



BIC Online Portal

Company Information Module Guide

Contents

Getting Started	2
What to Know Before you Go	2
Navigating to the Module	3
Main Screen.....	3
Company Information Module Overview.....	4
Company Information.....	5
Updating Email Addresses	6
Active Applications	7
Other Addresses on File	8
Support.....	9
Website	9

Getting Started

What to Know Before you Go

The module covered by this guide will allow you to:

- Update the phone number and email addresses on file with BIC
- Update the main office address, mailing address, and other company addresses on file with BIC
- See the current status and expiration date of active applications (ie: in an approval or renewal status)
- Generate 'Authority to Operate' notices for renewal applications for use by the licensee or registrant company

NOTE: Screenshots in this guide are for reference purposes only and the system you are utilizing may or may not show all features as they appear in the following screenshots.

Navigating to the Module

Main Screen

First, log in to the BIC Online Portal.

At the top of the main page, you should see two tabs.

Select the **Company Information** tab, where you can now review and update certain information as needed.



Company Information Module Overview

This module has three areas:

1. **Company Information**: This area allows you to review the email addresses, phone numbers, websites, mailing addresses, office and primary garage addresses on file with the BIC. If any updates need to be made, they can be made here.
2. **Active Applications**: This area shows all active (approved or pending renewal) applications that are on file with BIC along with their expiration dates.

*For applications that are in a renewal pending status, you can generate an Authority to Operate letter to be used to prove your license or registration is still valid during the renewal review process.

3. **Other Addresses**: This area allows you to review any other addresses on file with BIC, which can include additional garage locations for vehicles as well as any agent for service of process you may utilize.

Company Information

The **Company Information** area shows all available contact information disclosed to BIC.

COMPANY INFORMATION
Account Name: Test & Account&Test

* Business Email
test@example.com

* Phone Number
123-456-789

Website
HTTPS://WWW.NYC.GOV/SITE/BIC/INDEX.PAGE

* Mailing Address
* Mailing Street
101 CHURCH, 20TH FLOOR

* Mailing City
NEW YORK

* Mailing State/Province
NY

* Mailing Zip/Postal Code
10007

* Mailing Country
US

Garage Address
Garage Street
100 CHURCH STREET

Garage City
NEW YORK

Second Business Email

* Fax Number
098-765-4321

* Office Address
* Office Street
100 CHURCH

* Office City
NEW YORK

* Office State/Province
NY

* Office Zip/Postal Code
10007

* Office Country
UNITED STATE

Garage State/Province
NY

Garage Zip/Postal Code
10007

Status: Information fetched.

Edit Information

Select the **Edit Information** button to update the information as needed.

Change in email will trigger a verification code to be sent to the new email on submission (you will need the code to save the new email).

* Business Email
test@example.com

* Phone Number
123-456-789

Website
HTTPS://WWW.NYC.GOV/SITE/BIC/INDEX.PAGE

* Mailing Address
* Mailing Street
101 CHURCH, 20TH FLOOR

* Mailing City
NEW YORK

* Mailing State/Province
NY

* Mailing Zip/Postal Code
10007

* Mailing Country
US

Garage Address
Garage Street
100 CHURCH STREET

Garage City
NEW YORK

Second Business Email
test@bic.nyc.gov

* Fax Number
098-765-4321

* Office Address
* Office Street
100 CHURCH

* Office City
NEW YORK

* Office State/Province
NY

* Office Zip/Postal Code
10007

* Office Country
UNITED STATE

Garage State/Province
NY

Garage Zip/Postal Code
10007

Certification
ANY MATERIAL FALSE STATEMENT OR OMISSION MADE IN CONNECTION WITH THIS FILING MAY SUBJECT THE PERSON AND/OR ENTITY MAKING THE FALSE STATEMENT TO PENALTIES, INCLUDING CRIMINAL CHARGES.
I am a principal of Test & Account&Test. I have read and understand the information being filed with the Business Integrity Commission on this date. To the best of my knowledge, all of that information is full, complete and truthful.
* Certified By

Status: Form is open for editing.

Cancel

Submit Changes

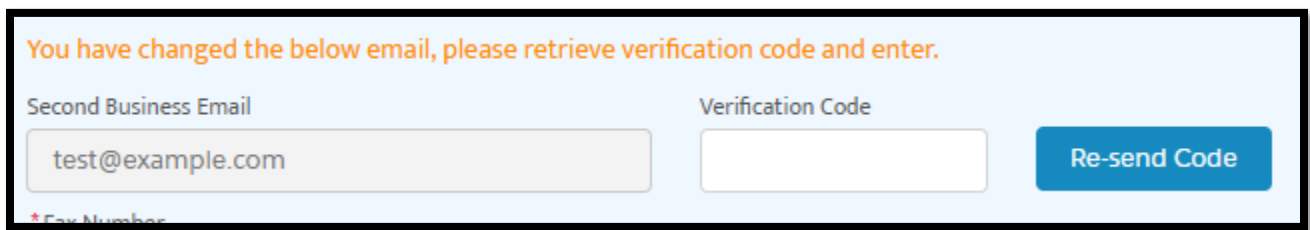
Once you are done updating the information, you must certify that the information is accurate and then select the **Submit Changes** button. If these steps are not completed, your information will NOT be updated in the BIC Portal.

