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## The VIVÉ QR Codes Reference Guide

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VIVÉ is a customized client management system designed by NYC Aging. This system supports NYC Aging contractors in managing their client interactions and reporting on services provided. This reference guide provides instructions on creating and viewing **QR Codes**.

**QR Codes** is a common functionality within VIVÉ. You may access this guide from the VIVÉ Knowledge Base or from a program specific reference guide. At the beginning and end of this document is a link to return to the [VIVÉ Knowledge Base](#). Users can also use their browser's back button to return to the program reference guide.

This guide provides navigational and functional instructions. For assistance with program operations or policy, please refer to your program officer or view [NYC Aging's program's standards](#).

- Overview of QR Codes
- Printing QR Codes
- Using QR Code Scanning to Search for Client
- Using QR Code Scanning to Sign Clients Up for Events
  - Steps to do When Client Not Enrolled
- Using QR Code Scanning for Unit Entry

### Overview of QR Codes

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VIVÉ uses **QR Codes** to streamline client search, event sign-up, and unit entry. When a client is entered into VIVÉ, a unique QR Code is automatically generated. A client has one QR Code which can be used across all NYC Aging programs whether they are enrolled in one or multiple programs. The QR code for each client is located at the bottom of the details tab within the client profile.

#### Additional Information (Home Address)

Longitude

-73.8404601

Latitude

40.6855605

BIN

4198343

BBL

4094200001

NTA

QN54

USPS Preferred City

OZONE PARK

Borough Code

4

Community District

409

Council District

29

Police Precinct

102

Street Side

R

NYC Hurricane Zone Description

Not in a hurricane Zone

Edit



**NOTE:** It's best to use a tablet, PC, or laptop when accessing the QR Code scanning feature, as these devices display more information clearly on the screen. However, if needed, you can still use your phone.

## Printing QR Codes

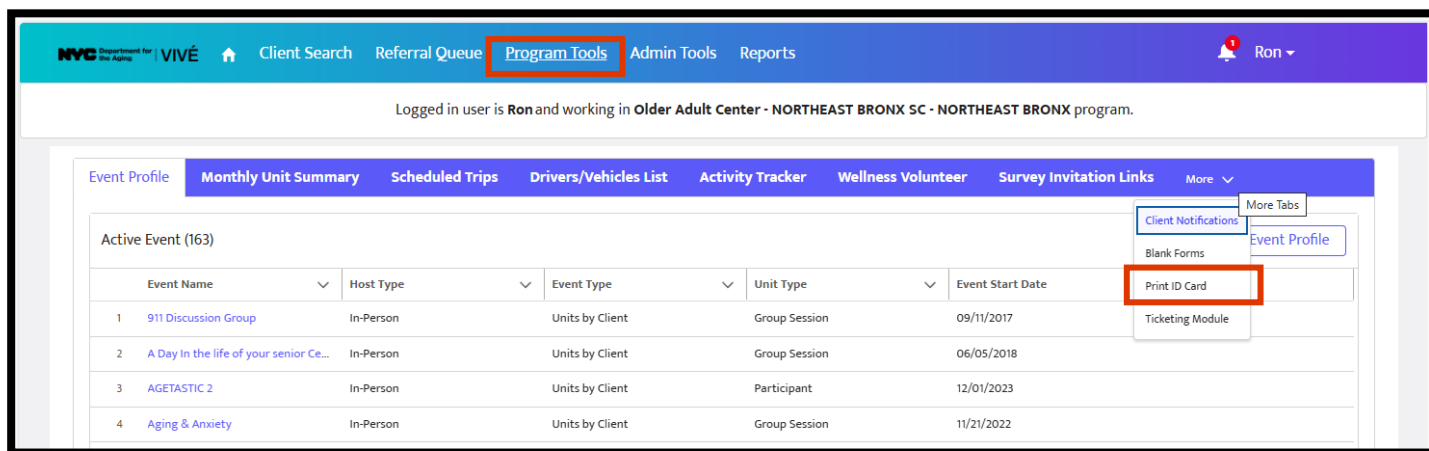
Each client has one unique QR Code. Once a client is enrolled in your program, their QR Code is generated. Then their ID card with their QR Code can be printed.

