How To:

Human Resources Administration
Department of Social Services

USER GUIDE

How to Create an Account

NYC OBS Applicant Portal — Burial Allowance Insurance Tracking System (BAITS)

Version 1.0 | July 2026

Table of Contents

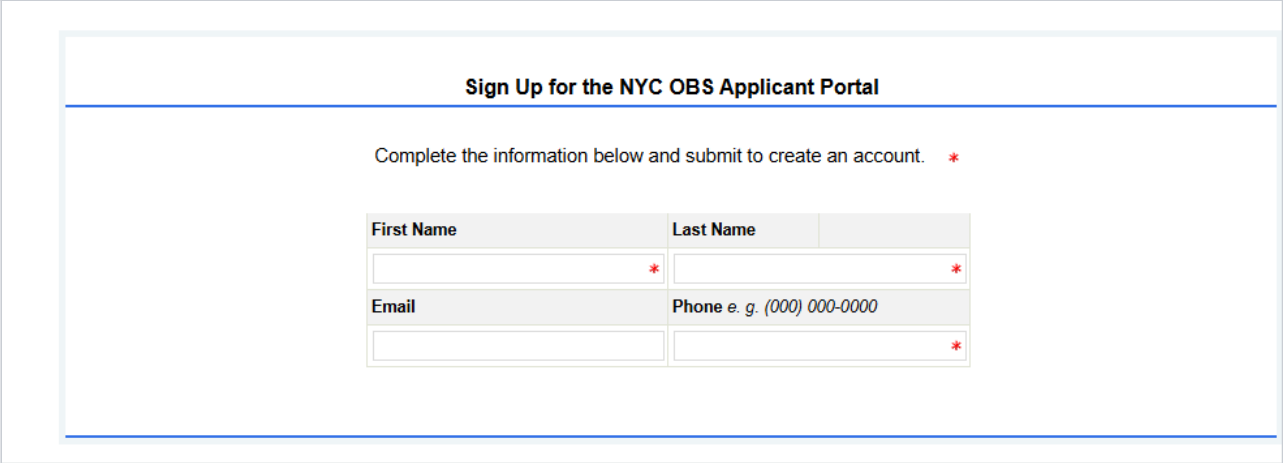
Purpose of This Document

This guide explains how to create an account on the NYC OBS Applicant Portal.

> All fields marked with a red asterisk (*) are required.

Step 1 — Accessing the Registration Form

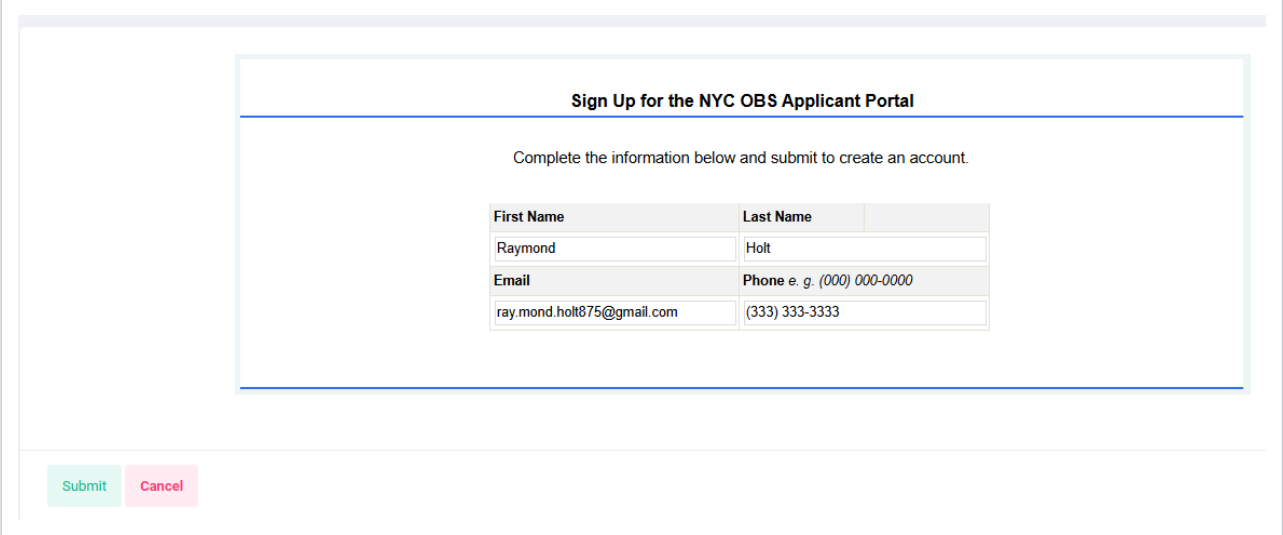
Go to the registration page using the link provided to you. You will see the Registration Form.



Step 2 — Enter Your Account Information

Fill out your information:

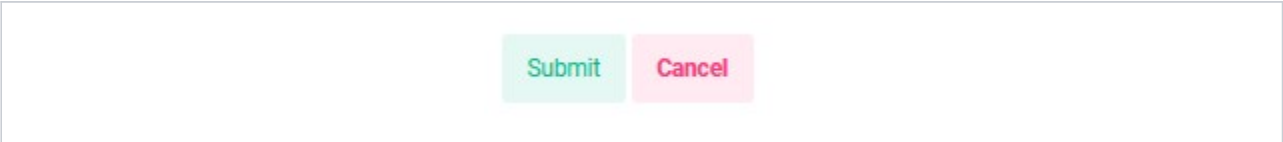
- **First Name*** — Enter your first name.
- **Last Name*** — Enter your last name.
- **Email*** — Enter a valid email address.
- **Phone*** — Provide a valid phone number in the format (000) 000-0000.



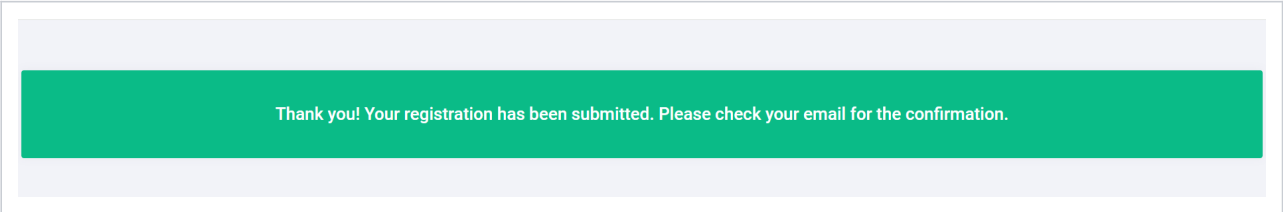
Step 3 — Submit the Form

At the bottom of the page:

- Click **Submit** to send your registration form.
- Click **Cancel** if you do not wish to continue.

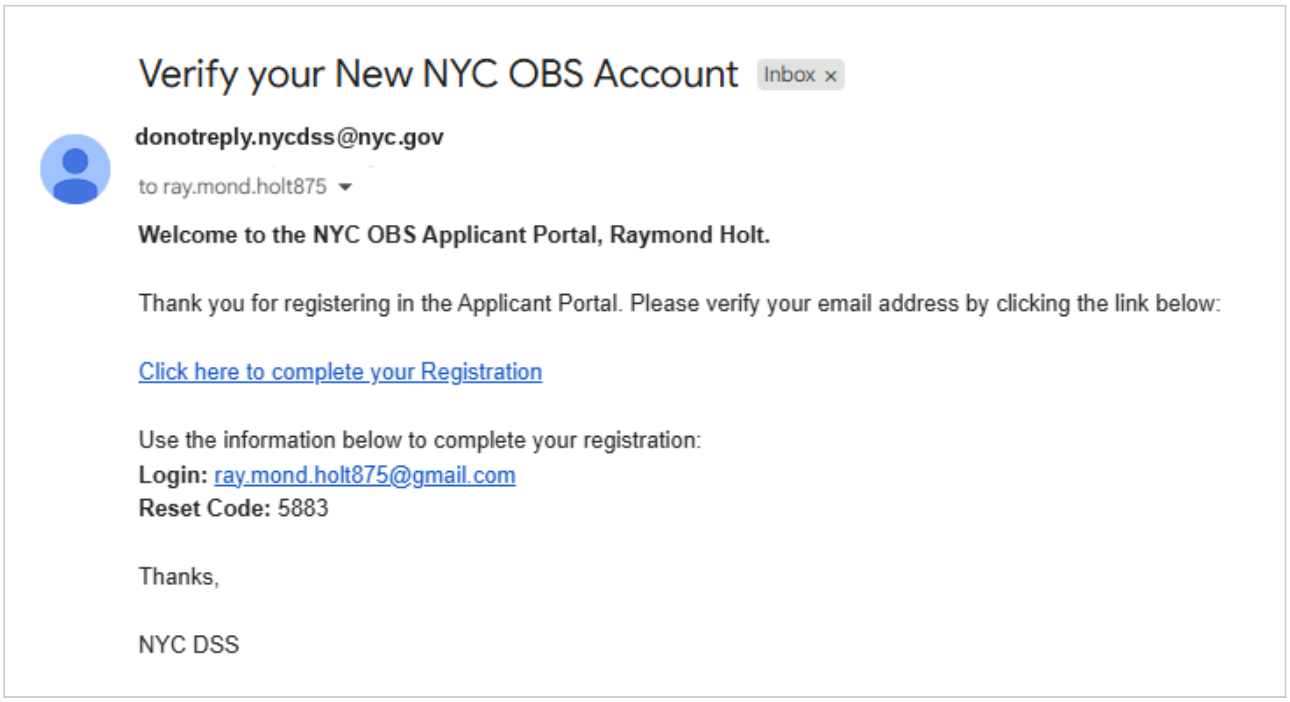


Once your registration form is successfully submitted, you will see the following confirmation page:



Step 4 — Verify Your Registration

Shortly after submitting your registration form, you should receive a verification email similar to the following:



Verify your New NYC OBS Account Inbox ×

donotreply.nycdss@nyc.gov

to ray.mond.holt875

Welcome to the NYC OBS Applicant Portal, Raymond Holt.

Thank you for registering in the Applicant Portal. Please verify your email address by clicking the link below:

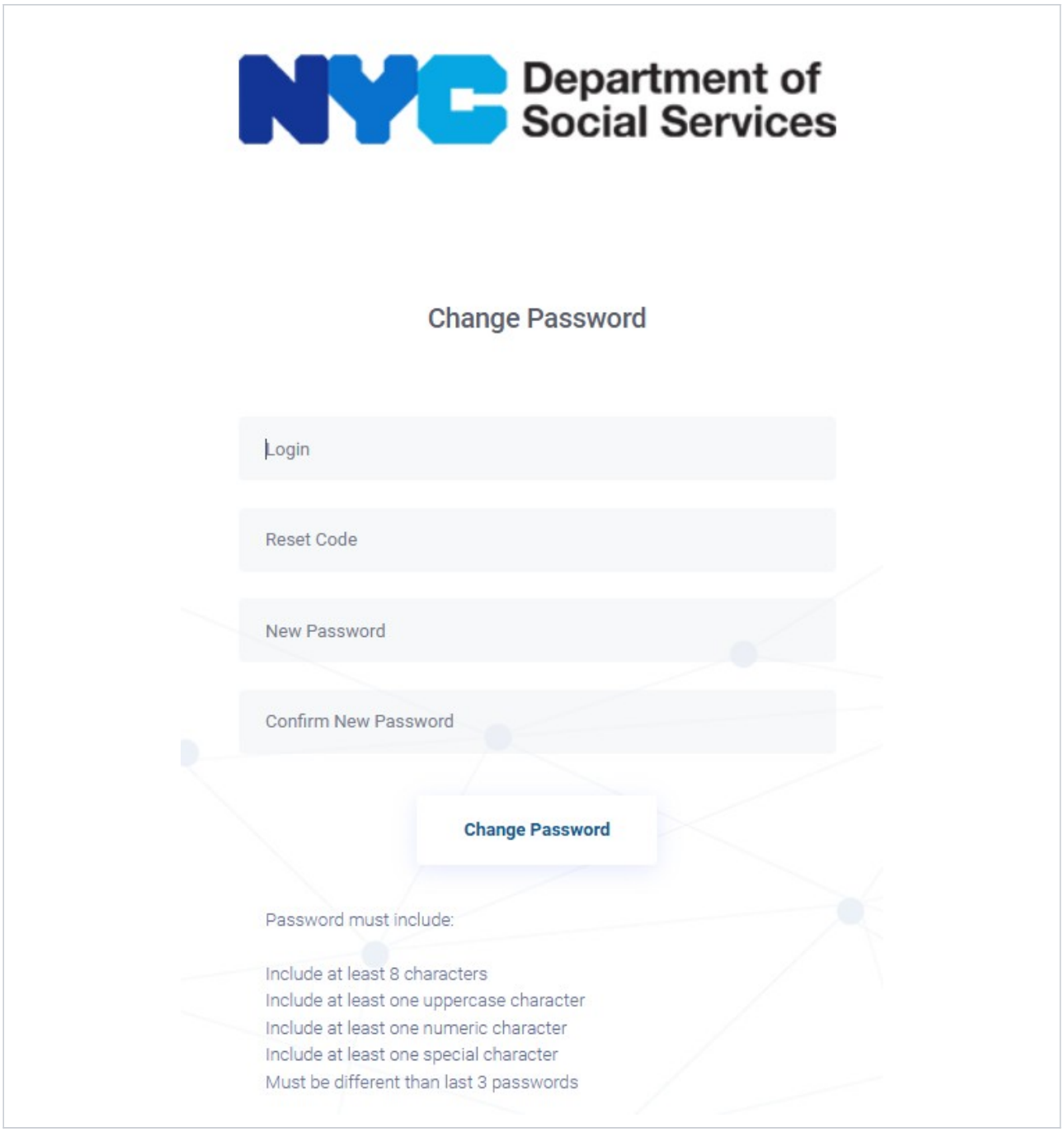
Click here to complete your Registration

Use the information below to complete your registration:
Login: ray.mond.holt875@gmail.com
Reset Code: 5883

Thanks,

NYC DSS

Click the "Click here to complete your registration" link. You will be directed to the following page:



Step 5 — Enter Your Account Details and Reset Code

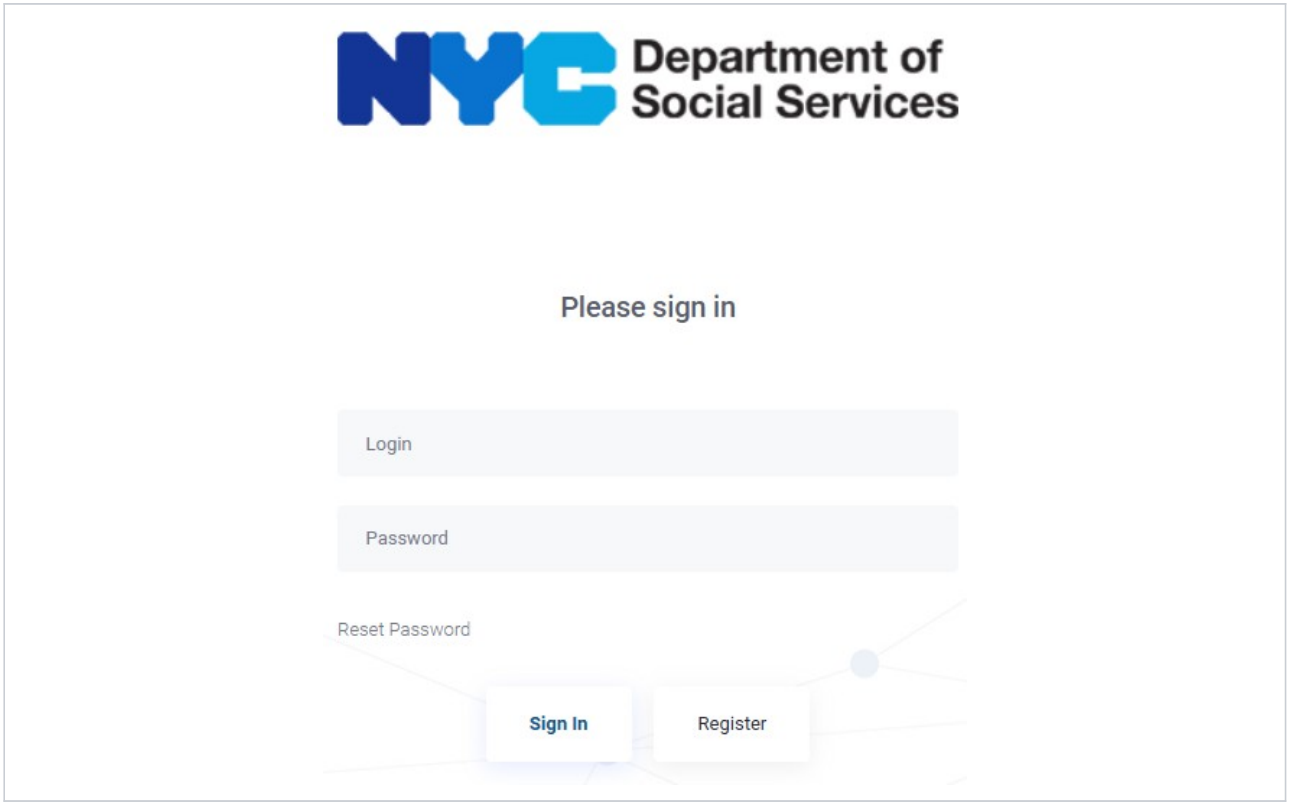
Fill in the Change Password fields:

- **Login*** — Enter the email address you used for registration.
- **Reset Code*** — Enter the one-time-use reset code from your account verification email.
- **New Password*** — Enter a password that meets the following criteria:

- Must be at least 8 characters
- Must include at least one uppercase character
- Must include at least one numeric character
- Must include at least one special character

- **Confirm New Password*** — Re-enter your new password.