Updating Email Addresses

Licensees and registrants can have up to two (2) email addresses on file with BIC to receive directives, notices, and other important communications. It is important to keep this contact information updated.

NOTE: When updating primary or secondary email addresses, you will be **required** to enter a code sent to the email address entered to confirm that it is valid.

First, enter the new, updated email address and select **Submit Changes**. Once you do so, the verification code screen will display for the email being updated/changed:



You have changed the below email, please retrieve verification code and enter.

Second Business Email

test@example.com

Verification Code

Re-send Code

*Fax Number

If you have not received the code, please ensure you check your spam/junk email folder first. Then click **Re-send Code** if needed to resend the code to the email on file. Once you receive the code, you can enter the code and click the **Submit Changes** button again.

If the wrong code is entered, the changes will be discarded, and you will need to start again. If the code is correct, the system will update the values accordingly, show a confirmation message and create a certification of the changes.

Active Applications

The **Active Applications** area shows all active (Approved or Renewal Pending) applications the licensee or registrant company has on file with BIC. In addition to the BIC number, it will also show you the expiration date of the application as well as its status:

ACTIVE APPLICATIONS				
BIC File #	Application Type	Expiration Date	Status	Action
BIC-99999	License	3/10/2025	Expired!	
GMM-99999	Wholesale Seafood	5/20/2025	Expired!	Generate Authority to Operate letter
BIC-999999	Micro-Hauler License	9/24/2025	Expires in 90 Days!	

If an application is approaching its expiration date, it will show a yellow status with the remaining days left.

If you require an Authority to Operate letter for a company with an application that is pending renewal to prove that the company is in good standing with BIC while the application is under review, look at the **Action** column on the right and select the **Generate Authority to Operate Letter** button.

NOTE: The letter will be sent to the primary and secondary emails on file for your company. It will not be sent to the user who generated the document.

Other Addresses

The **Other Addresses** area will show you other addresses that are on file with BIC. This area will allow you to manage those addresses, to make them inactive if they are no longer in use, and to add new ones should they need to be added.

The area allows you to manage two types of addresses:

1. Garage addresses
2. Address for the company's Agent for Service of Process in NYC (if applicable)

Other Addresses on File

Please review all additional addresses below. For any that are not in use, please note them as inactive by unchecking the **Active Address** field.

If you have any additional garage addresses or Agent of Process addresses to add, please do so here.

Address

*Type
--None--

*Address

*City

*State

*Zip Code

☐ Active Address

Remove

+ Add

Certification

ANY MATERIAL FALSE STATEMENT OR OMISSION MADE IN CONNECTION WITH THIS FILING MAY SUBJECT THE PERSON AND/OR ENTITY MAKING THE FALSE STATEMENT TO PENALTIES, INCLUDING CRIMINAL CHARGES.
I am a principal of Test & Account&Test. I have read and understand the information being filed with the Business Integrity Commission on this date. To the best of my knowledge, all of that information is full, complete and truthful.

*Certified By

Submit Changes

If you have no additional addresses on file, then it will show a blank entry form.

To add new garage or Agent addresses, click the **+Add** button.

To make an address that is no longer being used inactive, just uncheck the **Active Address** field and fill out the certification and click **Submit Changes**. Your inactive addresses will be removed and any new one's added.

Support Website

If you require assistance for reasons other than the information provided in this guide, please contact BIC via the link on our website:

<http://www1.nyc.gov/site/bic/industries/portal-support-form.page>

The screenshot shows the NYC Business Integrity Commission (BIC) website. The header includes the NYC logo, "Business Integrity Commission", a search bar, and a language selector for Korean. The main navigation menu has links for Home, Industries, News, Laws & Rules, Complaints, About, and Contact. The "Portal Support Form" is the active page, featuring a sidebar with links to various BIC services and a main content area with a form. The form fields include: BIC File#, Company Name, Name of person submitting information, Phone Number (numerals only), E-mail Address, a password reset question, and a text area for explaining the problem. Social media sharing icons are at the bottom left.

NYC Business Integrity Commission 311 Search all NYC.gov websites

한국어 Translate Text-Size

Industries News Laws & Rules Complaints About Contact Search

Portal Support Form

Carter Information

Customer Information

Trade Waste Approved Companies

Trade Waste Denied Companies

Trade Waste Forms

Trade Waste Fees

Maximum Rates

Trade Waste Decals

Safety Resources

Regulatory Reporting

Trade Waste Advisory Board

Portal Support Form

BIC File#: *

Company Name: *

Name of person submitting information: *

Phone Number (numerals only):

E-mail Address (e.g., test@example.com):

Do you need a password reset?

☐ Yes ☐ No

Please explain the problem you are having with the portal.

Facebook Twitter Google+ LinkedIn Email Share

Include as much detailed information as possible, such as specifics of error messages. BIC will work to resolve the issue and respond as soon as possible.