**Step 1:** From the **Top Menu**, click **Program Tools**.

**Step 2:** Click the **Print ID Card** tab. Depending upon the width of your window, you may have to select **More** to access the **Print ID Card** tab.

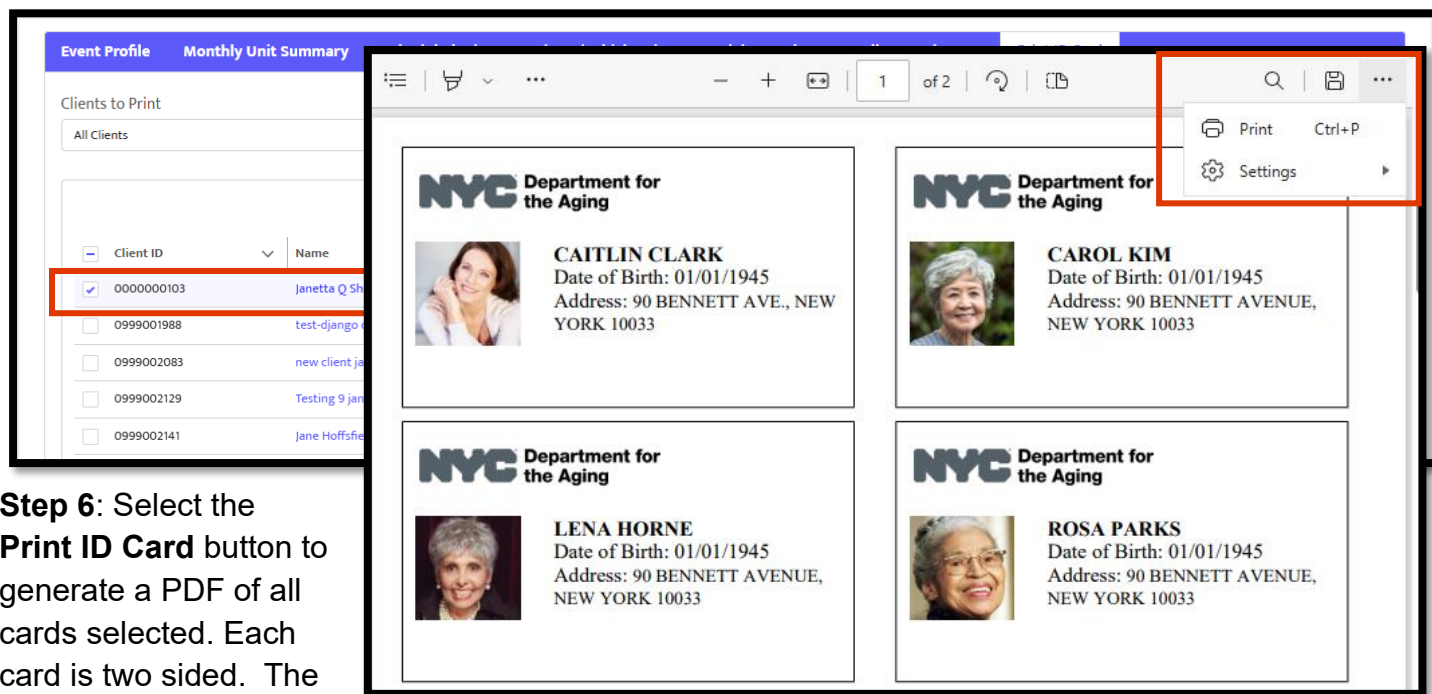
**Step 3:** Either browse through the names of enrolled clients or use the **Search by Client ID or Name** to find those clients for whom you want to print ID cards.

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**Step 4:** Once a client has been identified, check the box to the left of their Client ID. You can select specific clients manually or all clients by checking the box at the top of the menu next to 'Client Name'.

**Step 5:** You can see how many clients you have checked by the count from **Selected Clients**.



**Step 6:** Select the **Print ID Card** button to generate a PDF of all cards selected. Each card is two sided. The PDF is formatted to print ID Cards the size of business cards.

**Step 7:** After previewing the PDF, use the PDF viewer to print the cards. Select the three dots in the upper right corner to access the print function.

