



FIRE DEPARTMENT OF THE CITY OF NEW YORK

FDNY Business

Requesting a PIN and Linking Records to a NYC ID

User Guide

v1.0

August 2021

TABLE OF CONTENTS

IMPORTANT INFORMATION	2
INTRODUCTION	3
About this Guide	3
1. REQUESTING A PIN	5
2. RECEIVING YOUR PIN	13
3. LINKING THE RECORD TO YOUR NYC ID	15

IMPORTANT INFORMATION

This guide is made available by the Fire Department City of New York (FDNY) as a courtesy to the public. It does not represent all the filing requirements for any given FDNY application. Though every effort is made to continuously update this guide, it in no way supersedes, or otherwise substitutes for the legal or procedural requirements of the New York City Fire Code, Building Code, Zoning Resolution or any other applicable rules, regulations or policies.

INTRODUCTION

About this Guide

The *Requesting a PIN and Linking Records to a NYC ID* User Guide is designed to assist users with requesting a PIN and to then use the PIN to link a Record ID to your FDNY Business account.

Submitting a **Request a PIN** Application and a **Link to Record — Using a PIN** Application can be done from any computer with an Internet connection. (Applications cannot currently be completed on mobile devices.)

NOTE: Once you have linked an FPIMS Account Number (i.e., a Legacy FPIMS Record) to your FDNY Business account, you will be able to view ALL active FDNY Summonses, Criminal Court Summonses (CCS') and Violation Orders (VOs), that have been issued to you. You will also be able to view information for Letters of Approval (LOAs) and Permits that are active AND issued for the linked Account Number under **My Records**.

To complete online **Request a PIN** and **Link to Record — Using a PIN** Applications, you must have the following:

- A **NYC ID** (instructions on creating a **NYC ID** are below)
- Any relevant **Supporting Documents**
- The **Primary Contact** information [e.g., name, billing and/or mailing address(es), phone number, email address, etc.]
 - The **Primary Contact** could be the Building Owner; the Business Owner; the Applicant; etc. and is dependent upon the specific Application and/or Inspection type.

Throughout this User Guide, numbers in the images will assist you in following the instructions. For example, ① indicates your first action, ② indicates your second action, etc.

For additional assistance, dial 311 and ask for FDNY Business Support or send an email to FDNY.BusinessSupport@FDNY.nyc.gov.

Please Follow the Instructions to Link All Active Legacy Records Using a PIN

The process to Request a PIN and to Link a Record has been updated on FDNY Business and applies to ALL the following Application/Record types:

- Inspections (including Permits, LOAs, FDNY Summonses, CCS', VOs, etc.)
- Emergency Planning and Preparedness Group (EPPG)
- Technology Management (TM)

You can now submit a **Request a PIN** Application online using FDNY Business. Once reviewed and approved by FDNY, the applicable Contact (e.g., the Building Owner; Business Owner, etc., **dependent upon the type of record**) will be sent an automated email that contains the **PIN**.

NOTE: The PIN will be sent via email to the Building Owner on file and you will need to obtain the PIN from the Building Owner to link your record. If NO Building Owner contact is available on the record, then FDNY will send the PIN to the Requestor after FDNY confirms the Requestor is authorized to receive the PIN.

You will need the **PIN** (and the associated **Record Number**) to submit a **Link to Record — Using a PIN** Application online via FDNY Business and to link the record to your **NYC ID**.

In the Example Provided in this User Guide:

We will submit a **Request a PIN** Application on FDNY Business and, upon its review and approval by FDNY (and after receiving the PIN by email), we will then submit a **Link to Record — Using a PIN** Application on FDNY Business to link an Inspection Record to your FDNY Business account.

1. REQUESTING A PIN

Step 1. Create Your NYC ID Account

If you do not have an **NYC ID**, go to [Register for an Account](#) to create your account. On the **Create Account** page, enter the required information. Then click to “check” the checkbox to accept the **NYC ID Terms of Use** and click the **Create Account** button. See Figure 1.

The screenshot shows the 'Create Account' form with the following sections and callouts:

- EMAIL OR USERNAME:** Callout 1 points to the 'Email Address or Username' and 'Confirm Email Address or Username' input fields.
- PASSWORD:** Callout 2 points to the 'Password' and 'Confirm Password' input fields. A 'Password Strong' indicator is visible next to the password field.
- SECURITY:** Callout 3 points to the 'Security Question' dropdown menu, and Callout 4 points to the 'Answer' input field. Below these fields is a 'Display Answers' section with 'Show' (selected) and 'Hide' radio buttons.
- TERMS:** Callout 5 points to the checked checkbox for '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.' Callout 6 points to the 'CREATE ACCOUNT' button.

Fig. 1: NYC ID — Create Your Account

Once you have created your account — or if you already have an account — begin your Application by clicking the [Login](#) button on the [FDNY Business Home Page](#). See Figure 2.

