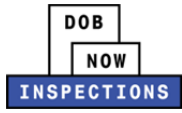


Where to Go for Help



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## DOB NOW: *Inspections Overview*

DOB NOW: *Inspections* is an online portal for Owners, Licensed Professionals (LPs)<sup>1</sup>, and their Delegates to conduct Inspection-related business with the Department of Buildings. DOB NOW: *Inspections* organizes information using Records. Records are Jobs, BPP Jobs, Place of Assembly, Permits, Devices, Notices, Work, Applications, Certifications, Sign Off Requests & Gas Authorization Requests. Using DOB NOW: *Inspections*, Licensed Professionals, Owners, and their Delegates will be able to request the following types of Development Inspections online:

Electrical	Plumbing
Fire Suppression	Signs
Construction	Boilers
Elevators	Cranes & Derricks
Oil Burning Equipment	BPP
High Rise Initiative	Sustainability

After registering for an account that is associated to your Records, Owners, LPs, and their Delegates can use DOB NOW: *Inspections* to:

- View information related to your Records
- Request Inspections and view the Results
- Request Gas Authorizations and Plumbing Sign Offs
- Receive emails at milestones in your Inspection cycle
- Upload documentation to certify certain Objections
- Assign Delegates (delegate responsibility to other Registered Users)
- Submit Certification documentation (LPs and Crane Owners only)
- Upload PVT Inspection results (PVTs only)
- Group Records into manageable ‘Collections’

The purpose of this User Manual is to provide direction about Where to Go for Help when you have questions about DOB NOW: *Inspections*.

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<sup>1</sup> LPs 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



## Where to Go for Help

If you have questions about DOB NOW: *Inspections*, there are multiple resources available to support you.

1. Visit the DOB NOW: *Inspections* homepage for:
  - Answers to Frequently Asked Questions
  - User Manuals with step-by-step instructions
    - Account Registration and Management
    - Searching in DOB NOW: *Inspections*
    - Using Your PIN
    - Delegating Responsibilities
    - Grouping Records
    - Inspections - Requesting, Cancelling, and Viewing Results
    - Certifying Objections
    - Boilers Certifications
    - Cranes & Derricks Certifications
    - Plumbing Advance Notice and Results-Only Certifications
    - Plumbing Sign Off & Gas Authorization
    - Elevator Re-Inspections & Expedited Inspections
    - PVTs – How to Submit Inspection Documentation
    - Where to Go For Help
    - Browser Requirements
  - Other reference materials such as video tutorials
2. Contact the Department of Buildings Customer Service by phone at 212-393-2550 or via email at [customerserviceir@buildings.nyc.gov](mailto:customerserviceir@buildings.nyc.gov)
3. Contact an Inspection Unit by using the phone number listed in your system-generated DOB NOW: *Inspections* emails.
4. Visit your local Borough Office