

**A QUICK REFERENCE GUIDE FOR
SCHEDULING A VEHICLE APPLICATION OR INSPECTION APPOINTMENT
USING THE BASE/AUTHORITY NUMBER AND PASSWORD**

Please email at: Businessunit@tlc.nyc.gov to schedule an appointment to submit your application and supporting documents. Completed application, required documentation and fees can be submitted in person at: 31-00 47th Avenue, 3rd Floor, Long Island City, NY 11101, between the hours of 8:00 am to 3:30 pm, Monday-Friday. Please visit our website for more information at: www.nyc.gov/tlc or contact our Call Center at 718-391-5501.

**IMPORTANT CHANGES TO THE PROCESS ON HOW TO REQUEST AN APPOINTMENT
PLEASE READ CAREFULLY**

The New York City Taxi and Limousine Commission has changed the process by which you will request Vehicle Application or Inspection Appointments.

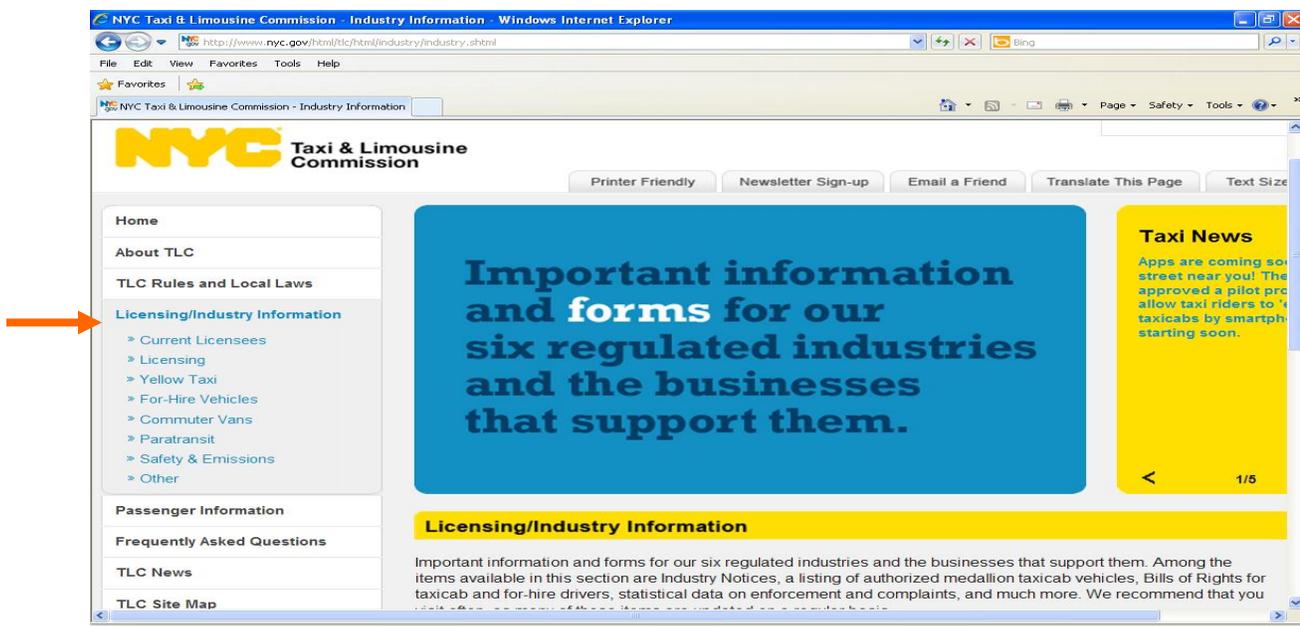
In order to provide a secure process for requesting appointments, **effective July 11, 2011**, all Bases/Authorities will be required to have and enter a secure password in order to schedule a Vehicle Application or Inspection Appointment on our website. The Base/Authority is responsible for safeguarding the password. No requests can be made without this password.

So let's take a minute to walk through the steps to access "VEHICLE APPLICATION/INSPECTION APPOINTMENT REQUESTS" using the Base/Authority Number and Password.

Step 1:

Open a web browser on your computer and go to the TLC website: www.nyc.gov/tlc

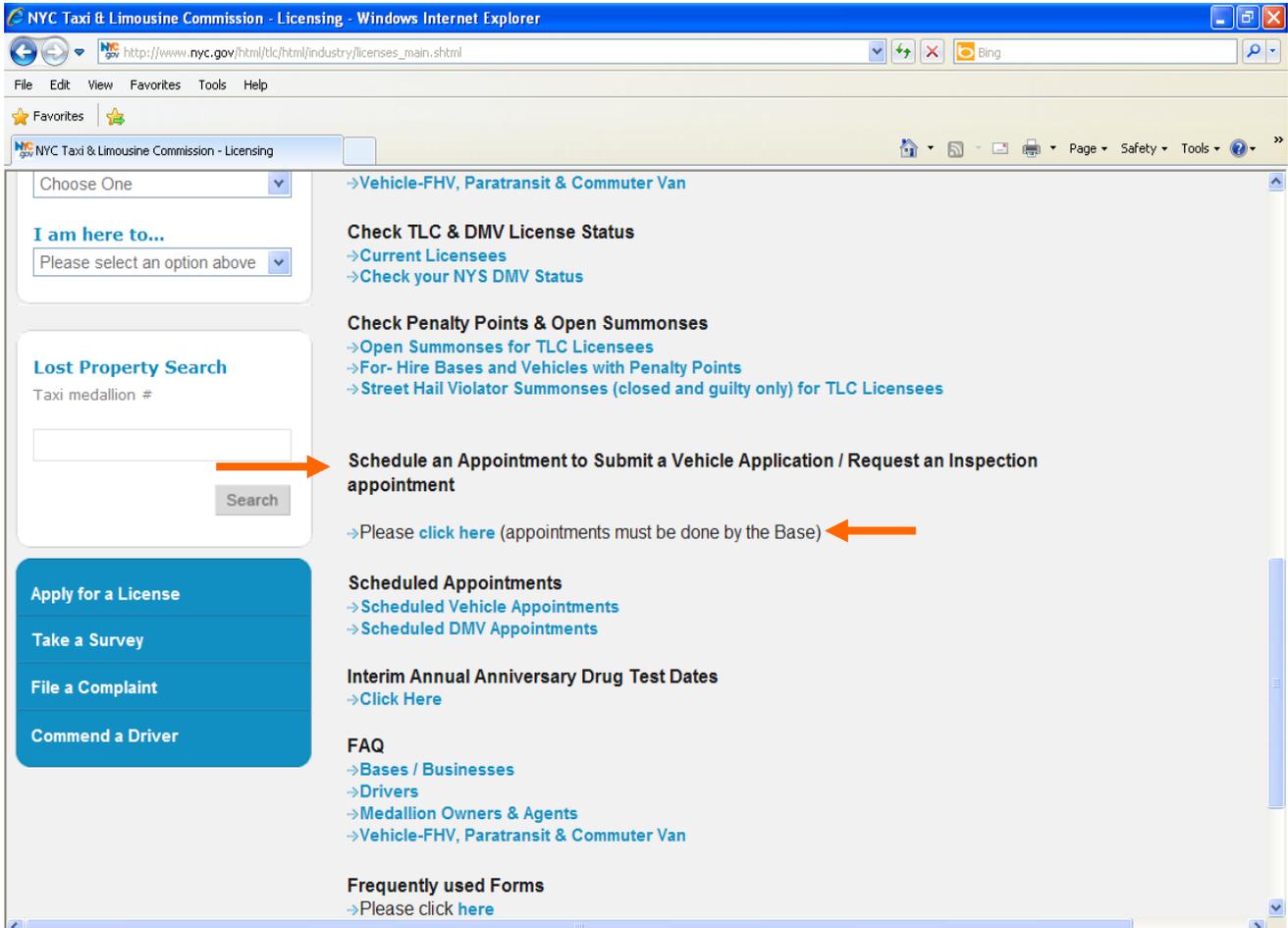
Click on the **Licensing/Industry information** link on the navigation bar to get to the Licensing Main Page.



Step 2:

After selecting the “**Licensing/Industry Information**” link, you will be moved to a page of the TLC Website similar to the page below.

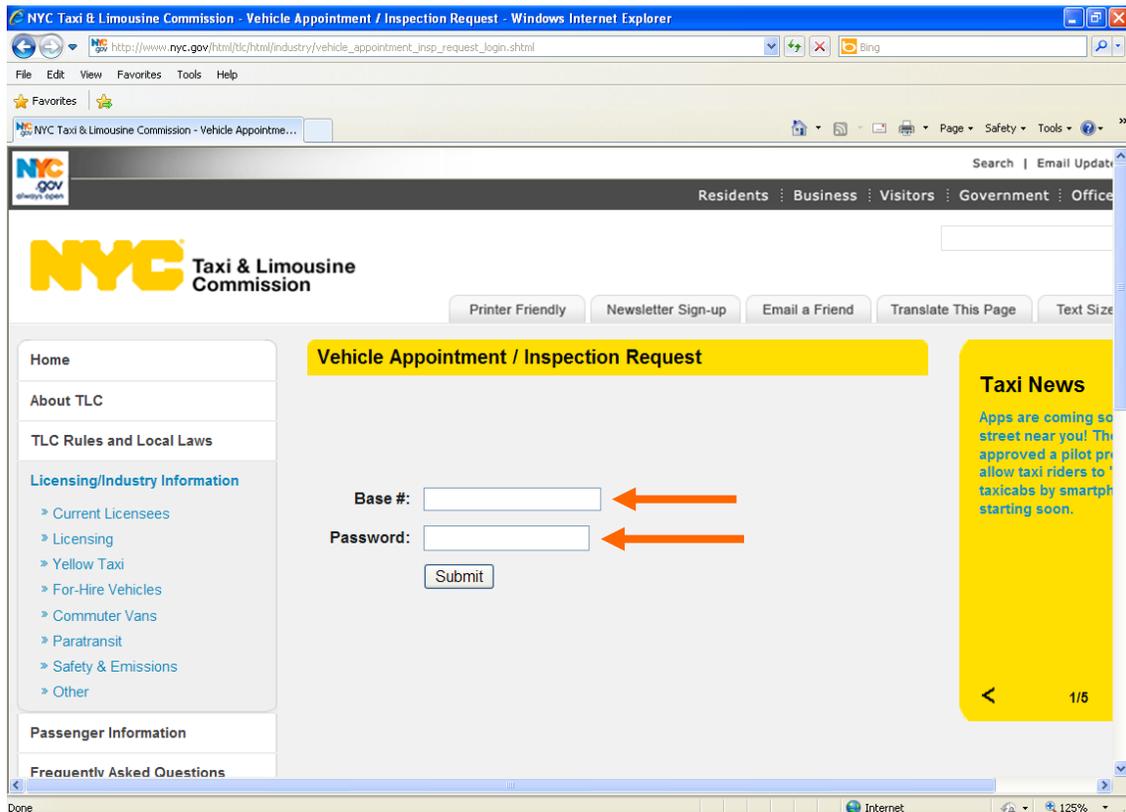
On this page you should scroll down and click on the link entitled: “**Schedule an Appointment to Submit a Vehicle Application / Request an Inspection Appointment**”.