If you successfully verify your account and change your password, you will be directed to the login page.



Step 6 — Log In to Your Account

Log in using your account credentials:

- **Login*** — Enter the email address you used for registration.
- **Password*** — Enter the password you created in the previous step.

Click the **Sign In** button to log in to your account.

How To:

Human Resources Administration
Department of Social Services

USER GUIDE

How to Complete the Pre-Screen Questionnaire

NYC OBS Applicant Portal — Burial Allowance Insurance Tracking System (BAITS)

Version 1.0 | July 2026

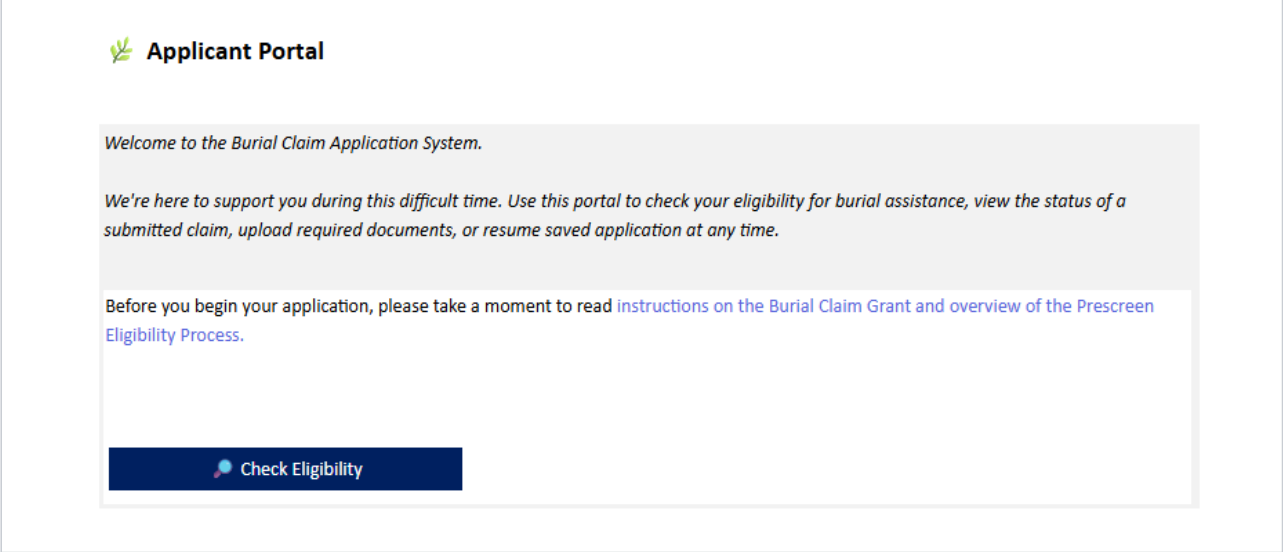
Table of Contents

Purpose of This Document

This guide shows how to access and complete the Pre-Screen Questionnaire.

Step 1 — Accessing the Pre-Screen Questionnaire

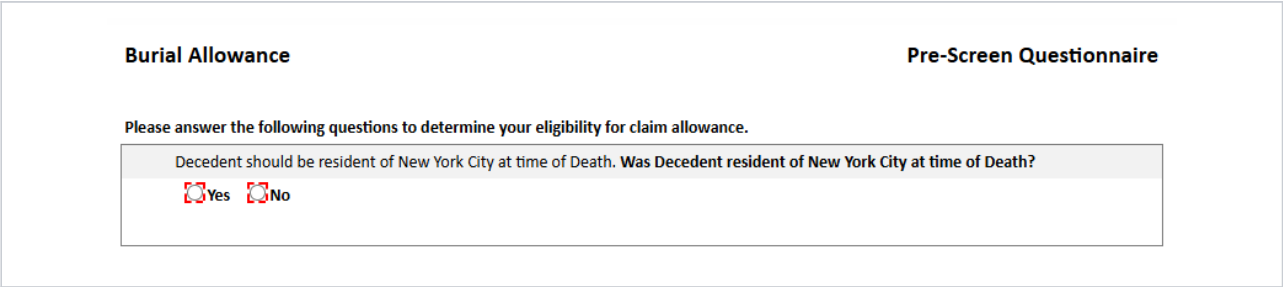
Log in to your account. After logging in successfully, you will see the Home Page:



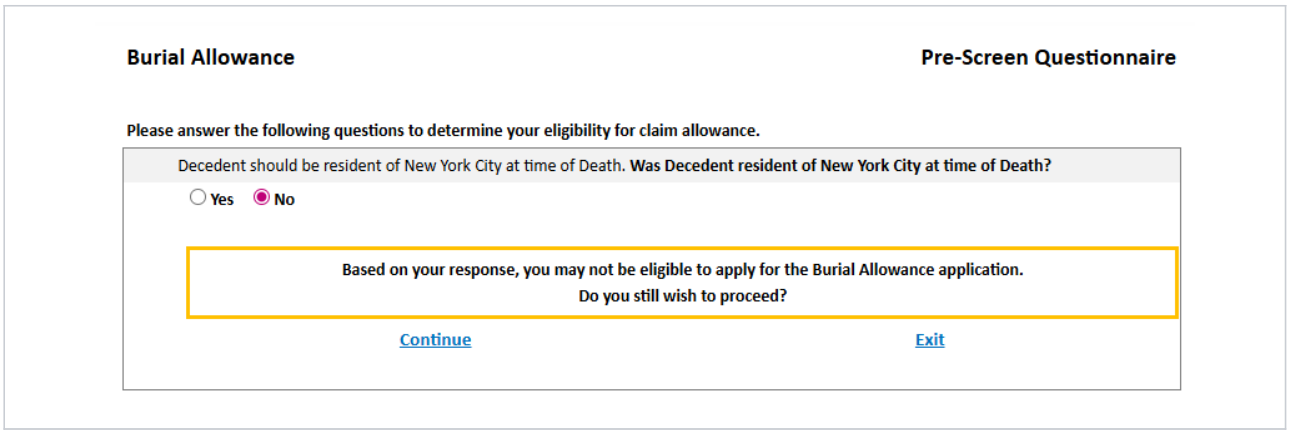
Click the **Check Eligibility** button. You will then be directed to the Pre-Screen Questionnaire.

Step 2 — Answer the Pre-Screen Questionnaire

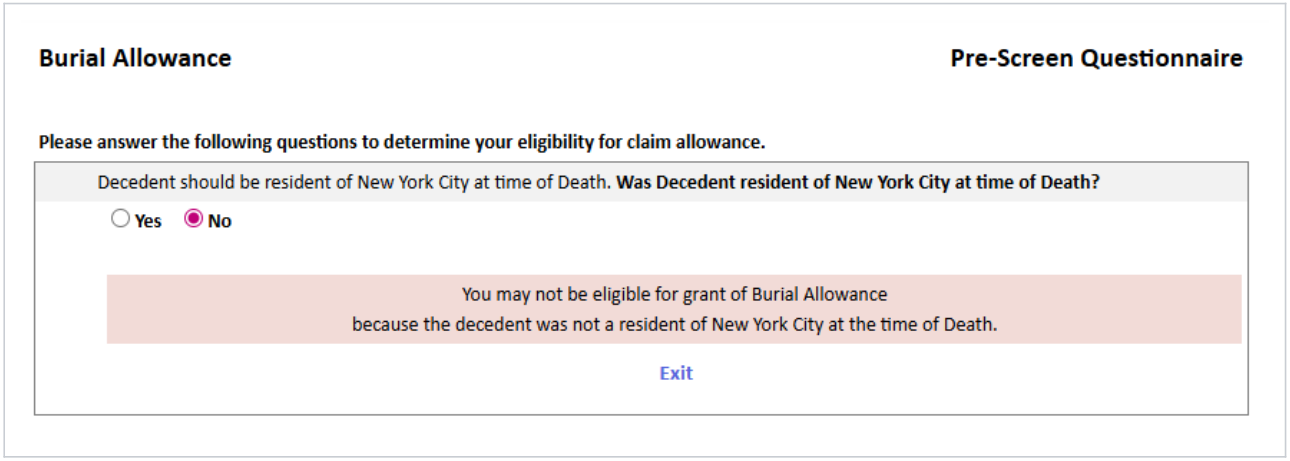
The Pre-Screen Questionnaire asks questions one at a time. When the questionnaire first loads, it shows only the first question:



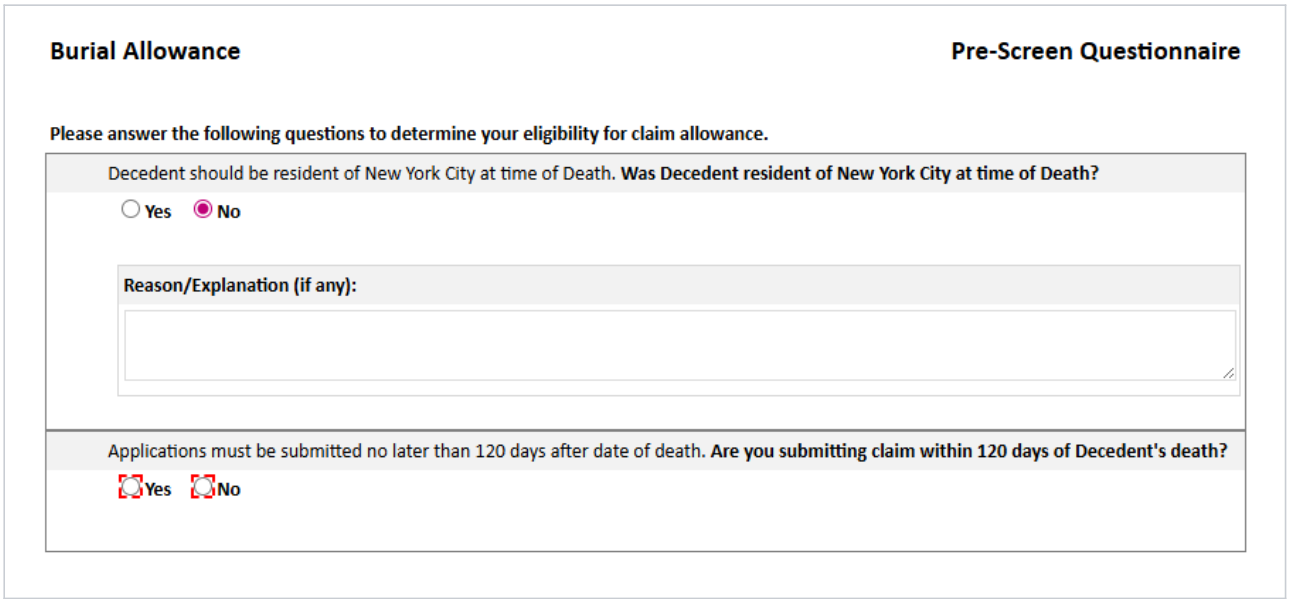
If you select **No**, you will be asked if you would like to continue or exit.



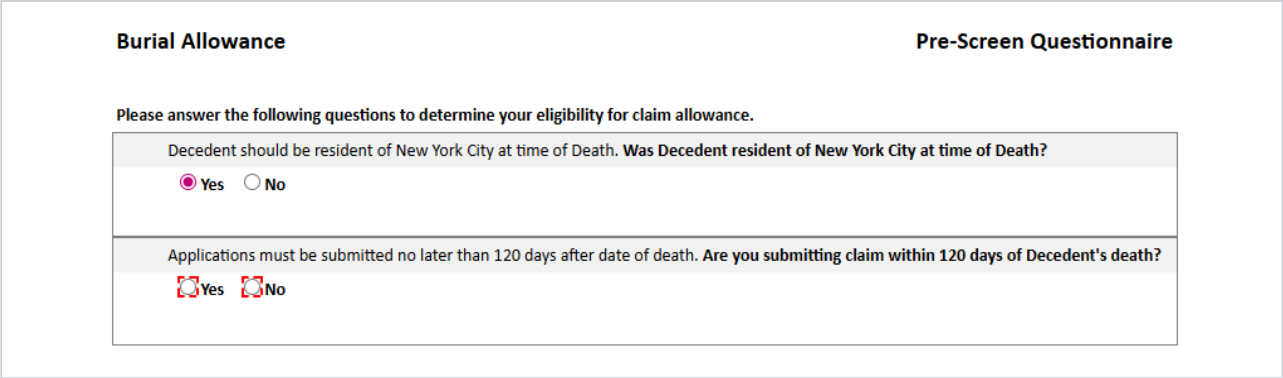
If you select **Exit**, you will see a description of your possible ineligibility based on your response. Clicking the "Exit" link will redirect you to the Home Page.



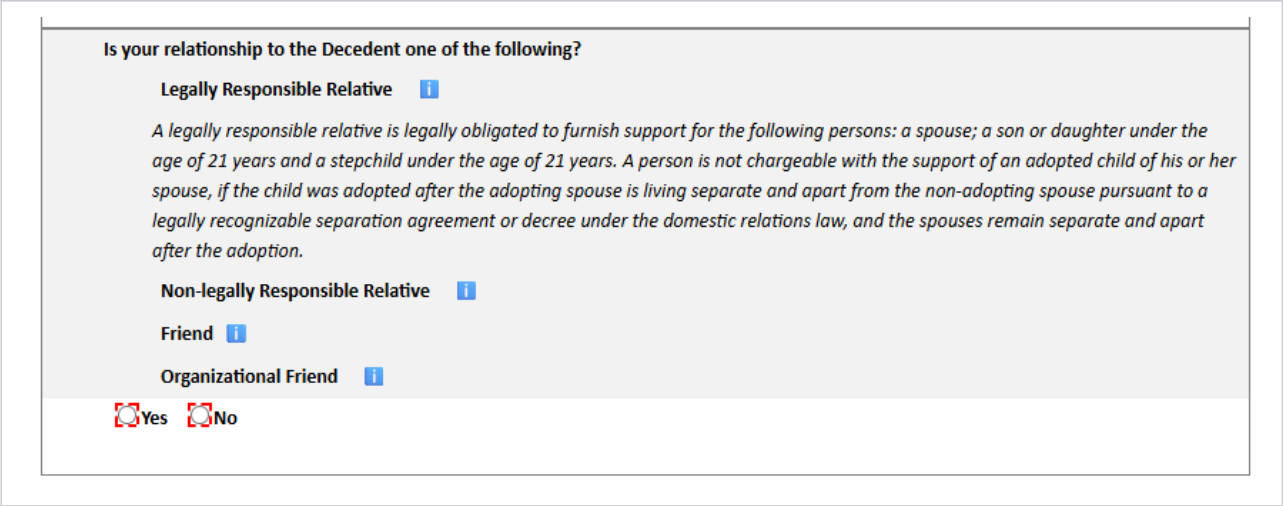
If you select **Continue**, you will be presented with a comment box where you can provide an explanation for your response. The next question will also appear.



