

Browser and Display Questions

1. What Browsers/versions can I use for <http://nyc.gov/mylicense>?
 - Internet Explorer, version 8 or 9
 - Mozilla
 - Safari
 - Chrome
2. Are there any software requirements for the system to work properly?
 - Yes. Microsoft Silverlight must be installed on your computer to upload documents properly. (If you do not have this software, you will be prompted to install it, see number 3 below.)
3. While attempting to upload a document, a pop up message instructed me to install Microsoft Silverlight. After MS Silverlight finished installing, I still cannot upload a document. What should I do?
 - Click Save and Resume Later button. Close all open applications, turn off and restart your computer. Then return to <http://www.nyc.gov/mylicense>, login, and access an existing application. You should be able to follow the instructions to upload a document.
4. When navigating through the system's pages, can I use the browser's back button?
 - Please do not use the back button. There are navigation links available within the application. You can use the links on top of your page to navigate back to a certain section. If you need to edit something on a previous page, you have the opportunity at the end of the application in the review step, before you submit.
5. Can I open multiple browser tabs of the application?
 - That is not recommended and could cause problems with your application. You should only have one browser open for the application.
6. Can I access this application on my smart phone?
 - At this time this application is not compatible with mobile or smart phones.
7. My screen seems to be cutoff on the right hand side?
 - Adjust your monitor's screen resolution. We recommend 1024x768.
8. I cannot login, what should I do?
 - Clear your Browser's temporary files, cookies, and history. Close the Browser completely. Login again.
9. What happens to my work if I was filling out my application and the system timed out?
 - Be sure to use the system's "Save and Resume Later" feature before leaving your work, if you will be away or the system will be inactive for an hour or more. The system is set to timeout in 60 minutes of inactivity. The system does not automatically save your work before timing out, so you will lose any information that you have not saved.
 - If your application is timed out, login to the system again and continue entering your application information.

Registration Questions

10. How can I register?
 - On the home screen click the [Register](#) link near the upper right hand corner of the screen, or click the **New Users? Register to get started** link below the **Login** button.
 - Read the General Disclaimer, mark the check box and click **Continue** button.

- Enter Account Information required fields (those marked with a **red asterisk ***). Click the  icon for help with a field. Click **Continue** button.
 - Be sure to remember your User Name and Password, as they are required to login to the system.
 - Be sure to remember your answer to the security question, as it is required to recover a forgotten password.
- 11.** I never received the Welcome Validation Email. How can I log-in without verifying my email?
- The Welcome Validation Email is used to verify that your email address is valid. Check your junk folder for this e-mail.
 - Call 311 if it was not received, and mention that you applied online for a Health license. You will be referred to a department that can help.

Login, Password, Security, and Account Management Questions

- 12.** How can I login?
- You can access the application at the web site: www.nyc.gov/mylicense.
 - To access directly click on the URL: <http://nyc.gov/mylicense>.
 - On the home screen, after registering as a new user, enter the user name and password you used to register, and click the **Login** button.
- 13.** How can I change my password?
- On the welcome screen, click the Account Management link near the upper right hand corner of the screen.
 - On the Manage Your Account screen, on the login information banner, click the **Edit** button.
 - Enter login Information required fields (those marked with a **red asterisk ***). Click the **Save** button.
 - Your new password is saved.
- 14.** What are the requirements for entering a User Name?
- User Name must be 4-32 characters and may contain letters, numbers, and the special characters for **@** at sign, **_** underscore, and **-** dash.
- 15.** What are the requirements for entering a Password?
- Password must be 8-20 characters.
- 16.** I forgot my user name, can I login?
- Yes, by entering the e-mail address that you registered with in the user name field.
 - Enter your password, and click the **Login** button.
- 17.** I forgot my user name, how can I retrieve it?
- Login by entering the e-mail address that you registered with in the user name field.
 - On the welcome screen, click the Account Management link near the upper right hand corner of the screen.
 - On the Manage Your Account screen, your Login Information displays.
- 18.** I forgot my password, how can I retrieve it?
- On the welcome screen, click I've forgotten my password link below the **Login** button.
 - Enter your e-mail address, and click the **Continue** button.
 - Answer the Security Question, and click the **Send New Password** button.
 - You will receive an e-mail confirmation with your new password. You can always change your password via Account Management.

