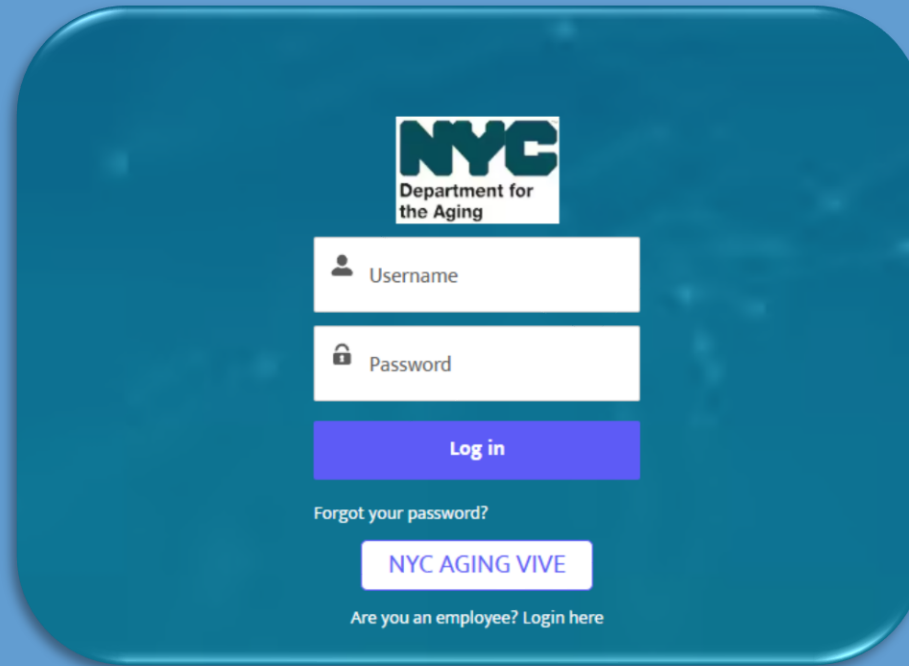


MY TASKS & MY FOLLOW-UPS



The image shows a login form for the NYC Department for the Aging. It features a teal background with rounded corners. At the top center is the NYC Department for the Aging logo. Below the logo are two white input fields: the first is labeled 'Username' with a person icon, and the second is labeled 'Password' with a lock icon. A purple 'Log in' button is positioned below the password field. Underneath the button is a link for 'Forgot your password?'. At the bottom of the form is a white button labeled 'NYC AGING VIVE' and a link for 'Are you an employee? Login here'.

NYC
Department for
the Aging

Username

Password

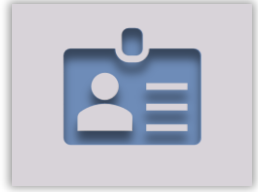
Log in

[Forgot your password?](#)

[NYC AGING VIVE](#)

[Are you an employee? Login here](#)

Thanks for Joining!



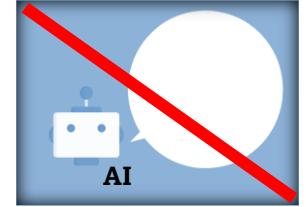
Please Type Name & Agency in the Chat



Mute Phones/Interrupt Video



Use Chat/Raise Hand



Please, no AI Meeting Assistants

HOUSEKEEPING

Goal of VIVÉ Labs

To clarify and review specific SADS "workflow" functions in VIVÉ.



**Definitions
Navigation
Functionality**

VIVÉ: SADS Lab

FEATURES PURPOSE & FUNCTION



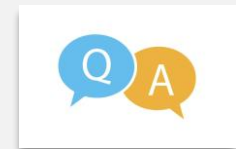
**MY TASKS:
CREATION, UPDATES & COMPLETION**



**MY FOLLOW UPS:
CREATION, UPDATES & COMPLETION**



FINAL QUESTIONS & ANSWERS



FEATURES PURPOSE & FUNCTION

My Tasks is a program specific “tickler” for client profile updates and re-assessment. My Tasks automatically alerts all your VIVÉ program users of the clients who need their records updated.

My Follow Ups is a user specific “tickler” for assigned client requests and/or timelines. My Follow Ups are generated by either the user themselves or another program user.





My Tasks: Creation, Updates & Completion

My Tasks



Task: Task Number	Subject	Client Name	Task Status	Actions	Priority	Created Date ↓
T-07466	Client Re-assessment	Bob Fosse	Open	-	Normal	1/16/2026, 5:00 AM
T-07467	Client Re-assessment	Mary Worth	Open	-	Normal	1/16/2026, 5:00 AM
T-07474	Client Re-assessment	Gregory Burnett	Open	-	Normal	1/16/2026, 5:00 AM
T-07249	Client Re-assessment	Pedro Pascalarito	Open	-	Normal	1/14/2026, 5:00 AM
T-07282	Client Re-assessment	Elaine Navarro	Open	-	Normal	1/14/2026, 5:00 AM
T-07123	Client Re-assessment	Kay Williams	Open	-	Normal	1/10/2026, 5:00 AM