If you select **Yes**, the next question appears.



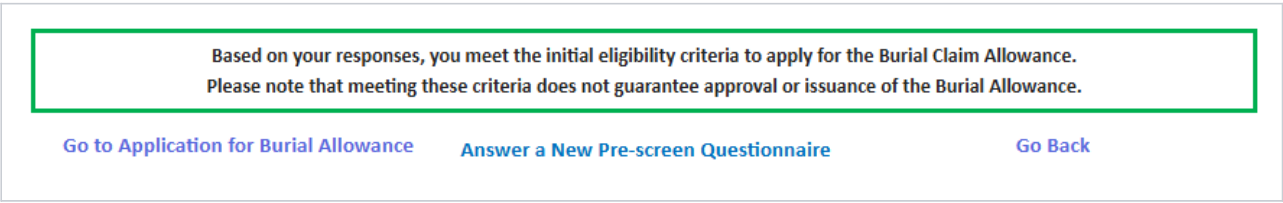
The last question includes additional information about your relationship to the decedent. You can view the definition of each relationship by clicking the info icon.



Step 3 — Complete the Questionnaire to Access the Application Link

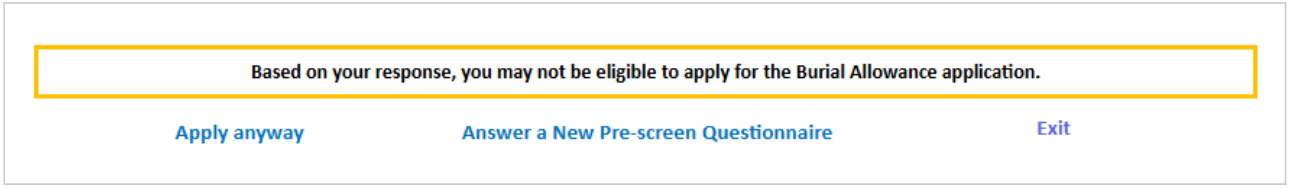
Once you complete the questionnaire, you will see a link to the application.

If you responded "Yes" to all questions, you will see the following message:



- Clicking **Go to Application for Burial Allowance** directs you to the Burial Allowance Application.
- Clicking **Answer a New Pre-screen Questionnaire** starts a new questionnaire for a different individual.
- Clicking **Go Back** returns you to the Home Page.

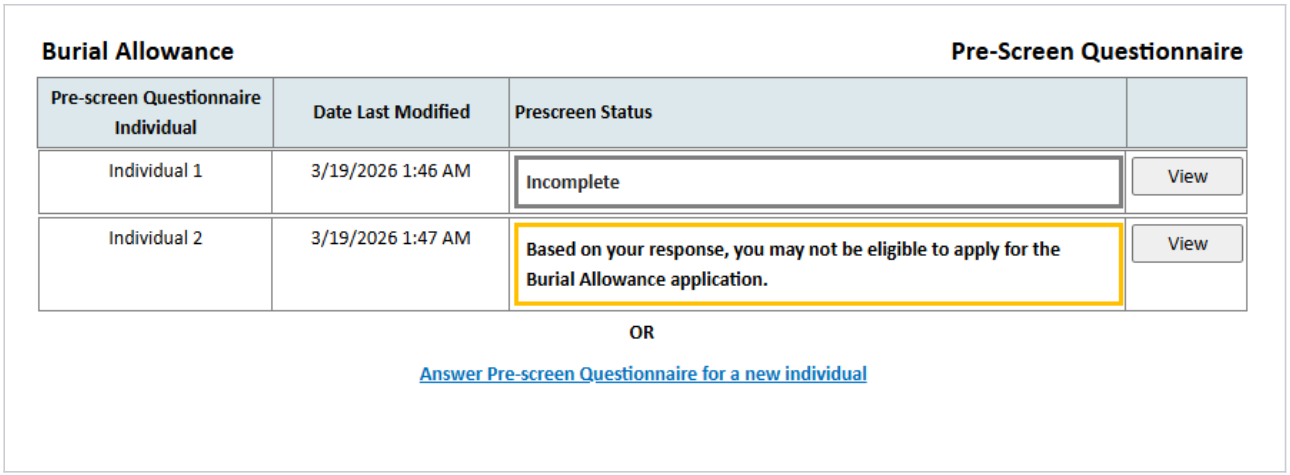
If you responded "No" to at least one question, you will see the following message:



- Clicking **Apply Anyway** generates a link that directs you to the Burial Allowance Application.
- Clicking **Answer a New Pre-screen Questionnaire** starts a new questionnaire for a different individual.
- Clicking **Exit** returns you to the Home Page.

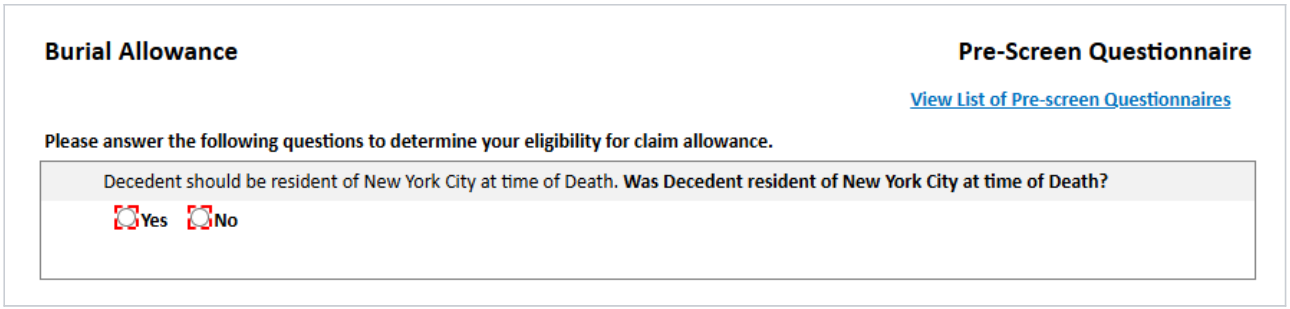
Multiple Pre-Screen Questionnaires

If you have answered more than one Pre-Screen Questionnaire, the next time you visit the Pre-Screen Questionnaire page you will see a list of the questionnaires you have started:



- Click the **View** button for the questionnaire you would like to view or edit.
- Click **Answer Pre-screen Questionnaire for a new individual** to start a new questionnaire.

You can return to the list of questionnaires at any time by clicking **View List of Pre-screen Questionnaires** at the top-right corner of the page:



How To:

Human Resources Administration
Department of Social Services

USER GUIDE

How to Apply for Burial Allowance

NYC OBS Applicant Portal — Burial Allowance Insurance Tracking System (BAITS)

Version 1.0 | July 2026

Table of Contents

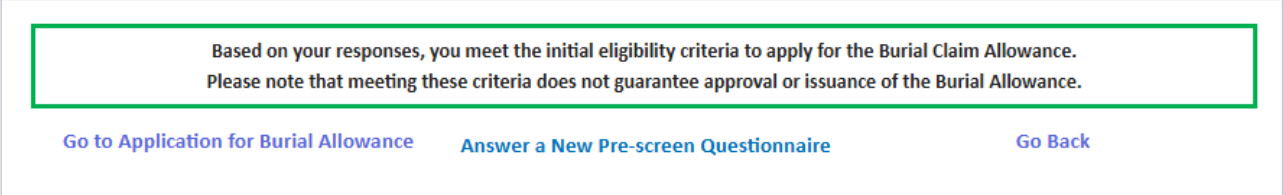
Purpose of This Document

This guide shows how to complete the Application for Burial Allowance.

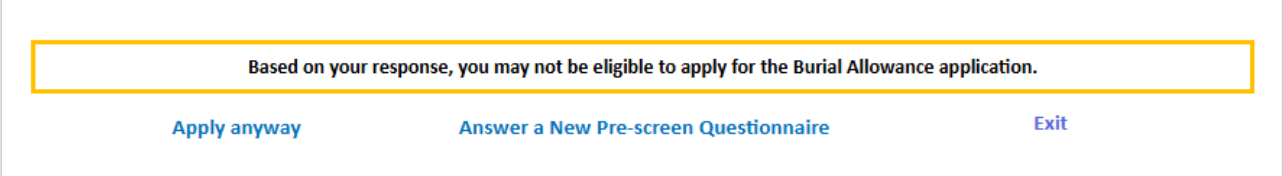
Accessing the Application

After completing the Pre-Screen Questionnaire, you should have a direct link to the application.

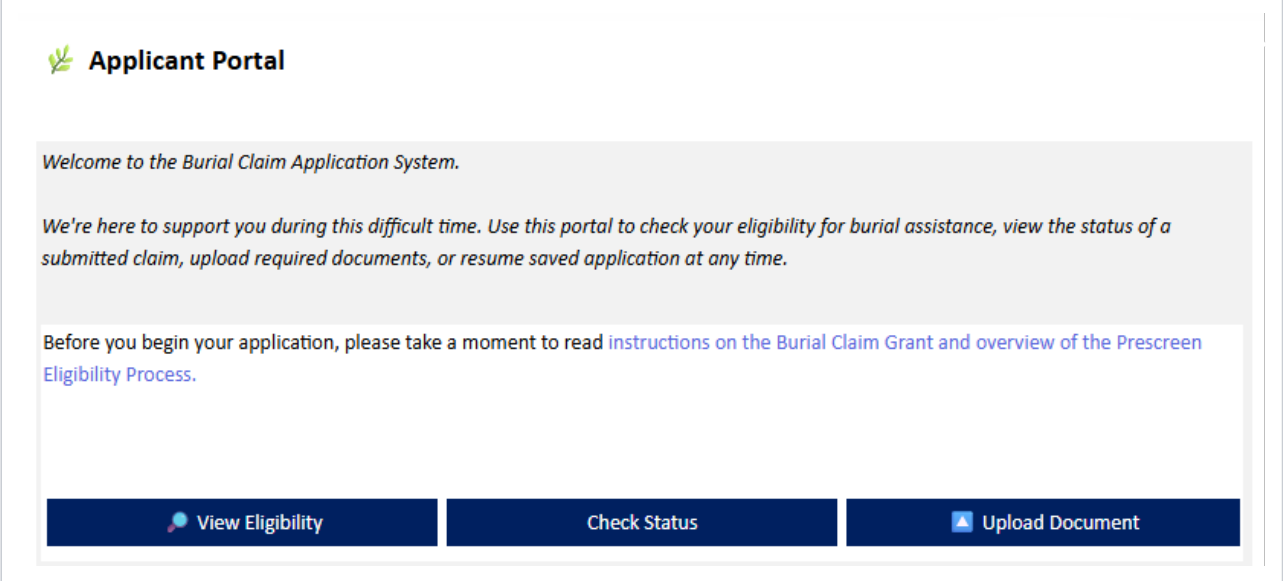
If you responded "Yes" to all the questions, click the "Go to Application for Burial Allowance" link to go to the application:



If you responded "No" to at least one question, click the "Apply Anyway" link to go to the application:

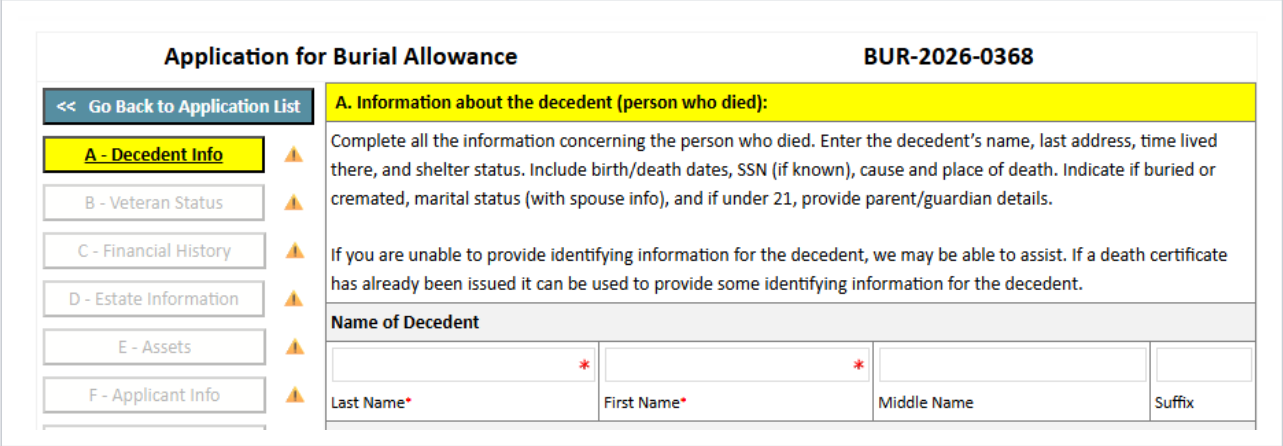


Alternatively, you can access the Application from your Home Page. After completing the Pre-Screen Questionnaire, the **Check Status** button should show on your Home Page.



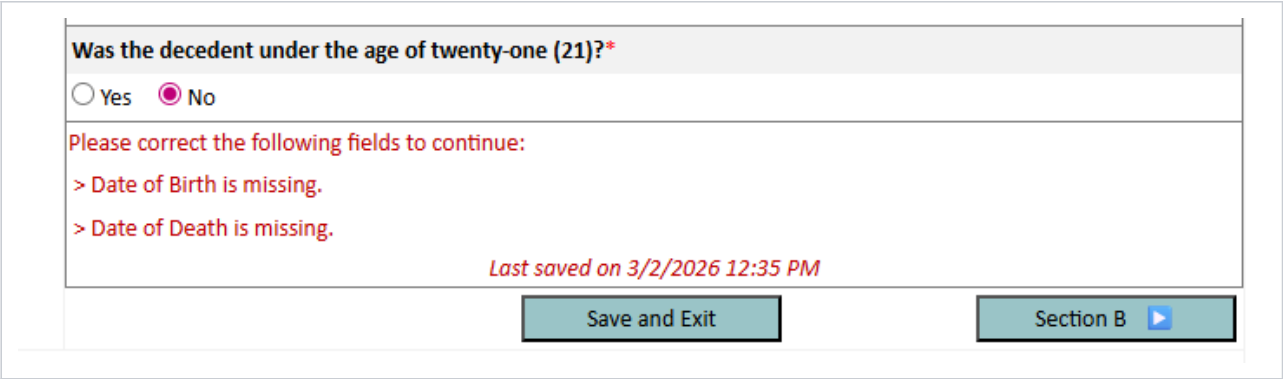
Application Elements

After clicking the link, the Application will open to the Decedent Information section. For each section of the application, some details are shown at the top of the section regarding the information collected for the section you are currently viewing.



