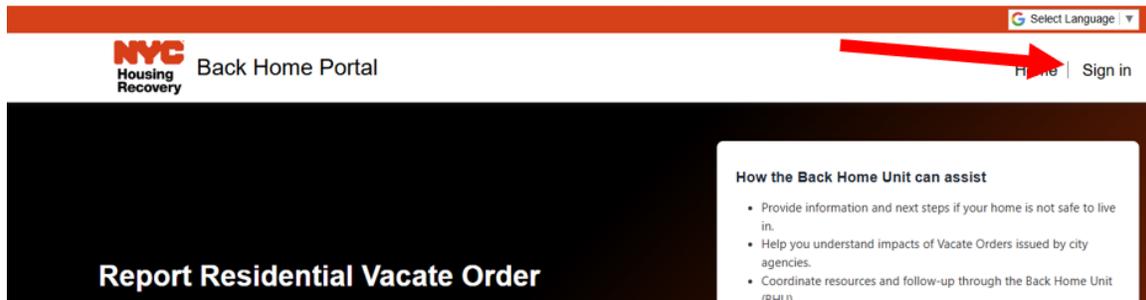


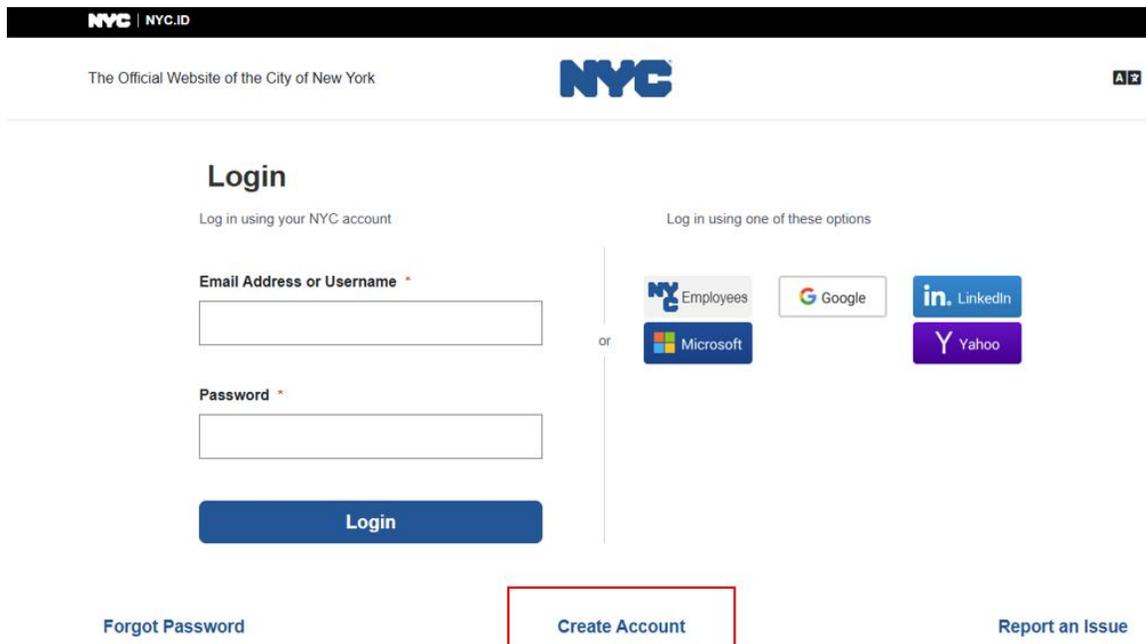
Create a New NYC Account

- You will need an NYC account to access many of the City’s web applications including the Back Home Portal.
- You will need an established email address to create your NYC account and complete the confirmation process.

1) From the Back Home Portal landing page, click on **Sign In** to access the NYC.ID account page.



2) Click on **Create Account**.



3) Provide your email address or username in the spaces provided.

All fields are required.

Email or Username

Email Address or Username ?

Johnsmith2620

Confirm Email Address or Username

JohnSmith2620

4) Enter a password in the spaces provided. Note that passwords must be at least eight characters and must contain at least one letter (a to z or A to Z).

Password

Password ?

.....

Password Good

Confirm Password

.....

Password Good

5) You must also select a security question and provide an answer to it.

Security

Select a security question and provide an answer to it. The answer is not case sensitive and must be between 3 and 255 characters. If you are on a public computer, we recommend you mask your answers by selecting *Hide* below.

Display Answers

Show Hide

Security Question

What was your favorite place to visit as a child? ▾

Answer

Times Square

6) Check the box to agree to terms and then select **Create Account**.

Terms

Check the box to indicate that you understand and agree to the [NYC.ID Terms of Use](#), the [overall Terms of Use for NYC.gov](#), and the [Privacy Policy](#) for NYC.gov.

