

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

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I. Introduction

The New York City Tenant Access Portal (NYC TAP) provides important tools and information for tenant representatives and tenants 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.

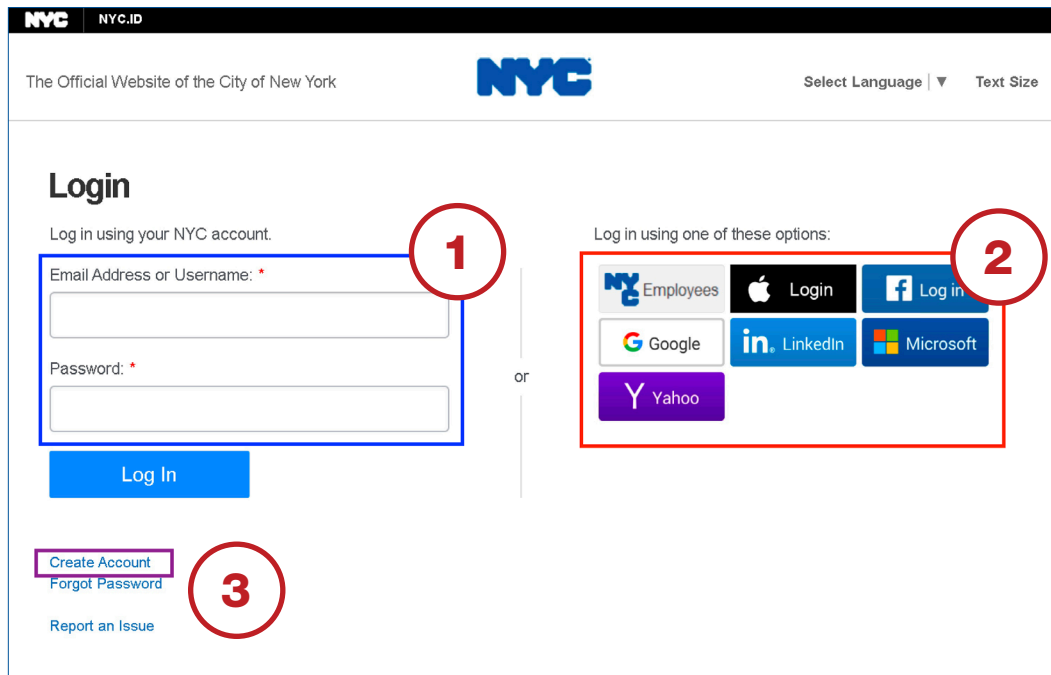
After you’ve clicked on the link above, there are three ways to log in:

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 the text 'The Official Website of the City of New York'. Below this, the page is titled 'Login'. On the left side, there is a form with 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 several login buttons for different services: 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, it says 'The Official Website of the City of New York' and 'NYC'. Below this, there's a 'Login' section with a form for 'Email Address or Username' and 'Password'. To the right, there's a section for logging in with social media accounts, including 'NYC Employees', 'Apple Login', 'Facebook Log in', 'Google', 'LinkedIn', 'Microsoft', and 'Yahoo'. A red box highlights these social media options.

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. It features a 'Registration Completion' heading and a checkbox for agreeing to the NYC.ID Terms of Use, the overall Terms of Use for NYC.gov, and the Privacy Policy for NYC.gov. A red box highlights the 'Submit' button.

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 box at the top of the form states 'All fields are required.' The form is divided into three sections: 'EMAIL OR USERNAME', 'PASSWORD', and 'SECURITY'. The 'EMAIL OR USERNAME' section has two input fields: 'Email Address or Username' and 'Confirm Email Address or Username'. The 'PASSWORD' section has two input fields: 'Password' and 'Confirm Password'. The 'SECURITY' section has a dropdown menu for 'Security Question', an 'Answer' input field, and radio buttons for 'Display Answers: Show' and 'Hide'. Below the 'SECURITY' section is the 'TERMS' section, which includes a checkbox and 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.' A blue 'CREATE ACCOUNT' button is located at the bottom right of the form. Red arrows point from callout boxes to the input fields and the 'CREATE ACCOUNT' button.

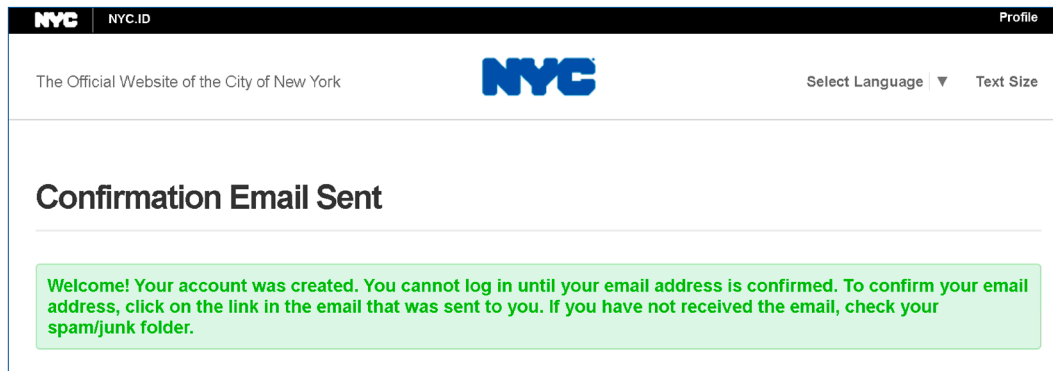
Enter your email address and enter it again to confirm

Create a password and enter it again to confirm

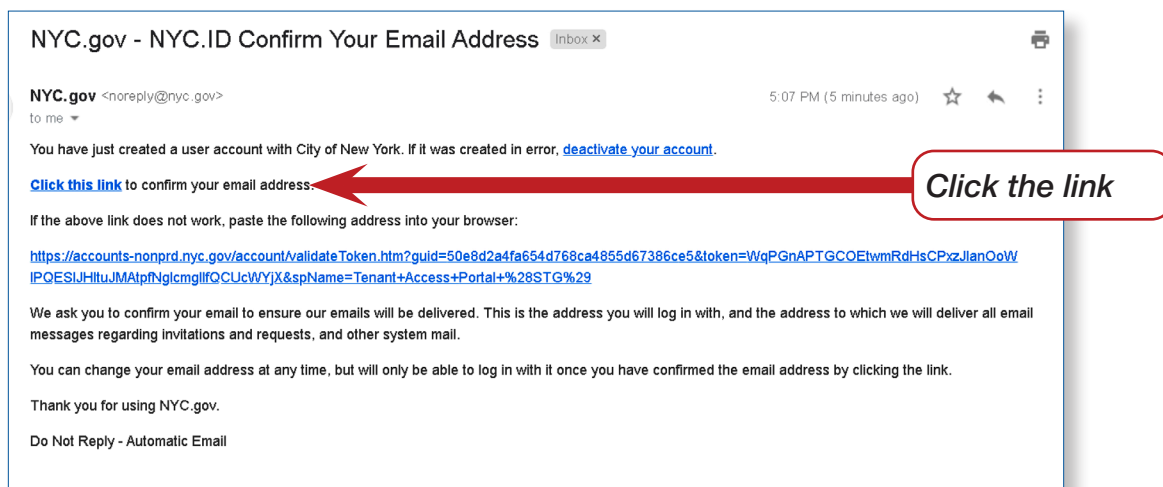
Choose a security question from the drop-down menu and enter the answer below

