



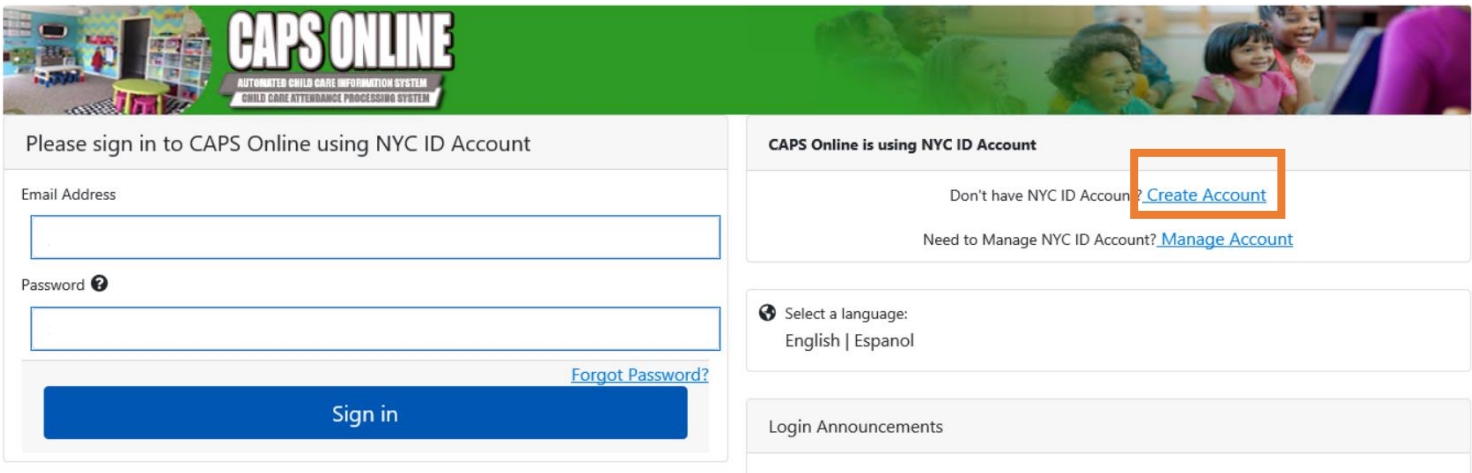
**Administration for  
Children's Services**

QUICK REFERENCE GUIDE:  
CREATE NYC ID

## CREATE A NYC ID

The first step to accessing the CAPS Online system is to create a NYC ID.

- a.) If you **do not have** a NYC ID please see **Step 1** below and proceed with creating your account
  - b.) If you **do have** a NYC ID please skip to **Step 12** below.
1. Go to the URL: <https://a069-capsonline.nyc.gov>
  2. Click on "Create Account"



3. Enter your email address.  
You must create your NYC ID with your email address. Your email address must not contain the following domain names: nyc.gov, nypd.org, queensda.org, specnarc.org, brooklynda.org, dfa.state.ny.us, trs.nyc.ny.us, nycers.org, nyccfb.info, ibo.nyc.ny.us, queenscountrypaa.com, statenlandusa.com, or nychhc.org.

## Create Account

All fields are required.

### Email or Username

Email Address or Username ?

user.name@gmail.com

Confirm Email Address or Username:

user.name@gmail.com

4. Enter a password. (If the password is acceptable, the message "Password Good" will display below.)
5. Enter the password again to verify.

**Password**

Password ?

.....

Password Good

Confirm Password

.....

6. Select the dropdown and security question of your choice.
7. Enter your answer in the field below.

**Security**

Select a security question and provide an answer to it. The answer is not case sensitive and must be between 3 and 255 characters. If you are on a public computer, we recommend you mask your answers by selecting *Hide* below.

Display Answers

Show  Hide

Security Question

Who was your childhood hero? ▾

Answer

Superman

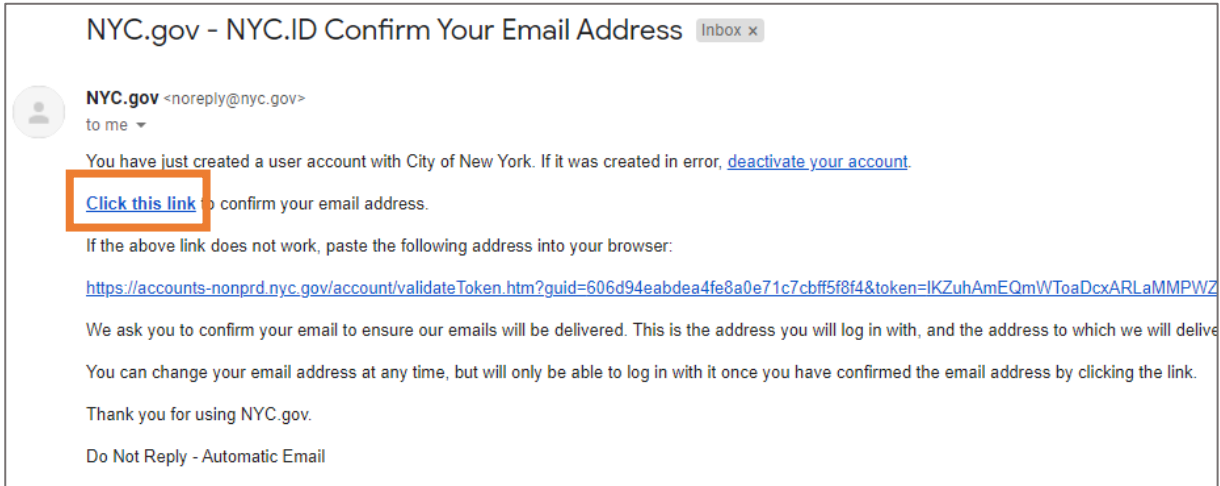
8. Accept the terms by selecting the checkbox.
9. Select the **Create Account** button.

