General Information System (GIS) Message

Section 1

Transmittal:	25DC036 Upstate
Date:	May 14, 2025
To:	Subscribers
Suggested Distribution:	Commissioners, TA Directors, SNAP Directors, HEAP Coordinators, Employment Coordinators, Staff Development Coordinators, WMS Coordinators, Medical Assistance Directors, LDSS LAN Administrators
From:	Valerie Figueroa, Deputy Commissioner, Employment and Income Support Programs
Subject:	On-Site Imaging (OSI) failed upload search and enhancement
Effective Date:	Immediately
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Attachments:	

Section 2

The purpose of this GIS is to inform social services districts (districts) that use the On-Site Imaging (OSI) of the need to identify documents that have failed upload in the NYDocSubmit mobile application (Application), and to inform districts of an OSI enhancement that adds the ability to sort search results by Processed Date in a Time to Process report.

Search for Failed Uploads in OSI

GIS 25DC004 informed districts of updates to the Application which provided the ability to submit various file types, that users may attempt to submit corrupted, virus infected, or password protected documents, and that districts must reach out to households in a timely manner to discuss the need to resubmit any documents that have failed to upload.

It is important to note that districts must locate documents that have failed to upload when searching for incoming documents in OSI daily. Submissions in the document status "**Failed Upload in Mobile App**" will not show in the results of a search on the document status of "**New**". It is recommended that districts conduct a search on "**Failed Upload in Mobile App**" document status to identify any unsuccessful uploads.

Please note that documents with the **"Failed Upload in Mobile App**" status will be included in the search results using the other search criteria. For example, if documents are searched by date range only, the search results will include documents with all of the document statuses for that date range.

Reporting Issues with Document Submissions

Districts that experience any issues with files submitted through NYDocSubmit should report them through the New York State Office of Information Technology Services' (ITS) Information Technology Service Management (ITSM) system.

Section 3

OSI Enhancement

A recent enhancement to OSI provides the ability to sort search results of a Time to Process Report by Processed Date. Users can now click on the Processed Date column header to sort results.

Districts were informed of the availability of the Application in 19-ADM-07 (Phase 1 districts) and 20-ADM-04 (Phase 2 districts).