**Step 8:** Press print.

## Using QR Code Scanning to Search for Client

When you are on the Client Search page you can manually enter client details, or you can select the **Scan QR Code** button.

The screenshot displays the VIVÉ Client Search interface. The top navigation bar includes links for Client Search, Referral Queue, Program Tools, and Reports. A status bar indicates the user is logged in as OAC1 User and working in the Older Adult Center - BAY RIDGE - Life Long program. The main form has fields for Contact Type (Client, Contact, Professional), First Name, Last Name, Client ID, and Phone. A 'Search by address?' checkbox is also present. The 'Scan QR Code' button is highlighted with a red box. A 'Client Details' pop-up is shown on the right, displaying a photo of Carol Kim and her contact information. The 'Client Details' button in the pop-up is also highlighted with a red box.

**Client Search Form Fields:**

- \*Contact Type: ☒ Client ☐ Contact ☐ Professional
- First Name: [Text Field]
- Last Name: [Text Field]
- Client ID: [Text Field]
- Phone: [Text Field]
- ☐ Search by address?
- Buttons: Search, Scan QR Code (highlighted)

**Client Details Pop-up:**

- Photo: [Image of Carol Kim]
- First Name: Carol
- Last Name: Kim
- Client ID: 2000005242
- DOB: 12/31/1944
- Phone: 7184445555
- Email: carolkim1945@gmail.com
- Home Address: 2968 BRUCKNER BLVD, BRONX, NY 10465
- Mailing Address: 2968 BRUCKNER BLVD, BRONX, NY 10465
- Buttons: Cancel, Re-Scan, Client Details (highlighted)

The system will prompt you with a request to use your camera, choose **Allow**.

After the scan, select the **Client Details** button on the Client Details pop-up to access client's profile information.

## Troubleshooting Camera Access - iPhone

If your camera is unable to scan the QR Code, here are some troubleshooting tips:

- Clean the camera lens.
- Hold the device steady and about 6 to 12 inches from the QR Code.
- Check the device's privacy settings. Go to Settings -> Privacy & Security -> Camera and ensure the browser you are using is enabled, such as Chrome, Edge, or Safari.

## Troubleshooting Camera Access - Android

If your camera is unable to scan the QR Code, here are some troubleshooting tips:

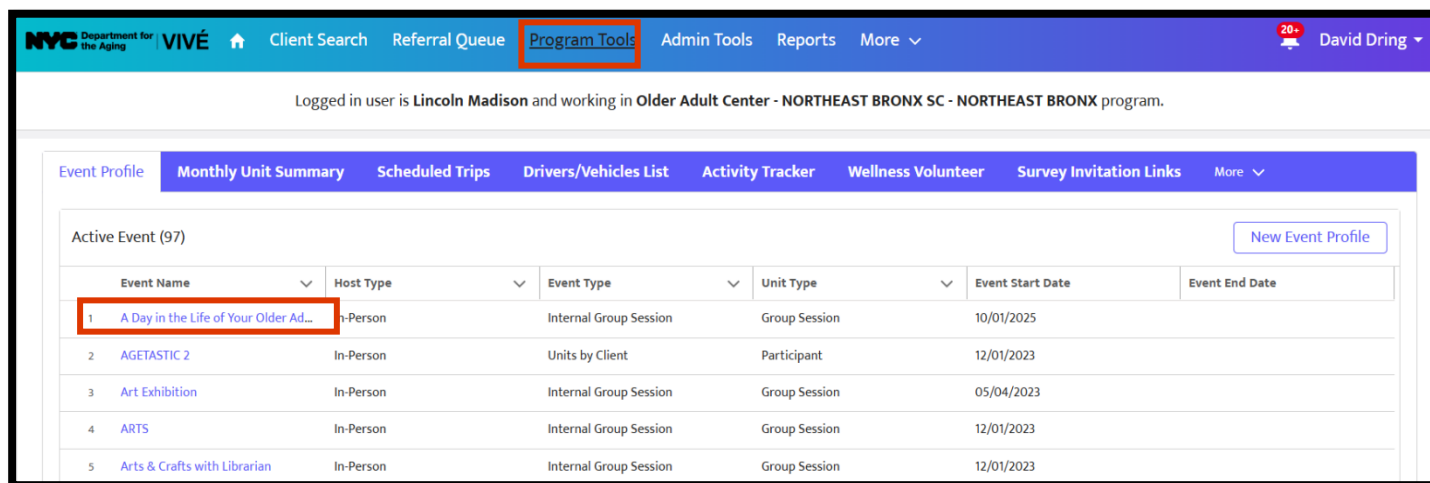
- Clean the camera lens.
- Hold the device steady and about 6 to 12 inches from the QR Code.

