

VIVÉ Readiness: Preparation Checklist

Please review and attend to the topics raised below. They will help your transition to VIVÉ be smooth.

Please complete by Friday, October 24, 2025.

Staff Readiness

- Create an NYC.ID account and submit your NYC.ID email via the [form](#).
 - Click [here](#) to follow the step-by-step instructions.
 - Click [here](#) to provide the email address you used to create NYC.ID to us so we can associate it with your VIVÉ account. Please use your work email address.
- Attend VIVÉ related training. Fill out this form – [Training Request](#)
- Review [VIVÉ Knowledge Base](#) where quick start guides, program specific guides and videos are available.

Data Management

- Review and confirm client closing information. ([For more information](#))
- Update Event Profiles to confirm there are no end dates entered for your active events ([For more information](#))
- Run your Active Client report and export it as reference to verify your active clients were migrated to VIVÉ
- Run STARS Client Summary reports for this current month, plus two previous months for reference to verify your units properly migrated from STARS to VIVÉ
- Run other program specific reports, such as HDM Routes, to verify the migration

Continuing Operations Through the Transition to VIVÉ

- On Friday (11/07), Saturday (11/08) and Sunday (11/09) there can be no data entry into STARS. Any data entered into STARS past 5 pm on Thursday, 11/06 will not be migrated into VIVÉ. That data would need to be re-entered into VIVÉ manually.
- All client data captured on these days will need to be entered into VIVÉ starting Wednesday, 11/12.
- Your access to STARS will continue for a short period so that you can refer to it for client information, client contacts, etc.

Should you have any questions, please attend our Virtual Office Hours or email us at vivesupport@aging.nyc.gov.