19. I forgot both my password and the answer to my security question, how can I retrieve them?
 - Call 311 and mention that you are applying online for a Health license and forgot both your password and security question. You will be referred to a department that can help.
20. I forgot both my username and my e-mail address. How do I login?
 - Call 311 and mention that you are applying online for a Health license and forgot both your username and e-mail address. You will be referred to a department that can help.
21. How do I update my login Information?
 - On the welcome page, click the [Account Management](#) link near the upper right hand corner of the page.
 - On the Manage Your Account page, on the Login Information banner, click the **Edit** button.
 - Enter Login Information required fields (those marked with a **red asterisk ***). Click the **Save** button.

Data Fields and Records Questions

22. How do I know which fields are required?
 - Required fields are marked with a **red asterisk ***.
 - Error messages display in **red** at the top of the screen to alert the user to enter required fields that were missed.
 - Error messages may appear in **red** above the field containing the error.
 - These must be corrected to proceed.
23. How do I know which fields are not applicable?
 - On each screen, certain fields or questions will become unavailable, or “grayed out” based on your answers to previous questions.
 - Be sure to read any instructions provided on each page.
24. How do I get help on a field?
 - On each screen, there are Help Buttons represented by an  icon.
 - Select these buttons for field-specific instructions and guidance. This help can assist you in avoiding routine mistakes.
25. What is a record number?
 - A record number is assigned by the system when the record is submitted and is used to track submitted data on the system. The format varies slightly for different types of records: temporary (**TMP**), application (**APP**), renewal (**REN**), amendment (**AMD**), adjudication (**ADJ**) and license.
 - You can search for a known record number.
26. Which record tracking number indicates a Temporary record?
 - Temporary records are created when the **Save and resume later:** button is clicked on an application entry screen. The records display **TMP** in the record number (for example: **13TMP-000555**) and are not considered as submitted applications.
27. Which record tracking number indicates an Application record?
 - Application records are created when an application is submitted. These records display **APP** as the first letters of the record number (for example: **APP-2013-0000149**).
28. Which record tracking number indicates a License record?
 - License records are created when the application is submitted; but are not active until the application has been approved. These records display 8 digits as the record number (for example: **50000472**).

