



# eCertification: Create a User Account and Enroll

New York City Department of Housing Preservation & Development  
August 2015

# HPD Violation Certification

- A **certification of correction** is a statement filed with HPD by a property owner or registered agent to affirm that the violation conditions cited on an HPD Notice of Violation have been corrected within the legally required timeframe.
- **eCertification** allows an owner or agent to submit that certification of correction electronically.
- Housing Quality Standards Failures issued by HPD may also be eCertified, whether those failures are issued with a violation or without.

*Certification and eCertification are free but both must be submitted within the time period provided on the Notice of Violation or Failure.*

# eCertification

*How can I certify correction of violations/failures online?*

- ✓ Property Registration must be current.
- ✓ You must be an owner, named owner's officer, or managing agent of the building listed on the Registration.
- ✓ For more information on Property Registration, visit <http://www1.nyc.gov/site/hpd/owners/compliance-register-your-property.page>

If you meet those two criteria, you must follow these steps:

- ✓ Obtain an HPD User ID (login and password).
- ✓ Enroll, which is a multi-step process including completing information electronically and submitting a signed affidavit to HPD.

The steps for obtaining a User ID and for enrolling are described in this document.

# Step 1: Creating an HPD User ID

If you already have a log-in for the Property Registration Online System, you can use the same log-in for eCertification too so you can skip to slide 11.

An HPD User ID will provide access through numerous HPD services such as eCertification and the Property Registration Online System (PROS). The User ID will be required whenever you want to add a new building to your eCertification portfolio or eCertify. Go to: [www.nyc.gov/hpd](http://www.nyc.gov/hpd) and click on *Certify the Correction of Violations* to access the eCertification enrollment process.



# HPD HOME PAGE

Click on **Certify Correction of Violations**

**NYC**  
Housing Preservation & Development

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Home About Renter Owner Developer Vendor Community Sec. 8 Search

**HPD, HDC, Alembic, SUS And Partners Announce The Start of Construction On A New Supportive Housing Development in Ocean Hill, Brooklyn.**

MAR 20, 2015 - READ MORE

**READ MORE**

More than half of the units in the 134-unit affordable housing development will serve formerly homeless families & individuals.

On-site supportive services available to residents in need including case management, recovery programs, skills & employment training & structured social and recreational activities.

**Apply for Affordable Housing** ▶

**File a Housing Complaint** ▶

**Certify Correction of Violations** ▶

**Important Health and Safety Issues** ▶

**Mitchell-Lama** ▶

**Section 8 Landlord Portal** ▶

**HPDONLINE: Building Information**

Select Borough ▼

Enter house #

Click on the **Create a New User** text at the lower left hand of the log-in box.

## NYC HPD

### eCertification of Violations and Failures



**eCertification** is an online application which allows validly registered property owners and managing agents to certify HPD violations and Housing Quality Standards (HQS) failures online! HPD's **eCertification** is free to enroll in and use! Save time and money, and notify HPD immediately of a correction to a violation or failure condition!

A building's Property Registration must be current, and only named owners, officers, or agents are eligible to enroll for **eCertification**. Enrollment will remain active for as long as a building remains validly registered. Please note that lead violations are not eligible for **eCertification**.

Apart from the initial enrollment form, **eCertification** is truly a paperless process. Once HPD receives a valid enrollment, an owner or agent will be able to **eCertify** violations immediately by simply logging on and selecting the violations to be certified (entering the same information currently required on the paper certification form).

Although HPD will continue to mail Notice of Violations and accept paper submission of Correction of Violation forms, **eCertification** will reduce the use of paper and save money on postage, printing, notary fees, and other administrative fees. To get started, you will first need to create an HPD User Account. This account will also enable you to access other services offered by HPD.

#### **eCertification (includes enrollment and certification)**

For more details about how to create an account and enroll a building, [click here](#)

For more details about how to enroll and disenroll, [click here](#)

For more details about how to eCertify, [click here](#)

Please browse our Frequently Asked Questions (**FAQs**) for additional information about the **eCertification** program.