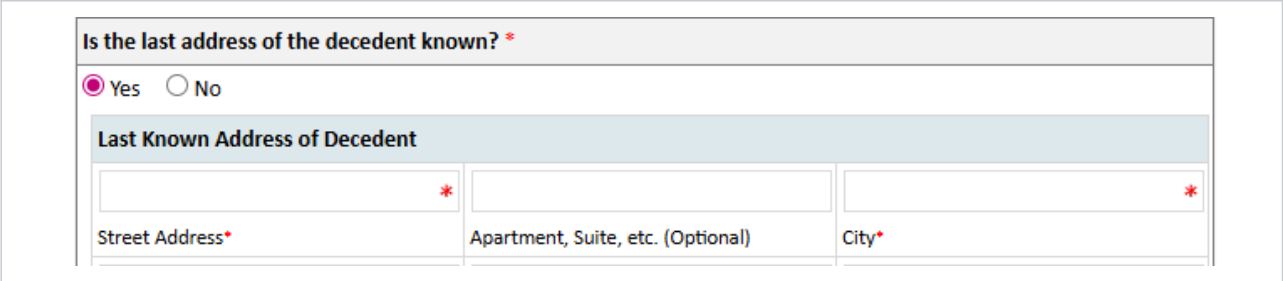
Required Fields

- Fields indicated by a red asterisk (*) or a red border are required fields. If you do not complete these fields, or fill them in incorrectly, you will get warnings at the bottom of the page and will not be able to proceed to the next section.



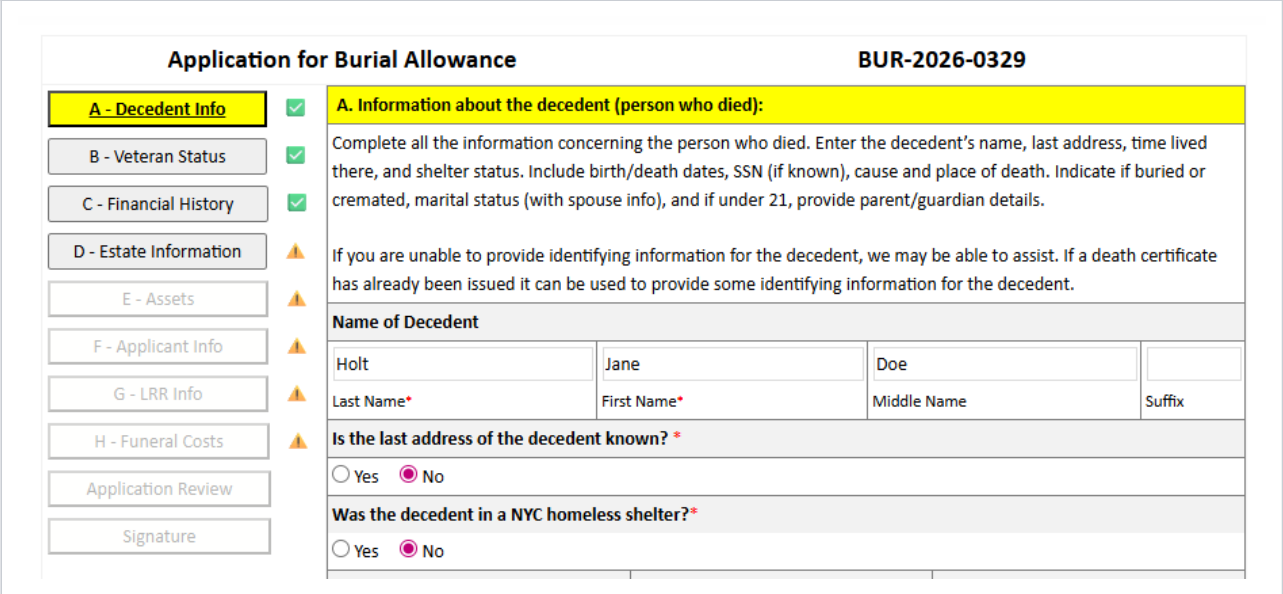
Additional Questions

- Some fields ask additional questions depending on your response. A section will pop up to collect the additional information.



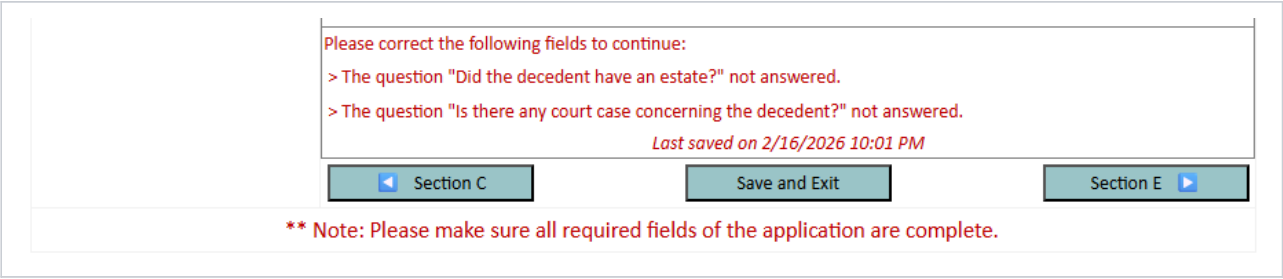
Side Bar

The side bar provides multiple indicators and can be used to navigate through the application.



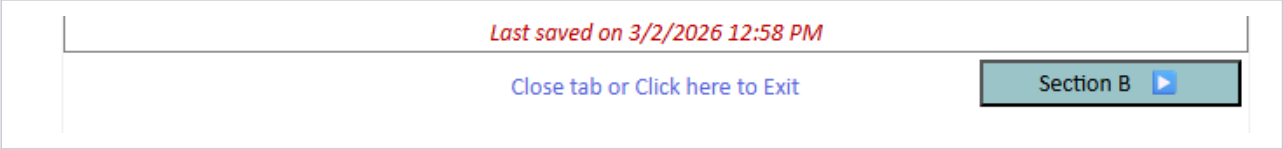
- Click the button for the section you want to navigate to. You can only navigate to sections you previously completed. You cannot use grayed-out section buttons.
- Side bar indicators:
  - The section highlighted in **yellow** indicates the current section that you are in.
  - Grayed-out sections cannot be accessed unless you complete the prior sections.
  - An exclamation point indicates that a section is incomplete.
  - A check mark indicates that a section is completed.

Warnings and Bottom Navigation Buttons



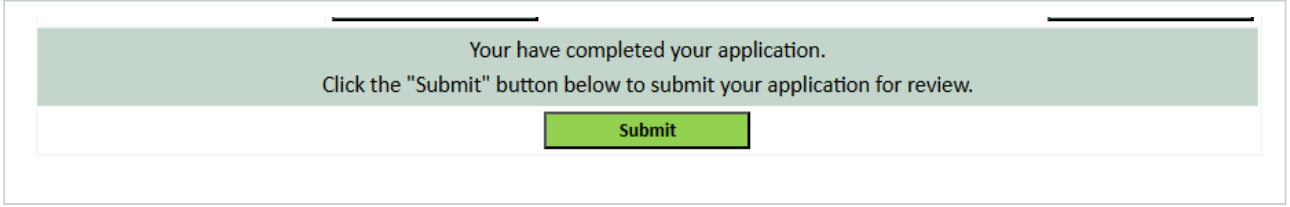
At the bottom of the page, there are the following elements:

- Field warnings for the current section you are on:
  - This list shows when you try to navigate to the next section without completing the current section.
  - Make the corrections as listed and then navigate to the next section to remove these warnings.
- Button for the previous section:
  - Click this button to go to the previous section.
- Button for the next section:
  - Click this button to go to the next section. Please note that this button will not work until you complete the current section.
- Save button:
  - Click this button to save your progress. The "Last Saved on" time stamp should update shortly after clicking the button. The "Click here to Exit" link should also show. Clicking this link will direct you back to the Home Page:



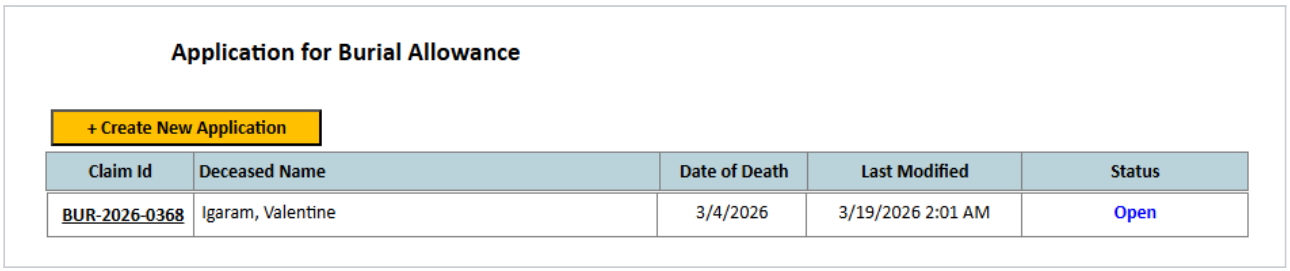
- Overall completion status of your application:
  - When your application is incomplete, the following message will show:

  - When your application is complete, the following message will show, as well as the Submit button:

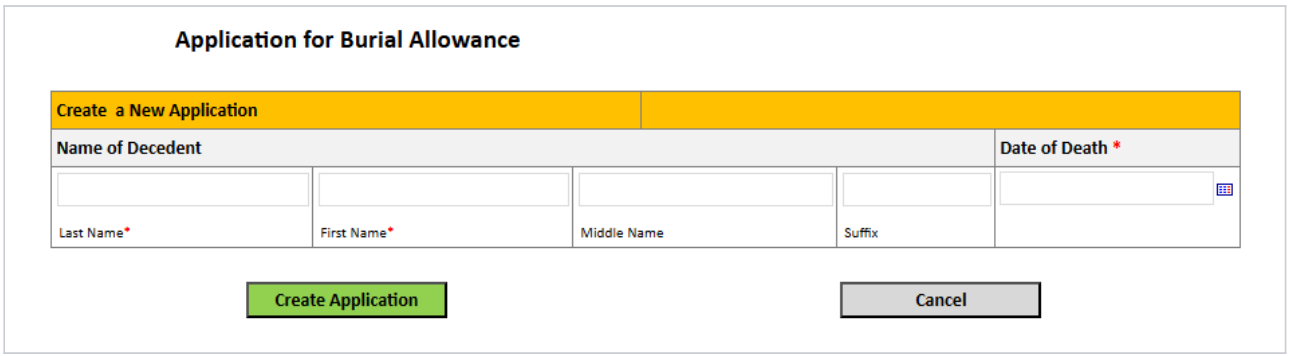


Multiple Applications

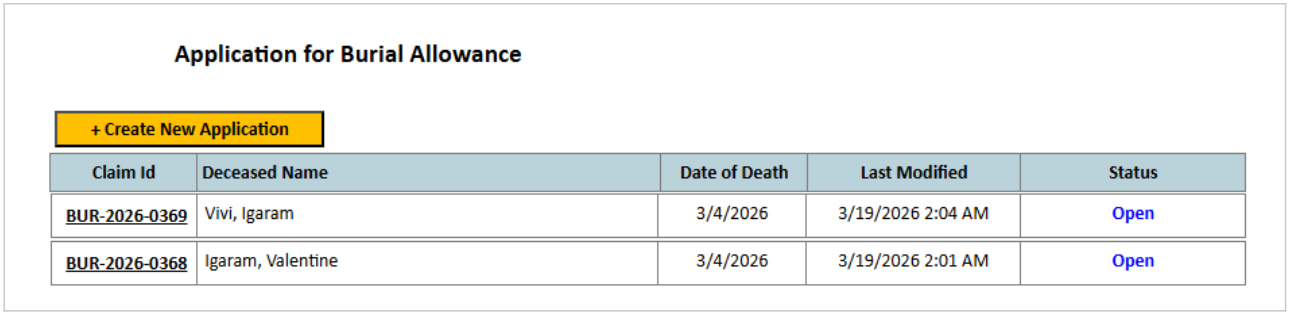
To start a new application for a different individual, click the "Go Back to the Application List" button. This will show the following page:



Click "+ Create New Application". The following section will show:



Enter the name of the Decedent and the Date of Death. Then click "Create Application" to generate the new application form. After clicking this button, your list of applications will show, including the application you just created.



Click the Claim ID of the application that you would like to view and/or edit.

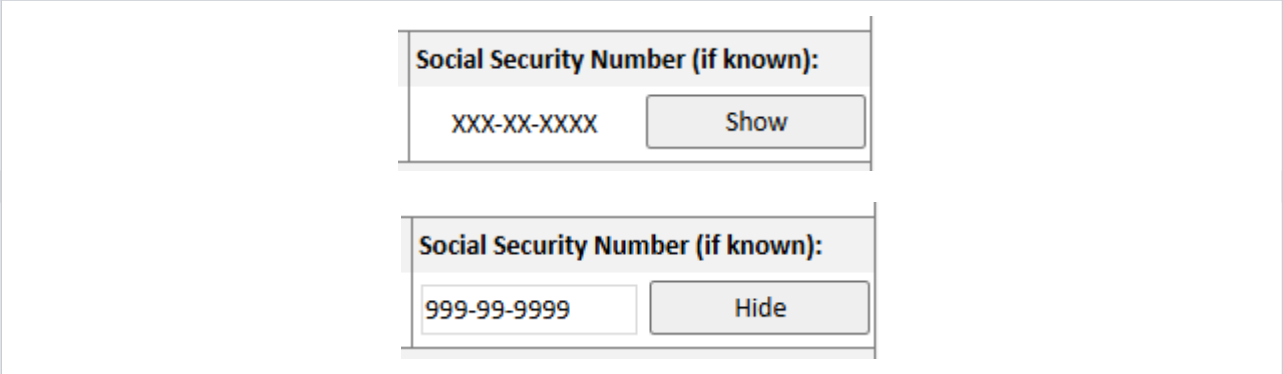
If you started more than one application, you will be directed to this list after clicking "Check Status" on the Home Page.

Filling Out the Application

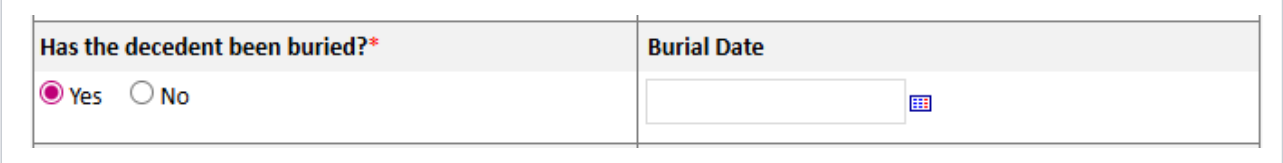
Section A — Decedent Information

Additional notes on information collected in this section:

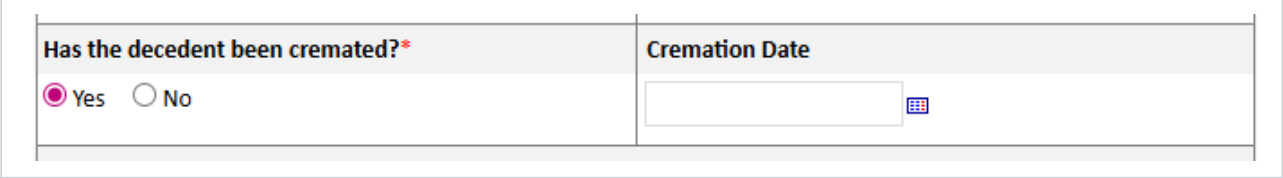
- Decedent Address:
  - If the last address of the decedent is known, you will be asked to provide the address as well as how long the decedent lived there.
- Social Security Number (if known):



  - After initially typing the SSN, it will be hidden. If you would like to edit or check that you entered it correctly, click the "Show" button.
  - Once you have confirmed that your entry is correct, click the "Hide" button to hide the SSN.
- Decedent Burial:
  - If the decedent has been buried, please provide the burial date if known.

