NYCIDA and Build NYC Digital Application FAQ

Submitting an Inquiry

Are there separate inquiry forms for Build NYC and NYCIDA?

No. There is one inquiry form which is universal for both programs. Within the form, you will indicate which program you are inquiring about. You will also be able to identify the relevant subprogram and industry.

What if I'm unsure which program is right for my project? Should I submit multiple inquiries just in case?

No. Please submit only one inquiry for the program you believe is the best fit. After reviewing your submission, staff can help determine whether another program may be more appropriate.

Who should be listed as the Primary Point of Contact?

This should be the individual expected to handle most correspondence with Build NYC or NYCIDA staff. The contact information provided here will receive all automated notifications.

Is the Primary Point of Contact the only point of contact?

No. When staff reach out to schedule an introductory meeting, feel free to invite other relevant individuals. Additional contributors may be formally added once an application is opened.

I am a consultant representing a client who may be interested in Build NYC or NYCIDA. Should I list my organization or my client's?

In the "Inquiring Organization" tab, please provide information on behalf of your client's organization.

What if my project is in very early stages?

Staff understands and encourages the submission of inquiries at early stages of project development. Information provided in the inquiry form may be estimated or anticipated.

What is a Pre-Application Questionnaire?

This step only applies to M-CORE applicants. M-CORE applicants will receive separate instructions to complete a Pre-Application Questionnaire. Please disregard this tab for all other project types.

How can I edit my inquiry after I submit it?

There is no need to edit an inquiry after submission. You will have an opportunity to clarify or update details during your introductory phone call with staff.

I forgot to save my inquiry number. How can I find it?
The email address listed as the Primary Point of Contact will receive an automated confirmation email acknowledging receipt of the submission.

Can I save a draft of the inquiry form and return later?
Yes. Your responses on the inquiry form will be saved in your browser for up to two weeks, provided you don't clear your cookies or browsing history.

Is an inquiry form required to submit an application?
Yes. The submission of an inquiry is the first step toward submitting a full application to either NYCIDA or Build NYC.

After Submitting an Inquiry

What happens after I submit an inquiry?

The email address listed as the Primary Point of Contact will receive an automated confirmation email. Within a week of submission, a staff member will reach out to schedule a 30-minute introductory call.

What is discussed during the introductory call?

Staff will ask follow-up questions about your project, answer any questions about the Build NYC or NYCIDA application processes, and provide guidance on next steps toward advancing your application.

What if I submitted an inquiry for a Build NYC project, but staff decides NYCIDA is a better fit? Do I need to submit a new inquiry?

No. Staff will be able to amend your inquiry submission, and you can apply for the program that best suits your project.

When do I submit a full application?

After the introductory call, the Primary Point of Contact will receive an email with instructions to create an account and begin an application. You can add contributors or change the Primary Point of Contact later.

Can I change the primary email after the inquiry is submitted?

If you need to change the email associated with an inquiry, please wait until staff reaches out to schedule your introductory call. You can let the staff member know that you need to update the email address associated with the inquiry.

Creating an Account and Viewing Applications

How do I create an account to work on my application?

After you submit an inquiry and have an introductory call will staff, the Primary Point of Contact will receive an email with an Invitation Registration Link. Follow the instructions to create an account using the email address provided in the inquiry.

Multiple people will contribute to the application. Will they be able to create accounts to work on this application?

Yes. Once the application record is opened, you can invite additional contributors to work on the application.

Do I have to create an account every time I want to submit a new application?

No. Our system will keep track of which applications your contact information is associated with. You do not need to create an account every time you want to submit a new application, but you will need to follow the Invitation Link in the automated email.

I advise multiple clients on submissions to Build NYC and NYCIDA. Do I have to create a different account for each client?

No. You will have a single dashboard displaying all of your active applications, organized by organization name and program. As long as the same email address is used for each application, all applications will be visible in your dashboard.

I am having trouble logging into my account, who should I contact?

Please contact support-idabuild@edc.nyc.

I want to make a change to my account profile. Am I allowed to do so?

Yes. You will be able to change anything on your account profile except for the email associated with your account. If you need to change the email, please reach out to a staff member to make this change.

Getting Started on Your Application

What browsers or settings are recommended for best portal performance?
Any web browser should work just fine. The portal is not designed for mobile use.

I am listed as the Primary Point of Contact because I submitted the inquiry. I'd like someone else working on this application to be the Primary Point of Contact. How can I change this?
When you add a Contributor, you can mark the contact as the Primary Point of Contact in the pop-up window.

Do I need to complete the application sequentially?
No. You may navigate freely throughout the application using the left-hand navigation panel. You can click on any section to preview the form and complete sections in any order, regardless of how they are presented.

NOTE: Any information entered in the fields will not be saved unless you click "Save & Next" at the bottom of the page.

What is the purpose of the navigation column?
The navigation column shows you where you are in the application.
The section you are currently viewing will have a blue sticker that says "Current." When a section is fully completed, it will have a green sticker that says "Done." When a section is still incomplete, it will have a grey sticker that says "Pending."
A progress bar at the top of the application helps you track how much of the application you have completed.

Working on an Application

Applicant Contact Information:

Can I edit contributor information after granting access?

Yes. Click on the downward arrow to the right-hand side of their record, and click on "Edit Contributor/Primary POC Information." You can edit any of their information.

Can I revoke contributor access?

Yes. Click on "Grant/Revoke Contributor Access." A pop-up will appear. At the top, click on "Revoke Access" under Action to Perform. A drop-down menu will appear with all contributors that currently have access to the application. Click on the contributor whose access you'd like to revoke and click Submit.

Can anyone revoke access to contributors?

No. Only the individual listed as Primary Point of Contact will have this ability.

Saving My Application:

I am working on a section but want to pivot to another section of the application. How can I do this and save my work?

Unfortunately, all required fields must be completed in order to successfully click Save & Next at the bottom of the page. You may enter placeholders if you need to, but please take note of areas that will require your attention again.

Why does a section say "Pending" even though I completed it?

It is likely that you did not click "Save & Next" at the bottom of the page. A section will not be marked "Complete" until all required fields are filled out and you have clicked "Save & Next" to save your entries.

Does the system autosave?

No. You have to manually save your work on the core application by clicking "Save & Next."

Document Uploads:

What file formats are accepted for uploads?

Some uploads have clearly labeled file restrictions. Generally speaking, .docx, .pdf, and .xslx are accepted file types.

Is there a maximum file size for attachments?

No.

What if I need to replace an attachment after uploading it?

Before you submit an application, all fields, including uploads, are editable. You can view, delete, or re-upload any attachments any number of times before you submit your application.

Can I upload multiple documents in the same upload field?

Yes.

Submitting an Application

I’ve filled out all sections and uploaded all relevant documents listed in the Attachment Checklist. How do I submit my application?

First, please review and e-sign the Additional Obligations and Policies & Instructions sections of the application.

Next, please provide proof of payment of the application fee. Staff will provide an application fee invoice close to the application deadline.

Then, you may e-sign the Certification page and submit the application

I’ve submitted my application and need to edit a section, but my application record has disappeared on my dashboard. Is it gone?

Your application has not disappeared on your dashboard. Your dashboard’s primary view is for Active Applications. You can toggle this view to view your Submitted Applications as well as your Closed Applications.

If you find that you need to update or edit any application materials, please reach out to staff. They will be able to either append any new attachments to your application or re-open the application for you to make edits.