



**Administration for
Children's Services**

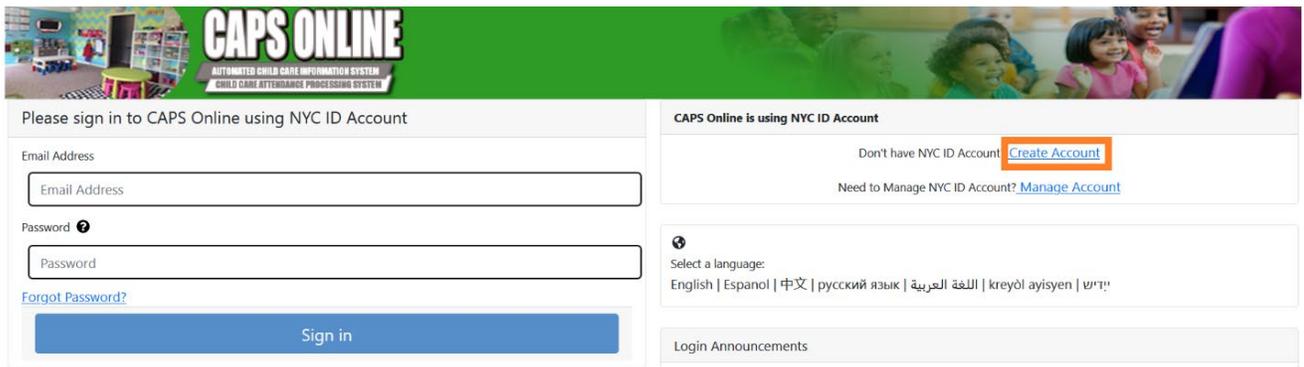
QUICK REFERENCE GUIDE:

CAPS ONLINE ACCOUNT SETUP

CREATE A NYC ID

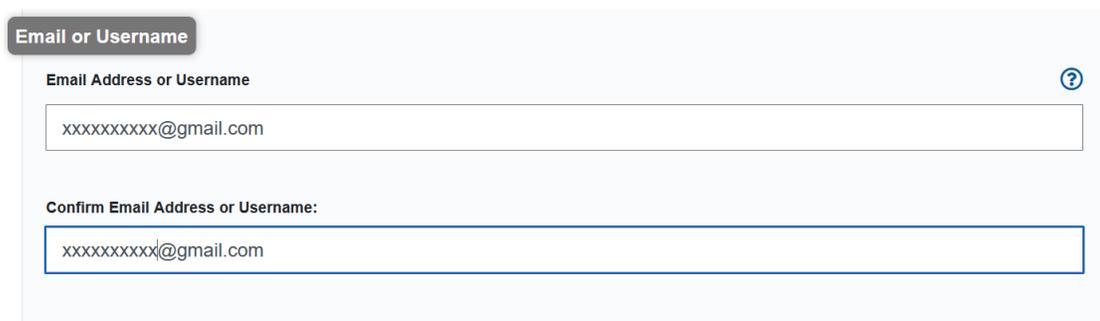
The first step to accessing the CAPS Online system is to create a NYC ID.

- 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, queenscountrypa.com, statenislandusa.com, or nychhc.org.



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

.....