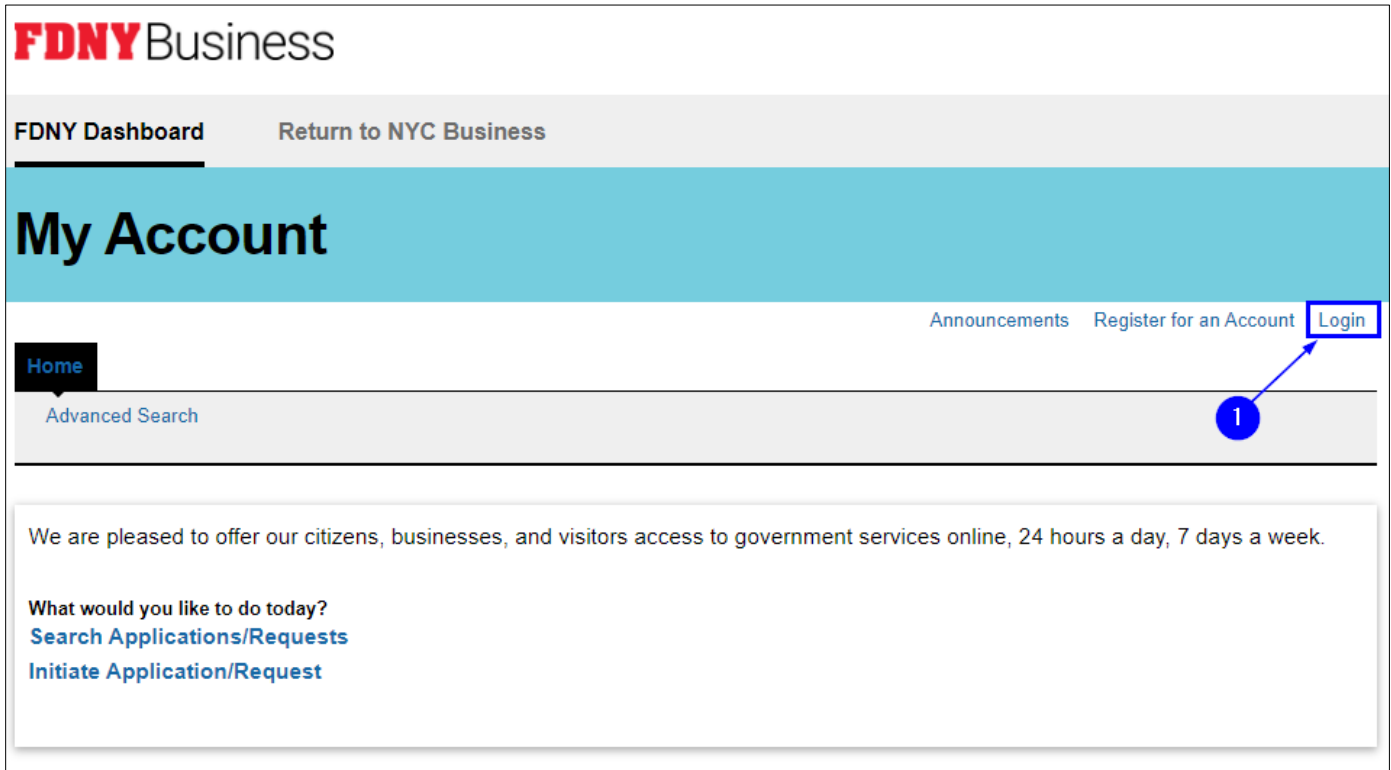


Fig. 2: Click 'Login'

Enter your **Email Address** (your NYC ID) and **Password**. Then, click the **Log In** button. See Figure 3.

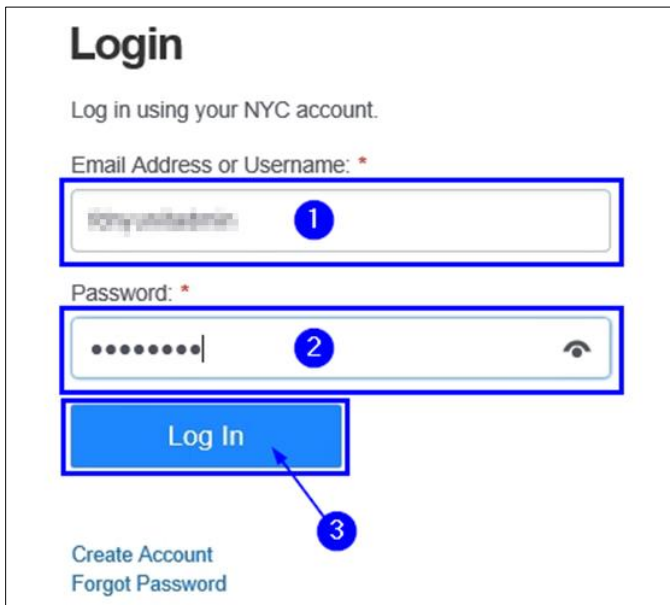


Fig. 3: Enter Your NYC ID/Password and Log In

Once logged in, click on either **Initiate Application/Request** or on **Request a PIN** (located at the bottom of the screen under the “Link to Record” section). See Figure 4.

NOTE: If you click on **Request a PIN**, proceed directly to **Step 2**.

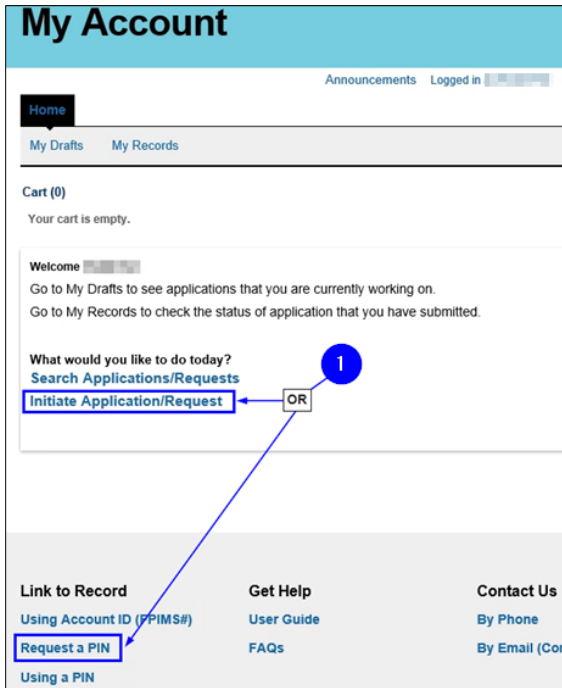


Fig. 4: Initiate Application/Request

On **Select Type of Application** page, click the **Record Linking** drop-down list and select “Request a PIN.” Next, click **Continue Application**. See Figure 5.

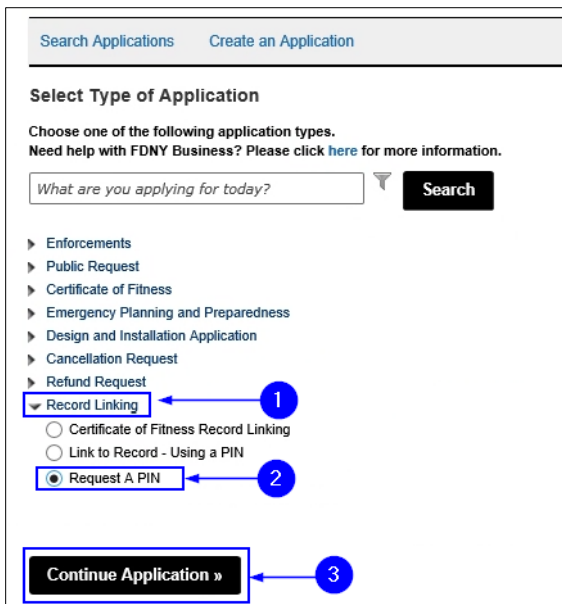


Fig. 5: Select ‘Request a PIN’

Step 2. Enter the Record ID

You are taken to the **Record PIN details** page. Under the “PIN Details” section, enter the **Record Number/Account Number** for your PIN Request. Then, click **Continue Application**. In this example, we will enter our 8-digit Inspection Account Number. See Figure 6.

NOTE: Dependent on the type of **Record Number/Account Number** you need to link, the Record Number you enter in the “PIN Details” section will vary.

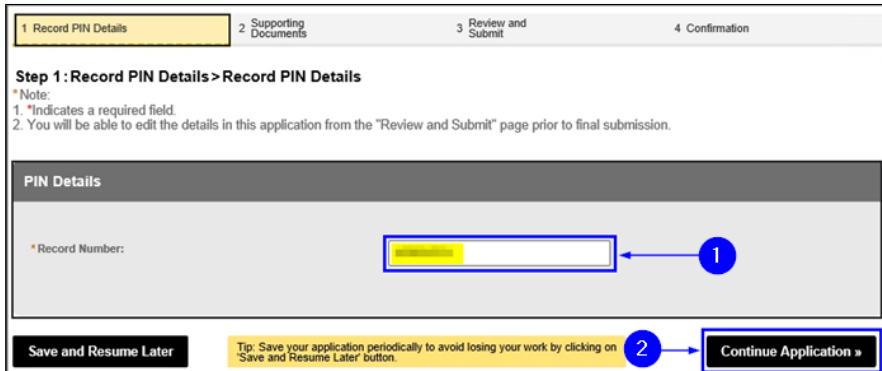


Fig. 6: Enter the Record/Account Number

Step 3. Upload Supporting Documents

On the **Supporting Documents** page, you can upload supporting documents. Click the **Add** button to begin uploading and attaching a document. See Figure 7.