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

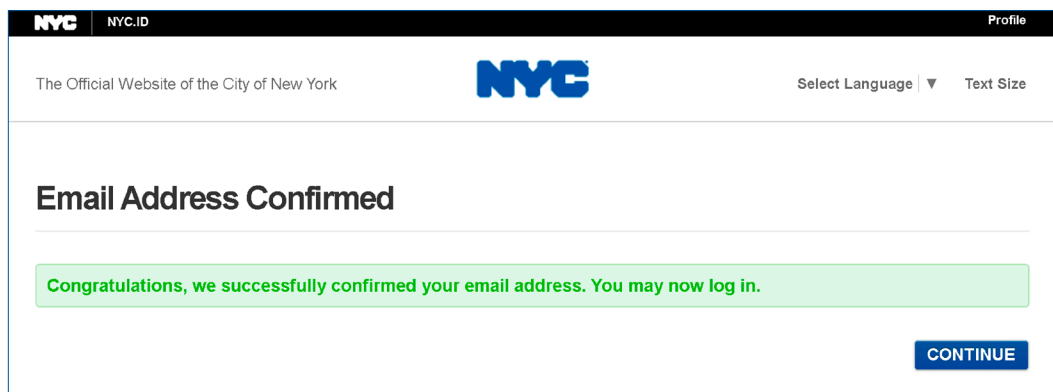
Once you have completed these steps, you should see the following screen, confirming that your account was created and a verification email was sent to your email address. You must then check your email to verify.



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.

The screenshot shows the NYC.ID login interface. At the top, there is a navigation bar with the NYC logo and the text 'The Official Website of the City of New York'. Below this, the main heading is 'Login'. The page is divided into two sections: a standard login form on the left and social media/service provider login options on the right. The standard form has two input fields: 'Email Address or Username: *' and 'Password: *', followed by a blue 'Log In' button. Below the form are three links: 'Create Account', 'Forgot Password', and 'Report an Issue'. The social media options include 'NY Employees', 'Apple Login', 'Facebook Log in', 'Google', 'LinkedIn', 'Microsoft', and 'Yahoo'. The page also features a 'Select Language' dropdown and a 'Text Size' link in the top right corner.

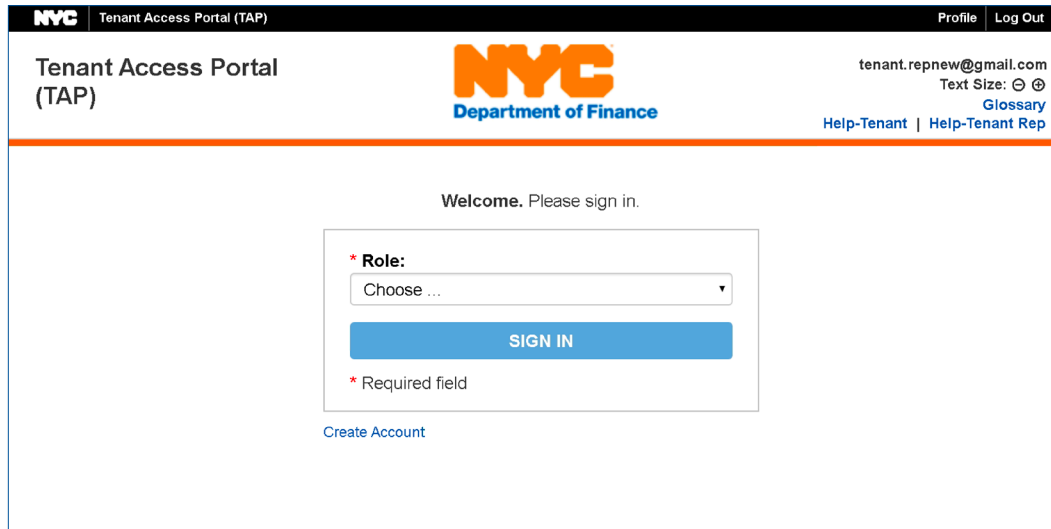
Once you have successfully logged in through NYC.ID you will be directed to NYC TAP. For the first login you will be required to register using the PIN you received in the mail for existing program participants (See IV. Registering for NYC TAP with a PIN.) If you do not have a PIN, you can still register 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 the Department of Finance (DOF) will receive a PIN through the mail. Use the PIN to register by following the steps in this section.

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

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



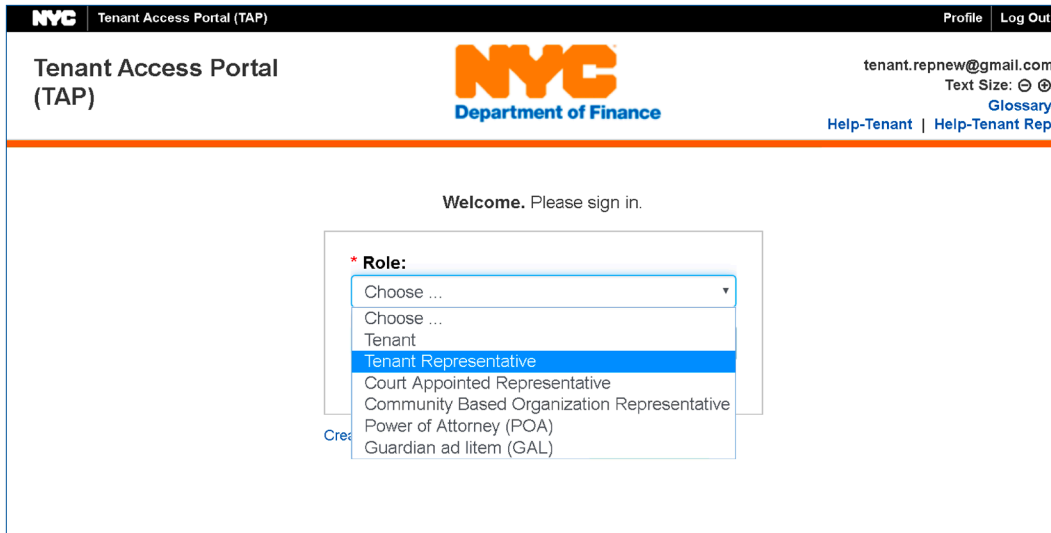
The screenshot shows the NYC Tenant Access Portal (TAP) login page. The header includes the NYC Department of Finance logo and navigation links for Profile, Log Out, tenant.repnew@gmail.com, Text Size, Glossary, and Help-Tenant. The main content area displays a welcome message and a sign-in form. The form has a dropdown menu for 'Role' with the text 'Choose ...' and a blue 'SIGN IN' button. A red asterisk indicates a required field. Below the form is a 'Create Account' link.