Create Account

7) If successful, you will then see a confirmation page. Make sure to click on the link from the email sent to the email address you provided to confirm your email address.

Confirmation Email Sent

Welcome! Your account was created. You cannot log in until your email address is confirmed. To confirm your email address, click on the link in the email that was sent to you. If you have not received the email, check your spam/junk folder.

Continue

[Report an Issue](#)

Sign in with NYC.ID

- You may use your Google, Yahoo, Microsoft, LinkedIn, or NYC account to sign in with NYC.ID
- NYC.ID helps keep your information safe when you use NYC-hosted applications

1) From the Back Home Portal landing page, click on **Sign In** to access the NYC.ID account page.

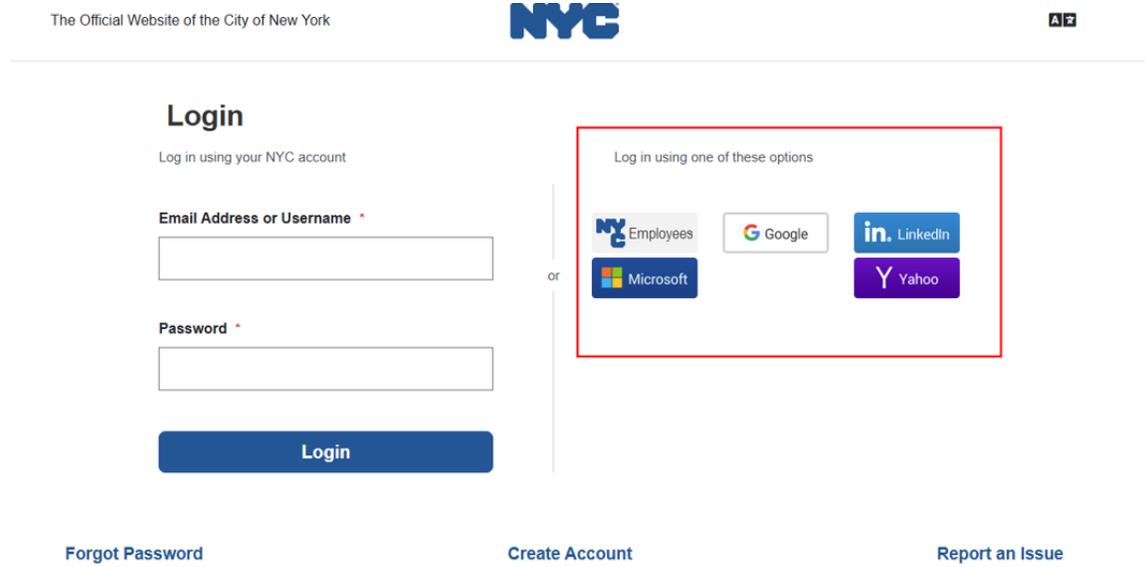
NYC Housing Recovery Back Home Portal [Select Language](#) | [Home](#) | [Sign in](#)

Report Residential Vacate Order

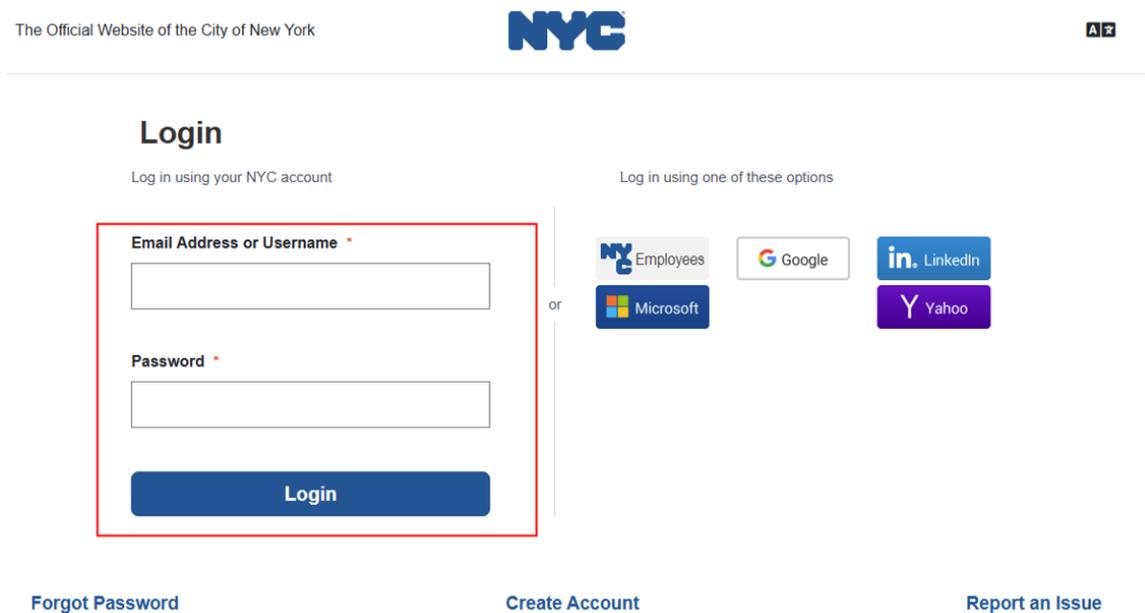
How the Back Home Unit can assist

- Provide information and next steps if your home is not safe to live in.
- Help you understand impacts of Vacate Orders issued by city agencies.
- Coordinate resources and follow-up through the Back Home Unit (BHU).

