

IDNYC POLICIES AND PROCEDURES

ENROLLMENT PROCEDURES: DATA ENTRY GUIDELINES

All staff must follow the IDNYC Data Entry Guidelines to ensure consistent and uniform data entry processes across all IDNYC Enrollment Centers. Use these guidelines when:

1. An applicant fills out a paper application and you need to enter the information into the Customer Support Services (CSS) enrollment program; or
2. An applicant submits an online application and you need to edit the applicant details in CSS.

You must enter data carefully. Check and re-check the spelling and/or accuracy of all information entered. If you are uncertain about any information on the application and/or documents presented, ask the applicant for clarification.

NAMES

- Enter information into CSS using the English alphabet using mixed cases (upper and lower-case letters).
- **FIRST /GIVEN NAME AND LAST NAME:** Capitalize the first letter of each name, and enter the remaining letters in lower case. For exceptions, e.g., Bill de Blasio, the case formation should match that of the name on the applicant's highest value identity document.
- **MIDDLE INITIALS:** Enter a **middle initial** as one capital letter in the "Middle Initial" field.
- **MIDDLE NAMES:** Enter a **middle name** after the first name in the "Given Names" field, with a space in between.
- **ALL OTHER NAMES:** This is an optional field in the application, and you should **not** enter this information into the enrollment system. Integrity staff may use this information to help verify the applicant's information.
- **SPECIAL CHARACTERS:** IDNYC uses certain non-standard characters in applicant and emergency contact names only. The IDNYC enrollment system will allow you to enter:
 - **Dash/hyphen (-)**
 - **Apostrophe (')**
 - **Period (.)**

ADDRESSES

- The address you enter into CSS must match the address on the application and the residency document (in accordance with the rules outlined in the RCG).
- If the address on the application includes a minor variation to the address in the residency document, you should enter the address as written on the application, **as long as the minor variation does not alter the address itself** (e.g., Ave. instead of Avenue).
- **Apartment number:** Use the "Apt. Number" format for capturing the Apartment information, e.g. Apt. 4C. However, If the applicant lives in/on a Room, Suite, Floor, or Unit, use the abbreviations Rm., Ste., Fl., or Unit followed by the number, e.g. Rm. 2, Fl. 1, Ste. 310, Unit 7. The street and apartment numbers on the application must match the number on the residency document.
- **Apartment Format: Apt. 2K.** If applicant indicates a floor but not an apartment, then enter **2Fl.** Basement can be entered as **Basement** or **Bsmt.**
- **City & Borough** should be entered as follows:
 - **New York = Manhattan**
 - **Brooklyn = Brooklyn**
 - **Bronx = Bronx**
 - **Town / Neighborhood (if in Queens only, e.g. Elmhurst, Corona) = Queens**
 - **Staten Island = Staten Island**
- **Abbreviations:** You should follow what the applicant puts on the application. Please note that the list below contains both the abbreviation and the longer form—both are acceptable to enter into CSS.

• Ave. = Avenue	• Blvd. = Boulevard
• Pl. = Place	• St. = Street
• Ct. = Court	• Terr. = Terrace
• Ln. = Lane	• Rd. = Road
• Cir. = Circle	• Hwy. = Highway
• Pkwy. = Parkway	• Way = Way (no abbreviation)
• Rdg. = Ridge	• Hts. = Heights
• Cres. = Crescent	
- After you enter the applicant's address in CSS above, select the proper borough, and click the "Validate Address" button. For more information about proper procedures for address validation, see the RCG and the CSS User Guide.

OTHER INFORMATION

- **DOB:** Applicants who were born outside of the United States may write their dates of birth in the day/month/year format (November 6, 1986 would be written as 06/11/1986.) Always ask applicants to verify their birthdates, and enter them in CSS in the American month/day/year format. In the example, this would be 11/06/1986.
- **Height:** Enter height as a 3 digit number. Example: If the applicant is 5'9, then in the height section of CSS, enter "5" in the first box and "09" in the second box.