If you have questions about the **eCertification** process or are experiencing technical difficulties with **eCertification**, you may contact HPD at [ecertadmin@hpd.nyc.gov](mailto:ecertadmin@hpd.nyc.gov) or 718-802-4561.

To obtain an Application to Invalidate **eCertification Enrollment**, please email HPD at [ecertadmin@hpd.nyc.gov](mailto:ecertadmin@hpd.nyc.gov) or call HPD at 718-802-4561. Please include the borough and address of the enrolled property in your email or telephone message. Only a person listed as a responsible party or the individual owner can invalidate an **eCertification** Enrollment.

#### Log In

User Name (email address):  \*

Password:  \*

[Create a new user...](#)

[Forgot Password?](#)

# COMPLETE THE REQUIRED FIELDS AND CLICK ON SUBMIT.

## Create Account

In order to create account, you must provide all the required information. A valid email address must be used. A temporary password will be sent to the specified email address.

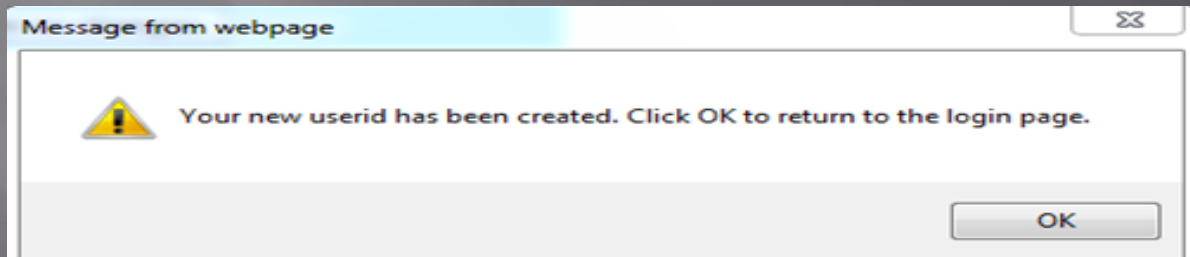
A red asterisk means a field is required.

* First Name:	<input type="text" value="John"/>
* Last Name:	<input type="text" value="Smith"/>
* Email Address:	<input type="text" value="smithj@mailinator.com"/>
* Question 1:	<input type="text" value="What is the name of your first pet?"/>
* Answer 1:	<input type="text" value="Bruce"/>
* Question 2:	<input type="text" value="What was your favorite teacher's name?"/>
* Answer 2:	<input type="text" value="Joan Marie"/>
* Question 3:	<input type="text" value="What was the name of the first school you went to?"/>
* Answer 3:	<input type="text" value="Palmer"/>

Submit

Return no changes

You will get the following message.





You will receive a confirmation email that provides a temporary password. Click on the link to go back to the eCertification log in screen.

From: [donotreply@hpd.nyc.gov](mailto:donotreply@hpd.nyc.gov)

Subject: **New Account Created for eCertification**

Received: **Mon Sep 23 12:48:08 EDT 2013**

Your account with HPD eCertification has been successfully created.

This account is provided by the Department of Housing Preservation and Development (HPD).

Your temporary password is **3R(X]fG1**

You will be asked to change temporary password on initial sign in.

You may sign-in by going to the following website:

<http://www.nyc.gov/hpd>

Note: This e-mail was automatically generated. Please do not respond to this e-mail address; it comes from our automated alert system, which is not monitored for responses.



Enter your user name and TYPE IN your temporary password (cutting and pasting the password may lead to an error because of extra spaces). Click Log In.

## NYC HPD

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Log In	
User Name (email address):	<input type="text"/> *
Password:	<input type="password"/> *
<input type="button" value="Log In"/>	
<a href="#">Create a new user...</a>	<a href="#">Forgot Password?</a>

You will be asked to change your password. Enter your temporary password in first field and password of choice in the next two fields (New Password and Confirm). Click submit. Your password is now securely private.

Welcome john Smith

### Change Password

Your password must be changed to access your account.

A red asterisk means a field is required.

Please note: Passwords must be 8-64 characters long.

Password must contain at least 1 number or 1 special character.

