NEW YORK STATE OF OPPORTUNITY. | **Office of Temporary and Disability Assistance**

DATE: October 16, 2019

TO: Subscribers

SUGGESTED DISTRIBUTION: Commissioners, Deputy Commissioners, TA Directors, SNAP Directors, HEAP Coordinators, Medicaid Directors, Staff Development Coordinators

FROM: Jeffrey Gaskell, Deputy Commissioner
Employment and Income Support Programs

SUBJECT: NYDocSubmit Mobile Application Deployment of Release 1.3

EFFECTIVE DATE: Immediately

CONTACT PERSON: Christine Insull, Christine.Insull@otda.ny.gov, (518) 474-9494

The purpose of this general information message (GIS) is to inform social services districts (districts) of the deployment of Release 1.3 of the NYDocSubmit mobile application (Application) on October 16, 2019. Districts that do not use the Imaging and Enterprise Document Repository (I/EDR) to maintain electronic case records for Temporary Assistance (TA), Supplemental Nutrition Assistance Program (SNAP), Home Energy Assistance Program (HEAP) or Medical Assistance (MA) were previously informed of the availability of the Application through 19 ADM-07.

This release adds Arabic to the supported Application languages. With the deployment of Release 1.3, the Application will be available in the following languages: English, Spanish, Arabic, Bengali, Chinese (Traditional), Korean, and Russian. An individual may select their preferred language from these options after logging into the Application. If the individual does not select a language from the list, the Application will display in the language currently set on their mobile device, provided that the device is set to one of the languages mentioned above. Otherwise, the Application will default to English, but may be changed at any time to one of the languages identified above through the menu that is available in the left corner of the screen.

Districts are reminded that individuals must use the latest version of the Application to successfully upload documents to a participating district. Individuals with "auto update" enabled on their mobile device should automatically receive Release 1.3. Individuals who do not have "auto update" enabled and have an earlier version of the Application on their mobile device will be offered the opportunity to visit their preferred mobile app store after signing into the Application. They will need to download and use the latest version of the Application to successfully transmit a document to a participating district.

The GIS also transmits the NYDocSubmit Quick Reference Card (QRC) which has been updated to add Arabic to the list of available languages. Districts that have implemented the Application are encouraged to distribute the updated NYDocSubmit QRC to relevant staff.**UPSTATE ONLY**

An electronic copy (PDF) of the updated QRC may be requested separately by contacting Christine Insull at the phone number or e-mail provided above.

NYDocSubmit

What is NYDocSubmit?

NYDocSubmit is a mobile application that allows certain applicants and recipients in participating social services districts (districts) to take pictures of their documents and submit them to their local district office using their Apple iOS or Android device. There is no need for the individual to take time off from work, stand in line or travel to the district office to drop off documents.

Note: NYDocSubmit is not monitored for emergencies and is not to be used to submit an application or to submit a periodic report.

Which Social Services programs does NYDocSubmit support?

♦ Supplemental Nutrition Assistance Program (SNAP)
♦ Home Energy Assistance Program (HEAP)
♦ Temporary Assistance (TA)
♦ Medicaid

What type of documents can be submitted using NYDocSubmit?

♦ Identification
♦ Citizenship Status
♦ Proof of Income
♦ Medical Documentation
♦ Proof of Household

♦ Residence
♦ Resources
♦ Shelter/Utilities
♦ SSN or proof of a SSN application
♦ Other Documentation

What type of documents should NOT be submitted using NYDocSubmit?

NYDocSubmit should not be used to submit sensitive information, such as:

♦ Child Protective Services (CPS) case information or to report suspected child abuse or maltreatment.

♦ Documents that contain HIV information.

♦ Domestic violence information.

♦ Addresses that must remain confidential to safeguard any member of an applicant's or recipient's household.

Note: If an application for services or documents for other programs are received through NYDocSubmit, the district must follow existing procedures for applications and rerouting documents.

What technology support is available for NYDocSubmit?

The Office of Information Technology Services (OITS) Service Desk supports **NYDocSubmit**. You may contact the Service Desk by:

Phone: 844-891-1786 **Email:** fixit@its.ny.gov

Note: Questions regarding program requirements or acceptable documentation should be directed to your supervisor.

NYDocSubmit

What is needed to use NYDocSubmit?

1. An **Apple iOS** or **Android** phone or tablet with a working camera and data or Wi-Fi connectivity.
2. Go to the Apple App Store or Google Play Store.
3. Search for **"NYDocSubmit"** (one word).
4. Click on **GET** or **INSTALL.**
5. An existing or new **NY.gov ID** from **https://my.ny.gov**.

*Note: The Application requires individuals to use the **latest** version of the Application to successfully upload document images.*

What languages are available in NYDocSubmit?

- ♦ English
- ♦ Chinese (Traditional)
- ♦ Spanish
- ♦ Korean
- ♦ Arabic
- ♦ Russian
- ♦ Bengali

How to submit document images using NYDocSubmit?

Note: Please advise applicants and recipients to review and change, if necessary, information identifying the person, case, and/or document category before submitting each document to prevent incorrect submissions.

1. Select preferred language.
2. Search and select the district to submit documents.
3. Select one Program Area.
4. Select Document Category.
5. Capture the image of the document.*
6. Enter identifying and contact information:
   - ♦ Name
   - ♦ Phone
7. Enter submission details (at least one field is required):
   - ♦ Social Security Number (SSN)
   - ♦ Client Identification Number (CIN)
   - ♦ Case Number
   - ♦ Date of Birth
8. Confirm or edit the information and submission details.
9. Submit the document.
10. A confirmation screen will appear following a successful upload (i.e., no "receipt" will be sent). In addition, a history of document uploads submitted under that NY.gov ID will be available in the application for 60 days after the date of image upload.
11. The individual should wait to receive the confirmation screen before submitting another document or closing the application, e.g., "swipe the screen".

* Images subject to review and validation by the district.

NYDocSubmit
It's as easy as **1-2-3!**
1. Take a Photo of a Document
2. Enter Identifying Information
3. Upload the Document
Now available for download on Google™ Play and the Apple™ App Store.

For a list of social services programs and counties that are currently participating, please see the description in the app store.
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