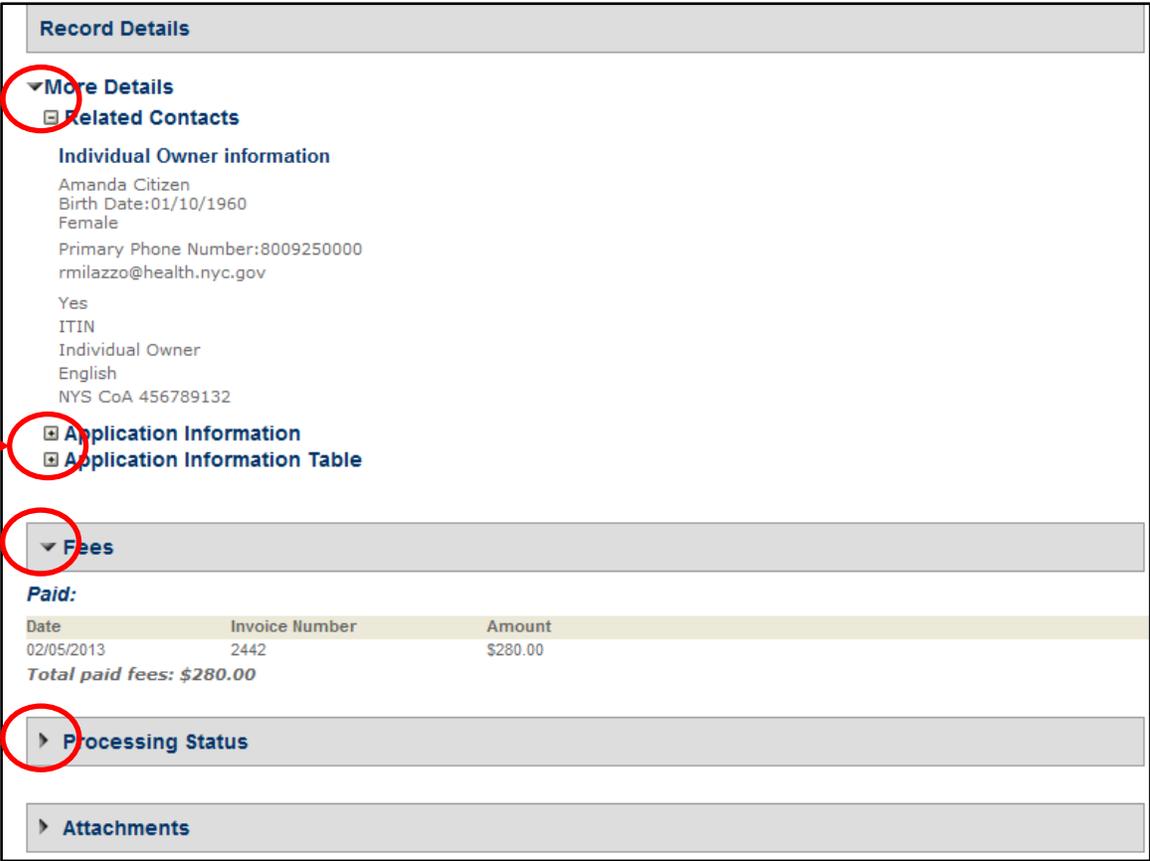
Searching and Viewing Questions

29. How can I search for my license?

- On the welcome screen, click the [My Licenses and Applications](#) link in the blue rectangle, near the bottom of the page.
- On the My Licenses and Applications screen, scroll down to the General Search banner section of the page.
- Enter your record number. You can use the **%** percent symbol as a wild card if unsure of the beginning or end of your number. (Example: Searching for 13TMP% in the Record Number field presents all records that start with 13TMP. Searching for %05 in the Record Number field presents all records that end with 05.)
- Enter your start and end dates for the time period when your application or license was submitted. (If you are not sure of the Start Date, blank it out.)
- Click the **Search** button. The Search Results display below the **Search** button.

30. How can I view my application and attachments?

- On the welcome screen, click the [My Licenses and Applications](#) link in the blue rectangle.
- The My Licenses and Applications page displays your applications, licenses/permits, renewals, amendments, and adjudication fines. Click the underlined Record Number link of the desired application to display details.
- Scroll down to the appropriate category and click the  **Arrow** on the left of the category name to display details for that category.
- To expand the category further, click a  **Plus sign** icon, if available.
- To collapse the category, click a  **Minus sign** icon.



Record Details

▼ **More Details**

▣ **Related Contacts**

Individual Owner information
 Amanda Citizen
 Birth Date:01/10/1960
 Female
 Primary Phone Number:8009250000
 rmilazzo@health.nyc.gov
 Yes
 ITIN
 Individual Owner
 English
 NYS CoA 456789132

▣ **Application Information**
 ▣ **Application Information Table**

▼ **Fees**

Paid:

Date	Invoice Number	Amount
02/05/2013	2442	\$280.00

Total paid fees: \$280.00

▶ **Processing Status**

▶ **Attachments**

Current Licensee and PIN Questions

- 31.** I currently have a license/permit or outstanding fine with NYC. How do I access my current license/permit or fine on the new system?
- You will need to use the PIN letter mailer that was sent to you.
 - Follow the instructions below under “How do I use the PIN I received....”.
- 32.** Why did I receive a PIN letter?
- This allows you to access your existing license or permit on the new system.
- 33.** How do I use the PIN I received to link to my existing license or permit?
- On the welcome screen, click the [Apply Now or Link to an Existing License](#) link in the blue rectangle, near the bottom of the screen.
 - Read the Disclaimer, mark the check box and click the **Continue** button.
 - On the Select License Type screen, mark the check box for “**Access An Existing License”. Click the **Continue** button.
 - You will be prompted to enter a PIN, which the existing license or permit holder received in a mailed letter.
 - The PIN number links your existing license or permit to your username account.
 - You can also obtain your PIN number by going in person to the Citywide Licensing Center at 42 Broadway.
- 34.** I lost my PIN letter.
- Call 311 and mention that you are using the online Health license application system and lost your PIN letter.