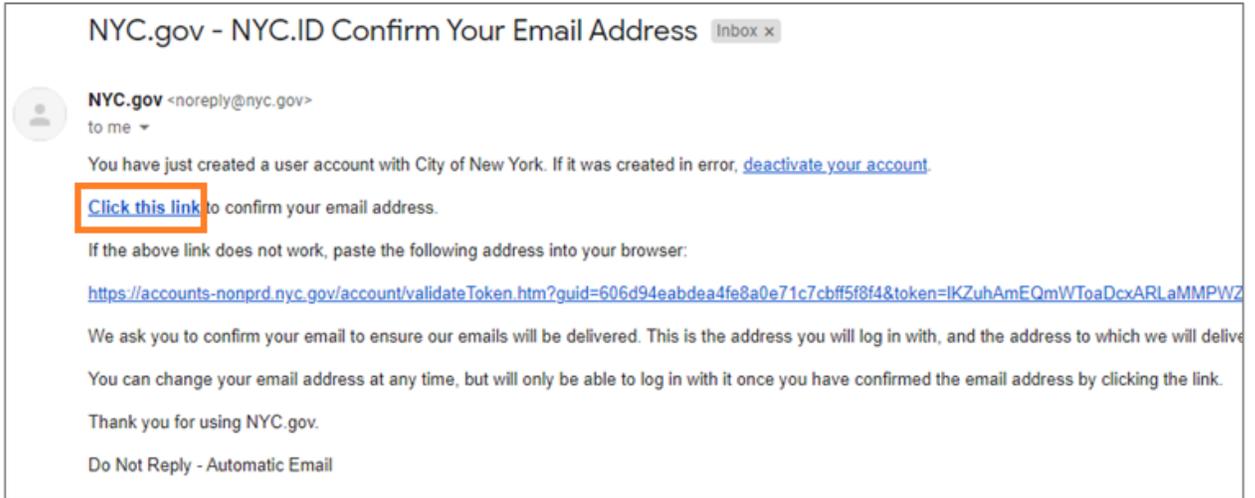
8. Accept the terms by selecting the checkbox.
9. Select the **Create Account** button.

Terms

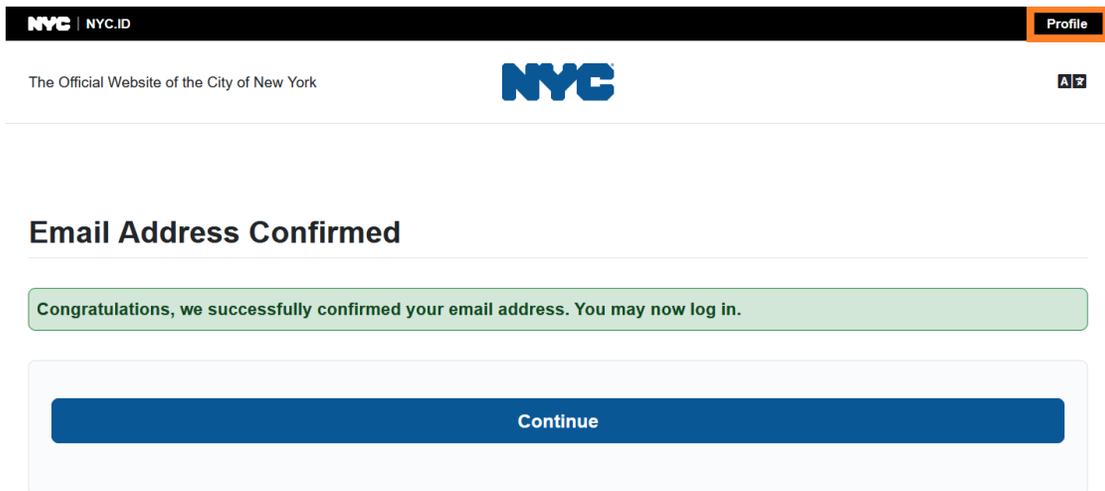
Check the box to indicate that you understand and agree to the [NYC.ID Terms of Use](#), the overall [Terms of Use for NYC.gov](#), and the [Privacy Policy](#) for NYC.gov.

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 at the following URL: <https://www1.nyc.gov/account/user/profile.htm?spName=capsonline>)

The Official Website of the City of New York

NYC

Login

Log in using your NYC account

Log in using one of these options

Email Address or Username *

xxxxxxx@gmail.com

Password *

.....

Login

NYC Employees | Google | LinkedIn | Microsoft | Yahoo

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

13. Once logged into your NYC ID account, select the **Name** tab and enter the appropriate information. Then click **Save Changes**. (Note: When entering your name, please avoid using any special characters or accented letters, as they will cause an error when finishing the account creation process.)

Email Address | Password | **Name** | Security Question | Deactivate

First Name

First Name

Jane

Middle Initial

Last Name

Smith

Save Changes

14. If, during Step 12, you logged in with a previously-created NYC ID username (not an email address), please complete the following step. **If you just created a new NYC ID (Steps 1-11), do not complete this step, and continue to Step 15.**

Select the **Email Address** tab. Enter your email address in the appropriate fields, with your NYC ID password. Click **Save Changes**.