From the dropdown menu, choose the role that best describes the capacity in which you are serving as tenant representative. Your access to the site will be the same regardless of the role you indicate.

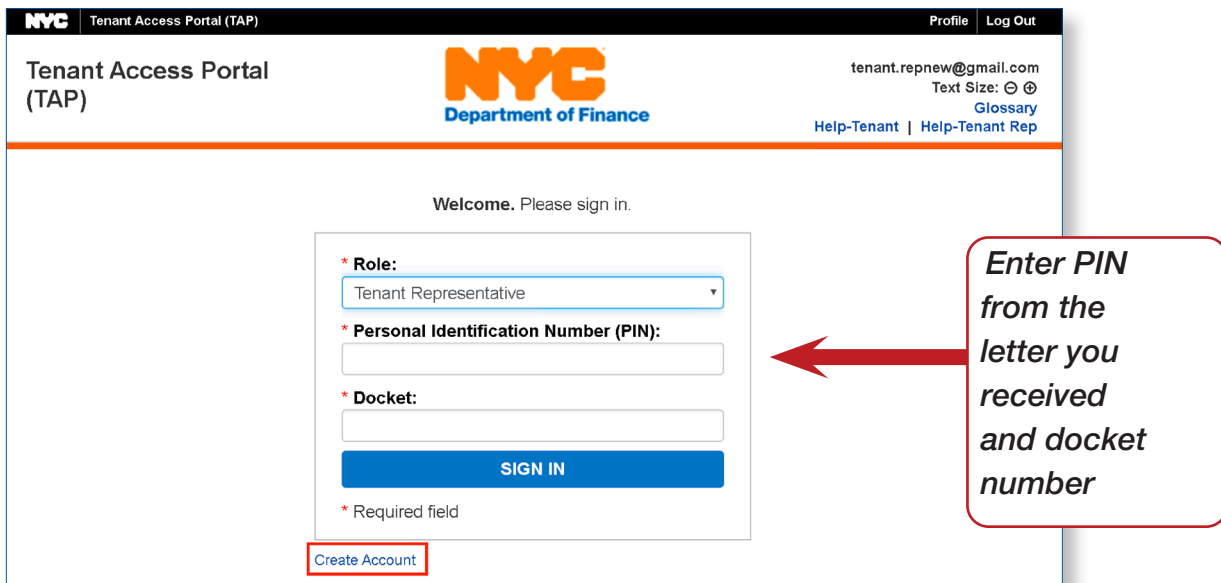
The roles are defined as follows:

- Tenant Representative – You represent one or more tenants
- Court Appointed Representative – You have been appointed by a court order to represent the tenant
- Community Based Organization Representative – You work for an organization that provides assistance to the public renewing and accessing their Rent Freeze benefit
- Power of Attorney – You have been legally appointed as a Power of Attorney for a tenant
- Guardian ad litem – You have been legally appointed as a guardian for a tenant

If you are uncertain of your appropriate role, choose “Tenant Representative.” You will then be asked to enter in your PIN number and the docket number for the tenant you represent.



If you represent more than one tenant or you received multiple PIN letters, choose one PIN letter and enter one docket number. If you received multiple PIN letters it means that your name and address may have multiple variations in the Rent Freeze Program database. Your profile will be pre-populated with all the tenants you represent once you have successfully logged in. If there are tenants that are not listed in your profile, you can add them manually after you have logged in.

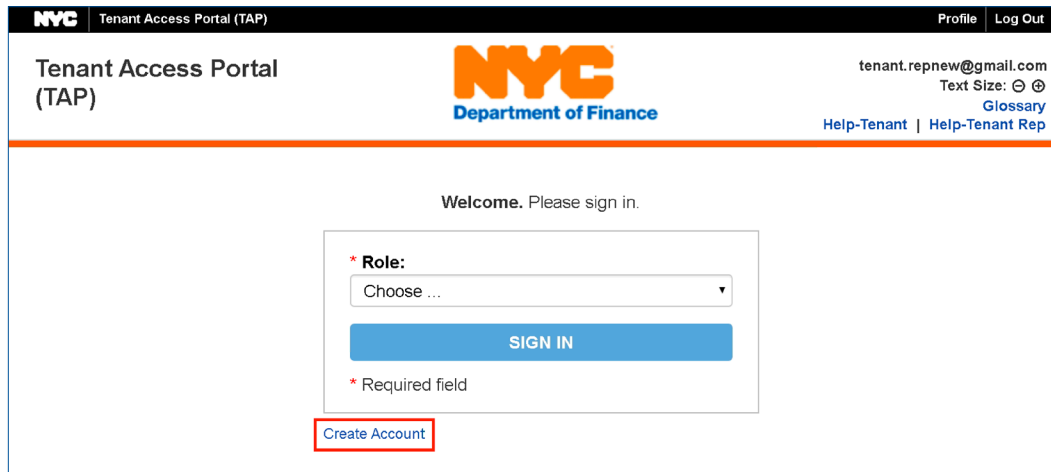


A docket number is a unique number that can be all numeric or alpha-numeric. Docket numbers are printed on all notices that the Rent Freeze Program mails to tenants and their representatives. Refer to a notice you received to identify a valid docket number.

If you are having difficulty registering your account using a PIN, click "Create Account" and skip to the next section to create an account without a PIN.