NOTE: For information on uploading and attaching documents, refer to the **Document Upload** video on the FDNY [Technology Management Training](#) page.

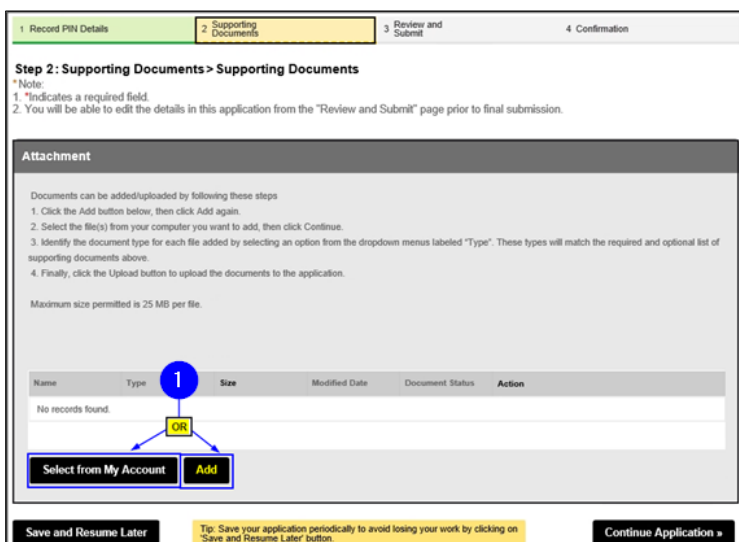


Fig. 7: Click the ‘Add’ Button

The **File Upload** window opens. Click the **Add** button. See Figure 8.

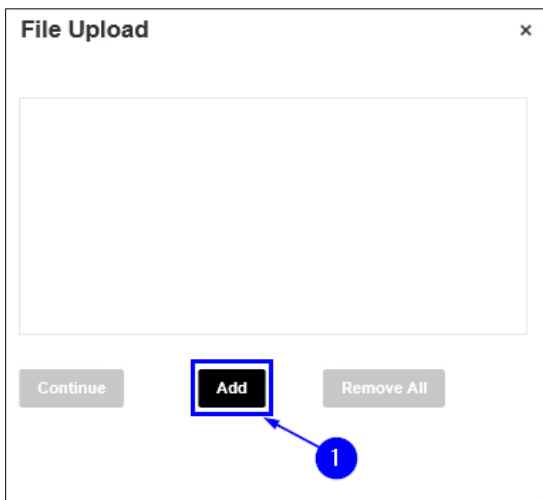


Fig. 8: Click 'Add'

Your File Explorer will open. Browse and locate the file you want to upload and click on it to select it. After clicking on it, the selected file's name will appear in the "File Name" section (as highlighted below in "yellow"). Next, click the **Open** button. See Figure 9.

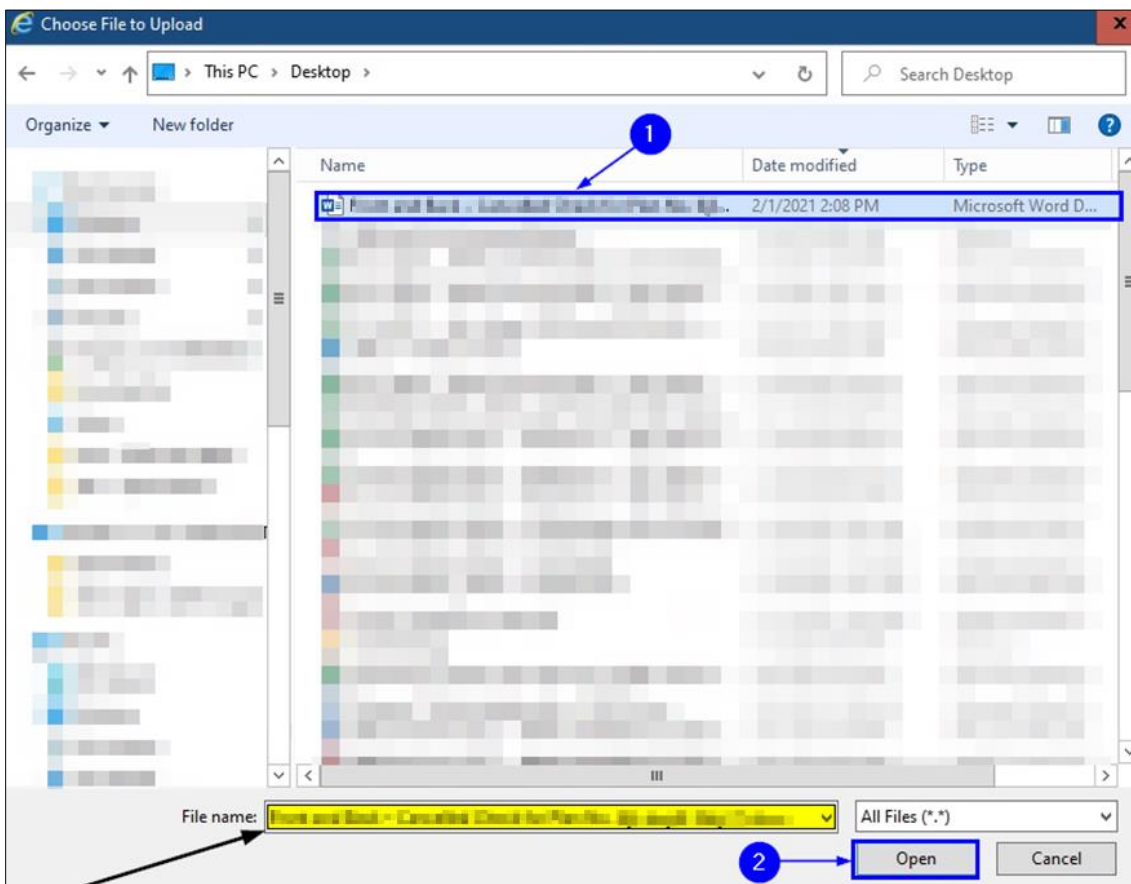


Fig. 9: Select the File and Click the 'Open' Button

When the upload status of your selected document reads “100%” (highlighted below in “yellow”), click **Continue**. See Figure 10.

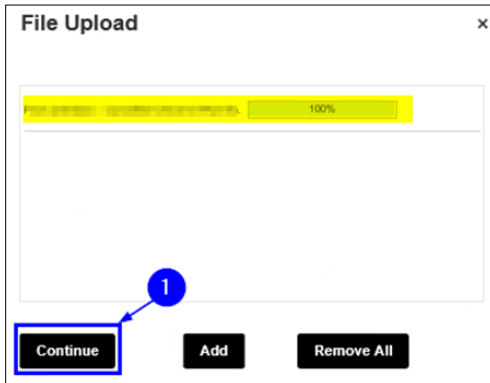


Fig. 10: Click ‘Continue’

NOTE: After clicking the **Upload** button, you will see a notification near the top of your screen stating that your file has been successfully uploaded. See Figure N1.

