

**Frequently Asked Questions:
Using the NYC Health Department Online Permit and License Site**

1) How do I apply for a new permit or license?

If you don't already have one, create an online account by clicking on "Register for an Account" on the login page (above the *Search* box). You will then register as an online user and then you can apply for a new permit or license, or access your current permit or license information. Once you have created an online account, to apply for a new permit or license follow these steps.

- a) Log in and select **Apply New or Link PIN**
- b) Select **Click here to Apply New or Link PIN**
- c) Read and accept the terms by checking "I have read and accepted the above terms" and hit **Continue**
- d) From the list of permit type groups, select the permit or license for which you are applying and hit **Continue**
- e) Complete all sections, upload any required documents and pay (if required). You will receive a confirmation email when you submit. Payment is by debit or credit card only. Keep your login information for the future.

2) How do I renew my permit or license?

Log into the system and select **My Records**. If your permit or license is ready for renewal (no earlier than 90 days before expiration) you will see a renewal record, which you can click on. Complete all sections, upload any required documents and pay (if applicable). If you do not see any records in **My Records**, you may need to link to your records. See #4 below

3) How do I pay a fine?

If you have outstanding fines, they will appear in **My Records** when you log in and if you've linked your records to your online account. Click on the **Adjudication Record** and continue on to submit payment. If you do not see any records in **My Records**, you may need to link to your records. See #4 below. You can also check for and pay outstanding fines, or accept a Food Establishment violation settlement offer, at nyc.gov/business.

4) When and how do I need to "link" using a PIN?

If you have an existing permit or license and this is the first time you are accessing that record online, you need to link your record to your online account. Use the PIN that is found on your renewal notice, have your permit Record ID available, and follow these steps (note: you only need to link to your records once):

- a) Log in to your Online Account
- b) Select **Apply New or Link PIN**
- c) Read and accept the terms by checking "I have read and accepted the above terms" and hit **Continue**
- d) From the list of service groups, select ****PIN Link/Relink** and hit **Continue**
- e) Enter your **PIN** and **Record ID** and hit **Continue**.

If you do not have your renewal notice and need your PIN, complete this [form](#) or call 311 and ask for *Health Permits Online Assistance*. Once transferred, select 2, then 1.

5) How do I get technical assistance using the online system?

Call 311 and ask for *Health Permits Online Assistance*. Once transferred, select 2, then 2 again. You will reach the Health Department Technical Help Desk. --or --

Complete this online [form](#), and a technical assistance rep will reply within 1 business day. Be sure to include your contact information and which permit and function you are having difficulty with.