



CAPS Online Support

Account Creation

How do I create an account on CAPS Online?

Step-by-step instructions to create an account on CAPS Online

1 Create NYC ID Account

1. Go to the URL: <https://a069-capsonline.nyc.gov>.

2. Click on **Create Account**.

3. Enter your email: Use a valid email address.

4. Enter & verify password.

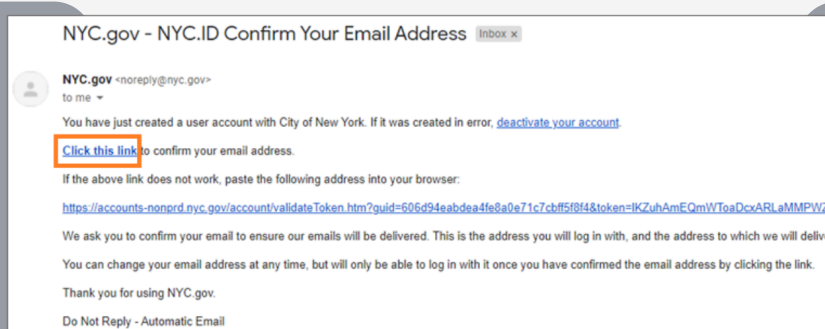
-Must be at least 8 characters and contain one letter

-Must contain at least one number

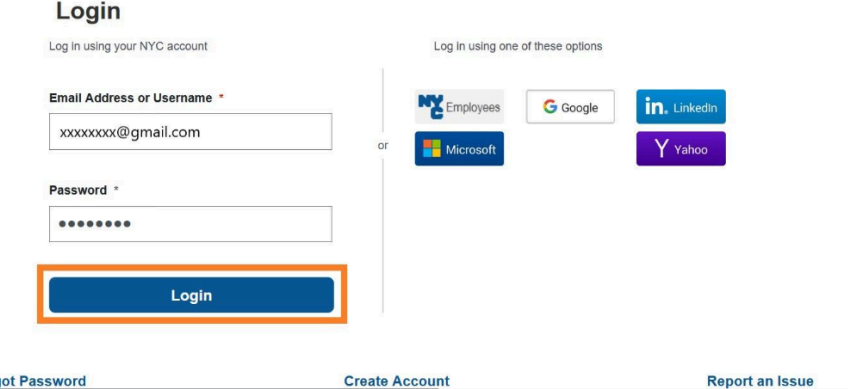
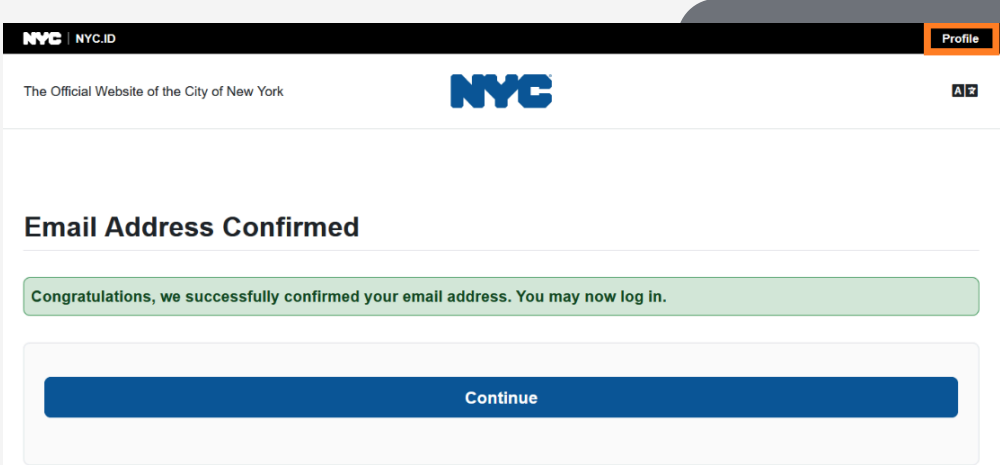
5. Select the security question of your choice & enter your answer.

6. Accept the terms by clicking the checkbox & then select Create Account.

7. 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.