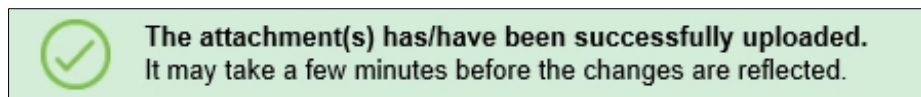


Fig. N1: File Successfully Uploaded

Once the file has been successfully uploaded, it will appear listed in the “Attachment” section. When you are ready, click the **Continue Application** button. See Figure 11.

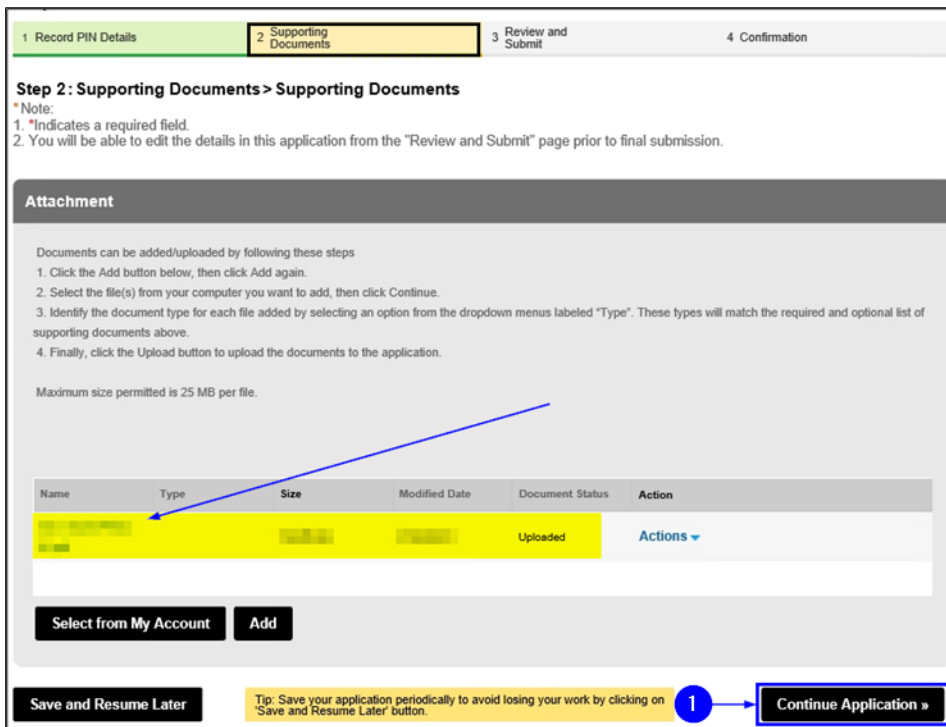


Fig. 11: Attachment(s) Uploaded / Click ‘Continue Application’

You will be taken to the **Review and Submit** page, where you can review/edit all the information you have entered in your Application.

When you are ready, “check” the checkbox to digitally affirm/sign your Application and then click **Submit Application**. See Figure 12.

1 Record PIN Details 2 Supporting Documents 3 Review and Submit 4 Confirmation

Step 3: Review and Submit

Record Type

Request A PIN ←

PIN Details → **Edit**

Record Number: [REDACTED]

Attachment → **Edit**

***Required Section**
 Documents can be added/uploaded by following these steps
 1. Click the Add button below, then click Add again.
 2. Select the file(s) from your computer you want to add, then click Continue.
 3. Identify the document type for each file added by selecting an option from the dropdown menus labeled "Type". These types will match the required and optional list of supporting documents above.
 4. Finally, click the Upload button to upload the documents to the application.

Maximum size permitted is 25 MB per file.

Name	Type	Size	Modified Date	Document Status	Action
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	Uploaded	Actions ▾

1

I understand that it is unlawful to give to a city employee, or for a city employee to accept, any benefit, monetary or otherwise, either as a gratuity for properly performing the job or in exchange for special consideration. Violation is punishable by imprisonment or fine or both. I understand that falsification of any statement is a misdemeanor and is punishable by a fine or imprisonment or both. I understand that if I am found after hearing to have knowingly or negligently made a false statement or to have knowingly or negligently falsified or allowed to be falsified any certificate, form, signed statement, application, report or certification of the correction of a violation required under the provisions of the NYC Administrative Code, including the New York City Fire Code or of a rule of any agency, I may be barred from filing further applications or documents with the Fire Department. I hereby certify that I am authorized by the owner named herein, to file this application on their behalf. I hereby certify that I, or a qualified employee, or authorized agent under my direct consent, prepared or supervised the preparation of this application, and the plans, documents and/or specifications herewith submitted and to the best of my knowledge and belief, the plans and documents,

By checking this box, I agree to the above certification and electronic signature. Date: 07/22/2021

Save and Resume Later Tip: Save your application periodically to avoid losing your work by clicking on "Save and Resume Later" button. 2 → **Submit Application**

Fig. 12: Review/Edit/Sign/Submit Your Application

Step 4. Confirmation

After your Application is submitted, you are taken to the **Receipt/Record Issuance** page.

Highlighted in “yellow” in the below example, the Record ID is displayed. If you want to view its details, click on the **Record ID**. See Figure 13.

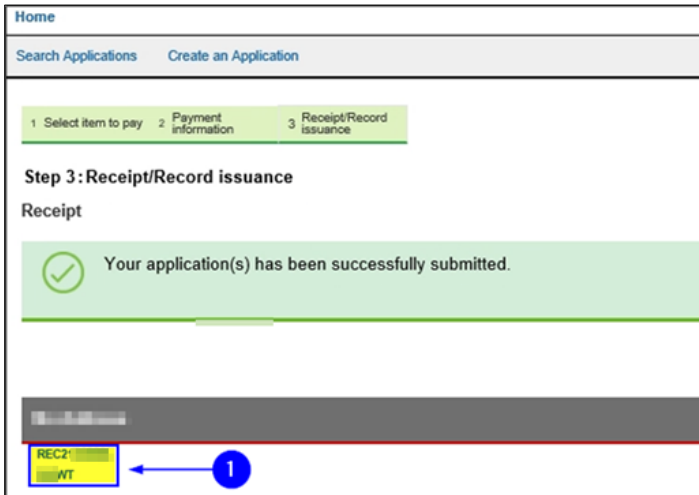


Fig. 13: Click on the ‘Record ID’

Your screen will refresh and your **Record ID** (highlighted below in “yellow”) is displayed. Additionally, the **Record Status** (highlighted below in “green”) now reads “Application Submitted.”

To see additional details, click the **More Details** drop-down list and then click the **Application Information** drop-down list. In the “Pin Details” section, you will see the **Record Number** (highlighted below in “blue”). In this example, it is the Inspection Record ID/Account Number. See Figure 14.