**Check the device's privacy settings. Go to Settings -> Apps -> App Name, such as Chrome, Edge, or Safari -> Permissions -> Camera. Select "Allow only while using the app."**

## Using QR Code Scanning to Sign Clients Up for Events

**Step 1:** From the **Top Menu**, click **Program Tools**.

**Step 2:** From **Program Tools** click on the Event Profile name link.



The screenshot displays the VIVÉ web application interface. At the top, a navigation bar includes the NYC Department for the Aging logo, the VIVÉ logo, a home icon, and links for Client Search, Referral Queue, Program Tools (highlighted with a red box), Admin Tools, Reports, and a More dropdown. A user notification in the top right corner shows a bell icon with '20+' and the name 'David Dring'. Below the navigation bar, a status message reads: 'Logged in user is Lincoln Madison and working in Older Adult Center - NORTHEAST BRONX SC - NORTHEAST BRONX program.' The main content area features a sub-navigation bar with tabs: Event Profile (selected), Monthly Unit Summary, Scheduled Trips, Drivers/Vehicles List, Activity Tracker, Wellness Volunteer, and Survey Invitation Links. Under the Event Profile tab, there is a section titled 'Active Event (97)' with a 'New Event Profile' button. Below this is a table with columns: Event Name, Host Type, Event Type, Unit Type, Event Start Date, and Event End Date. The first row of the table is highlighted with a red box and contains the following data: 1, A Day in the Life of Your Older Ad..., In-Person, Internal Group Session, Group Session, 10/01/2025.

	Event Name	Host Type	Event Type	Unit Type	Event Start Date	Event End Date
1	A Day in the Life of Your Older Ad...	In-Person	Internal Group Session	Group Session	10/01/2025	
2	AGETASTIC 2	In-Person	Units by Client	Participant	12/01/2023	
3	Art Exhibition	In-Person	Internal Group Session	Group Session	05/04/2023	
4	ARTS	In-Person	Internal Group Session	Group Session	12/01/2023	
5	Arts & Crafts with Librarian	In-Person	Internal Group Session	Group Session	12/01/2023	

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**Step 3:** Click on **Event Signup**.

**Step 4:** Select the **Scan QR Code** button.

The first screenshot shows the 'Event Profile' for 'A Day in the Life of Your Older Adult Center'. The 'Event Signup' tab is selected. The 'Scan QR Code' button is highlighted. The second screenshot shows the 'Scan Result' dialog box with the message: 'Client has active enrollment, would you like to register this client into this event' and 'Cancel' and 'Yes' buttons. The third screenshot shows the 'Scan Result' dialog box with the message: 'Client is not enrolled in the program, please complete the enrollment process to register client for this event' and a 'Cancel' button.

### Steps to do When Client Not Enrolled

When scanning to sign a client up for an event and the client isn't enrolled in your program, you will receive the following message.

You will need to enroll the client before you can complete the signup process.

Select the **Cancel** button and use the **Client Search** to access the client's details. Then click on the **Enrollment** tab to complete the process.

### Using QR Code Scanning for Unit Entry

After a client is signed up for an event, you can use the QR Code Scanning process to add them to a unit entry.

**Step 1:** Click on **Program Tools** and click on the **Event Name** link to access the **Event Details**.

**Step 2:** Click **Unit Entry** and then select the **New** button to create an entry.

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Event Profile  
A Day in the Life of Your Older Adult Center

Host Type: In-Person | Event Type: Internal Group Session | Unit Type: Group Session | Start Date: 10/1/2025 | End Date:

Details | Event Signup | **Unit Entry**

Unit Entry (0) **New**

Unit Entry #	Date of Occurrence	Service Type	Total Clients	Total Units	Total \$	Created by	Created Date	Source	Status
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**Step 3:** From the **Unit Entry** details select the **Scan QR Code** button.