Password **must not** contain your first or last name, e-mail address or the word 'password'.

Email Address: smithjohn@mailinator.com

\*Old Password:

\*New Password:

\*Confirm  
Password:

Submit



Once you change your password, log in again with your new password. You will receive an **invalid user credentials** error if an incorrect user id or password is entered

**(See bottom of page). If you enter the wrong information 5 times, you will be locked out for a short period and an email will be sent to you with further instructions.**

## NYC HPD eCertification of Violations and Failures



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**Log In**

User Name  
(email address):  \*

Password:  \*

[Create a new user...](#) [Forgot Password?](#)

Invalid user credentials



# Step 2: eCertification Enrollment

Once your user ID and password are accepted, you are ready to select buildings to enroll. Every building must be enrolled individually. Click on the eCertification Enrollment tab and select "Assign Buildings."

NYC HPD

eCertification of Violations and Failures

[Search](#) | [Email Updates](#) | [Contact Us](#)

[Residents](#) | [Business](#) | [Visitors](#) | [Government](#) | [Office of the Mayor](#)



**WARNING:**

This system and its applications and data belong to the City of New York. Access and use is limited to authorized users for authorized purposes. Actual or attempted unauthorized use is not permitted and may be a crime subjecting you to disciplinary, criminal, civil, and/or administrative action. You are responsible for any activity attributed to you or your UserID upon entering this system, and are expected to:

- 1) Comply with all relevant federal, state, city and agency policies, laws, rules, and regulations.
- 2) Access only information to which you have been authorized for authorized purposes.

[Logout](#)

[Change Password](#)

[Update Profile](#)

Welcome Jack Star

Welcome to HPD's Building Enrollment and eCertification System

[Home](#)

[eCertification Enrollment](#)

[eCertification](#)

[History](#)

[FAQ](#)

[Assign Buildings](#)

[Update Contact Information](#)

tion which allows validly registered property owners and managing agents to certify failures online.

You may select any of the following option on the navigation bar above.

Click the '[eCertification Enrollment](#)' tab to enroll a building or change information for currently enrolled building.

Click the '[eCertification](#)' tab to certify correction of violations for currently enrolled building(s).

Click the '[History](#)' tab to display Enrollment and eCertification documents and ePayments associated with your account.

Click the '[FAQ](#)' tab to display a list of Frequently Asked Questions about the building enrollment and violation certification process.



# Building Enrollment

Enter the building address. If address is not found see error message in red at bottom of page. In this case, you may have entered the address improperly or you have entered a property that is not in HPD records.

Welcome Jack Star

[Logout](#)

eCertification Enrollment

Home	eCertification Enrollment ▾	eCertification	History ▾	FAQ
Find Building	Verify Building and Contact Info	Print and Submit		

Please enter the building address for which you have a current valid registration on file with HPD. Please note:

- 1. You will be prompted for the building's confidential 24 hour number that you filed with the Property Registration before continuing with the enrollment process.
- 2. eCertification requires a valid email address and phone number to proceed.
- 3. After entering the information required by this form, you will be required to submit a signed and notarized copy of the form to activate your enrollment. Your enrollment will remain active as long as your building remains validly registered.
- 4. Activation of your eCertification enrollment typically takes 2-5 business days after receipt of your valid enrollment form; you will be notified of the status of your enrollment by email when we have received your form.
- 5. If your enrollment is rejected for any reason, you must create a new enrollment form using the online application and re-submit to HPD.

Building Address	MDR#			
<i>Indicates Required Fields *</i>				
Borough: <input type="text" value="Manhattan"/>	House No: <input type="text" value=""/>	Street Name: <input type="text" value="East 22"/>	<input type="button" value="Search"/>	<input type="button" value="Clear"/>

There are no buildings that match the address you provided. Please check the information you entered and try again.

## Building Enrollment

If the building is not validly registered, see error message in red at the bottom of page. Again, the property must be validly and currently registered for violations to be eCertified.