- 2) You may use your Google, Yahoo, Microsoft, LinkedIn or NYC Employee accounts to sign-in. Click on the associated icon to enter your associated credentials.



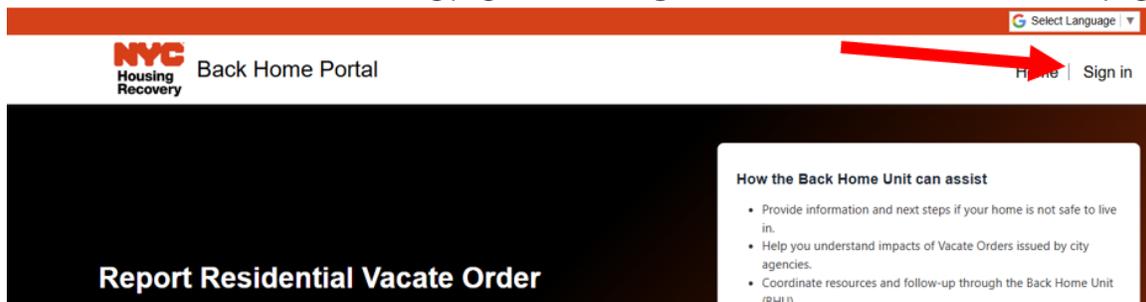
- 3) You may alternatively use your NYC account to sign-in. Enter your email address and password on the left and then click **Login**.



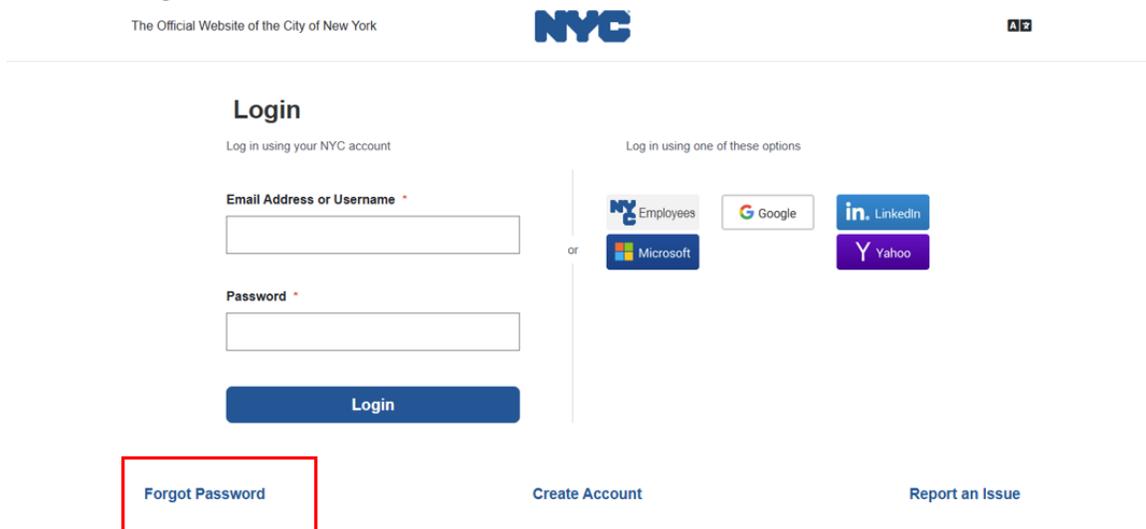
Reset Your NYC Account Password

- You can reset your NYC account password if you've forgotten it.
- You will need access to the email address you registered when you first created your NYC.ID account
- You will need to create a new NYC account if you cannot remember the email address you originally used or if you can't correctly answer the security question you originally defined.

1) From the Back Home Portal landing page, click on **Sign In** to access the NYC.ID account page.



2) Click on **Forgot Password**.



- 3) Enter the email address when you created your NYC account in the space provided. Then, click **Submit**.

Forgot Password

Email or Username

Email Address or Username ?

[Create Account](#)

[Report an Issue](#)

- 4) An email will be sent to that email address. You may follow the instructions in that email to reset your password.

Check Your Email

If you already have an account, an email has been sent to the email address provided. Follow the instructions in the email to reset your password. If you have not received the email, check your spam/junk folder or create an account.