



**The City of New York**  
**BUSINESS INTEGRITY COMMISSION**  
100 Church Street · 20th Floor  
New York · New York 10007  
Tel. (212) 437-0500

Daniel D. Brownell  
*Commissioner and Chair*

**Business Integrity Commission (BIC) Online Portal –Frequently Asked Questions**

**1. What is my username?**

Your username for the online portal must be in the following format: [BIC-\[enter your BIC license number\]@nyc.bic](mailto:BIC-[enter your BIC license number]@nyc.bic). For example, if your BIC license number is 123456, your username is [BIC-123456@nyc.bic](mailto:BIC-123456@nyc.bic)

**2. Was BIC able to import all of the information I submitted in the last customer register to the online portal?**

BIC was able to import some, but not all of the information contained in the last customer register submission. The information we were able to import has been pre-populated in the online portal.

**3. My company no longer provides collection service to a customer. How do I report cancellation of services on the online portal?**

If your company no longer provides services to a customer that appears in your customer register, you should provide an end date in the “Service End Date” column.

**4. I incorrectly entered information on the online portal. How do I delete this data?**

If you have incorrectly entered information that you wish to remove, please email [portalsupport@bic.nyc.gov](mailto:portalsupport@bic.nyc.gov) with the information that you wish to have removed and we will process the request.

**5. I would like to change the email address BIC has on file for my company. How do I submit a new email address?**

Any change in your email address is a material change in information and must be reported to BIC in a notarized writing within 10 calendar days of the change. Please submit your request to:

NYC Business Integrity Commission  
Attn: Licensing Unit  
100 Church Street, 20<sup>th</sup> Floor  
New York, NY 10007

**6. Can I send BIC an email or a disc with my customer register data?**

No. You must provide BIC with your customer register by using the Online Portal.

**7. What browsers work best with the Business Integrity Commission Online Portal?**

The BIC Online Portal is best viewed, and is most secure, using the latest versions of these browsers:

Google® Chrome

Mozilla® Firefox

To install Google® Chrome, please visit: <https://www.google.com/chrome/>

To install Mozilla® Firefox, please visit: <https://www.mozilla.org/en-US/>

**8. What if I need additional help with any aspect of the portal??**

Please view the tutorial videos that will explain how to enter information through the online portal. Links to the five tutorial videos are:

[Video 1: Logging In.](#)

[Video 2: Business Integrity Commission Online Portal Overview.](#)

[Video 3: Adding Customer Information in the Business Integrity Commission Online Portal.](#)

[Video 4: Certifying and Filing Your Customer Register.](#)

[Video 5: Advanced Techniques.](#)

For technical support, please email: [portalsupport@bic.nyc.gov](mailto:portalsupport@bic.nyc.gov).