Welcome Jack Star

[Logout](#)

eCertification Enrollment

Home	eCertification Enrollment ▾	eCertification	History ▾	FAQ
------	-----------------------------	----------------	-----------	-----

Find Building	Verify Building and Contact Info	Print and Submit
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- 5. If your enrollment is rejected for any reason, you must create a new enrollment form using the online application and re-submit to HPD.

Building Address	MDR#
------------------	------

Indicates Required Fields \*

Borough:  House No: \*  Street Name: \*

Unable to process eCertification Building Enrollment request. Please try again.



# Building Enrollment

Enter validly registered building and click search to proceed

Welcome Jack Star

[Logout](#)

eCertification Enrollment

Home	eCertification Enrollment ▾	eCertification	History ▾	FAQ
Find Building	Verify Building and Contact Info	Print and Submit		

Please enter the building address for which you have a current valid registration on file with HPD. Please note:

- 1. You will be prompted for the building's confidential 24 hour number that you filed with the Property Registration before continuing with the enrollment process.
- 2. eCertification requires a valid email address and phone number to proceed.
- 3. After entering the information required by this form, you will be required to submit a signed and notarized copy of the form to activate your enrollment. Your enrollment will remain active as long as your building remains validly registered.
- 4. Activation of your eCertification enrollment typically takes 2-5 business days after receipt of your valid enrollment form; you will be notified of the status of your enrollment by email when we have received your form.
- 5. If your enrollment is rejected for any reason, you must create a new enrollment form using the online application and re-submit to HPD.

Building Address	MDR#			
<i>Indicates Required Fields *</i>				
Borough: <input type="text" value="Manhattan"/>	House No: <input type="text"/>	Street Name: <input type="text"/>	<input type="button" value="Search"/>	<input type="button" value="Clear"/>

To verify that you are registered for this property, you will be required to enter the 24 hour confidential telephone number from Section 10 of your Property Registration. Click on the Verify button. If the 24 Hour emergency number is incorrect, you will get an error message in red.

Welcome Jack Star

[Logout](#)

## eCertification Enrollment

Home | eCertification Enrollment ▾ | eCertification | History ▾ | FAQ

 Find Building |  Verify Building and Contact Info |  Print and Submit

Selected address	MDR Number	Block	Lot
74 NAGLE AVENUE Manhattan, New York 10040	107973	2174	103

*Indicates Required Fields \**

Please enter the building's 24 hour confidential number. \*

Please input the correct phone number. The submitted phone number does not match the information on file.





You must select who you are from the list of Property Registration contacts. Enter a valid email address and phone number that is accessible at your current location and which can be used during all eCertification sessions to validate your submission. You should instantly receive verification codes via the phone number and email provided.

Welcome Jack Star

[Logout](#)

## eCertification Enrollment

Home | eCertification Enrollment | eCertification | History | Documents | Payments | FAQ

Find Building | Verify Building and Contact Info | Print and Submit

Selected address	MDR Number	Block	Lot

Please select your name from the list below to proceed with building enrollment.

Contact	Type	Email
<input checked="" type="radio"/> [Redacted]	Owner	

### Verification Code Delivery :

Please provide a telephone number and email address that will be used for verification purposes when certifying violations online. You must be able to receive telephone calls and emails at these destinations now and when you certify violations online. For telephone verification, calls must be answered by a live person. If in the future you need to change the telephone number and/or email, you will be required to change your enrollment information and submit a new form.

Email: \*

Telephone Number: \*  -

**You will momentarily receive an automated telephone call and email with your verification codes. Please be prepared to transcribe the code to the appropriate data entry area below. When the phone rings, please answer with a clear audible response, such as 'Hello' so that the system will recognize that a 'live person' has picked up. (THE CALL CANNOT BE ANSWERED BY AN AUTOMATED SYSTEM WHICH REQUIRES A RESPONSE - EXAMPLE, "PRESS 1" -- OR ANSWERING MACHINE SYSTEM)**

**Please note that occasional delays of up to three minutes can be expected for email delivery. Please check your SPAM folder if the email is not received in this time period.**

# Verification Code

## Sample email.

Subject: Verification Code Delivery

Note: This is a service message regarding the Verification Code you requested.

Your Verification Code is: 7173881.

