



General Information System (GIS) Message

Section 1

Transmittal:	25DC004 Upstate
Date:	January 16, 2025
To:	Subscribers
Suggested Distribution:	Commissioners, TA Directors, SNAP Directors, HEAP Coordinators, Employment Coordinators, Staff Development Coordinators, WMS Coordinators, Medical Assistance Directors, LDSS LAN Administrators
From:	Valerie Figueroa, Deputy Commissioner Employment and Income Support Programs
Subject:	NYDocSubmit mobile application enhancements and related On-Site Imaging (OSI) updates
Effective Date:	Immediately
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Attachments:	NYDocSubmit Quick Reference Card (QRC)

Section 2

The purpose of this GIS is to inform social services districts (districts) of the deployment of the latest version of the NYDocSubmit mobile application (Application) and related changes to the On-Site Imaging (OSI) system, on January 17, 2025. This release is a result of the feedback received through targeted discussions with local district commissioners to improve user experience and functionality.

This release prioritizes district requests to allow the uploading of existing files from a mobile device, to address issues with image clarity and print quality, to help users accurately select the correct document type and county, and to simplify the selection of multiple document types by eliminating the need for users to re-enter identifying information with each document type.

The enhancements are:

- Ability to submit multiple types of files saved to the mobile device, including documents and images in the jpg, jpeg, png, or pdf file formats. To support this functionality, a few new screens have been added to the Application including instructions on the new file types and there are new associated error messages. Note, users are instructed not to

upload password protected PDFs, or files over 100 megabytes. The ability for a user to take a picture of a document and upload it remains unchanged.

- Improved image quality. Images transmitted through the Application are no longer compressed to preserve image quality and readability.
- Renamed document categories using more plain language. The following document categories have been changed to promote greater accuracy in category selections:
 - Citizenship or Current Alien Status changed to: Citizenship/Immigration Status
 - Proof of Who Lives in Your Household changed to: Proof of Who Lives with You
 - Residence changed to: Residence/Home Address
 - Shelter/Utility Expenses changed to: Housing/Utility Expenses
- Updates to the Application's Terms of Use, Disclaimer and Frequently Asked Questions (FAQs) to be inclusive of the new enhancements. Additionally, in consultation with New York State Department of Health, FAQ language was updated to inform users of ability to use the Application to upload Medicaid Recertifications.
- Updates to language in OSI to more accurately reflect situations that may occur with documents uploaded by users. In OSI the document status "Virus Detected" has been updated to "Failed Upload in Mobile App" to reflect when a document has failed virus scan or when a user attempts to submit a password protected PDF. A new message, "Unable to view image", will also appear in place of the document image for these documents. A few examples of where OSI will display the new language are provided below.

It is important to note users can upload certain files that cannot be processed by district staff. These situations are expected to be rare and include user uploading a virus infected document, a password protected PDF and/or a PDF document that is larger than 200 pages.

If a user uploads a virus infected document or a password protected PDF, the Application will display the confirmation page with a tracking number to the user, but **the document will not be viewable in OSI**. The submission will appear in the search results on the *Document Search and Retrieval* screen with some of the document information (metadata) such as upload date, tracking number, and status. The status will display "**Failed Upload in Mobile App**". If the district worker proceeds to the *View Document Screen*, the displayed document status will also be "**Failed Upload in Mobile App**" and in place of the document image the message "**Unable to view image**" will be displayed. If the district worker views the *Indexing / Take Action Screen* the document status and other metadata will not be displayed, and in place of the document image the message "**Unable to view image**" will be displayed.

In the rare case(s) this occurs, district staff must contact the individual to discuss options for resubmission of the required documentation.

OnBase users will not be alerted to the submission of virus infected documents or password protected PDFs nor will they see these documents in any search results, unless they search by the document's tracking number which would be provided by the individual submitting the document. Even though the submission can be successfully searched with the tracking number, the document itself will not be available for processing, and district staff must discuss options with the individual for resubmission of the required documentation.

Documents larger than 200 pages are not able to be indexed to I/EDR. The *Index / Take Action Screen* will display the error message "**Unable to index to IEDR any PDF Document with more than 200 pages**".

Districts were informed of the availability of the Application in [19-ADM-07](#) (Phase 1 districts) and [20-ADM-04](#) (Phase 2 districts).

Section 3

Please note, the NYDocSubmit palm card Pub-5126 will be updated to include the new file upload functionality and remains a helpful promotional item.