Step 3:

Once you have selected the link to access “**Schedule an Appointment to Submit a Vehicle Application / Request an Inspection Appointment**” you will be directed to a login page similar to the one below.

Here you must enter your Base/Authority Number and Password before you can move forward.



The screenshot shows a web browser window displaying the NYC Taxi & Limousine Commission website. The page title is "Vehicle Appointment / Inspection Request". The main content area features a yellow header with the text "Vehicle Appointment / Inspection Request". Below this header is a login form with two input fields: "Base #" and "Password". Two orange arrows point to these fields. A "Submit" button is located below the "Password" field. The left sidebar contains a navigation menu with categories like "Home", "About TLC", "TLC Rules and Local Laws", "Licensing/Industry Information", "Passenger Information", and "Frequently Asked Questions". The right sidebar contains a "Taxi News" section with a yellow background and text about smartphons. The browser's address bar shows the URL "http://www.nyc.gov/html/tlc/html/industry/vehicle_appointment_insp_request_login.shtml".

Some items to be aware of:

- The Base/Authority is responsible for securing and safeguarding their password. It should not be given out to unauthorized personnel.
- The Base/Authority is responsible for all entries submitted using the Base / Authority Number and Password.
- Replacing a password can take anywhere from 48 to 72 hours. You will NOT be able to request any appointments without your password. Please keep the password in a secure location.

Password Management:

If you need to request a new password or have your current password reissued you must fill out an **Affirmation to Request an Internet Password**. All sections of the form MUST be completed and signed.

To **obtain** this form, you can download it from our web site at www.nyc.gov/tlc OR it can be picked up in person at our Long Island City facility.

Your password will either be mailed to you or you can pick it up in person once the request has been processed.

You will not be able to schedule your appointments without using your password.

You can **submit** this form by mailing it to our Long Island City facility at:

New York City Taxi and Limousine Commission
Att: Business Unit
31-00 47th Avenue, 3rd Floor
Long Island City, NY 11101

Please Note - Only an Owner, Partner, Principle or Shareholder - listed and on file with the TLC - may complete and submit this form.

Step 4:

After you have successfully logged in, you will be greeted with a page similar to the one below. If the user's information is incorrect you should use the link named "**this is not me**" in order to be redirected to the login page.

If you continue to have problems with your sign-in please call 718 391-5501 and we will assist you.

The screenshot shows the NYC Taxi & Limousine Commission website. The main content area is titled "Vehicle Appointment Request" and contains the following text:

VEHICLE APPOINTMENT/INSPECTION REQUESTS

Base Name: WATSON CAR SERVICE INC. (This is not me.)

Before a vehicle can be processed and inspected, a TLC Licensed Base must request an appointment to submit a vehicle application. We will NOT process an application for a vehicle if an appointment has not been made.

Please choose the appointment type CAREFULLY from below. If a vehicle owner arrives for an appointment with a confirmation form for the **wrong transaction/application type**, the application **will not be accepted** and the base will have to reschedule the appointment.

After the Base requests an appointment, the TLC will then schedule an appointment time for the vehicle owner, and an appointment confirmation form will be faxed or e-mailed to the Base (depending on the base's requested means of contact). The Base is responsible for giving the vehicle owner a copy of the appointment confirmation form to bring with them to their scheduled appointment. The vehicle owner will not be seen if he/she does not bring the appointment confirmation form with them.

KINDLY CHOOSE THE TYPE OF APPOINTMENT YOU WOULD LIKE:

APPOINTMENT TYPE
New Vehicle
Base Transfer
Vehicle Transfer
Plate Transfer
Base Transfer & Vehicle Transfer
Plate Transfer & Base Transfer
Vehicle Transfer & Plate Transfer
Vehicle Renewal

The sidebar on the right contains "Taxi News" with the following text: "Owners of taxis scheduled to retire between 11/1/2012 and 9/30/2013 may now defer retirement of their vehicles until late 2013. To learn more about the program and apply for the deferral, click here."