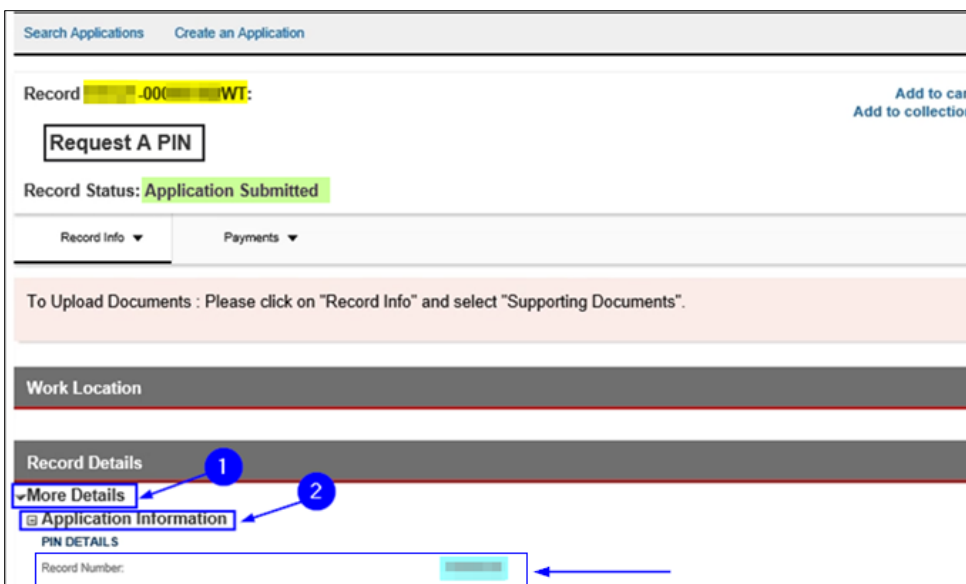


Fig. 14: Record Details — ‘More Details’

2. RECEIVING YOUR PIN

Once FDNY has reviewed **and** approved your **Request a PIN** Application, an automated email will be sent to the applicable Contact. In this example, because we are linking an Inspection Record, the email will be sent to the **Building Owner**.

NOTE: For an Inspection Record, the PIN will **ONLY** be sent via email to the **Building Owner** on file. If no Building Owner is available in the record, FDNY will review your PIN Request to determine whether a PIN can be issued to you.

The email’s Subject Line will read: **“PIN Report For XXXXXXXX,”** (where the “Xs” will be your unique Record ID). In this example, it is the 8-digit Inspection Record ID. The Record ID is also shown in the body of the email (below, both are highlighted in “yellow”).

The email will contain a PDF attachment. Double-click the PDF attachment to open it. See Figure 15.

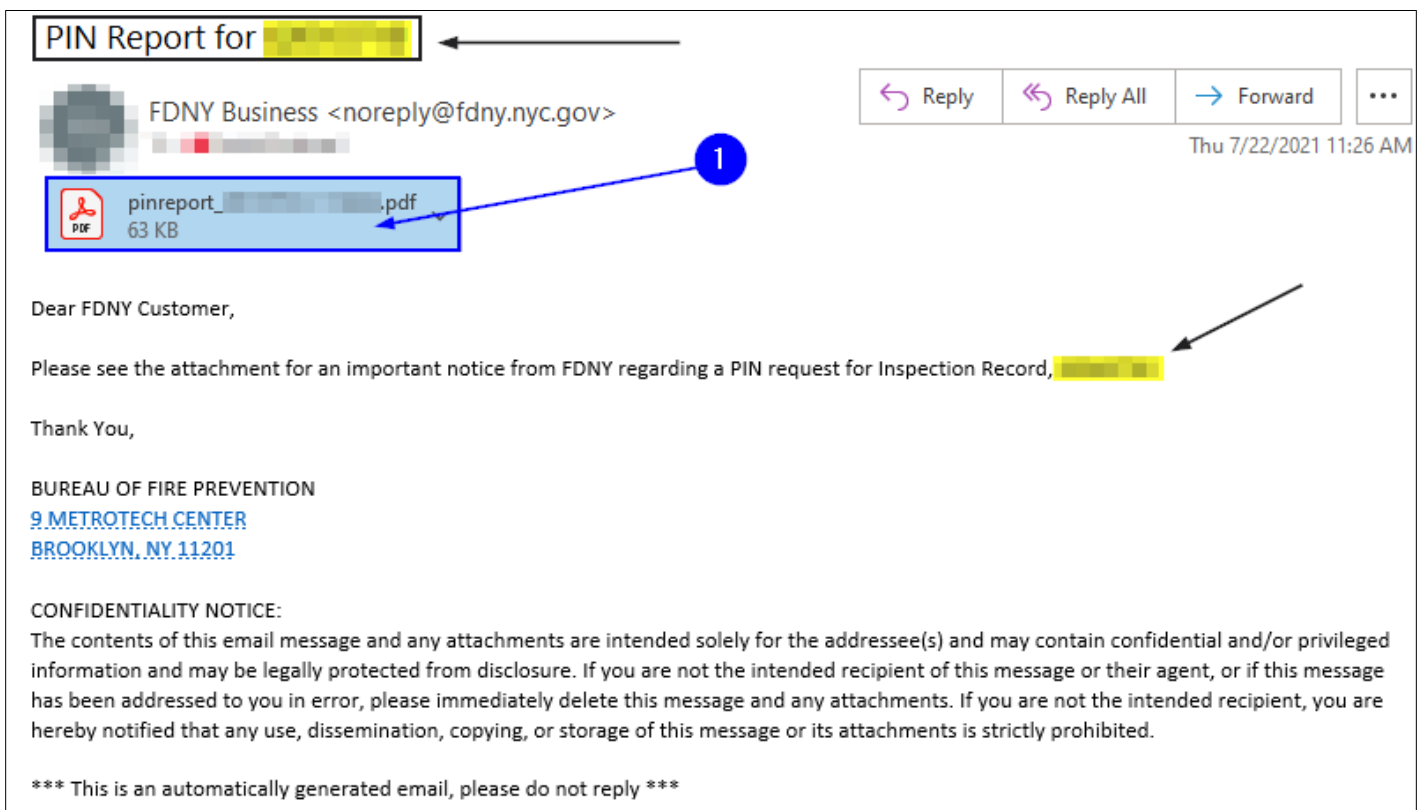


Fig. 15: PIN Report Email — Open the PDF Attachment

Step 1. Review the PIN Report PDF / Copy the Necessary Information

The PDF opens. As highlighted in “yellow” in this example, the **PIN Number** is provided (the **PIN Number** begins with “PIN” — the word “PIN” IS part of the **PIN Number** that you will need to enter during the next step).

Highlighted below in “green,” the PDF displays the **Record Type** and the **Record Number** (in this example, the 8-digit Inspection Record ID). It also displays the Contact information. Since this example is for an Inspection’s **Request a PIN** Application, the **Contact Type** is the Building Owner (highlighted below in “blue”). See Figure 16.

NOTE: If you are the Building Owner and will be completing the next step (linking the Inspection Record using the PIN), copy the **PIN Number** AND the **Record Number** — you will need both to proceed.

If you are the Building Owner and will NOT be completing the next step, forward the email containing the **PIN Number** AND the **Record Number** to the appropriate Contact so they can complete the following steps.