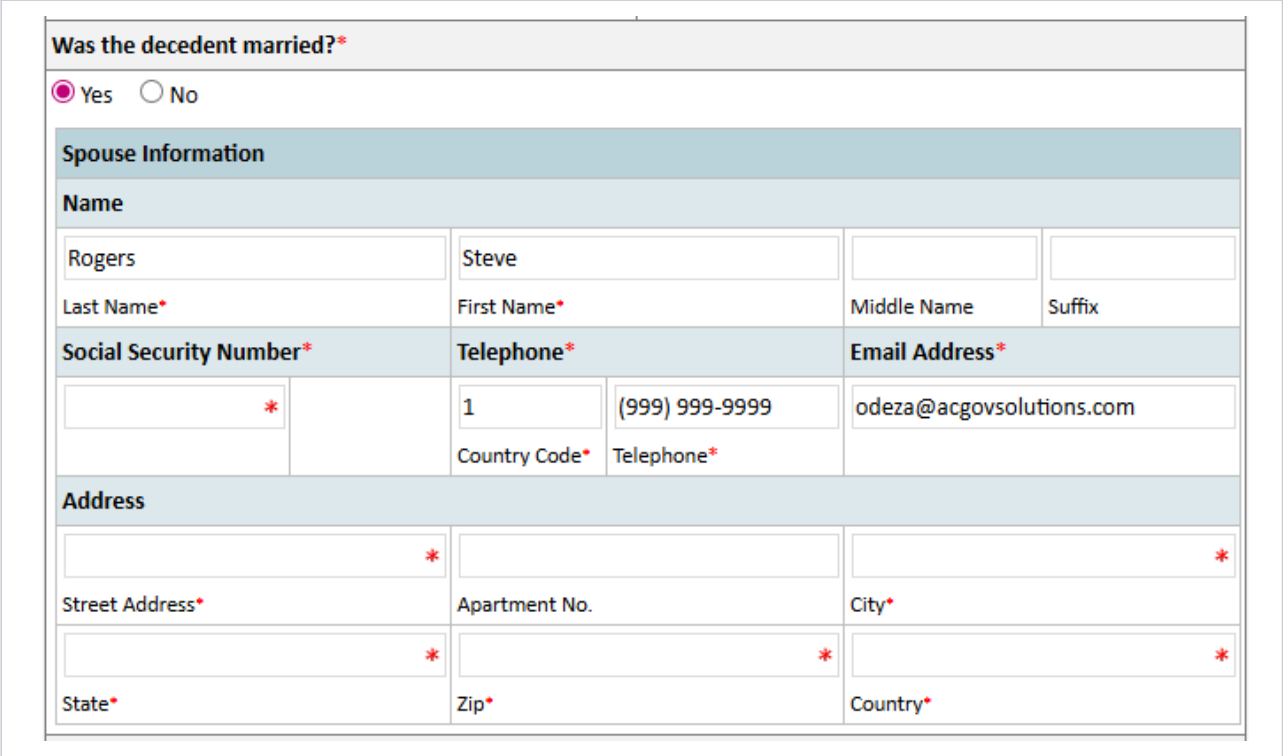


- Decedent Cremation:
  - If the decedent has been cremated, please provide the cremation date if known.

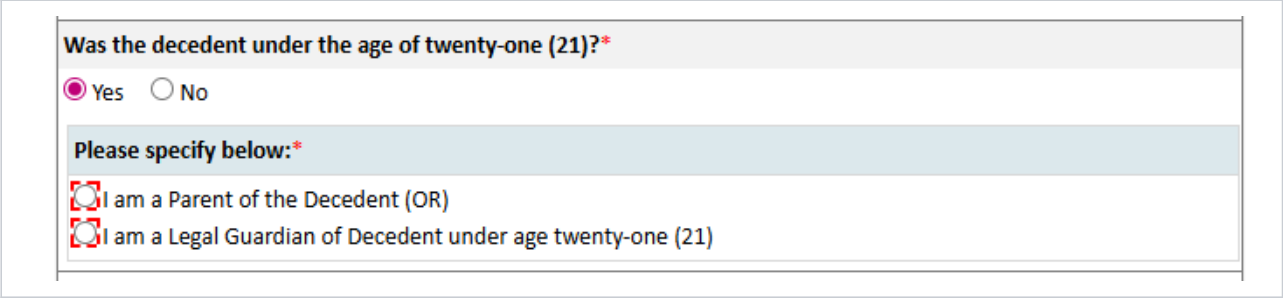


- Decedent Spouse Information:

- If the decedent is married, the following information of the spouse is collected.
  - It is assumed that the applicant is the spouse, so the applicant's information is automatically entered into these fields.



- Decedent Legal Guardian Information:
  - If the decedent is under the age of 21, you need to select the type of legal guardian:



- If Parent is selected, the following information of the parents is collected:
  - For the second parent, only their name is required.

Parent 1 Information

Name

Rogers	Steve		
Last Name*	First Name*	Middle Name	Suffix

Social Security Number*		**Telephone***		**Email Address***
*			(999) 999-9999	odeza@acgovsolutions.com
		Country Code*	Telephone*	

Address

*		*
Street Address*	Apartment No.	City*
*	*	*
State*	Zip*	Country*

Parent 2 Information

Name

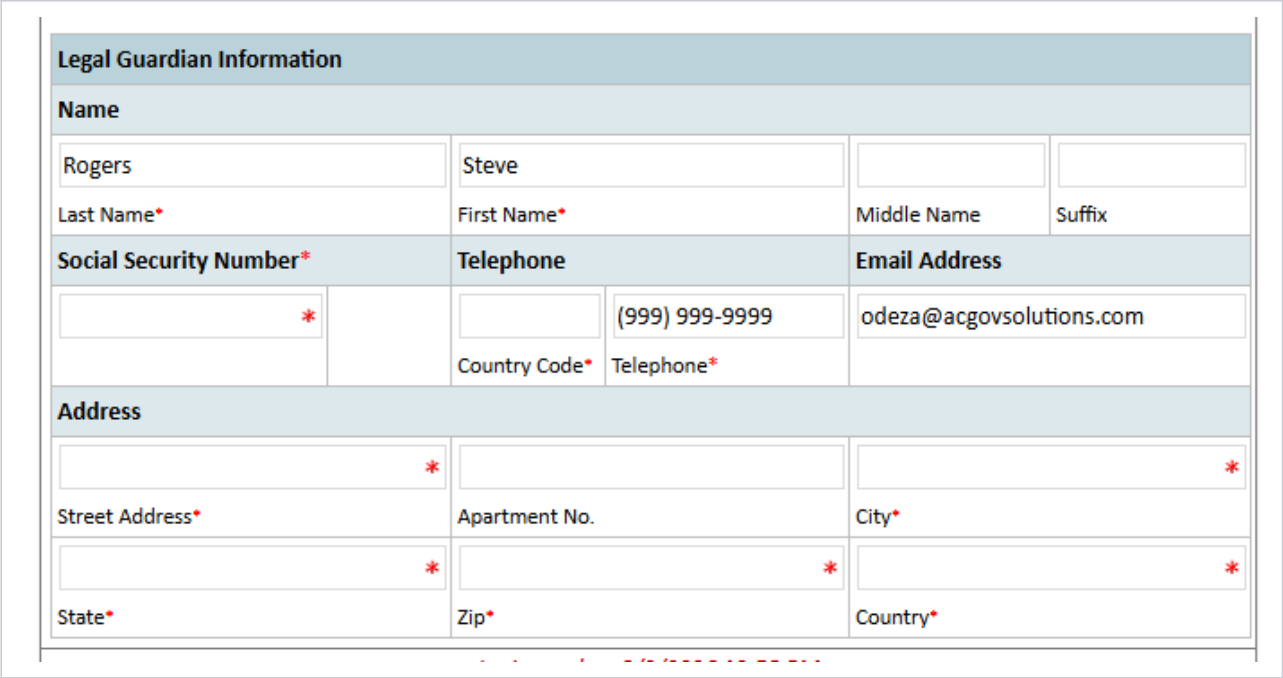
*	*		
Last Name*	First Name*	Middle Name	Suffix

Social Security Number		**Telephone**		**Email Address**
		Country Code*	Telephone*	

Address

Street Address*	Apartment No.	City
State	Zip	Country

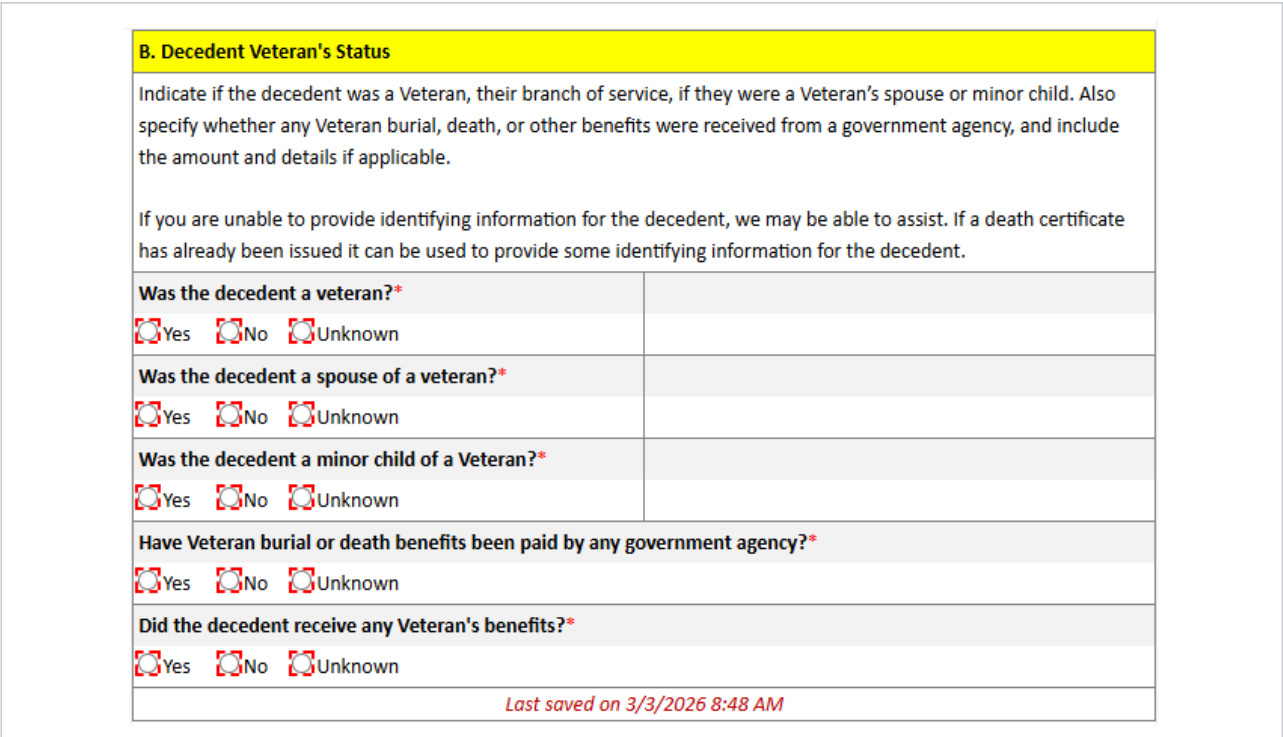
- If Legal Guardian is selected, the following information is collected:



Legal Guardian Information			
Name			
Rogers	Steve		
Last Name*	First Name*	Middle Name	Suffix
Social Security Number*	**Telephone**		**Email Address**
*		(999) 999-9999	odeza@acgovsolutions.com
	Country Code*	Telephone*	
Address			
*		*	
Street Address*	Apartment No.	City*	
*	*	*	
State*	Zip*	Country*	

- For both types of Legal Guardian, it is assumed that the applicant is the legal guardian, so the applicant's information is automatically entered into these fields.

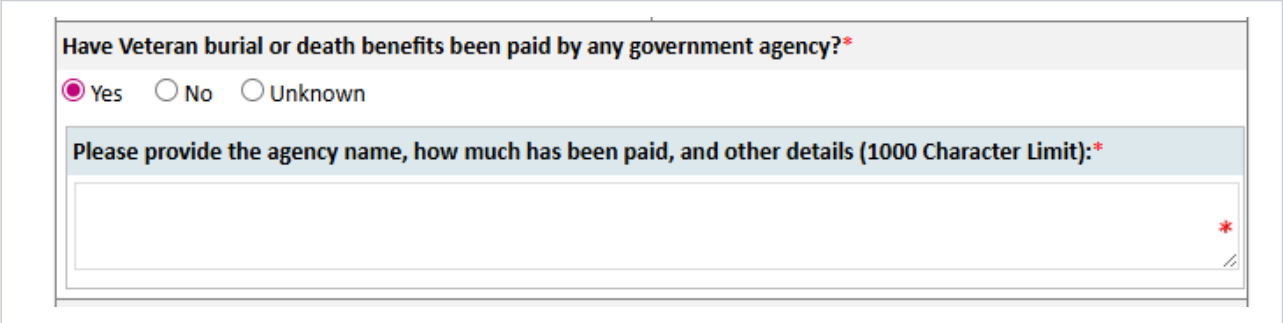
Section B — Veteran Status



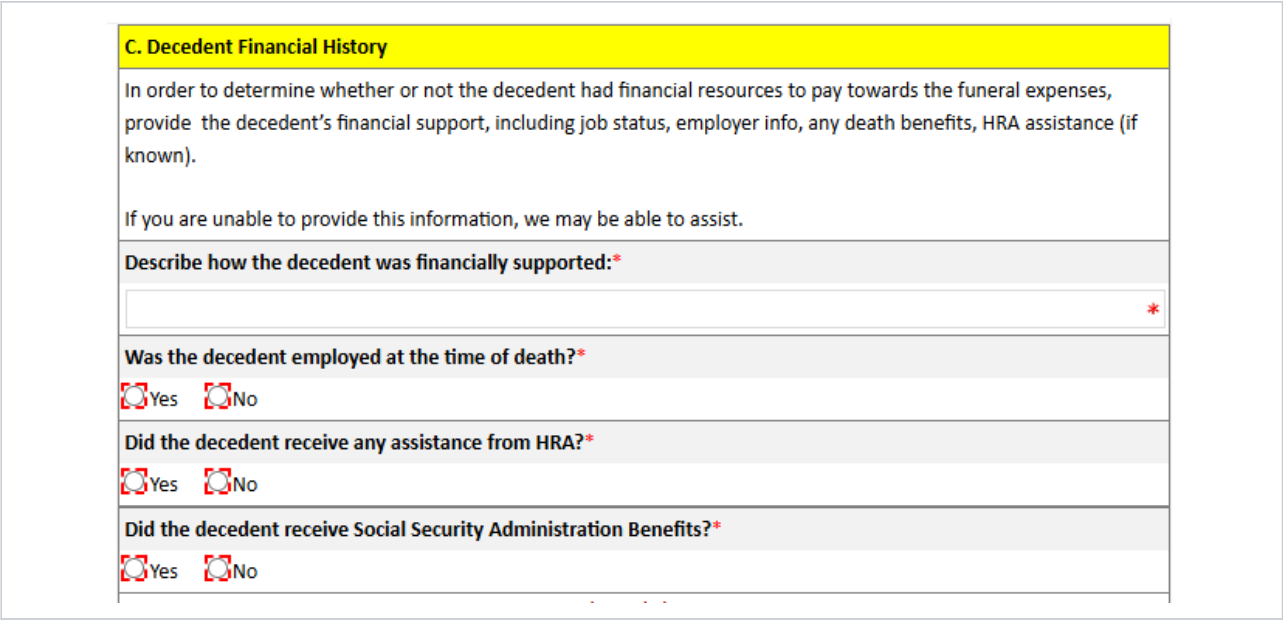
B. Decedent Veteran's Status	
Indicate if the decedent was a Veteran, their branch of service, if they were a Veteran's spouse or minor child. Also specify whether any Veteran burial, death, or other benefits were received from a government agency, and include the amount and details if applicable. If you are unable to provide identifying information for the decedent, we may be able to assist. If a death certificate has already been issued it can be used to provide some identifying information for the decedent.	
Was the decedent a veteran?*	
◯ Yes ◯ No ◯ Unknown	
Was the decedent a spouse of a veteran?*	
◯ Yes ◯ No ◯ Unknown	
Was the decedent a minor child of a Veteran?*	
◯ Yes ◯ No ◯ Unknown	
Have Veteran burial or death benefits been paid by any government agency?*	
◯ Yes ◯ No ◯ Unknown	
Did the decedent receive any Veteran's benefits?*	
◯ Yes ◯ No ◯ Unknown	
Last saved on 3/3/2026 8:48 AM	