V. Registering for NYC TAP Without a PIN

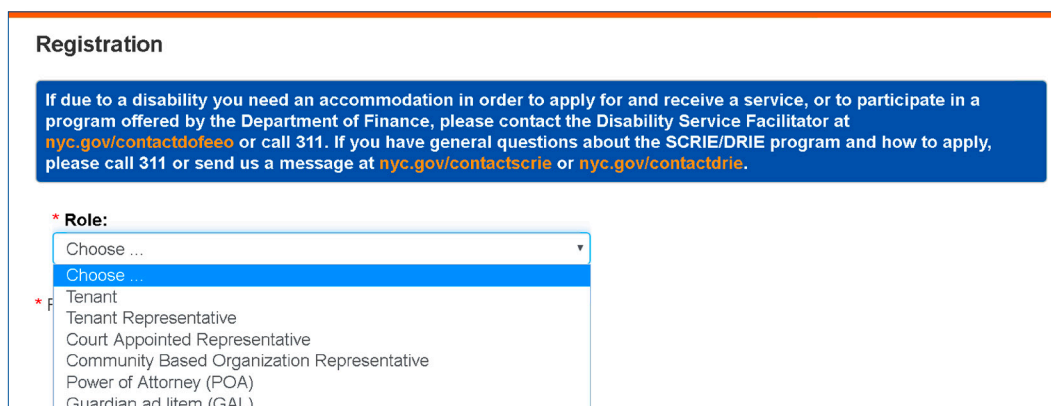
If you do not have a PIN and would like to register for NYC TAP, you can click on “Create Account.”



From the dropdown menu, choose the role that best describes the capacity in which you are serving as tenant representative. Your access to the site will be the same regardless of the role you indicate.

The roles are defined as follows:

- Tenant Representative – You represent one or more tenants
- Court Appointed Representative – You have been appointed by a court order to represent the tenant
- Community Based Organization Representative – You work for an organization that assists the public to enroll for and renew their Rent Freeze benefit
- Power of Attorney – You have been legally appointed as a Power of Attorney for a tenant
- Guardian ad litem – You have been legally appointed as a guardian for a tenant



The following is the registration page. Fill in all the required information including your name, address, phone number, and docket number(s). If you do not add at least one docket number, you will not be able to complete the registration. Click Submit once all required fields are completed.

Note: Your registration may not be approved by DOF if the tenant has not listed you as their representative.

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 Representative

*** Name**

tenant

repnew

Organization

*** Address**

Bldg No

Address Line 1 Apt #

Address Line 2

City

New York Zip Code

tenant.repnew@gmail.com

*** Phone**

Work Phone:

Number Extension

*** Dockets**

Item(s) 0 to 0 of 0 [Add New](#)

Docket	Action
--------	--------

*** Required field(s)**

[Reset](#) [Submit](#)

Add the docket number for each tenant you represent

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 Representative

* Name

tenant

repnew

Organization

* Address

Bldg No

Address Line 1

Apt #

Address Line 2

City

New York

Zip Code

tenant.repnew@gmail.com

* Phone

Work Phone:

(212) 555-5555

Extension

* Required field(s)

Reset

Submit

* Dockets

Item(s) 1 to 1 of 1

[Add New](#)


Docket	Action
s34145	Edit Remove

1

Click Submit once all required information is entered

Once the registration page is complete, you will receive a confirmation. You will not have access to NYC TAP until your registration is approved by DOF. This can take between 24 – 48 hours.

NYC Tenant Access Portal (TAP) Profile | Log Out

Tenant Access Portal (TAP)  tenant.repnew@gmail.com
Text Size: ☺ ☻
[Glossary](#)
[Help-Tenant](#) | [Help-Tenant Rep](#)

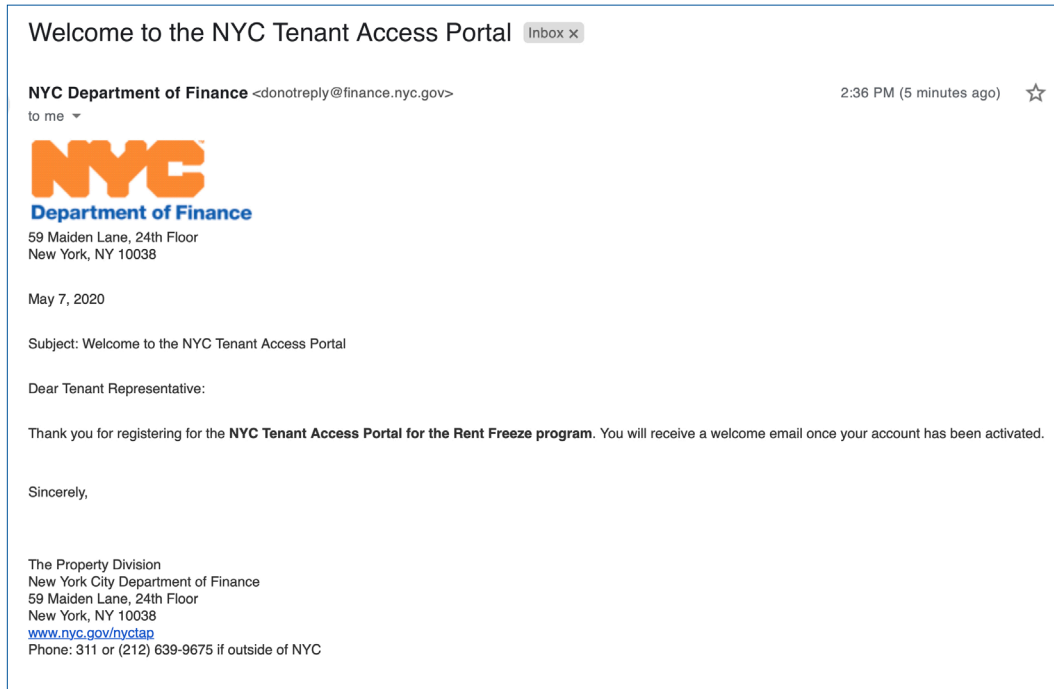
Registration Confirmation

Thank you for successfully registering for the **New York City Rent Freeze Tenant Access Portal (NYC TAP)** online account. Your request has been submitted to the Rent Freeze unit. Please allow 24-48 hours for your request to be processed. You will receive a welcome email once your account has been activated.

[Log Out](#)

Once your registration is reviewed by DOF, you will receive a follow up email. If you registration is denied, you will be given a reason for the denial.

Sample of approval email:



VI. NYC TAP Application Navigation

You will see three tabs once you access the NYC TAP home page: Search, Account, and Contact Us.

The “Search” tab enables reps that represent multiple tenants to search for a particular tenant. This is the default tab when logging into NYC TAP.

Note: If you simply click the “Search” button without entering any information in the search criteria fields (all the fields are blank), you will see the applications associated with all the tenants you represent.