New Application Questions

- 35.** How can I apply for a new license?
- On the welcome screen, click the [Apply Now or Link to an Existing License](#) link on in the blue rectangle, near the bottom of the page.
 - Read the Disclaimer, mark the check box, and click the **Continue** button.
 - On the Select License Type screen, mark the check box for the desired license or permit type. Click the **Continue** button.
 - Follow the instructions on each page to complete the Application. Enter the required fields (marked with a **red asterisk ***) and optional fields. Click the  icon for help with a field. Click the **Continue** button to proceed to the next page.
 - Error messages display in **red** (at the top of the page or near the affected field). Errors must be corrected to proceed.
- 36.** How do I know which License to apply for?
- The license type names are listed on the on the Select License Type screen.
 - Click the [NYC Business Express](#) link under **RESOURCES** on the left border of the page to visit the Business Express site where you can learn more about starting and running a business in New York.
- 37.** How can I save my application and return to it later?
- Click the **Save and resume later** button. A temporary number is assigned to the application with **TMP** in the record number. Record this number is for future reference. When you return to the system, search for this **TMP** number and select it to continue entering your application.

General Search

Search my records only

Record Number:

Start Date: End Date:

33 Record results matching your search results

Click any of the results below to view more details.

Showing 1-10 of 33 | [Add to collection](#)

<input type="checkbox"/>	Record Number	Record Type	Status	Date Submitted	Action
<input type="checkbox"/>	12TMP-002826	Membership Association Application		12/27/2012	Resume Applical
<input type="checkbox"/>	12TMP-002827	Non Retail Food Processing Establishment - wholesale food establishments Application		12/27/2012	Resume Applical
<input type="checkbox"/>	12TMP-002822	Tattoo Artist License - Temporary Application		12/27/2012	Resume Applical
<input type="checkbox"/>	12TMP-002823	Barber Shop Application		12/27/2012	Resume Applical
<input type="checkbox"/>	12TMP-002832	Smoke-Free Air Act Exemption- Tobacco Promotion Event Application		12/27/2012	Resume Applical
<input checked="" type="checkbox"/>	12TMP-002834	Food Service Establishment Application		12/27/2012	Resume Applical
<input type="checkbox"/>	12TMP-002799	Food Service Establishment Application		12/26/2012	Resume Applical
<input type="checkbox"/>	12TMP-002788	Barber Shop Application		12/26/2012	Resume Applical
<input type="checkbox"/>	12TMP-002749	Barber Shop Application		12/21/2012	Resume Applical
<input type="checkbox"/>	12TMP-002751	Food Service Establishment Application		12/21/2012	Resume Applical

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38. Why do I keep receiving this error message:

System Message:
 Address validation is required. Please click the **Validate** button to validate the contact address before you submit.

- After you have entered a home or mailing address, you must click the **Validate** button to lookup the mailing address on the US Postal System database.

39. How do I enter Contact Information?

- All contacts associated with the application should be listed in the Contacts section. Enter each contact and save it using the **Save** button at the bottom of the section to add it to your application contact list. The types of contacts provided depends on whether you apply for your license as an Individual or as a Business:
 - **Applying as a Business?**
 - Select "Business Information" as your Type of Contact and complete the required fields.
 - Businesses also have the opportunity to provide a complete list of the responsible individuals within their organization. To add each individual's information to your application, please select "Other Contact" as the Type of Contact and complete the required fields that appear.
 - **Applying as an Individual?**
 - Select "Individual Owner" as your Type of Contact and complete the required fields.
 - **Emergency Contacts**
 - All applicants are required to identify an Emergency Contact. To identify a separate individual to be contacted in the event of an emergency, please select "Designated Emergency Contact" as the Type of Contact and complete the required fields that appear.

