

## SERVICE BULLETIN for All Providers

**Bulletin Number:** SB-2026-02-20

**Date Issued:** February 20, 2026

**From:** VIVÉ Support Team – NYC Aging

**Subject:** Address Validation Resolution

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### OVERVIEW

- In some cases, new address entry could not be validated preventing the user from entering the address into VIVÉ.
  - This issue was caused by VIVÉ not able to “geo-code” the address. Geo-coding addresses automatically identifies clients’ catchment area, Community Districts, Election Districts, as well as enables route optimization.
  - This problem has been resolved.
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### RESOLUTION

- The validation process was upgraded.
- A check box was added to enter an address manually, which bypasses the geo-coding process.
- Note: Even if the address is entered manually, the system will still attempt to geocode it. In some cases, it may successfully geocode the address; if it does, the Client Details section will be populated. Otherwise, it will remain blank as the image illustrates.

**New Address**

Search Address..  Enter Address Manually

**Details**

\*House Number: 330-45      Apt/Unit:

\*Street: 94th Street      \*State: NY

**Additional Information (Home Address)**

Longitude	Borough Code
Latitude	Community District
BIN	Council District
BBL	Police Precinct
NTA	Street Side
USPS Preferred City	NYC Hurricane Zone Description

### 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.
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