The screenshot shows a user profile management interface with several tabs: **Email Address**, Password, Name, Security Question, and Deactivate. The **Email Address** tab is selected and highlighted with an orange border. Below the tabs, there is a form with the following fields:

- New Email Address**: A text input field containing "xxxxxxxx@gmail.com" with a help icon (?) to the right.
- Confirm New Email Address**: A text input field containing "xxxxxxxx@gmail.com".
- Current Password**: A password input field with a strength indicator below it that reads "Password Good".

At the bottom of the form, there is a blue button with the text "Save Changes", which is highlighted with an orange border.

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.**

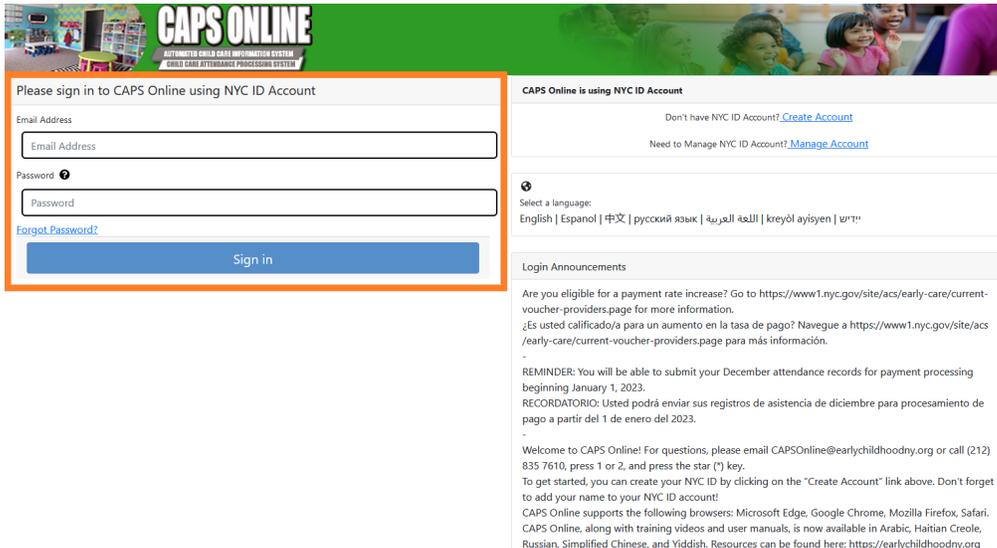
The screenshot shows the same user profile management interface as above, but with the **Password** tab selected. A green callout box is overlaid on the page with the following text:

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.

LOGGING INTO CAPS ONLINE

Every time you need to log into CAPS Online, go to the CAPS Online website: <https://a069-capsonline.nyc.gov/caps/login>, and log in on the left-hand side of the screen, using your email address and password that you used to create your NYC ID.



CAPS ONLINE
AUTOMATED EARLY CARE NOTIFICATION SYSTEM
CHILD CARE ATTENDANCE PROCESSING SYSTEM

Please sign in to CAPS Online using NYC ID Account

Email Address

Password 

[Forgot Password?](#)

CAPS Online is using NYC ID Account

Don't have NYC ID Account? [Create Account](#)

Need to Manage NYC ID Account? [Manage Account](#)

Select a language:
English | Espanol | 中文 | русский язык | اللغة العربية | kreyòl ayisyen | עברית