- 40.** Why does my application have a “condition” on it?
- A “condition” is applied to an application to alert the applicant and the processor about a task that must be completed before the application can be approved.
 - Typical conditions may include:
 - A notification for each document attachment that is required for a license/permit.
 - An Adjudication or Settlement Fine is outstanding.
 - A required document is missing, or information is missing.
 - The “condition” is removed when the cause of the problem is resolved. The application process can proceed.
- 41.** What file types can be uploaded?
- PDF, JPG, GIF, PNG, XLS, XLSX, DOC, DOCX, VSD, and TXT files can be uploaded.
 - A file type selected for upload that is not accepted by the system will not be uploaded.
 - The maximum file size allowed is 15 MB.
- 42.** Can I check the status of my license application?
- The DOHMH Records page displays your applications, licenses/permits, renewals, amendments, and any adjudication fines. The Status column shows the latest status assigned to each record.
- 43.** What are the application statuses?
- An Application goes through a number of steps while being processed and analyzed for eligibility. Some steps are mandatory and some are situational. Below is a brief description of some of the more common Application Statuses:
 - *Current* – the application has been approved.
 - *Renewal Approved* – the renewal of a license has been reviewed and the information is acceptable.
 - *Pending Application* – the application is being reviewed for completeness, eligibility, and accuracy.
 - *Denied* – The license cannot be issued. For example, the business did not pass inspection.
 - *Recv-Additional Info Req* – the Specialist has determined that additional information or documentation is needed.
 - *Withdrawn* – the application was withdraw by the applicant.
 - *Approved* – the application or license has been reviewed and the information is acceptable.
- 44.** I did not receive my e-mail confirmation for application submittal. What should I do?
- Check your junk folder for this e-mail.
 - Check the Status of your application.
 - Call 311 and mention that you applied online for a Health license; but did not receive your confirmation e-mail.
- 45.** What is transaction ID and payment reference ID on my payment screen? Is this different from confirmation ID on the e-mail I received?
- Transaction ID, shown on the Payment Entry screen (example: 1508^13EST-00000-00961^ACA), is an internal ID that will help track the transaction. It is a combination of a number plus the Payment Reference ID plus “ACA”.
 - Payment Reference ID, shown on the Payment Entry screen (example: 13EST-00000-00961), is a Temporary Application ID assigned before confirming the payment. Once the payment is made, the system converts this Temporary Application ID to a Permanent Application ID.
 - Confirmation Number, shown on the payment confirmation email (example: 4005221839), is Citibank’s confirmation number for the payment transaction.

- The Permanent Application ID (example: APP-2013-0000258) shows on the Receipt screen that follows a Citibank payment entry.

46. How do I go back? My back button on my browser is not working.

- Do not use the browser back buttons to navigate.



- You can use the tabs located on top of your screen to go back.

47. Why do I have 2 records?

<input type="checkbox"/> Record Number	Record Type	Status	Date Submitted	Action
<input type="checkbox"/> 50000580	Barber Shop License		01/27/2013	
<input type="checkbox"/> APP-2013-0000211	Barber Shop Application	Pending Application	01/27/2013	

- Application records are created when an application is submitted. These records display **APP** as the first letters of the record number (for example: **APP-2013-0000211**).
- License records are created when the application is submitted; but are not active until the application has been approved. These records display 8 digits as the record number (for example: **50000580**).

48. Can I apply for multiple licenses?

- Yes, login to the system and follow the instructions on each page.

Amending a License Questions

49. I uploaded the wrong supporting document for my application. How can I submit the correct document?

- After submitting the application, you can upload more documents at any time.
- On the welcome screen, click the [My Licenses and Applications](#) link in the blue rectangle.
- The My Licenses and Applications page displays your applications, licenses/permits, renewals, amendments, and adjudication fines.
- Click the underlined Record Number link of the desired application to display details.
- Scroll down to the Attachments category and click the  **Arrow** on the left of the category name to display details for that category.
- The list of documents that were uploaded displays. The extreme right hand column of this list shows an [Actions](#) link for each document.
- Place your mouse over the [Actions](#) link of the document to view or remove this document.
- Click the **Delete** Action to de-activate the attachment. Click the **View** Action to open the attachment.
- Click the **Browse** button to upload another attachment using the File Upload window.

50. How do I update my application after it was submitted online?

- Please take note of the Status of your application or license online.
- You can amend a license with a "Current" status at any time.
- You can upload a document for an application with a "Pending" status.

51. Can I amend license information? If so, how?

- Only a license with a "Current" status can be amended.
- Changes are not allowed to the license for the establishment address.

- To amend a license:
 - On the welcome screen, click the [My Licenses and Applications](#) link in the blue rectangle.
 - The My Licenses and Applications page displays your applications, licenses/permits, renewals, amendments, and adjudication fines.
 - Locate the license to amend. Click the underlined [Amendment](#) link in the Actions column of the desired license.
 - On the Select an Amendment Type page, select Amendment from the drop-down list. Select the Amendment Record radio button. Click the **Continue** button.
 - On the Contact Information page, change, add, or remove contacts. Click the **Continue** button.
 - On the Application Information page, make needed changes. Click the **Continue** button.
 - On the Attachment page, place your mouse over the [Actions](#) link of the document to view or remove this document. Click the **Delete** Action to de-activate the attachment. Click the **View** Action to open the attachment. Click the **Browse** button to upload another attachment using the File Upload window. Click the **Continue** button.
 - On the Review page, click the **Edit** button to change information in that category. Click the **Continue** button.
 - On the Record Issuance page, click the **View Record Details** button to view the Amendment details.