The screenshot shows the NYC TAP Search page. At the top, there is a navigation bar with 'Search' highlighted. Below the navigation bar, there are search criteria fields: Benefit (dropdown), Docket (text), Application (text), First Name (text), Last Name (text), Borough (dropdown), Block (text), Lot (text), and a checkbox for 'Current Applications Only'. There are 'Search' and 'Reset' buttons on the right.

Below is an example of a “Search” result.

The screenshot shows the NYC TAP Search page with a search result. The search criteria fields are filled with: Benefit (dropdown), Docket (text), Application (text), First Name (text), Last Name (text: 'Doe'), Borough (dropdown), Block (text), Lot (text), and the 'Current Applications Only' checkbox is checked. Below the search fields, there is a legend for 'Current Application' (green square) and 'Previous Application' (red circle). Below the legend, there is a table with one row of search results. The table has columns: Docket, Application, Benefit, Entry Date, Type, Status, Status Date, Name, Address, and Apt. The search result is for Docket S34145, Application 1092638, Benefit SCRIE, Entry Date 04/02/20, Type Benefit Takeover, Status Pending, Status Date 04/02/20, Name DOE, JANE, Address 1720 BEDFORD AVE BROOKLYN NY 11225, and Apt. 25E. There is a green square next to the Apt. column. Below the table, there is a 'Go to Page:' field with '1 of 1' and a '1' button.

Docket	Application	Benefit	Entry Date	Type	Status	Status Date	Name	Address	Apt.
S34145	1092638	SCRIE	04/02/20	Benefit Takeover	Pending	04/02/20	DOE, JANE	1720 BEDFORD AVE BROOKLYN NY 11225	25E

If you uncheck the “Current Applications Only” box and click “Search,” the information for current and prior applications will populate.

Prior applications can be viewed in the search results by clicking on the plus (+) button next to the docket number.

Search

Benefit: Choose ... Docket: [] Application: [] First Name: [] Last Name: [] Search []
Borough: Choose ... Block: [] Lot: [] Current Applications Only Reset []

Click an Application to view details: ■ Current Application ● Previous Application
Item(s) 1 to 2 of 2 Export [] | Dockets per page: 10 []

Docket	Application	Benefit	Entry Date	Type	Status	Status Date	Name	Address	Apt.	
+ S34145	1092638	SCRIE	04/02/20	Benefit Takeover	Pending	04/02/20	DOE, JANE	1720 BEDFORD AVE BROOKLYN NY 11225	25E	■
D8965	1092636	DRIE	03/13/20	Initial	Approved	03/13/20	TENANT, SUZIE	1720 BEDFORD AVE BROOKLYN NY 11225	25R	■

Go to Page: [] of 1 [] 1 []

Click the application number in the search result to access additional application details.

Search

Benefit: Choose ... Docket: [] Application: [] First Name: [] Last Name: Doe Search []
Borough: Choose ... Block: [] Lot: [] Current Applications Only Reset []

Click an Application to view details: ■ Current Application ● Previous Application
Item(s) 1 to 1 of 1 Export [] | Dockets per page: 10 []

Docket	Application	Benefit	Entry Date	Type	Status	Status Date	Name	Address	Apt.	
S34145	1092638	SCRIE	04/02/20	Benefit Takeover	Pending	04/02/20	DOE, JANE	1720 BEDFORD AVE BROOKLYN NY 11225	25E	■

Go to Page: [] of 1 [] 1 []

Clicking the application number link will display a page with the tenant’s demographic information and the following six tabs: Applicant, Letter Status, Status Reason, Rent Calculation, TAC Reports, and Appeals.


APPLICANT

The “Applicant” tab provides application status information, information on the tenant representative on file and associated household members.

Application 1092638 [Back To List](#)

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

Docket No.: S34145
Docket Year: 2020
Apt #: 25E
Lease Start: 05/01/2020
Lease End: 04/30/2021
Lease Months: 12
Frozen Rent:

Application Pending Status: 
Application Type: Benefit Takeover
Application ID: 1092638
Received Date: 06/01/2020
Exemption: 05/01/2020
Effective Date:

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

Primary Applicant

Name
JANE DOE

Home Phone
[Empty]

Work Phone
[Empty]

Cell Phone
[Empty]

Email
[Empty]

Tenant Representative

Name
JANE REPRESENTATIVE

Organization
[Empty]

Address
1313 MOCKINGBIRD LANE
NEW YORK NY 10038

Work Phone
[Empty]

Email
[Empty]

Household Members

Name	Relationship	Status	Deceased?	Date of Death	Death Certificate	Date of Move
JANE DOE	Primary Applicant	Active	No			
JOHN DOE	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 the notice was sent by DOF.

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

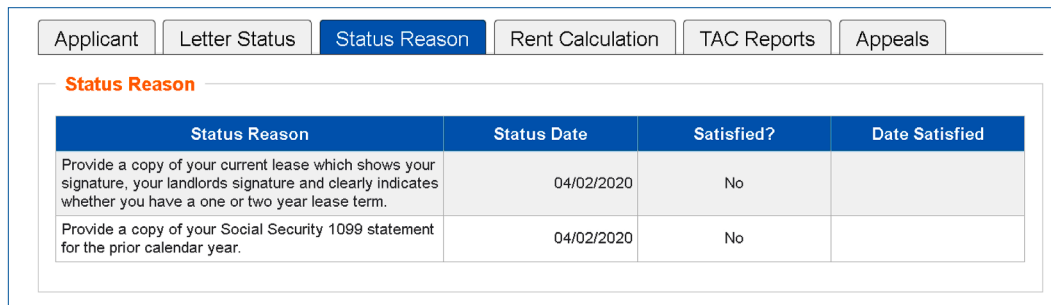
Notices Sent

Notice Type Description	Date Sent
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STATUS REASON

The “Status Reason” tab shows a detailed explanation of the status of your application, if that status is “Pending,” “Revoked,” or “Denied.” It also shows the date the status was updated, and whether or not the particular condition indicated has been satisfied.

Below is an example of the “Status Reason” tab for a pending application. The application is pending because DOF has not received the requested documents. The “Status Date” is the date the status was updated. Once a document has been received and reviewed, the “Satisfied” column will change to “Yes.” “Date Satisfied” is the date DOF determines you have satisfied the requirement listed in the “Status Reason.”



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 (TAC) to the landlord. There may not be any information on this screen if the application status is “pending.”

Here are some term definitions:

Renewal Legal Rent – The tenant’s current rent

Calculated Tenant to Pay – The tenant’s frozen rent

Monthly TAC – The monthly tax abatement credit allocated to the landlord for this unit

New Monthly TAC – Any adjustments to the abatement credit made after the benefit was approved

Total TAC – The total tax abatement credit for the period indicated under “Months”

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

The “TAC Reports” tab allows you to download 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

The “Appeals” tab will have the following information related to any appeals DOF has received.