**Unit Entry**

**Event Details**

Event Profile: A Day in the Life of Your Older Adult Center | Event Type: Internal Group Session | Unit Type: Group Session | Event Manager:

Event Location: 2968 BRUCKNER BLVD, BRONX, NY 10465 | Fee Amount:

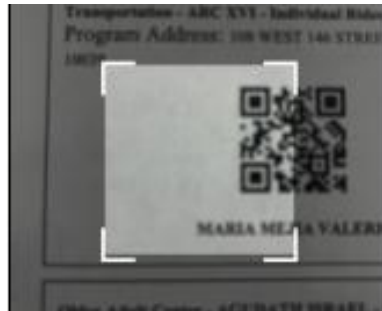
**Unit Entry Details**

\*Date of Occurrence: Nov 2, 2025 | \*Status: Draft | Total Units: | Total Clients: | Total \$:

**Filter & Auto Fill**

Name: | Funding Source: --None-- | Select all Attended? ☐ | **Scan QR Code**


**Step 4:** The camera view will pop up. Orient the camera so that the QR Code is clearly displayed within the bracketed area.



**Step 5:** Once the client's QR Code is scanned, the Client Details pop-up will appear. There are four choices:

- **Re-Scan:** in case you scanned the wrong client
- **Client Details:** links to the client's profile information

**Client Details**



Event Name: A Day in the Life of Your Older Adult Center

First Name: Carol  
Last Name: Kim  
Client ID: 2000005242  
DOB: 12/31/1944  
Cell Phone: 9171234567  
Email: carolkim1945@gmail.com  
Home Address: 2968 BRUCKNER BLVD, BRONX, NY 10465  
Mailing Address: 2968 BRUCKNER BLVD, BRONX, NY 10465

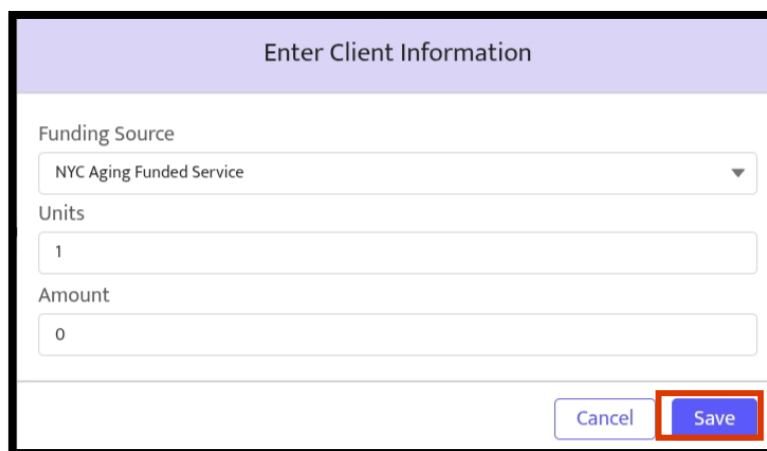
Cancel | Re-Scan | Client Details | **Mark Attendance**

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- **Mark Attendance:** click to add a unit for this client's attendance at the event.
- **Cancel.**

**Step 6:** The next pop-up displays fields for **Funding Source** and **Units**, each with default values. Unless edits are needed, select the **Save** button.

After selecting Save, you are returned to the Unit Entry page where you can review your entries or select the Scan QR Code button again.

A screenshot of a web form titled "Enter Client Information". The form has a light purple header. Below the header, there are three input fields: "Funding Source" with a dropdown menu showing "NYC Aging Funded Service", "Units" with a text input showing "1", and "Amount" with a text input showing "0". At the bottom right of the form, there are two buttons: "Cancel" and "Save". The "Save" button is highlighted with a red rectangular border.

### Access Assistance with VIVÉ and the VIVÉ Knowledge Base

- [VIVÉ Knowledge Base](#) contains reference guides, short videos and recorded trainings.
- If you have any questions, please contact the [VIVÉ Application Support Center](#) by submitting a ticket through the [Ticketing Module](#) under **Program Tools**.

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