**Terms**

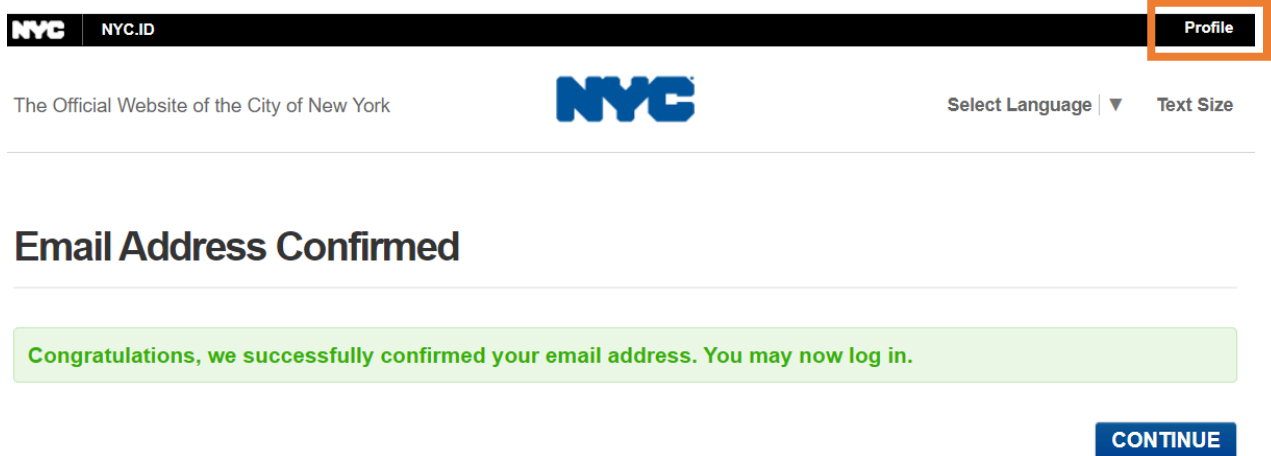
Check the box to indicate that you understand and agree to the [NYC.ID Terms of Use](#), the overall [Terms of Use for NYC.gov](#), and the [Privacy Policy](#) for NYC.gov.

**Create Account**

10. Once the information has been submitted, an email confirmation will be sent to the email address provided. Open the email and select the link in the email to confirm your email address.



11. A confirmation page will appear. Select the **Profile** button in the upper-right hand corner. *(Note: you must complete this step before trying to log in. If you try to log into CAPS Online without updating your first and last name in the Profile section, the system will display an error message.)*



12. Log into your NYC ID account with the email address and password you created. (If you already have an existing NYC ID, log in with your email address or username at the following URL: <https://www1.nyc.gov/account/user/profile.htm?spName=capsonline>)

NYC NYC.ID

The Official Website of the City of New York

NYC

Select Language | Text Size

## Login

Log in using your NYC account.

Email Address or Username: \*

Password: \*

Log In

Log in using one of these options:

NYC Employees Apple Login Facebook Log in

Google LinkedIn Microsoft

Yahoo

[Create Account](#)  
[Forgot Password](#)  
[Report an Issue](#)

13. Once logged into your NYC ID account. Select the **Name** tab and enter the appropriate information. Then click **Save Changes**.

EMAIL ADDRESS PASSWORD **NAME** SECURITY QUESTIONS DEACTIVATE

First Name: Susan

Middle Initial:

Last Name: Johnson

SAVE CHANGES

14. Select the **Email Address** tab. Your email address should display in the appropriate fields. If your email address displays in the appropriate fields, your NYC ID account has been created and you will be able to successfully log in and use the CAPS Online system.

**If your email address does not appear, you must enter your email address into the appropriate fields, select Save Changes, and continue to step 15 below.**

EMAIL ADDRESS    PASSWORD    NAME    SECURITY QUESTIONS    DEACTIVATE

? New Email Address: susancjohnson1988@gmail.com

Confirm New Email Address: susancjohnson1988@gmail.com

Current Password: .....

SAVE CHANGES

15. Once the information has been submitted, an **email confirmation** will be sent to the email address provided. Open the email and **select the link in the email to confirm your email address.**

EMAIL ADDRESS    PASSWORD    NAME    SECURITY QUESTIONS    DEACTIVATE

Your new email address is pending confirmation. To confirm your new email address, click on the link in the email that was sent to the new email address. If you are prompted to login, enter your current email address or username and password. If you have not received the email, check your spam/junk folder.

After this information has been completed, you will be able to successfully log in and use the CAPS Online system.