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

Appeals History

Appealed By	Appeal Type	Appeal Status	Date Received	Date Closed
-------------	-------------	---------------	---------------	-------------

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.”

The screenshot shows the 'Uploads' tab in a web application. At the top, there are navigation tabs: Applicant, Letter Status, Status Reason, Rent Calc, TAC Reports, Appeals, and Uploads. Below the tabs, a message reads: "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." Below this is a table for document uploads. The table has three columns: Type, File Name, and Action. A dropdown menu is open under the 'Type' column, showing options: --Select--, Individual Apartment Improvements, RN 26s, Fuel cost, Commissioner Orders, Ineligibility, Property Ownership Change form, Leases, MCI Orders, J-51, and Other. A 'Choose File' button is next to the 'File Name' column, and a 'Remove' button is in the 'Action' column. An 'Add New' button is at the top right of the table. Below the table, there are 'Upload' and 'Reset' buttons. A disclaimer at the bottom states: "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."

The screenshot shows the 'Uploads' tab after a successful upload. At the top, there are navigation tabs: Applicant, Letter Status, Status Reason, Rent Calc, TAC Reports, Appeals, and Uploads. Below the tabs, a message reads: "Files uploaded successfully". Below this is a message: "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." Below this is a table for document uploads. The table has three columns: Type, File Name, and Action. An 'Add New' button is at the top right of the table. Below the table, there are 'Upload' and 'Reset' buttons. A disclaimer at the bottom states: "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 screen consists of four sub-menus: Name/Address, Authorized Users, Dockets, and Activity.

NAME/ADDRESS

You can use the “Name/Address” screen to update your email address or phone number(s). You may add or edit the information then click the Update button to submit the change. To submit a change of address request, you can access the form by clicking on the link above the address.

The screenshot shows the NYC Tenant Access Portal (TAP) interface. The top navigation bar includes "Profile" and "Log Out". The main header displays the NYC Department of Finance logo and the user's email address, "tenantreptest@gmail.com", along with "Text Size" and "Glossary | Help" links. The "Account" menu is highlighted in orange. The "Name/Address" sub-menu is selected, showing a form with the following fields: Role (Tenant Representative), Name (Tammy), Address (1000 Broadway, New York NY 10038), Email (tenantreptest@gmail.com), and Work Phone ((212) 555-5555). A red box highlights the "Update" button at the bottom of the form. A text instruction above the form states: "To update your address, please click [here](#) to find the Rent Freeze Program Change Form".

AUTHORIZED USERS

“Authorized Users” can be added if you work in an organization that assists the same clients. You may add an authorized user by using the “Add New” link, providing the email address, and clicking “Save.” An email with log in instructions will be sent to the authorized user. The authorized user will have the same access as the tenant representative.

The screenshot shows the NYC Tenant Access Portal (TAP) interface. The top navigation bar includes "Search", "Account", and "Contact Us". The "Account" menu is highlighted in orange. The "Authorized Users" sub-menu is selected, showing a table with the following columns: #, Email Address, and Action. The "Add New" link is highlighted in red. The table contains one row with a blank "Email Address" field and "Save" and "Cancel" buttons in the "Action" column. A right arrow button is located below the table.

If an authorized user leaves the organization or no longer needs access to application information, they can also be removed from this tab by clicking the “Remove” link.

The screenshot shows the 'Account' tab in a web application. At the top, there are navigation links: Home, Search, Account (highlighted), and Contact Us. Below the navigation, the 'Account' section is visible. On the right side, there is an 'Add New' link. The main content area contains a table with the following data:

Name/Address	#	Email Address	Action
	1	authorizeduser1112@gmail.com	Edit Remove

Below the table, there are sections for 'Authorized Users', 'Dockets', and 'Activity'. A blue badge with the number '1' is located in the bottom right corner of the table area.

DOCKETS

The “Dockets” tab will list all of the dockets associated with the account. This is where you can access your tenant’s information and make changes to their profile (phone number(s) and email address only).

You can add new dockets by clicking on the “add new” link, typing in the docket number, and clicking save.

The screenshot shows the 'Account' tab in a web application. At the top, there are navigation links: Home, Search, Account (highlighted), and Contact Us. Below the navigation, the 'Account' section is visible. On the right side, there is an 'Add New' link highlighted in red. The main content area contains a table with the following data:

Name/Address	Dockets	Tenant Name	Mail Opt-Out	Status	Action
	D8965	TENANT, SUZIE	<input type="checkbox"/>	Active	Remove
	s34145	DOE, JANE	<input type="checkbox"/>	Pending	
	<input type="text" value="D8966"/>		<input type="checkbox"/>		Save Cancel

Below the table, there are sections for 'Dockets' and 'Activity'. A blue badge with the number '1' is located in the bottom right corner of the table area.

MAIL OPT-OUT

If you would like to opt out of receiving notices by US Postal Service mail for one or more of the tenants you represent, you can do so by checking the mail opt out box. A confirmation message will be displayed on the screen.

The screenshot shows the 'Account' page in the Tenant Access Portal. At the top, there are navigation tabs: Home, Search, Account (selected), and Contact Us. Below the navigation is a section titled 'Account' with a sub-section 'Name/Address'. A table lists tenants with columns: Dockets, Tenant Name, Mail Opt-Out, Status, and Action. The 'Mail Opt-Out' column for 'TENANT, SUZIE' is highlighted with a red box. Below the table, there are sections for 'Authorized Users', 'Dockets', and 'Activity'. A blue button with the number '1' is visible in the bottom right corner.

Dockets	Tenant Name	Mail Opt-Out	Status	Action
D8965	TENANT, SUZIE	<input type="checkbox"/>	Active	Remove
s34145	DOE, JANE	<input type="checkbox"/>	Pending	

The screenshot shows the 'Tenant Access Portal (TAP)' interface. At the top, there is a header with 'NYC Tenant Access Portal (TAP)' and 'Department of Finance'. A confirmation dialog box is displayed, asking for confirmation to opt out of future mail notifications. The dialog box has 'OK' and 'Cancel' buttons. Below the dialog box, the 'Account' page is visible, showing the same table of tenants as in the previous screenshot. The 'Mail Opt-Out' column for 'TENANT, SUZIE' is now checked. A blue button with the number '1' is visible in the bottom right corner.