[View Report \(My Tasks\)](#)

As of Jan 16, 2026, 5:59 PM



Report: Tasks with Program
My Tasks

Enable Field Editing



Add Chart



Export

Total Records
6



	Task: Task Number	Subject	Client Name	Task Status	Actions	Priority	Created Date
1	T-10442	Client Re-assessment	Bob Fosse	Open	-	Normal	2/25/2026, 5:00 AM
2	T-10272	Client Re-assessment	Mary Worth	Open	-	Normal	2/23/2026, 5:00 AM
3	T-09906	Client Re-assessment	Gregory Burnett	Open	-	Normal	2/18/2026, 5:00 AM
4	T-09726	Client Re-assessment	Pedro Pascalarito	Open	-	Normal	2/16/2026, 5:00 AM
5	T-09584	Client Re-assessment	Elaine Navarro	Open	-	Normal	2/13/2026, 5:00 AM
6	T-09590	Client Re-assessment	Kay Williams	Open	-	Normal	2/13/2026, 5:00 AM



Task
T-07466

Details

Task Number

T-07466

Task Status

Open

Priority

Normal

Did you Speak with the client ?

Created Date

1/16/2026, 5:00 AM

Last Modified By

Batch Process

Subject

Client Re-assessment

Assessment

[AS-352653](#)

Actions

Program

Social Adult Day - JCC OF SI - SADS

Last Modified Date

1/16/2026, 5:00 AM

Exit

Task
T-07466

Details

Task Number
T-07466

Task Status
Open

Priority
Normal

Did you Speak with the client ?

Created Date
1/16/2026, 5:00 AM

Last Modified By
Batch Process

MY TASKS:
*Update
Choices*

Task Status

Open

--None--

✓ Open

In Progress

Closed

Priority

Normal

--None--

✓ Normal

Medium

High

Did you Speak with the client ?

Actions

MY TASKS:
Update Choices

Did you Speak with the client ?

--None--

✓ --None--

Yes

No, 1st attempt

No, 2nd attempt

No, 3rd attempt

No, incorrect/missing contact information

* Actions

--None--

✓ --None--

Attempted, but the client refused.

Client/representative unable to provide updates.

Re-Assessment completed

Attempted, but the client is unavailable

Steps to Update a MyTasks Record

1. Select the Task: Task Number Hyperlink
2. Select any pencil icon on the Details screen
3. Update desired fields using dropdown choices
4. Select Save
5. Refresh the Dashboard Screen to see Updates on My Task List View



Details

* = Required Information

Task Number

T-07522

Task Status

Open

Priority

High

Did you Speak with the client ?

No, 1st attempt

Created Date

1/17/2026, 5:00 AM

Last Modified By

Batch Process

Subject

Client Re-assessment

Assessment

AS-342311

*Actions

Attempted, but the client is unavailable

Program

Social Adult Day - JCC OF SI - SADS

Last Modified Date

1/17/2026, 5:00 AM

Cancel

Save

Steps to Close out a My Tasks Record

1. Select the Task: Task Number Hyperlink
2. Select any pencil icon on the Details screen
3. Update Actions to "Re-Assessment Completed"
4. Update Task Status to "Closed"
5. Select Save
6. Refresh the Dashboard Screen to see Updates on My Task List View



Details

* = Required Information

Task Number

T-07522

Task Status ←

Closed

Priority

Normal

Did you Speak with the client ? ←

Yes

Created Date

1/17/2026, 5:00 AM

Last Modified By

Batch Process

Subject

Client Re-assessment

Assessment

AS-342311

* Actions ←

Re-Assessment completed

Program

Caregiver - JCC OF SI - Staten Island

Last Modified Date

1/17/2026, 5:00 AM

Cancel

Save

Remember: Task Status must be marked as "Closed" for Reassessment to be removed from My Tasks list view

The background features a complex geometric design. On the left, there are several overlapping shapes: a grey square with white concentric semi-circles, a purple horizontal bar, a teal square with red concentric semi-circles, and a blue semi-circle. To the right of these is a dark blue triangle with a pattern of thin, parallel lines. Further right is a teal triangle with a grid pattern. The entire scene is set against a solid blue background. A white rectangular box with a thin black border is positioned in the upper right quadrant, containing the text. A black horizontal line with a circular dot at its end extends from the left side towards the box.

MY TASK QUESTIONS

The background is a vibrant blue with a complex geometric design on the left side. This design includes a grey square with white concentric semi-circles, a purple square with a white dot and a horizontal line extending to the right, a teal square with a blue semi-circle, a dark blue triangle with a light blue dotted pattern, and a light blue square with a dark blue diagonal line pattern. A large teal triangle is also present in the lower right of the geometric section.

QUESTIONS AND ANSWERS

VIVÉ SUPPORT



Reference Guides & Videos On-line

<https://vivesupport.cityofnewyork.us/>



VIVÉ "Labs"



VIVÉ Office Hours & 1 to 1 Meetings



Program Officer



VIVÉ Ticketing System