Renewing a License Questions

52. Can I renew my license online? If so, how?

- Most licenses or permits are eligible for renewal about 90 days before their expiration date. During this period the licensee will receive a preprinted renewal form by mail, which can be completed online.
- To renew a license:
 - On the welcome screen, click the [My Licenses and Applications](#) link in the blue rectangle.
 - The My Licenses and Applications page displays your applications, licenses/permits, renewals, amendments, and adjudication fines.
 - Locate the license to renew. Click the underlined [Renew Application](#) link in the Actions column of the desired license.
 - On the Application Information page, make needed changes. Click the **Continue** button.
 - On the Review page, click the **Edit** button to change information in that category. Click the **Continue** button.
 - On the Pay Fees page, click the **Continue** button to pay by credit card through Citi Bank's Credit Card Payment Processor. Enter appropriate information. Print a copy of the Payment Confirmation. Click the **Continue** button to proceed to the next step.
 - On the Record Issuance page, click the **View Record Details** button to view the License Renewal details.

Adjudication/Settlement Questions

53. How can I make a payment against my pending adjudications?

- Adjudication and Settlement records appear on the system as required. If the outstanding fine is for an existing license, you must first link that license to your username account using the PIN letter that was mailed to you.
- To pay an Adjudication or Settlement outstanding fine:

NYC's Licensing and Permitting System - Frequently Asked Questions

- On the welcome screen, click the [My Licenses and Applications](#) link in the blue rectangle.
- The My Licenses and Applications page displays your applications, licenses/permits, renewals, amendments, and adjudication fines.
 - On the welcome screen, click the [My Licenses and Applications](#) link in the blue rectangle.
 - The My Licenses and Applications page displays your applications, licenses/permits, renewals, amendments, and adjudication/settlement fines.
 - Locate the adjudication record (**ADJ**) to pay. Click the underlined [Pay Fees Due](#) link in the Actions column.
 - On the Pay Fees page, click the **Continue** button to pay by credit card through Citi Bank's Credit Card Payment Processor. Enter appropriate information. Print a copy of the Payment Confirmation. Click the **Continue** button to proceed to the next step.
 - On the Receipt page, click the [Adjudication Number](#) link to view adjudication record details. Print a copy of the Receipt.

Payment Questions

1. I am trying to contact the agency using the Contact Us link at the bottom of the screen, but nothing is happening. What should I do?
 - If you are having trouble using the Contact Us link, you should check if your internet browser, such as Safari, Mozilla Firefox, or Internet Explorer, has a pop-up blocker turned on. If your pop-up blocker is turned on, it may stop the Contact Us link from working.
2. Will I receive an e-mail confirmation of my payment?
 - Yes, you will receive an email confirmation of your payment from noreply@link2gov.com. This is a system generated e-mail. Please do not respond to this e-mail. We recommend that you check your email's SPAM folder for the payment confirmation email if you do not see it. If you need to contact the agency about your payment, you should click on the Contact Us link at the bottom of the website.
3. What are the types of payments that are accepted online?
 - Payment can be made by using the following:
 - MasterCard
 - American Express
 - Discover Card
 - Visa Card
 - Debit Cards with the Star, NYCE or Pulse logo on the back
 - We do not accept eCheck (ACH).
4. Why is there an extra charge for paying with a credit or debit card?
 - The City of New York offers multiple payment options. As a convenience to you, the City of New York accepts credit or debit cards. If you choose to pay with a credit or debit card, you will be charged a fee of 2.49% of the payment amount. This fee is nonrefundable. You will see this amount before you check out. The fee will be shown as a separate charge on your credit or debit card statement, and the New York City Department of Finance will be the merchant.
5. How do I pay the fee if I have not credit card?
 - Only credit cards, and debit cards are accepted online at this time.