By checking this box you agree to opt out of future mail notifications for this docket

OK Cancel

The screenshot shows the 'Account' page in the Tenant Access Portal. A green confirmation message is displayed at the top: 'Mail preference is successfully saved.' Below the message, the 'Name/Address' section is visible. The table of tenants is updated, showing that the 'Mail Opt-Out' checkbox for 'TENANT, SUZIE' is now checked. Below the table, there are sections for 'Authorized Users', 'Dockets', and 'Activity'. A blue button with the number '1' is visible in the bottom right corner.

Mail preference is successfully saved.

Dockets	Tenant Name	Mail Opt-Out	Status	Action
D8965	TENANT, SUZIE	<input checked="" type="checkbox"/>	Active	Remove
s34145	DOE, JANE	<input type="checkbox"/>	Pending	

Access to newly added docket(s) is “Pending” until the docket is approved by DOF. The status of requests is indicated in the “Status” column.

The screenshot shows the NYC Tenant Access Portal interface. At the top, there is a navigation bar with 'Home', 'Search', 'Account', and 'Contact Us'. The 'Account' tab is selected. Below the navigation bar, there is a section for 'Account' with a green notification box that says 'Request is being reviewed.' Below this, there is a table with columns: Dockets, Tenant Name, Mail Opt-Out, Status, and Action. The table contains two rows: one for 'D8965' with 'TENANT, SUZIE' and 'Pending' status, and another for 's34145' with 'DOE, JOHN' and 'Active' status. A red box highlights the 'Pending' status in the first row. There is also an 'Add New' link and a 'Remove' link in the Action column for the second row.

Dockets	Tenant Name	Mail Opt-Out	Status	Action
D8965	TENANT, SUZIE	<input type="checkbox"/>	Pending	
s34145	DOE, JOHN	<input type="checkbox"/>	Active	Remove

When a docket is approved by DOF the status will be updated to “Active” and the tenant information will be accessible.

The screenshot shows the NYC Tenant Access Portal interface. At the top, there is a navigation bar with 'Home', 'Search', 'Account', and 'Contact Us'. The 'Account' tab is selected. Below the navigation bar, there is a section for 'Account' with a green notification box that says 'Request is being reviewed.' Below this, there is a table with columns: Dockets, Tenant Name, Mail Opt-Out, Status, and Action. The table contains two rows: one for 'D8965' with 'TENANT, SUZIE' and 'Active' status, and another for 's34145' with 'DOE, JANE' and 'Pending' status. A red box highlights the 'Active' status in the first row. There is also an 'Add New' link and a 'Remove' link in the Action column for the second row.

Dockets	Tenant Name	Mail Opt-Out	Status	Action
D8965	TENANT, SUZIE	<input type="checkbox"/>	Active	Remove
s34145	DOE, JANE	<input type="checkbox"/>	Pending	

You may also remove any tenant that you no longer represent by using the “Remove” link as indicated below.

The screenshot shows the NYC Tenant Access Portal interface. At the top, there is a navigation bar with 'Home', 'Search', 'Account', and 'Contact Us'. The 'Account' tab is selected. Below the navigation bar, there is a section for 'Account' with a green notification box that says 'Request is being reviewed.' Below this, there is a table with columns: Dockets, Tenant Name, Mail Opt-Out, Status, and Action. The table contains two rows: one for 'D8965' with 'TENANT, SUZIE' and 'Active' status, and another for 's34145' with 'DOE, JANE' and 'Pending' status. A red box highlights the 'Remove' link in the Action column for the first row.

Dockets	Tenant Name	Mail Opt-Out	Status	Action
D8965	TENANT, SUZIE	<input type="checkbox"/>	Active	Remove
s34145	DOE, JANE	<input type="checkbox"/>	Pending	

Clicking on the Docket Number

The docket number is a hyperlink to the tenant's name/address, household members, tenant representative, and NYC TAP activity information.

In the "Name/Address" tab representatives can update the tenant's email and various phone numbers.

The screenshot shows the 'Account' page with the 'Name/Address' tab selected. The form contains the following fields:

- Role: Tenant
- Name: SUZIE (with a dropdown menu showing 'TENANT')
- Address: 1720 BEDFORD AVENUE 25R, BROOKLYN NY 11225
- Email: taptenantemail1@gmail.com (highlighted with a red box)
- Work Phone: (empty)
- Home Phone: (empty)
- Cell Phone: (empty)

An 'Update' button is located at the bottom of the form. A 'Back to Dockets' link is visible in the top right corner.

The "Household Member" tab provides a list of household members associated with the docket.

The screenshot shows the 'Account' page with the 'Household Members' tab selected. The table below lists the household members:

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

The table is displayed under the 'Name/Address' section. A 'Back to Dockets' link is visible in the top right corner.

The “Tenant Representative” tab will display the tenant representative on file for the tenant.

Account [Back to Dockets](#)

To update your tenant representative, please click [here](#) to find the Tenant Representative Change form.

Name/Address

Household Members

Tenant Representative

Activity

Name: JANE REPRESENTATIVE

Address: 1313 mockingbird lane
new york NY 10038

Phone: _____

Email: _____

If the tenant has an NYC TAP account, the “Activity” tab will display the tenant’s NYC TAP activity.

Account [Back to Dockets](#)

Type: _____ Status: _____ [Apply](#) [Reset](#)

#	Type	Description	Status	Entry Date
1	Change Existing Profile	Changed Email Address : Old New (taptenantemail1@gmail.com)	Completed	taptenantemail1@gmail.com 4/8/20 12:58PM
2	New Tenant Profile	TENANT, SUZIE	Completed	taptenantemail1@gmail.com 4/8/20 12:56PM

Activity 1

ACTIVITY

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

Account [Back to Dockets](#)

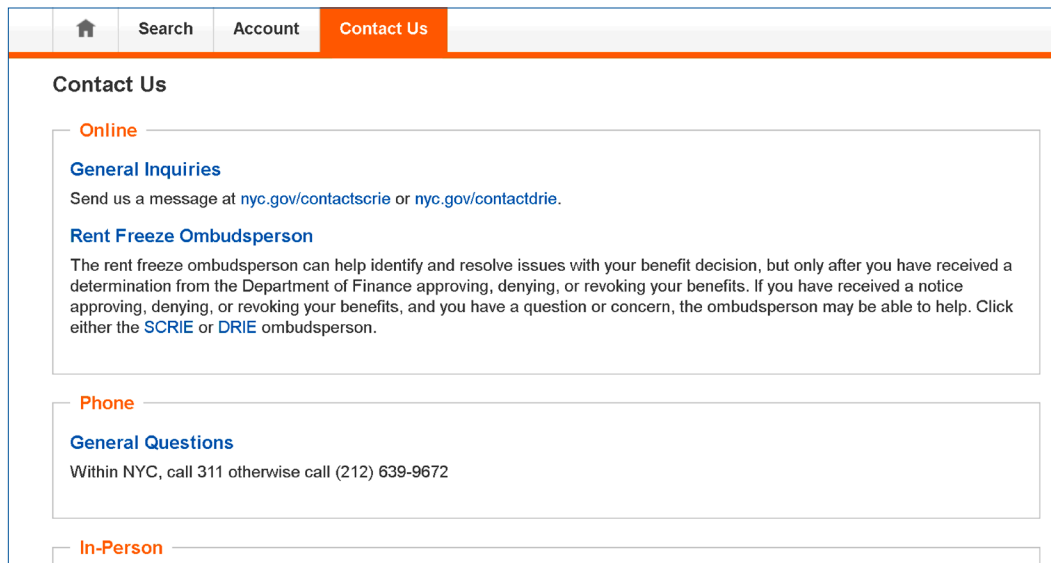
Type: _____ Status: _____ [Search](#) [Reset](#)