This code will expire soon so please enter it in the appropriate field online as soon as possible.  
Please return to the online page where you requested the code and enter it now.

Thank you for being a valued HPD client.

Enter verification codes provided by telephone and email.  
An error message will appear in red if the codes are not correct and you will not be able to proceed.

Welcome Jack Star [Logout](#)

## eCertification Enrollment

Home | eCertification Enrollment | eCertification | History | FAQ

Find Building | Verify Building and Contact Info | Print and Submit

**Selected address**

Please select your name from the list below to proceed with building enrollment.

**Contact**

Verification Code Delivery :

Please provide a telephone number and email address that will be used for verification pu  
calls and emails at these destinations now and when you certify violations online. For tele  
need to change the telephone number and/or email, you will be required to change your e

Email: \* [Redacted]

Telephone Number: \* [Redacted]


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is not received in this time period.

**Enter your verification code** ✕

Please [click here](#) if you would like to go back to change your contact information.

Please click the 'Next' button after entering your codes. This is the only time you'll use this code, so there's no need to save it.

 Email Verification Code:

 Telephone Verification Code:

A final Enrollment document will momentarily appear. Depending on your browser settings, the pdf may appear in a separate window. Please review the document carefully and confirm that the information is accurate. You must print, sign and notarize the form and submit by regular mail to HPD to complete the enrollment process. A copy is also available via the 'History' tab in the navigation bar above.

# The Enrollment form will be generated.

Print. (You will receive an email with the form attached, in the event you do not print at this time.) **READ THE APPLICATION CAREFULLY PRIOR TO SUBMISSION.** You are agreeing that all certifications submitted under your user name and password are authorized by you. Submit the form to HPD without any other markings. **You cannot eCertify until HPD notifies you via e-mail that the form has been received and is valid.** The form must be signed and validated by a notary public. This one enrollment will be applied to this building until the property is no longer validly and currently registered to you! (REMINDER: Registration is due by September 1<sup>st</sup> each year.)

Welcome Jack Star

[Logout](#)

eCertification Enrollment

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[eCertification Enrollment](#)

[eCertification](#)

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[FAQ](#)

[Find Building](#)

[Verify Building and Contact Info](#)

[Print and Submit](#)

1. Print the form.
2. Sign and have form notarized.
3. Submit by regular mail to HPD as instructed on the enrollment form.

Note: A copy of your enrollment form was emailed to you.

If you do not receive the email, a copy of the document is always available via the 'History' tab in the navigation bar above.

The form is completed and your new or changed enrollment is pending. Please read the form carefully so that you understand the terms and conditions of enrollment. Once you agree to these terms, you must:

**NYC**

Department of  
Housing Preservation  
& Development  
nyc.gov/hpd



5884690

## APPLICATION TO CREATE ONLINE VIOLATION CERTIFICATION (*eCertification*) AUTHORIZATION

I, [REDACTED], am a person authorized to certify correction of violations pursuant to Housing Maintenance Code §27-2115(f) for the building located at [REDACTED] Staten Island, New York 10312.

I am submitting this application to create an *eCertification* account with the New York City Department of Housing Preservation and Development (HPD) to allow me to certify online correction of violations issued by HPD's Division of Code Enforcement. I understand that, if my application is approved, I will be allowed to submit online violation certifications using my HPD online account. This permission will remain active unless I fail to timely renew my valid building registration or unless my name is removed from a subsequent building registration. I must use this online form



# Troubleshooting

- ▣ I submitted my 24 hour number and have not received the verification codes. Make sure you are using Microsoft Internet Explorer. Use an alternate email to receive the verification codes if your current account is with AOL.
- ▣ I printed the enrollment and realized that I submitted the wrong phone number/email address. Sign in to eCertification select Enrollment Tab then select Update Contact Info - Cancel or Dis-enroll
- ▣ I am already enrolled but need to change the phone number or email address. See the presentation on Update Enrollment and De-enroll.
- ▣ I have questions about enrollment; who can I contact? Questions about eCertification can be directed to [ecertadmin@hpd.nyc.gov](mailto:ecertadmin@hpd.nyc.gov)