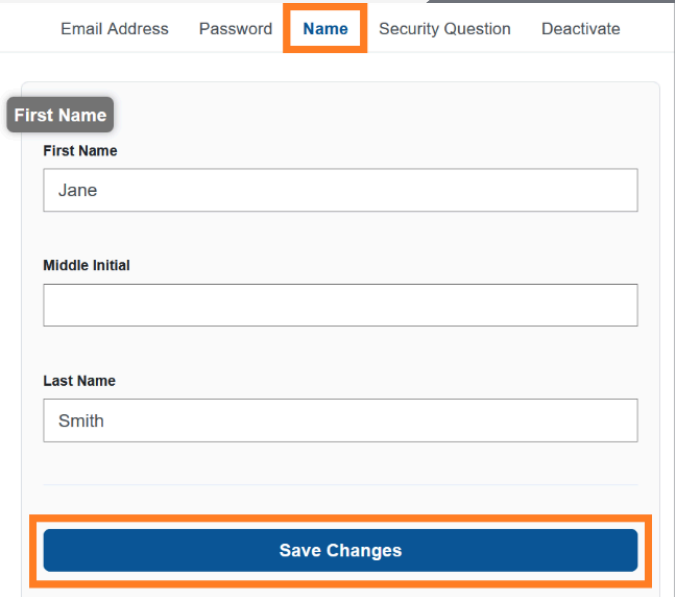


8. Once you click the link in your email, a confirmation page will appear. Select the Profile button in the upper-right hand corner.



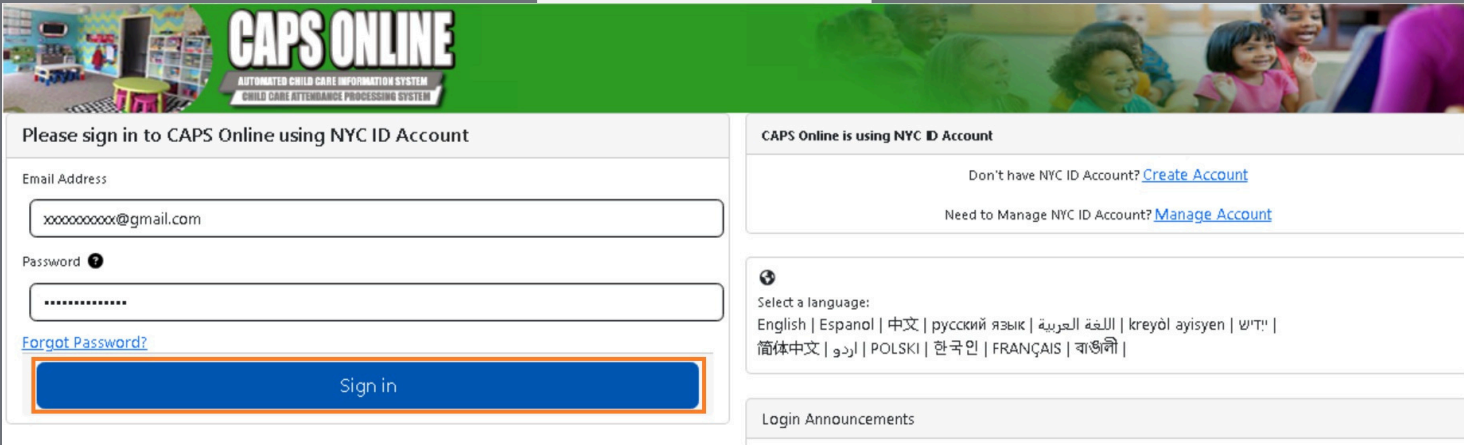
9. Log into your NYC ID account with the email address and password you created.

10. Once logged into your NYC ID account, select the Name tab and enter the appropriate information. Then click Save Changes.(Please do no use any special characters or accented letters)

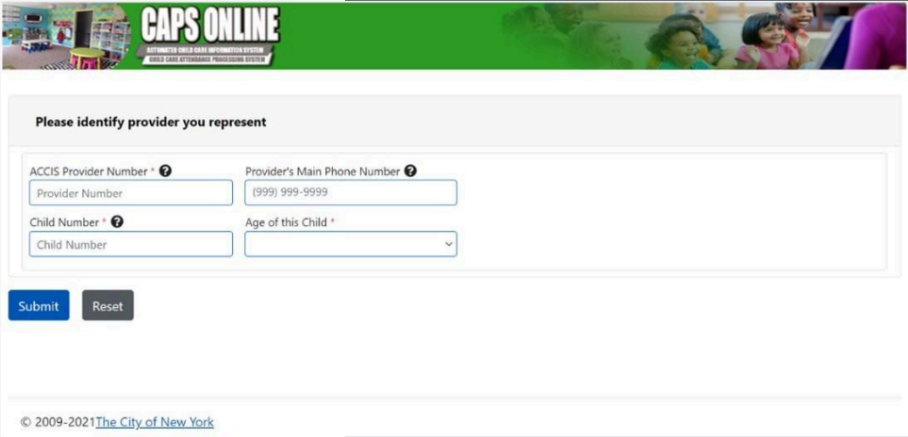


2 Log in to CAPS Online

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



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



For more information, please see the [Account Creation Quick Guide](#).