



## Frequently Asked Questions

### Using the NYC Health Department License and Permit Online Portal

**Mobile Food Vending license and permit applications cannot be submitted online. Click [here](#) to make an appointment with the Citywide Licensing Center at 42 Broadway.**

**A NYC.ID account is now needed to access the NYC Health Department License and Permit Online Portal.**

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

You can create a new account, login, or link your PIN by going to the [NYC Health Department License and Permit Online Portal](#). A NYC.ID account is now needed to login. If you already have a Health account, but do not have a NYC.ID account, click [here](#) to create one. Use the same email address as your Health account. Note: If a notification appears that the account already exists, go directly to [log in](#).

#### 2) How do I link my permit or license with my online account?

If you have an existing NYC Health Department permit or license and this is the first time you are accessing that record online, link a record to your online account with a PIN. Find the **PIN** and **Record ID** on your renewal notice and follow the steps below:

##### **New user:**

To register and access your account:

Go to [nyc.gov/dohmhpermits](http://nyc.gov/dohmhpermits)

1. Click "Register for an account"
2. Click "Apply New or Link to an Existing License"
3. Enter your PIN number

##### **Existing user:**

To link this PIN to an existing account:

1. Go to [nyc.gov/dohmhpermits](http://nyc.gov/dohmhpermits)
2. Log in
3. Click "My Account"
4. Click "Link an Existing License"
5. Click "Pin Link/Relink"
6. Enter your PIN number and Record ID

If you see records in the *My Records* tab, you have successfully linked your PIN. Once you have linked a permit or license to your account, you do not have to link your record again. You can access or update your information, submit amendments, upload documents, renew your license, or pay a fine by going directly to [log in](#).

If you do not have your renewal notice and need a PIN, you can complete this [form](#) or call 311 and ask for Health Permits Online Assistance.

#### 3) How do I renew my permit or license online?

Once you have created an account and linked the PIN for your record (as described above), [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. Complete all sections, upload any required documents, and pay (if applicable).

#### 4) How do I pay a fine?

Outstanding fines will appear in *My Records* for permits or licenses linked to your online account. Click on the *Adjudication Record* and continue to submit payment. You can also pay outstanding fines or accept a Food Establishment violation settlement offer at [nyc.gov/business](http://nyc.gov/business).

#### 5) Need technical assistance with the online system?

**Phone:** Call the NYC Health Department Technical Help Desk at 212-766-HELP (4357).

**Email:** [HelpDesk@health.nyc.gov](mailto:HelpDesk@health.nyc.gov) - Include your contact information, permit/license details, and a summary of your issue.