

SERVICE BULLETIN for Older Adult Centers

Bulletin Number: SB-2026-03-09

Date Issued: March 9, 2026

From: VIVÉ Support Team – NYC Aging

Subject: Updated ID Card Format

OVERVIEW

- The ID card layout has been simplified.
 - It is only one sided.
 - The only organization mentioned is NYC Aging.
 - The QR Code is larger.
 - There are no limitations regarding printing the cards. Print on card stock, laminate them, or use stickers. Do what is best for your program.
 - We recommend printing these IDs for all your members. However, the current IDs have the same QR code and will continue to work.
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RESOLUTION

- From Program Tools select Print ID Cards
- There are three possible ID cards:

Complete	Missing Photo	QR Code Missing
 <p>The image shows a complete ID card for Janetta Farmer. It features a photo of an elderly woman with short white hair, wearing a red top. To the right of the photo is the text: ID: 2000001891, JANETTA FARMER. Below the photo is the NYC Department for the Aging logo. To the right of the text is a large QR code.</p>	 <p>The image shows an ID card for Elaine Osborne with a missing photo. It features a grey silhouette placeholder for a photo. To the right is the text: ID: 2000001891, ELAINE OSBORNE. Below the placeholder is the NYC Department for the Aging logo. To the right of the text is a large QR code.</p>	 <p>The image shows an ID card for Clemente Lim Jr with a missing QR code. It features a grey silhouette placeholder for a photo. To the right is the text: ID: 1149001315, CLEMENTE LIM JR. Below the placeholder is the NYC Department for the Aging logo. To the right of the text, the text "QR Code Not Available" is displayed.</p>
Ready to print.	Ready to print or you can add a photo of the client from the Client Details tab.	Before printing, visit the Client Details tab for the QR Code to be generated for this client.

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.