- If you answer "Yes" to any questions regarding the decedent's relationship with a veteran, you will be asked about the corresponding Branch of Service:

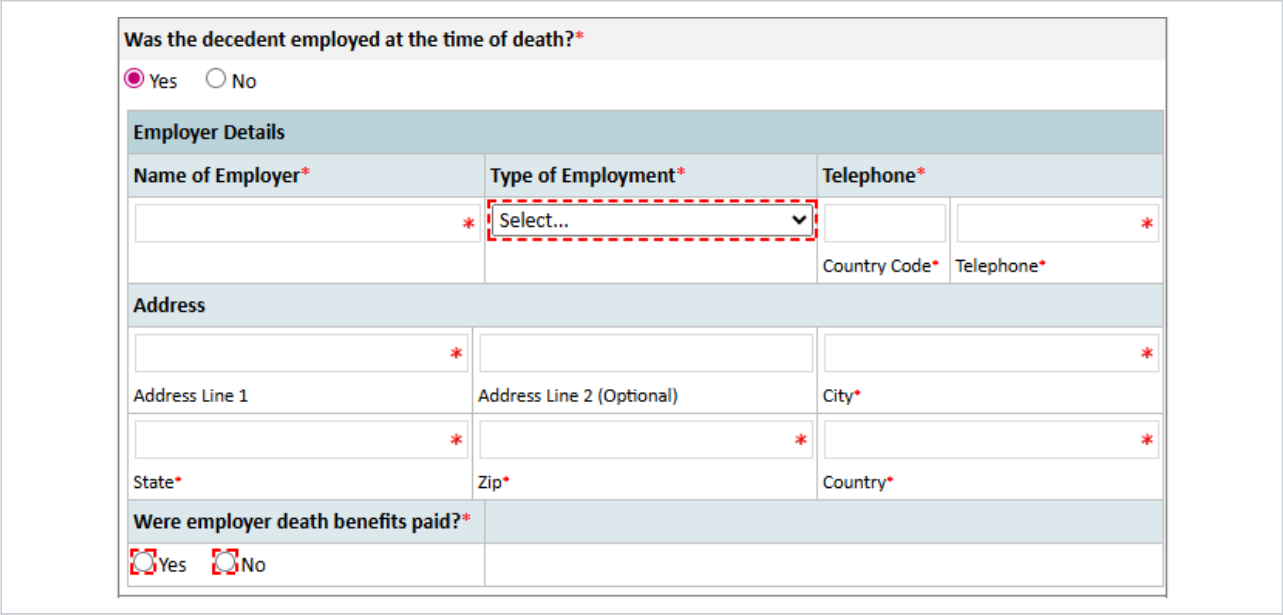
- If you answer "Yes" to any questions regarding veteran benefits, you will be asked to provide additional information.



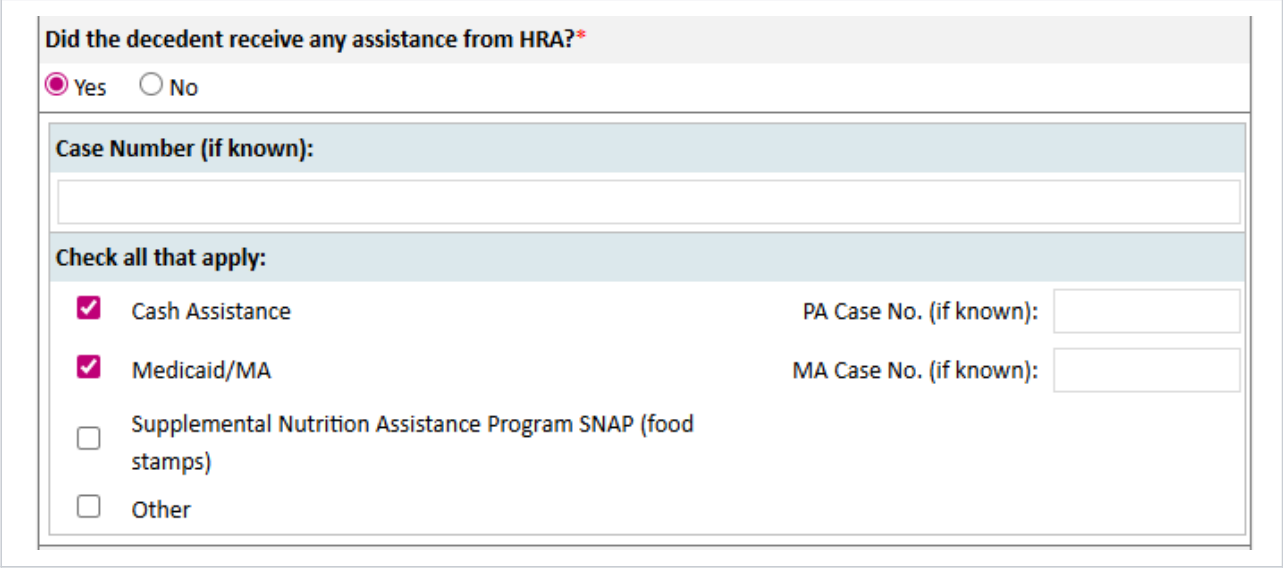
Section C — Financial History



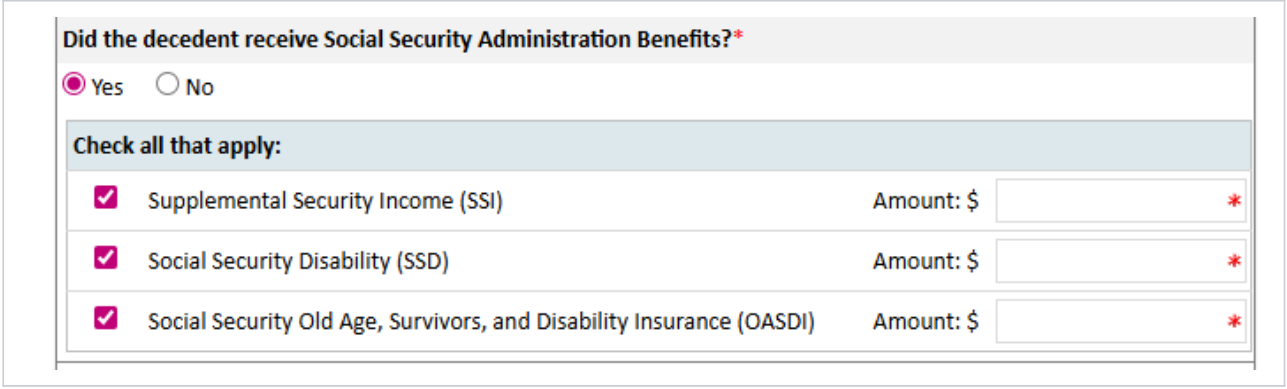
- If the decedent was employed, you will be asked about their employment details if known.



- If the decedent received any assistance from HRA, you will be asked to identify the applicable assistance and the corresponding case number if known.



- If the decedent received any Social Security Administration benefits, you will be asked about the amount they received.


Did the decedent receive Social Security Administration Benefits?*
Yes
No
Check all that apply:
Supplemental Security Income (SSI)
Amount: $
Social Security Disability (SSD)
Amount: $
Social Security Old Age, Survivors, and Disability Insurance (OASDI)
Amount: $

Section D — Estate Information

D. Decedent Estate Information

If the decedent had a will, an estate, or any action pending before the Surrogate's or Probate Court, please provide the contact information for the individual responsible for administering those affairs. Our office may seek reimbursement or contribution toward burial expenses from the party managing the decedent's property. Any property or cash owned by the decedent at the time of death are required to be used for the costs associated with the final disposition, including burial, cremation and burying of cremation ashes.

In some cases, accessing the property requires going to court. Please tell us and we can assist you with an appropriate referral.

Did the decedent have a will?*

(•) Yes ( ) No ( ) Unknown

Contact Information of Individual responsible for Will

Name	Telephone		Email Address
			*
	Country Code*	Telephone*	

Does the decedent have an estate?*

(•) Yes ( ) No ( ) Unknown

Contact Information of Estate Representative or Attorney involved

Name*	Telephone *		Email Address
*		*	*
	Country Code*	Telephone*	

Is there any court case concerning the decedent?*

(•) Yes ( ) No ( ) Unknown

Court Case Details

County*	Court Name*	File Number*
*	*	*

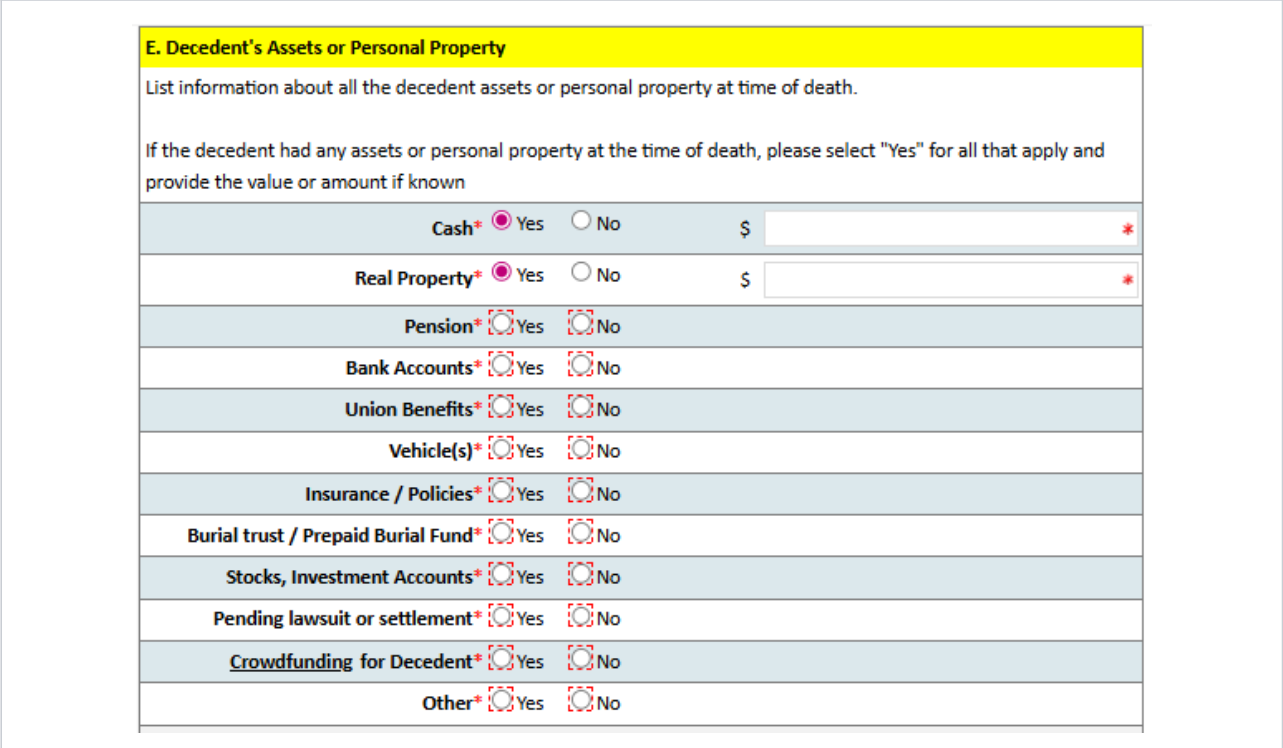
Contact Information of Estate Representative or Attorney involved

Name*	Telephone*		Email Address
*		*	*
	Country Code*	Telephone*	

- If you answered "Yes" to any of the questions in this section, you will be asked about relevant contact information.

Section E — Decedent's Assets

- If you select "Yes" to any of the asset types, you will be asked to provide a dollar amount if known.



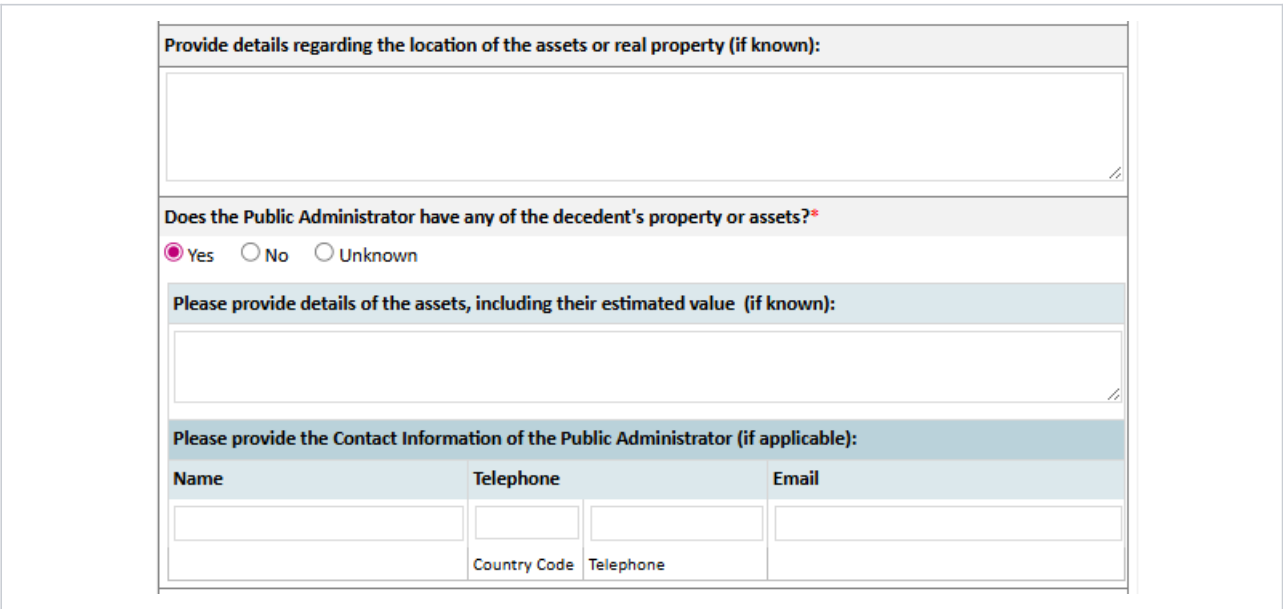
E. Decedent's Assets or Personal Property

List information about all the decedent assets or personal property at time of death.

