contact email address |
| Account Registration | Owners, Licensed Professionals and Delegates are required to Register/create an Account  in order to request, view or take action on specific Jobs/Permits. |
| Action | An Action button  is displayed when selecting either  "Access My Records" or "Search Records".  Actions that are available include: <br> •Certify an Objection <br> •Add a Delegate (to perform certain DOB NOW:*Inspections* transactions on your behalf) <br> •Upload Inspection results from an Advance Notice Inspection (Plumbing) <br> • Provide Buildings with Advance Notice (Plumbing) for Certified Inspections <br> • Provide Buildings with Certified Results of Plumbing, Boilers and Cranes Inspections |
| BIN | Building Identification Number, a unique identifying number for each Building in NYC. |
| BIS | Buildings Information System, a DOB system whose data is accessible using BIS Web. |
| Cancel Inspections | Cancellations will be accepted online up to 48 hours prior to the scheduled Inspection. You must call the Department of Buildings at the phone number listed in your appointment confirmation email to cancel an Inspection that is scheduled to take place within 48 hours. |
| Certifiable Objection | If an Objection is observed in the field and it does not require Buildings to return to the site for a Re-inspection, it is called a Certifiable Objection.  Results of these inspections can be entered into DOB NOW: *Inspections* by the LP using the Certification of Objections process. |
| Certification of Objection | The results of an inspection done by an LP to certify that the objection condition has been addressed.  These results can be entered into DOB NOW:*Inspections* using the Certification of Objections process.  Owners, LPs, and Delegates can submit documentation to certify objections. |
| Certified Results | Inspection results that have been submitted by an LP and accepted/approved by DOB. |
| Collection | Custom grouping of Records defined by a Registered User to organize search results into custom groupings for easy access to Records associated with that Registered User.  Registered Users can create, edit, rename, move,  copy to or delete Collections. |
| Delegate | A Registered User of DOB NOW:*Inspections* who has been "delegated" processing rights from an LP or Owner. |
| Fail-Final | A DOB inspection status that indicates that the inspection has objections, and the inspection results have been approved by DOB. |

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| **Inspection Pending** | A DOB inspection status that indicates that an inspection request that has been received by DOB but not yet assigned a scheduled date and time. |
| **DOB NOW:** *Inspections* | The component of DOB's inspection management system used by the Public that provides capabilities to request Inspections, upload documentation, and view Inspection Results. |
| **Inspection Requested** | A DOB inspection status that indicates that an Inspection has been requested but not yet scheduled. |
| **Inspection Result** | The overall result of an inspection (Pass, Fail, No Access, Complete) and its associated Guidesheets and Objections. |
| **Inspection Scheduled** | A DOB inspection status that indicates that an Inspection has been requested and scheduled with a date and time to be performed. |
| **Licensed Professional (LP)** | Licensed Professionals (LPs) in DOB NOW:*Inspections* are defined as Electrical Contractors, Elevator Agencies/Inspectors, Fire Suppression Contractors, General Contractors, Oil Burner Installers, Master Plumbers, Sign Hangers, Professional Engineers, Registered Architects, and Registered Landscape Architects. |
| **No Access** | An overall inspection result for a Complaint Inspection that indicates that the DOB Inspector attempted to inspect a Complaint, but could not access the interior of a building or other area of the property that is the subject of the Complaint. |
| **Objection** | A condition witnessed by an inspector that is not in compliance with the Building Code or supporting Job/Permit/Device documents. Typically causes a "Fail" status for the inspection. |
| **Owner** | The title holder of the BIN or property block and lot. If the email address on the Owner's DOB NOW:*Inspections* Account matches the email address used on a Job/Permit Application, the Owner will have access to detailed information on that Job/Permit in DOB NOW:*Inspections*. This does not apply to Owners requesting LAA or Electrical inspections because these Owners must always be manually linked. |
| **Pass-Final** | A DOB inspection status that indicates that the inspection resulted in no objections, and the inspection results have been approved by DOB. |
| **Password** | The unique set of characters that a Public, Registered User has set-up to log-in to DOB NOW: *Inspections* using their User Name and Password. |
| **PIN** | Personal Identification Number. A one-time use number to link an LP's DOB NOW:*Inspections* log-in Account to their License. This allows the LP to access information and perform transactions related to the Jobs and Permits associated with their License. |
| **PIN Link** | The process of using the DOB-provided PIN to link an LP's DOB NOW:*Inspections* log-in identity to their License. All Records associated with that License then become accessible to this PIN Linked Registered User to request inspections, review results and submit Certified Results. |
| **PIN Linked Registered User** | A type of Public user of DOB NOW:*Inspections*. It is a Registered User of DOB NOW:*Inspections* who has performed the PIN Link process to associate their DOB NOW:*Inspections* Account to their License to access Records associated with that License. |
| **Public User** | A user of DOB NOW:*Inspections*. Users may access the system as Unregistered Users (no log-in needed), Registered Users (log-in required) or PIN Linked Registered Users (log-in and one-time PIN link to License required). Unregistered Users do not have access to some data in DOB NOW:*Inspections* until they become Registered Users. A Public User must also be Registered to use their PIN to perform the PIN Link process to access information and request inspections on Job and Permits. |
| **Record** | A Record is one of the following types of data in DOB NOW:*Inspections*: <br> - Job (Job, BPP Job, Place of Assembly) <br> - Permit (Permit, Notice, Device, Work, Application) <br> - Complaint <br> - Certification (Certification of Objection, Certification) <br> - Request (Gas Authorization, Plumbing Sign Off) <br> - PIN <br> - Delegate |
| **Record Number** | The x-digit numeric key of a Record (Job Number, Permit Number, Compliant Number, etc.) See definition for "Record" above. |
| **Registered User** | A type of Public User of DOB NOW:*Inspections* that has gone through the registration process to creating a User Name and Password on DOB NOW:*Inspections*, and uses that information to log-in to DOB NOW: *Inspections*. |
| **Related Records** | Related Records is displayed when selecting either "Access My Records" or "Search Records" Clicking on this selection presents a list of data related to the selected Record. |
| **Requestor** | A Requestor is a PIN Linked Registered Public User that can request Development Inspections in DOB NOW: *Inspections*. |
| **Search** | The process of entering criteria and accessing information matching that criteria using DOB NOW: *Inspections*. |

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| **Search Records** | Displays all the Records that meet the search criteria, and is not limited to the Public User's Records unless they are logged in and check the 'Search my Records Only' box. |
| **Security Question** | The question and answer set-up by a Registered User at the time they registered. Answering this question will allow a Registered User access to recover or change their Password. |
| **Status** | Status of each Record is displayed when selecting either Access My Records or Search Records. Status indicates the current state of the record as it progresses through DOB NOW:*Inspections*. Status can be: Pending - Inspection requested and awaiting scheduling Scheduled - Inspection scheduled Pass - Preliminary pass of inspection subject to supervisory review Fail - Prelimniary fail of inspection subject to supervisory review Under Review - Inspection results require additional information Pass Final - Final inspection results after supervisory review Fail Final - Final inspection results after supervisory review |
| **Unregistered User** | A type of Public User of DOB NOW:*Inspections*. Unregistered Users may access DOB NOW:*Inspections* without logging in, but their access to information will be limited. Registered Users (log-in required) or PIN Linked Registered Users (log-in and one-time PIN link to License Required) will have access to more information in DOB NOW:*Inspections* than Unregistered Users. |