NYC's Licensing and Permitting System - Frequently Asked Questions

- You may also apply and make payment in-person at the New York City Licensing Center, 42 Broadway, New York, N.Y. 10004, telephone 212-487-4060. Credit cards, certified checks and money order payments are accepted.
6. I'm having trouble viewing this website.
- To make a payment on this site, your Internet browser must support the Secure Sockets Layer (SSL), 128-bit encryption protocol. [Microsoft Internet Explorer](#), [Mozilla Firefox](#), [Apple Safari](#), [Mozilla Camino](#), [Google Chrome](#), and [Opera](#) support this feature. If you are having trouble making a payment or viewing this website, please check your browser to make sure it is compatible with our website. If your browser is not compatible, you can update it by clicking on one of the links above.
7. What fields are required on Citibank page for billing information?
- The required billing information fields are: Name, Country, Address, City, State, Zip, Email, and Re-Enter Email. Phone is an optional field.
8. When I typed in my e-mail address, I received an error message saying "please enter a properly formatted email address", but my e-mail address is correct: What should I do?
- If you see this error message, you probably typed your e-mail address in all capital letters. You should re-type your e-mail address using lowercase letters.
9. Why did my session timeout?
- Once you have selected the item that you want to pay for, you have 5 minutes to make your payment before your web session will timeout. If your session times out, you will see the following error message: *Sorry, an error occurred while processing your request.*
 - You must start your session again to make your payment.
10. I tried to make a payment, but the following error messages appeared on the screen: What should I do?
- If you see any of the following error messages while you are trying to make a payment, you should contact your credit card company:
 - CID (CVV) Failed Second Occurrence
 - Expired Card
 - Invalid Card Number
 - Transaction Declined
 - If you see an error message other than the ones listed above, call 311 and mention that you were applying online for a Health license. Please be sure to include the error message when you report a problem.
11. I tried to make a payment, but I received an error message saying that my address was incorrect: What should I do?
- When you enter your billing address to make your payment, you should not use any symbols such as a #. If you have an apartment or suite number in your address, you should write out "apartment" or "suite".
12. How do I ask for a refund?
- If you need to ask for a refund, you must contact the agency responsible for issuing your bill. Agencies may have different policies about whether or not they will give you a refund. When you want to request a refund, call 311 and mention that you applied online for a Health license. We recommend that you have the reference number that is on your receipt with you when you contact the agency.
13. I asked for a refund, but the entire amount has not been returned to me. Why not?
- If you have been given a refund and you paid with a debit or credit card, only the base amount will be returned to you. The convenience fee is a nonrefundable fee.

14. Who do I contact if I have a problem with my payment or if I think my payment did not go through?
 - If you have a problem while you are using this website or if you think that your payment did not go through, please call 311 and mention that you applied online for a Health license. When you call, please have the date that you made your transaction and your reference number if you have one. You may also be asked for the last four digits of your credit or debit card number to help locate your payment.
15. Are there scheduled times when this website is unavailable?
 - Yes, the website will be unavailable because of scheduled maintenance every Sunday between 3AM and 7AM Eastern Standard Time (EST). You may not be able to make a payment during this time. Please try the website at a later time to make your payment.
16. Is it safe to make a payment online?
 - Yes. Making a payment on the CityPay website is a secure way to pay your bills and other charges. It is also more convenient. We take your safety and security very seriously. To process your payment securely, we use Secure Sockets Layer (SSL), a security protocol that provides data encryption, server authentication, and message integrity for connections to the Internet, to ensure that account numbers and personal data you provide by using this website are not transmitted over the Internet unencrypted and cannot be viewed by unauthorized individuals. We will meet all of our legal obligations to protect the security of your data.
17. Does New York City protect my privacy while using this website?
 - Yes. Your information remains strictly confidential and is protected by all access and confidentiality provisions of Federal, State, and City of New York laws. We do not share or solicit this information to any third party for any purpose unless required by law. Only those employees who need access to this information as part of their immediate job responsibilities will have access to it.