If the decedent had any assets or personal property at the time of death, please select "Yes" for all that apply and provide the value or amount if known

Cash*	Yes	No	$
Real Property*	Yes	No	$
Pension*	Yes	No	
Bank Accounts*	Yes	No	
Union Benefits*	Yes	No	
Vehicle(s)*	Yes	No	
Insurance / Policies*	Yes	No	
Burial trust / Prepaid Burial Fund*	Yes	No	
Stocks, Investment Accounts*	Yes	No	
Pending lawsuit or settlement*	Yes	No	
Crowdfunding for Decedent*	Yes	No	
Other*	Yes	No	

- If you select "Yes" to the question regarding the Public Administrator, you will be asked about additional details and relevant contact information:



Provide details regarding the location of the assets or real property (if known):

Does the Public Administrator have any of the decedent's property or assets?*

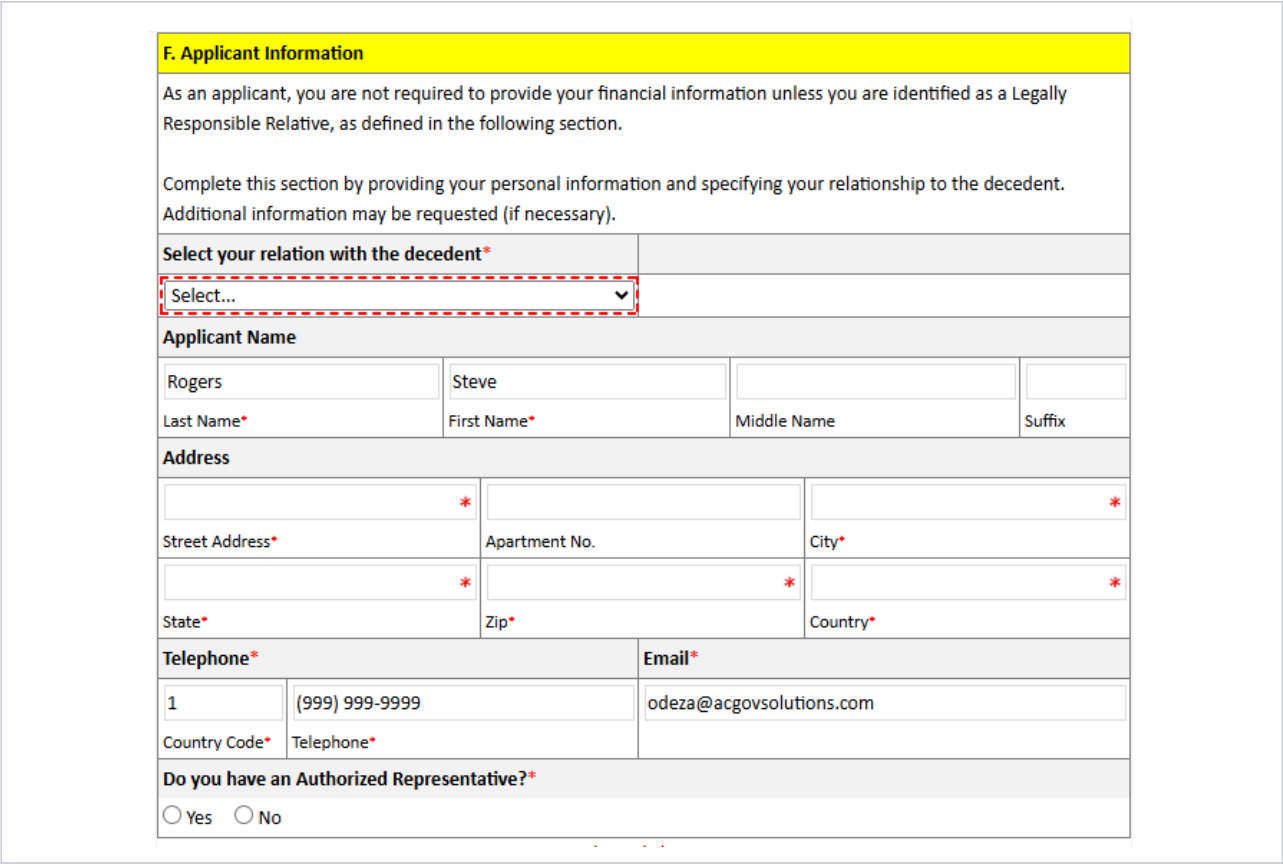
Yes No Unknown

Please provide details of the assets, including their estimated value (if known):

Please provide the Contact Information of the Public Administrator (if applicable):

Name	Telephone		Email
	Country Code	Telephone	

Section F — Applicant Information


F. Applicant Information

As an applicant, you are not required to provide your financial information unless you are identified as a Legally Responsible Relative, as defined in the following section.

Complete this section by providing your personal information and specifying your relationship to the decedent. Additional information may be requested (if necessary).

Select your relation with the decedent*

Select...

Applicant Name

Rogers (Last Name*) | Steve (First Name*) | Middle Name | Suffix

Address

Street Address* | Apartment No. | City*

State* | Zip* | Country*

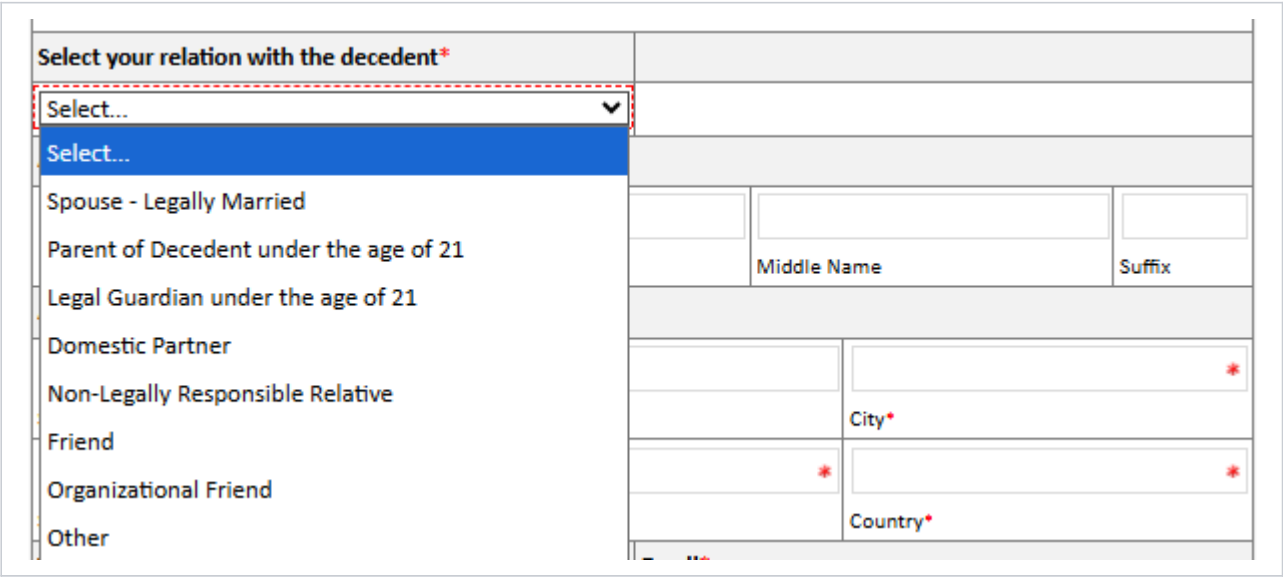
Telephone* | Email*

1 (Country Code*) | (999) 999-9999 (Telephone*) | odeza@acgovsolutions.com

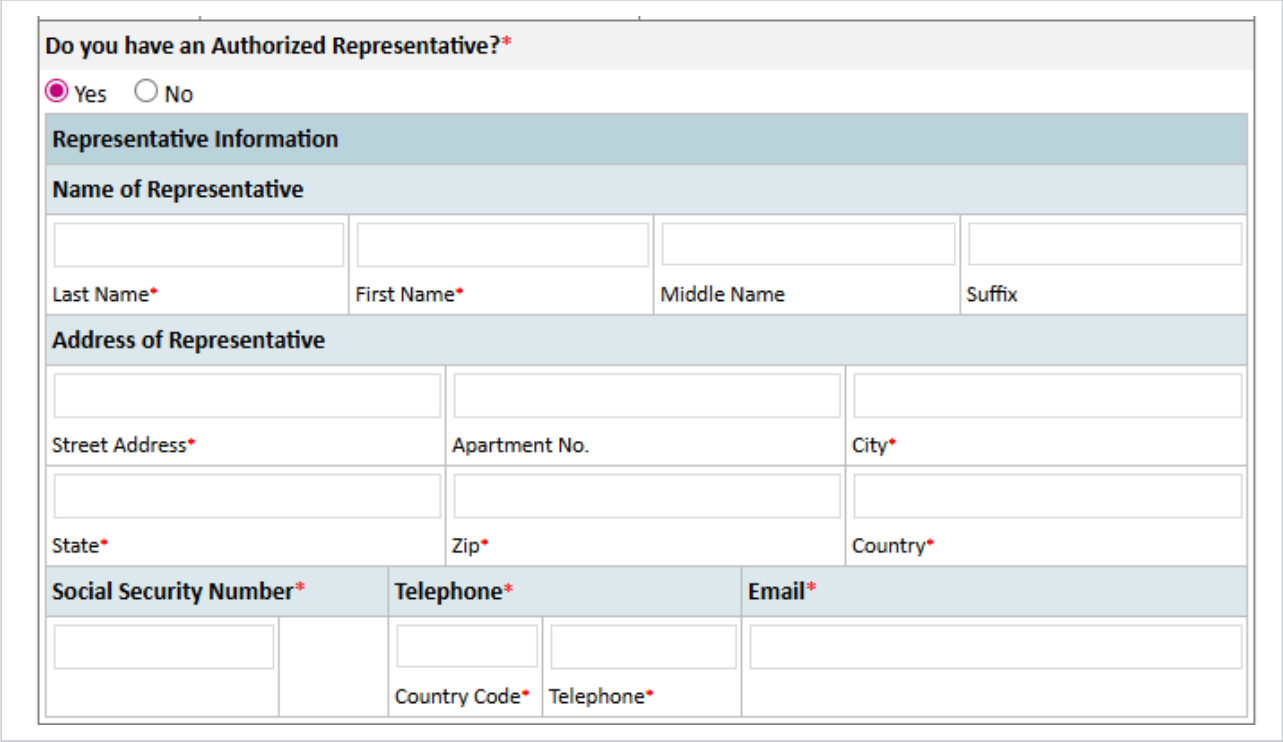
Do you have an Authorized Representative?*

Yes No

- The name, phone, and email fields will be populated with the information you provided when you registered.
- Select your relationship with the decedent from the drop-down list.



- If you select Spouse or Legal Guardian, the information you entered in Section A will populate the Applicant Information.
- If you have an Authorized Representative, you will need to provide the following information for the Authorized Representative:



Do you have an Authorized Representative?*

(●) Yes ( ) No

Representative Information

Name of Representative

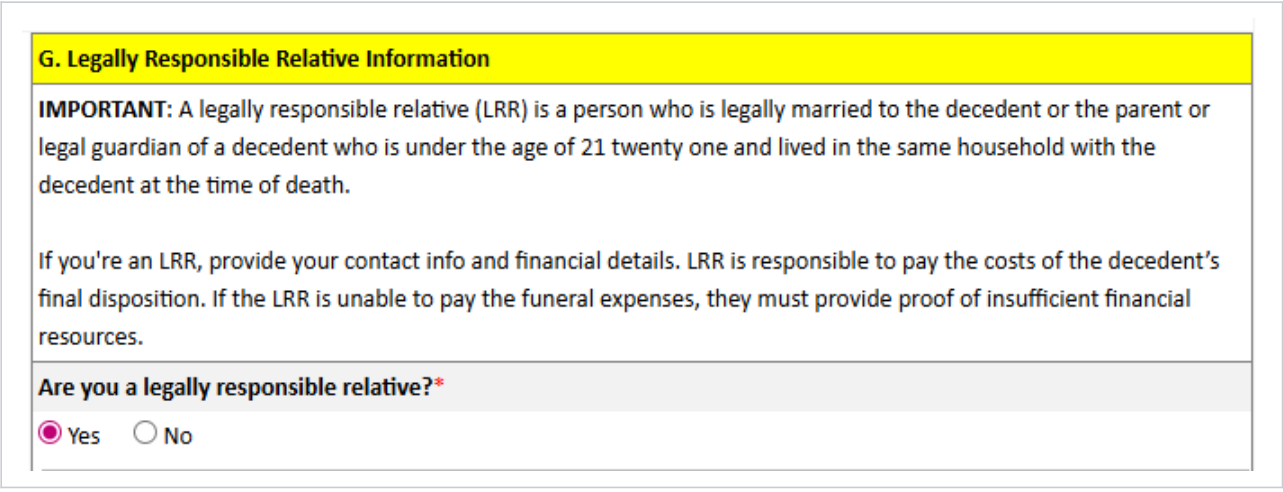
Last Name*	First Name*	Middle Name	Suffix

Address of Representative

Street Address*	Apartment No.	City*
State*	Zip*	Country*

Social Security Number*	Telephone*		Email*
	Country Code*	Telephone*	

Section G — Legally Responsible Relative (LRR) Information



G. Legally Responsible Relative Information

IMPORTANT: A legally responsible relative (LRR) is a person who is legally married to the decedent or the parent or legal guardian of a decedent who is under the age of 21 twenty one and lived in the same household with the decedent at the time of death.

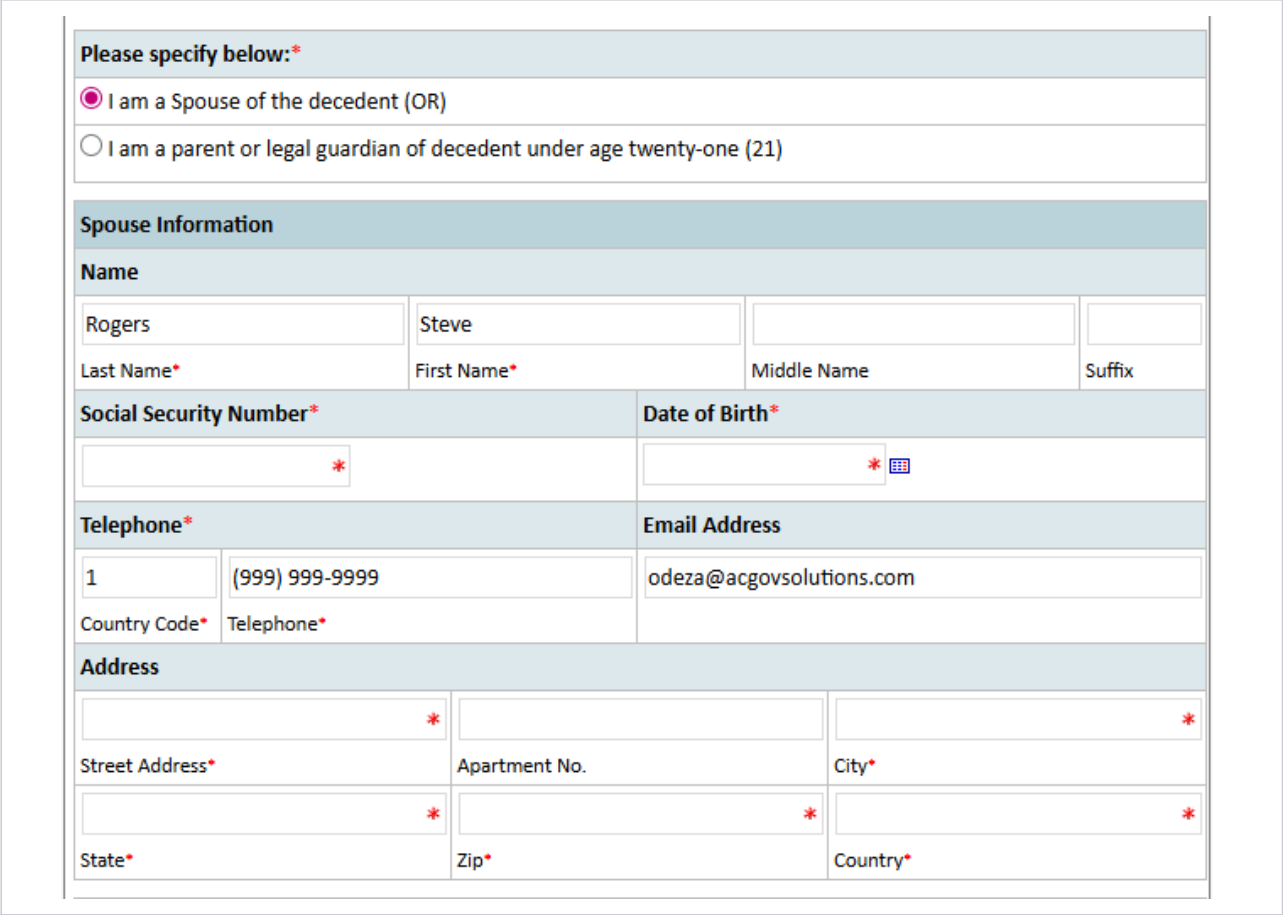
If you're an LRR, provide your contact info and financial details. LRR is responsible to pay the costs of the decedent's final disposition. If the LRR is unable to pay the funeral expenses, they must provide proof of insufficient financial resources.

