



## What is NYDocSubmit?

NYDocSubmit is a mobile application that allows certain applicants and recipients in participating social service districts (districts) to take pictures of their documents and/or select documents from a mobile device or photos saved in the photo gallery 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 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 initial application for SNAP, HEAP, TA, or MA; to submit a SNAP Interim Report, SNAP Change Report Form, or SNAP Periodic Report; or to submit a recertification application for SNAP, HEAP, or TA. NYDocSubmit may be used to submit a Medicaid Recertification.

## Which social service programs does NYDocSubmit support?

- Supplemental Nutritional Assistance Program (SNAP)
- Home Energy Assistance Program (HEAP)
- Temporary Assistance (TA)
- Medicaid

Note: If an application for OCFS Services or documents for programs other than those listed above are received through NYDocSubmit, the district must follow existing procedures for applications and rerouting documents.

## What types of documents can be submitted using NYDocSubmit?

- Age/Identity
- Income
- Proof of Who Lives with You
- Resources
- Social Security Number/Proof of SSN Application
- Citizenship/Immigration Status
- Medical Documentation
- Residence/Home Address
- Housing/Utility Expenses
- Other

## What file formats can be submitted through NYDocSubmit?

- JPG, JPEG, PNG, and PDF

## 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.



## What is needed for an applicant or recipient to use NYDocSubmit?

1. An Apple iOS or Android phone or tablet with data or wi-fi connectivity. In order to take and upload a photo through the app, the device must have a working camera.
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	• Haitian Creole	• Yiddish
• Italian	• Polish	• French
• Urdu		

## How to submit documents using NYDocSubmit

Note: Please advise applicants and recipients to review the submission details for accuracy before submitting a document.

1. Select preferred language.
2. Search and select the district to submit documents.
3. Select one Program Area.
4. Select Document Category.
5. Take a picture of a document or select a document from the mobile device or photos saved in the photo gallery. Images are subject to review and validation by the district.
6. Enter the 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, with tracking number, will appear following a successful upload. Note: No “receipt” will be sent, however 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. Wait to receive the confirmation screen before submitting another document or closing the application.

## What technology support is available for NYDocSubmit?

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



# NYDocSubmit

Phone: 844-891-1786

E-mail: [fixit@its.ny.gov](mailto:fixit@its.ny.gov)

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