#	Type	Description	Status	Entry Date
1	Mail Opt-In/Out	Docket : D8965 Opt In	Completed	tenantreptest@gmail.com 5/7/20 11:28AM
2	Mail Opt-In/Out	Docket : D8965 Opt Out	Completed	tenantreptest@gmail.com 5/7/20 11:24AM
3	Change Existing Profile	Added Authorized User: authorizeduser1112@gmail.com	Completed	tenantreptest@gmail.com 5/7/20 10:55AM
4	Add Docket	Docket: D8965	Approved	tenantreptest@gmail.com 4/8/20 12:20PM
5	Remove Docket	Docket: d8965	Approved	tenantreptest@gmail.com 4/8/20 12:06PM

Activity 1 2 >

CONTACT US

Click the “Contact Us” 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.



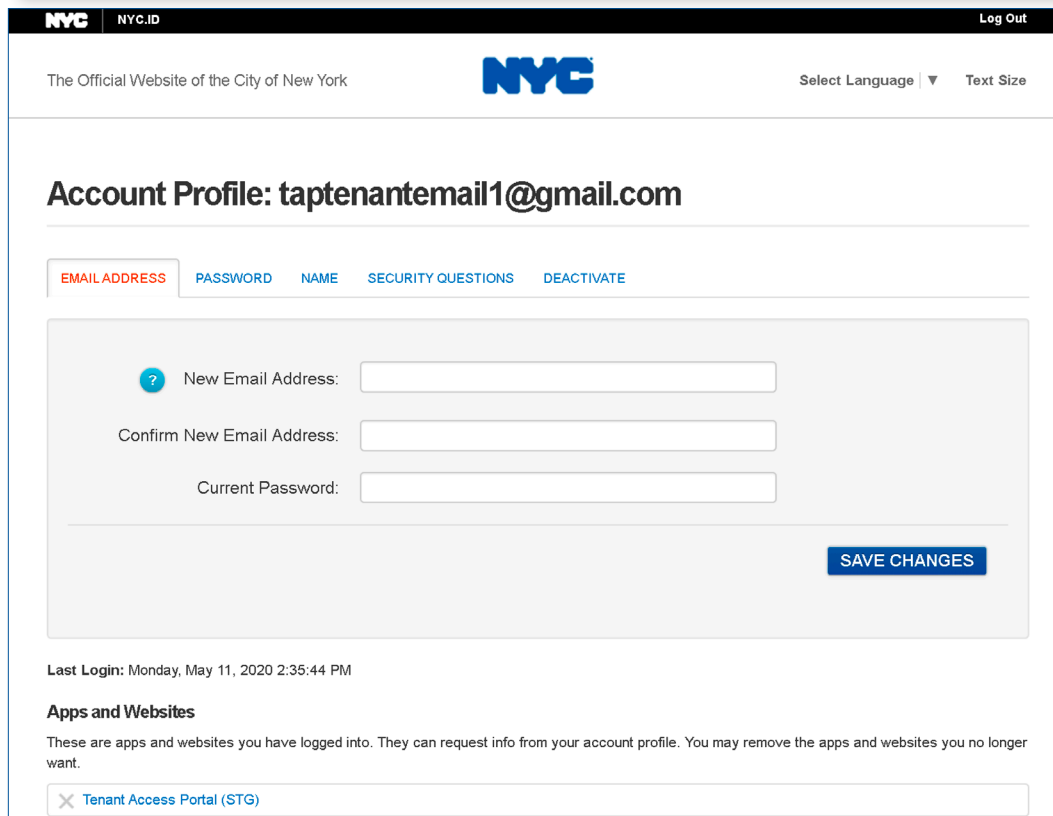
HELP

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



PROFILE

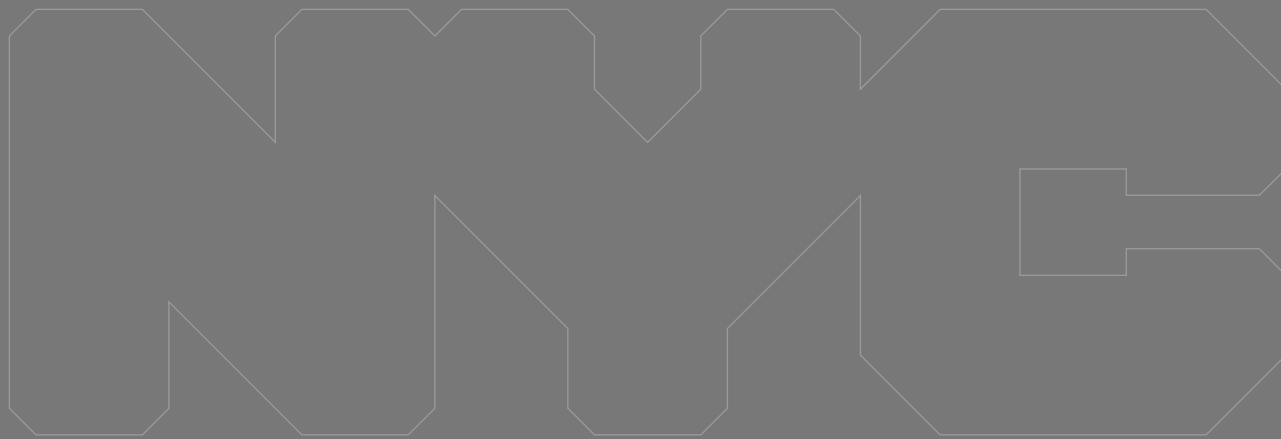
Click the “Profile” link to review and update your NYC.ID profile.



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.