Tips for Specific Health Department License/Permit Types

1. Food Service Establishment Wheelchair-Friendly Decal Survey:
 - Food Service Establishment (FSE) who wish to receive a Wheelchair-Friendly Decal to display in their establishment can submit the Wheelchair-Friendly Survey online or call 311 to complete it by phone.
 - A "Yes" answer must be selected to all questions to receive a Wheelchair-Friendly Decal.
2. Mobile Food Vendor Address Book:
 - Applying for the Mobile Food Vendor (MFV) Address Book on line is the first step in the process of obtaining a MFV Unit Permit. Any citizen can be entered on the MFV Address Book (no prerequisites are required).
3. Mobile Food Vending Personal License:
 - Any citizen can apply for a new MFV Personal license (no prerequisites are required). They should also be entered on MFV Lottery Address Book to be eligible for the next MFV Lottery when it occurs.
 - To obtain the MFV License, the applicant must take the Health Academy Food Protection Course and pass the examination.
 - The Health Department System Automatically Checks if the applicant owes taxes for NY City, taxes for NY State, or an outstanding Environmental Control Board summons. To proceed with the application:
 - For Taxes Owed: the applicant must produce a paper NYC and/or NYS Tax Clearance Certificate.
 - For ECB Summons: an ECB payment must be made.
 - For renewals: once the payment is received, the license is renewed.
 - For Lost MFV License Badges: once payment is received, the Program reviews application to issue a replacement for a Lost Badge.

4. Mobile Food Vending Lottery Waiting List:
 - Prerequisites for a Citizen being entered on the MFV Lottery Waiting List:
 - The applicant must hold/have Applied for an MFV License.
 - The applicant must hold an MFV Lottery Letter inviting them to apply for the MFV Lottery Waiting List.
5. Mobile Food Vending Unit Permit:
 - Prerequisites for applying for an MFV Permit:
 - The applicant must hold a current MFV License.
 - The applicant must hold an MFV Lottery Waiting List number.
 - The applicant must hold an MFV Lottery Letter inviting them to apply for the MFV Permit.
 - Once payment is received, the Program reviews application.
 - Once the unit is inspected, the Program assigns the Decal number, and issues the Decal.
6. Rental Horses and Carriage Horses:
 - The Health Certificate document should not be uploaded. The applicant must mail a copy of the original Health Certificate to the Health Department's Veterinarian Practice Health Services (VPHS) Program for the initial and each bi-annual exam. Renewals are suspended until a copy of the Health Certificate is received by VPHS.
 - For Carriage Horses only: The applicant must mail a copy of the Furlough Report to VPHS periodically. Renewals are suspended until a copy of the Furlough Report is received by VPHS.
 - For Lost/Stolen Horse Tags: The applicant must notify VPHS when a Horse Tag is Lost/Stolen. VPHS will issue 2 duplicate tags without a fee. Any subsequent times that VPHS issues a Lost/Stolen Horse Tag, a fee payment will be made at DCA.
 - The Horse Tag number and Microchip number are captured in the system as application information.
7. Office of Radiation Health Linear Accelerators (LINAC) and Radiation Equipment:
 - The Health Department's Office of Radiation Health (ORH) Program office reviews all documents required for Linear Accelerators and Radiation Equipment applications.
 - ORH Cycle Inspections are required for LINAC and certain Radiation Equipment permits. Inspection Fee payments can be made online, in person, or by mail to the lock box address on the invoice received. Renewals are suspended until the inspection fee payment is received.
 - A Fee is automatically invoiced for LINAC Amendments. The amendment fee must be paid before the amendment can be approved by ORH.
 - Applications for a Hospital Facility must include a contact with the title: Radiation Safety Officer.
8. Public Health Engineering:
 - The Health Department's Public Health Engineering (PHE) Program office reviews all documents required for PHE applications that were brought in to the office.
 - PHE Inspections are required for the following permits:
 - H41: Bathing Establishment Permit with/without Pool: Yearly
 - H42: Bathing Establishment Permit with/without Pool: Seasonal
 - H45: Bathing Beach: Seasonal
 - H62: Sewage Disposal System
 - H75: Water Potability Certificate
 - PHE Interviews are required for the following permits:
 - H14: Add Chemicals to Water

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- H20: Building Water Tank Cleaning, Painting and Coating Permit
- H33: Well Water Potable
- H37: Well Water Non-Potable

9. Tattoo Artist License:

- To obtain the MFV License, the applicant must take the Health Academy Infection Control Course and pass the examination.

Other Questions

If you have read these frequently asked questions and still have questions:

- Please refer to the [Health User Guide](#) link in the **Need Help?** Section on the lower part of the page.
- Or call 311 and mention that you are applying online for a Health license.
- Or click [Contact us](#) to reach 311 online and mention that you are applying online for a Health license.