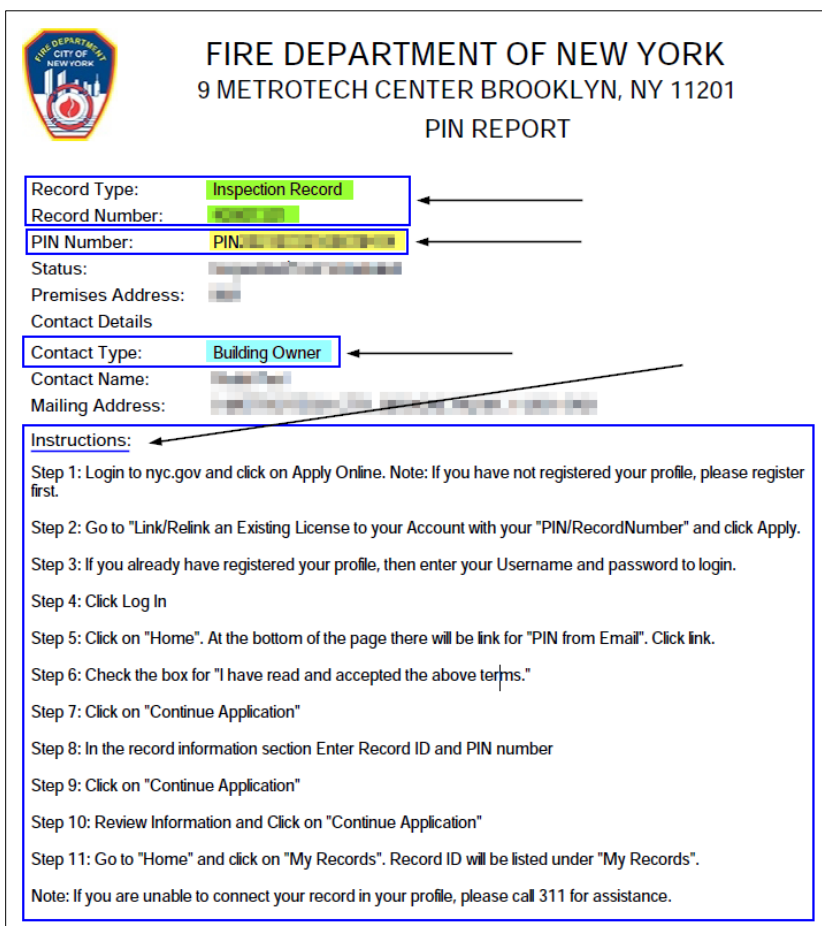


Fig. 16: PDF Attachment — PIN Report

3. LINKING THE RECORD TO YOUR NYC ID

Step 1. Log In to Your NYC ID Account

Once you have received your PIN, you can use it to link the Legacy record to your account. To begin, click the [Login](#) button on the [FDNY Business Home Page](#) to log in to your **NYC ID** account. For instructions, refer to **Step 1 (Figures 1–3)** in the **REQUESTING A PIN** section.

Once logged in, click on **Initiate Application/Request** or on **Using a PIN** (located at the bottom of the screen under the “Link to Record” section). See Figure 17.

NOTE: If you click on **Using a PIN**, proceed directly to **Step 2**.

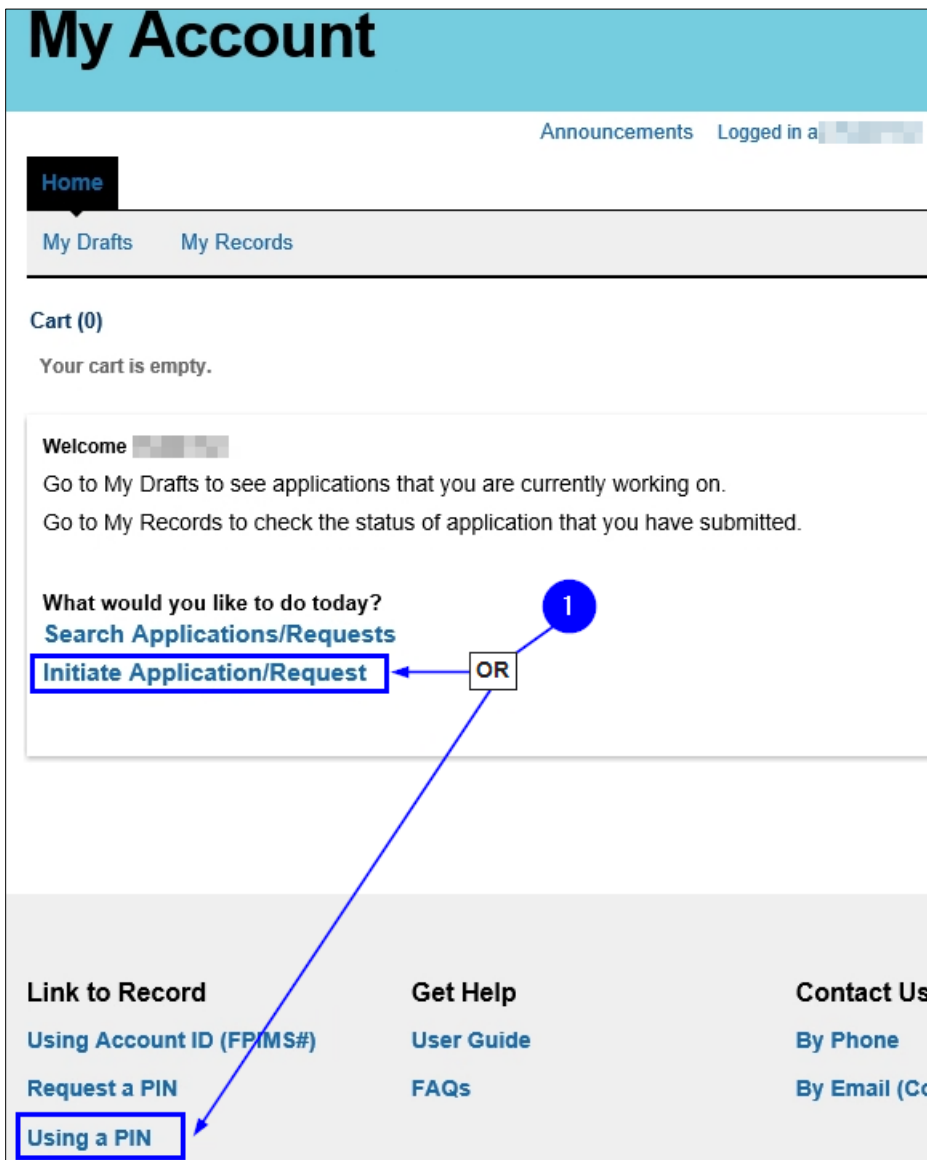


Fig. 17: Initiate Application/Request

On the **Select Type of Application** page, click the **Record Linking** drop-down list and select “Link to Record — Using a PIN.” Then, click **Continue Application**. See Figure 18.