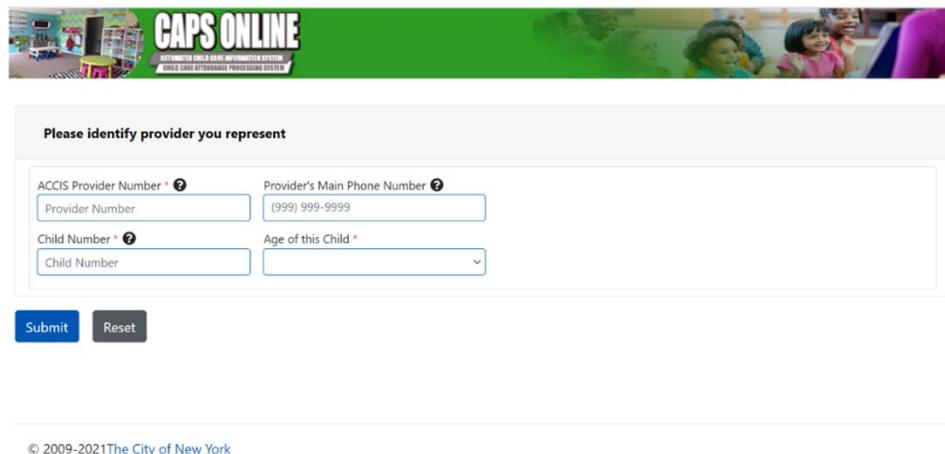
Login Announcements

Are you eligible for a payment rate increase? Go to <https://www1.nyc.gov/site/acs/early-care/current-voucher-providers.page> for more information.
¿Es usted calificado/a para un aumento en la tasa de pago? Navegue a <https://www1.nyc.gov/site/acs/early-care/current-voucher-providers.page> para más información.

REMINDER: You will be able to submit your December attendance records for payment processing beginning January 1, 2023.
RECORDATORIO: Usted podrá enviar sus registros de asistencia de diciembre para procesamiento de pago a partir del 1 de enero del 2023.

Welcome to CAPS Online! For questions, please email CAPSOnline@earlychildhoodny.org or call (212) 835 7610, press 1 or 2, and press the star (*) key.
To get started, you can create your NYC ID by clicking on the "Create Account" link above. Don't forget to add your name to your NYC ID account!
CAPS Online supports the following browsers: Microsoft Edge, Google Chrome, Mozilla Firefox, Safari.
CAPS Online, along with training videos and user manuals, is now available in Arabic, Haitian Creole, Russian, Simplified Chinese, and Yiddish. Resources can be found here: <https://earlychildhoodny.org>

Once you log in to CAPS Online for the first time, you will see a screen asking you to “Please identify the provider you represent.” This is a one-time verification step that will allow the system to locate your provider information.



CAPS ONLINE
AUTOMATED EARLY CARE NOTIFICATION SYSTEM
CHILD CARE ATTENDANCE PROCESSING SYSTEM

Please identify provider you represent

ACCIS Provider Number * 

Provider's Main Phone Number 

Child Number * 

Age of this Child *

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You will need to enter the following information on this screen:

- **ACCIS Provider Number:** Your 6- or 7-digit ACCIS ID number assigned to you by ACS (not your license number).
- **Provider’s Main Phone Number:** This field is optional and should be left blank.

- **Child Number:** The full 10-digit child number for any child currently enrolled in your care. This is the child's 8-digit ACS case number plus 2-digit suffix/child number, with leading zeroes left off. (Note: Do not enter any dashes or spaces.)
 - Example: An ACS case number would be 12345678 (8 digits), and the child suffix would be 01 (2 digits). On some documents, the full child number would look like this: 12345678/01. In this instance, you would only enter the numbers with no dashes, slashes, or spaces – **1234567801**.
 - If the 8-digit case number starts with a 0, such as 01234567, include the 0. In this case, your 10-digit child number would look like this: **0123456701**. (If the case number does not start with a 0, do not enter any zeroes at the beginning of the number.)
- **Age of this Child:** Select the exact, current age of the child whose case number you entered (verify birthdate if you are unsure).

Once you verify this information, all the children in your care will be added to your CAPS Online account, and you will be able to start entering attendance in CAPS Online. If you run into any errors or experience any issues when completing these steps, please reach out to CAPS Online Support and/or CFWB Enrollment at the contact information below.

CAPS Online Support: 212-835-7610, press 1 for English or 2 for Spanish, and then press *.

CFWB Enrollment (if you don't have access to child's case number or other information): 212-835-7610, press 1 for English or 2 for Spanish, and select the appropriate prompt.