

SERVICE BULLETIN for ALL USERS

Bulletin Number: SB-2025-07-22

Date Issued: July 24, 2025

From: VIVÉ Support Team – NYC Aging

Subject: 7/19 Deactivations

This issue has been RESOLVED!

OVERVIEW

- During the weekend, the process of removing deceased clients unintentionally caused several clients from across the network to be inactivated in VIVÉ.
- **This issue was resolved last night.**

ISSUE DESCRIPTION

- **Functions Affected:** Client Profile, Unit Entry, Case Notes
- **Issue:** An error during the removal of deceased clients has resulted in the unintended inactivation of clients across all programs.
- **Symptoms:** Client profile shows a message, “This client profile was marked Inactive on 07/19/2025.”

IMPACT

- Because of the client’s inactivation, users could not update that Client’s Profile, enter units or edit Case Notes.

WORKAROUND

- None.

RESOLUTION PLAN

- If you **already re-enrolled a deactivated client**, that client was not automatically reactivated last night. Continue to use your most recent enrollment.
- If you **did NOT re-enroll a deactivated client**, the developer fixed this issue and the client is now active again. You can now fully work within that client’s active enrollment.

CONTACT INFORMATION

- If you have questions, experience additional issues, or have suggestions, please submit a ticket via the Ticketing Module (Top Menu of VIVÉ / Program Tools / Ticketing Module).
- Visit the Knowledge Base: <https://vivesupport.cityofnewyork.us> for further guidance.

ATTACHMENTS

- Not applicable for this release.