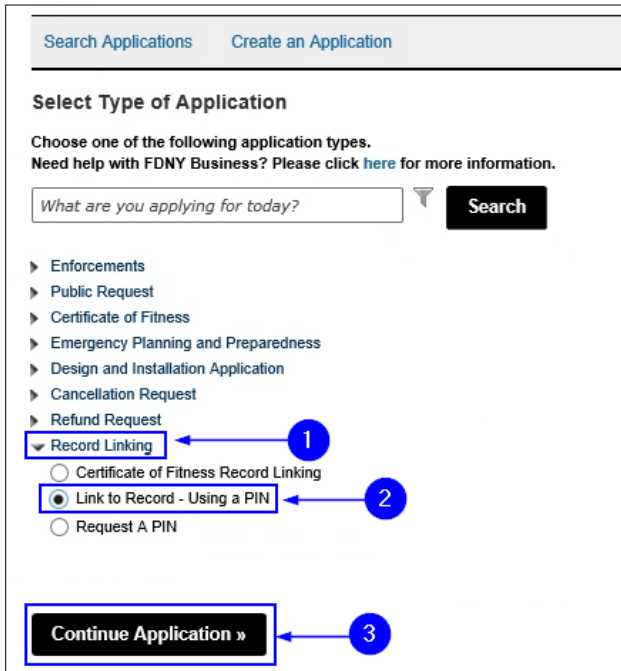


Fig. 18: Select/Click ‘Continue Application’

Step 2. Enter the Record Information

On the **PIN Validation** page, under the “Record Information” section, enter the **Record Number** and then enter the **PIN Number** you just copied (or that was provided to you). Then, click **Continue Application**. In this example, we will enter the 8-digit Inspection Record/Account Number and the associated PIN. See Figure 19.

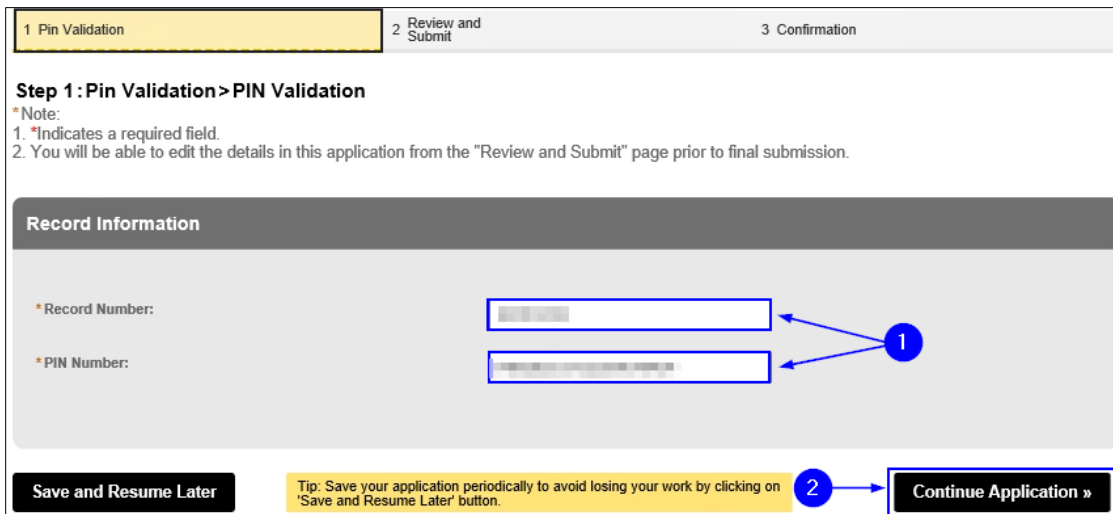


Fig. 19: Enter the ‘Record Number’ and ‘PIN Number’

Next, complete the “Digital Signature” section. Enter your **First Name** and your **Last Name**. Then, click the **Title/Roles** drop-down list and make your selection. In this example, because the Building Owner is signed into their **NYC ID** account, they will select “Building Owner.”

When you are ready, click **Continue Application**. See Figure 20.

The screenshot shows the 'Step 1: Pin Validation > Digital Signature' section. It includes a 'Note' with two points: 1. '*Indicates a required field.' and 2. 'You will be able to edit the details in this application from the "Review and Submit" page prior to final submission.' The form fields are: 'First Name', 'Last Name', and 'Title/Roles' (a dropdown menu with options: 'Building Owner', 'Business Owner', 'Filing Representative/Expediter', 'Licensed Professional', and 'Other'). There are three callouts: '1' points to the First Name field, '2' points to the Title/Roles dropdown, and '3' points to the 'Continue Application' button. A 'Save and Resume Later' button is on the left, and a tip box says 'Tip: Save your application periodically to avoid losing your work by clicking on "Save and Resume Later" button.'

Fig. 20: Complete the ‘Digital Signature’ Section

You are taken the **Review and Submit** page. Here, you can review/edit all the information you have entered in your Application.

When you are ready, “check” the checkbox to digitally affirm and sign your Application and then click **Submit Application**. See Figure 21.

The screenshot shows the 'Step 2: Review and Submit' section. It includes a 'Record Type' section with a 'Link to Record - Using a PIN' button. Below that is the 'Record Information' section with an 'Edit' button. The 'Digital Signature' section includes fields for 'First Name', 'Last Name', and 'Title/Roles', and a large text area for a certification statement. A checkbox is checked, and the date is '07/23/2021'. There are two callouts: '1' points to the certification text area, and '2' points to the 'Submit Application' button. A 'Save and Resume Later' button is on the left, and a tip box says 'Tip: Save your application periodically to avoid losing your work by clicking on "Save and Resume Later" button.'

Fig. 21: Review/Edit/Sign/Submit Your Application

Step 3. Confirmation

After your Application has been submitted, you will be taken to the **Receipt/Record Issuance** page. As highlighted in “yellow” in the below example, your linked Record/Account Number is displayed (note that the end of the Record ID displays the word “LINK”).

If you want to view the details, click the **Record ID**. See Figure 22.

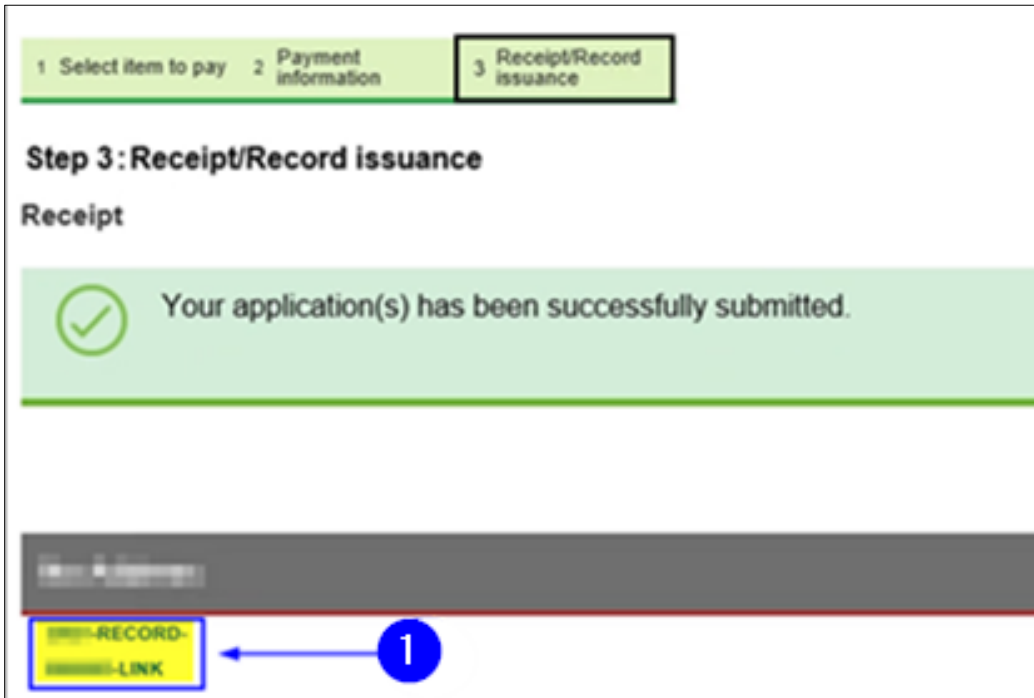


Fig. 22: Click the Record ID

Your screen will refresh and your **Record ID** (highlighted below in “yellow”) is displayed at the top. The **Record Status** (highlighted below in “green”) shows that it is “Linked.”

If you want to see additional details, from the “Record Details” section, click the **More Details** drop-down list and then click the **Application Information** drop-down list.

If you need to make a payment, you can click on the **Payments** tab (bordered below in “red”) to access the record’s Fees. For detailed instructions on making online payments, see the [Making Online Payments and Requesting Refunds](#) instructions.

Additionally, you can click on the **Record Info** tab (bordered below in “blue”) to view Supporting Documents (e.g., an issued LOA or an issued Permit, etc.), Record Details and/or Related Records, as applicable. See Figure 23.

NOTE: Some Supporting Documents, including Permits and LOAs, will become available in late 2021 as Inspection Units (e.g., Rangehood, etc.) are transitioned to FDNY Business.

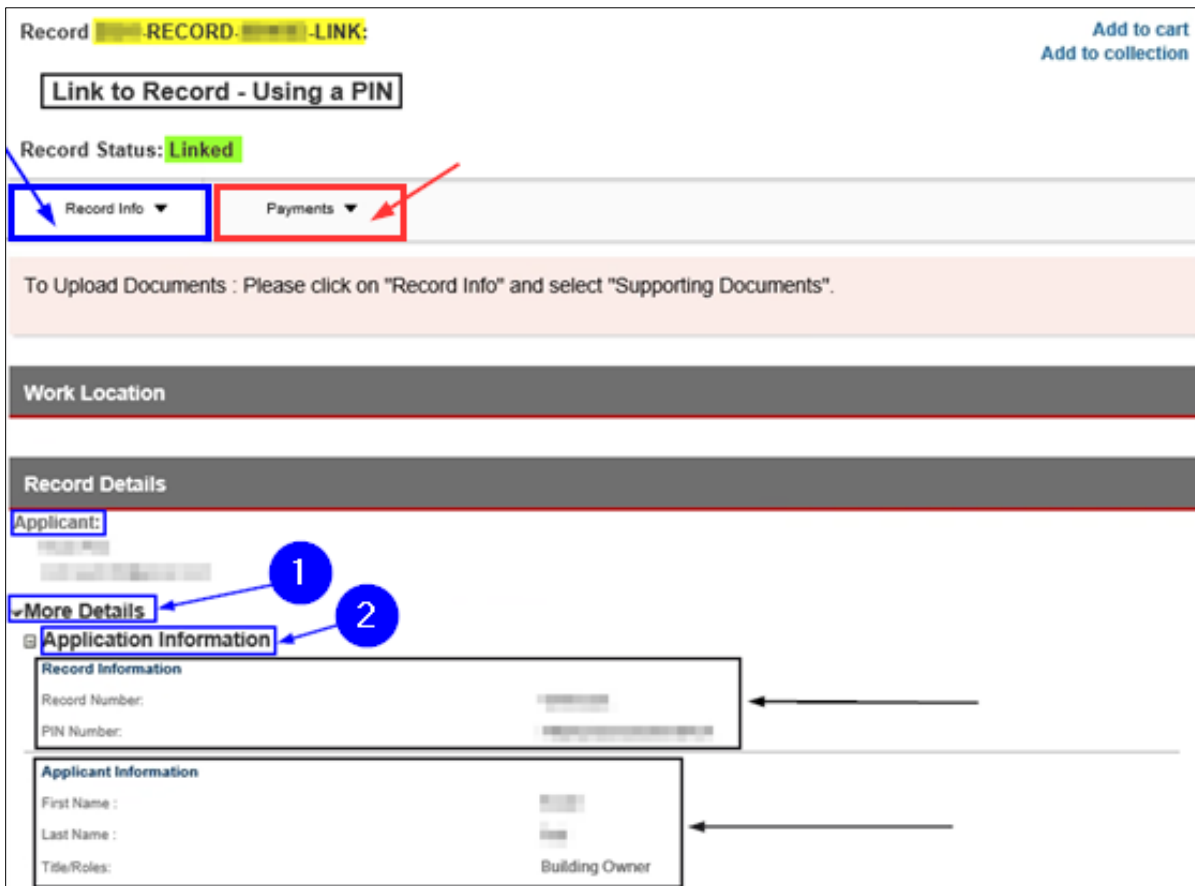


Fig. 23: Record Details

Figures 24–25 show the options available under the **Record Info** tab and under the **Payments** tab, respectively.

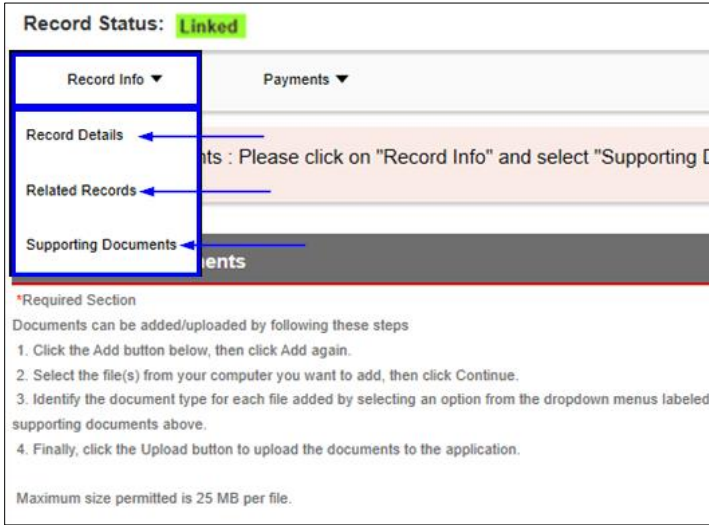


Fig. 24: 'Record Info' Tab

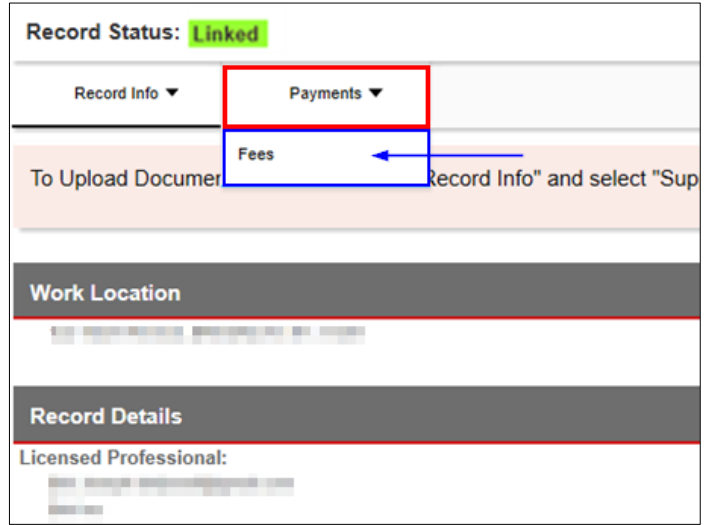


Fig. 25: 'Payments' Tab