Are you a legally responsible relative?*

(●) Yes ( ) No

- If you fit the description of an LRR as stated, select "Yes". If you select "Yes", additional information will be collected.

- You will be asked what type of LRR you are. Regardless of your selection, your name, SSN, date of birth, contact information, and address will be asked. All these fields will be populated with the information you have entered in Section A, except for Date of Birth.



Please specify below:*

(•) I am a Spouse of the decedent (OR)

( ) I am a parent or legal guardian of decedent under age twenty-one (21)

Spouse Information

Name

Rogers	Steve		
Last Name*	First Name*	Middle Name	Suffix

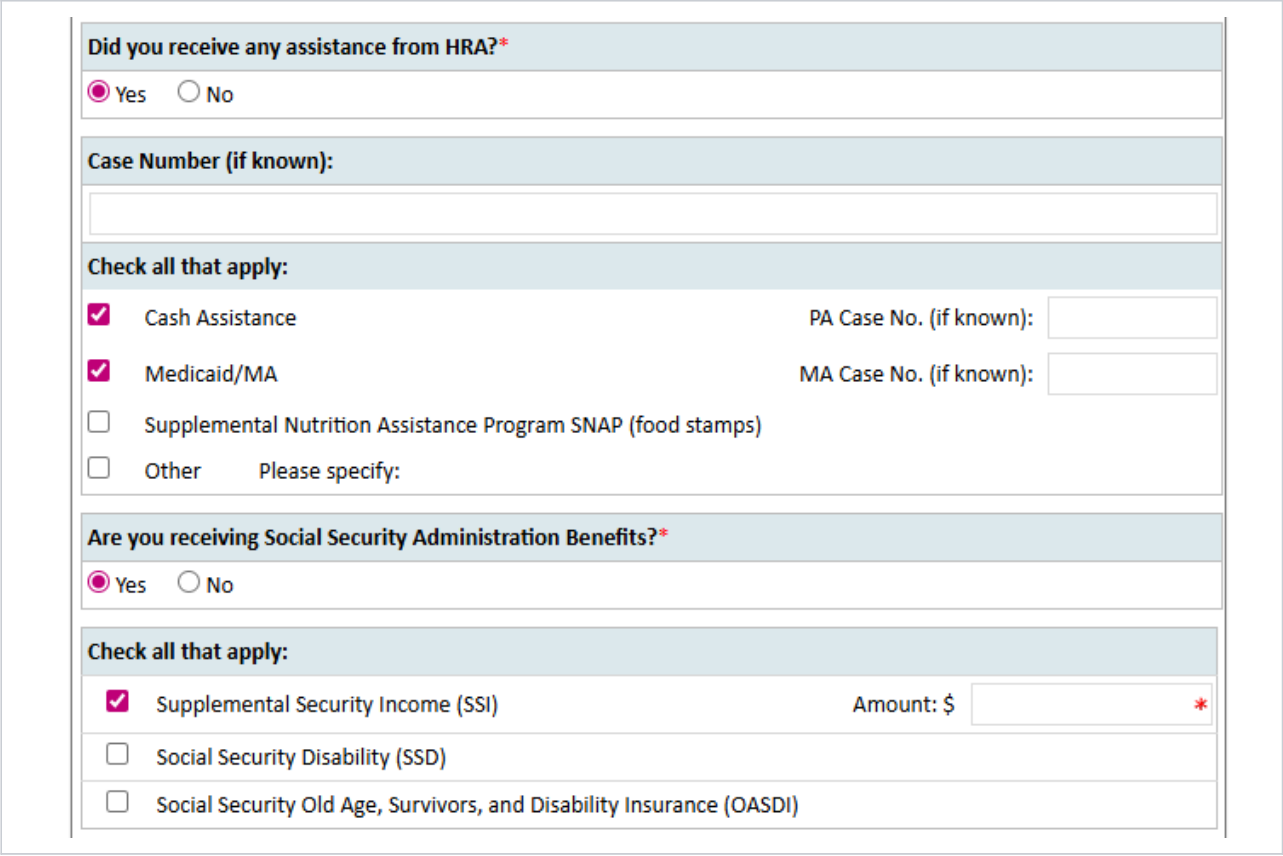
Social Security Number*	**Date of Birth***
*	*

Telephone*		**Email Address**
1	(999) 999-9999	odeza@acgovsolutions.com
Country Code*	Telephone*	

Address

*		*
Street Address*	Apartment No.	City*
*	*	*
State*	Zip*	Country*

- If you are an LRR, you will also need to provide any HRA assistance or Social Security Administration benefits you receive.

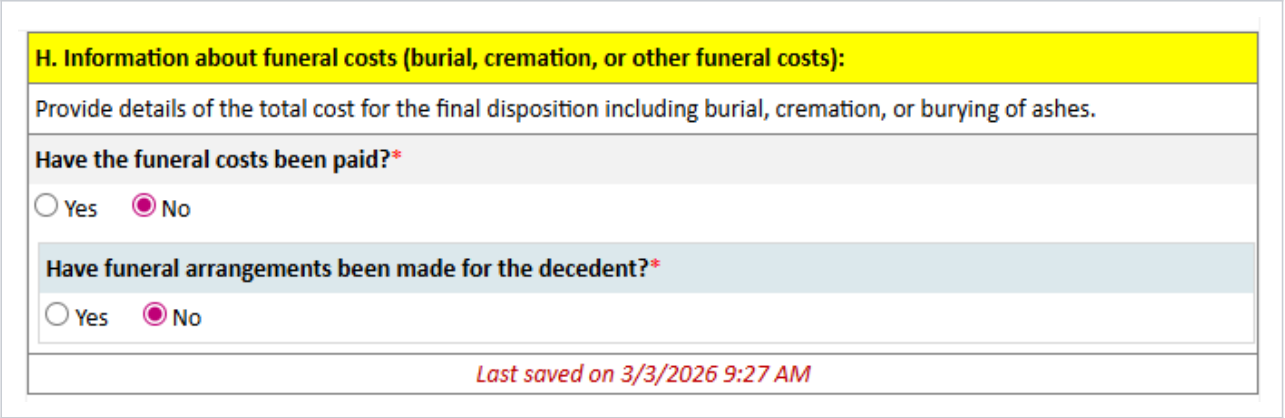


- If you are an LRR, you will be asked if you are able to pay for the funeral costs:

Section H — Funeral Costs

Information about the funeral costs is collected based on whether it has been paid or not, or whether arrangements have been made.

- If funeral costs have not been paid and funeral arrangements have not been made, you do not need to provide further information.



H. Information about funeral costs (burial, cremation, or other funeral costs):

Provide details of the total cost for the final disposition including burial, cremation, or burying of ashes.

Have the funeral costs been paid?*

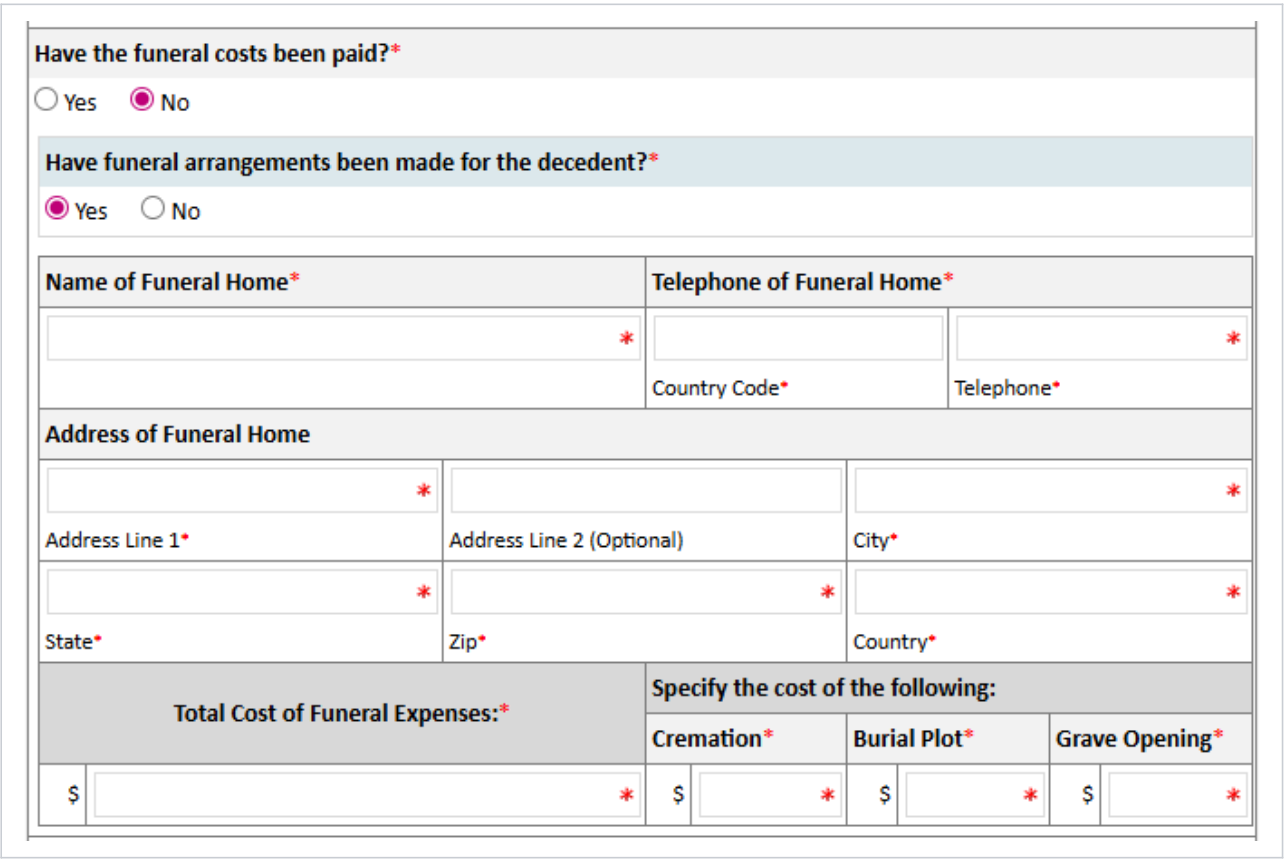
○ Yes ◉ No

Have funeral arrangements been made for the decedent?*

○ Yes ◉ No

Last saved on 3/3/2026 9:27 AM

- If funeral arrangements have been made, you will need to provide the funeral home information and funeral cost details.



Have the funeral costs been paid?*

○ Yes ◉ No

Have funeral arrangements been made for the decedent?*

◉ Yes ○ No

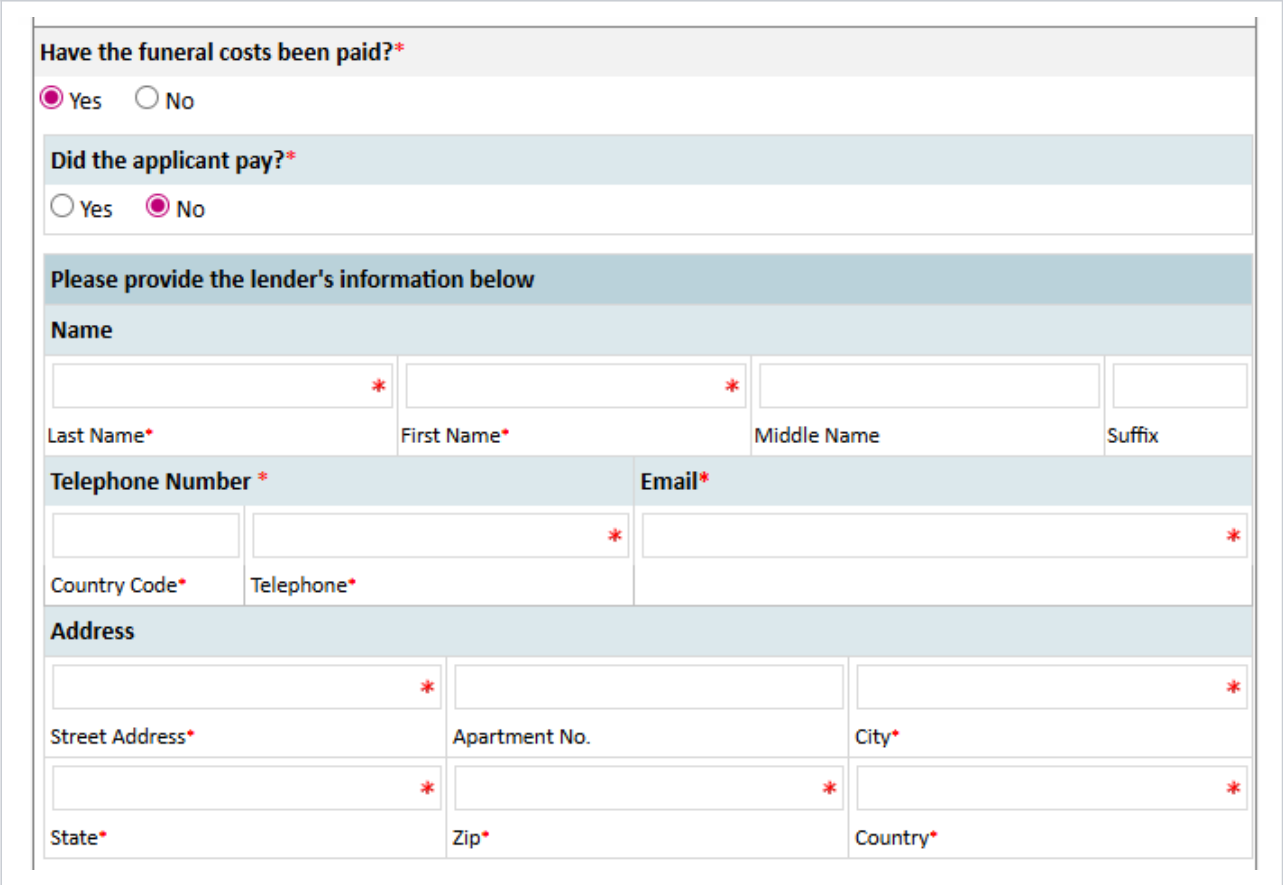
Name of Funeral Home*	**Telephone of Funeral Home***	
*	Country Code*	Telephone* *

Address of Funeral Home

Address Line 1* *	Address Line 2 (Optional)	City* *
State* *	Zip* *	Country* *

Total Cost of Funeral Expenses:*	**Specify the cost of the following:**		
	Cremation*	**Burial Plot***	**Grave Opening***
$ *	$ *	$ *	$ *

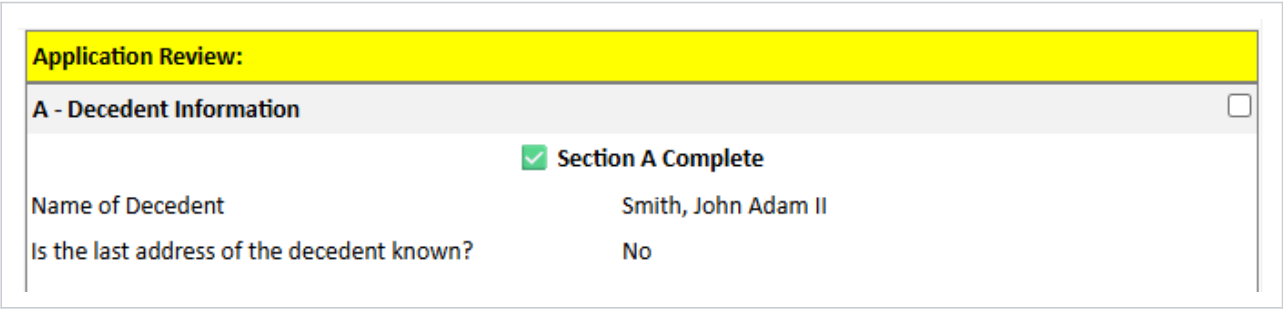
- If funeral costs have been paid and the applicant did not pay, you will need to provide the lender's information, as well as the funeral home information and funeral cost details.



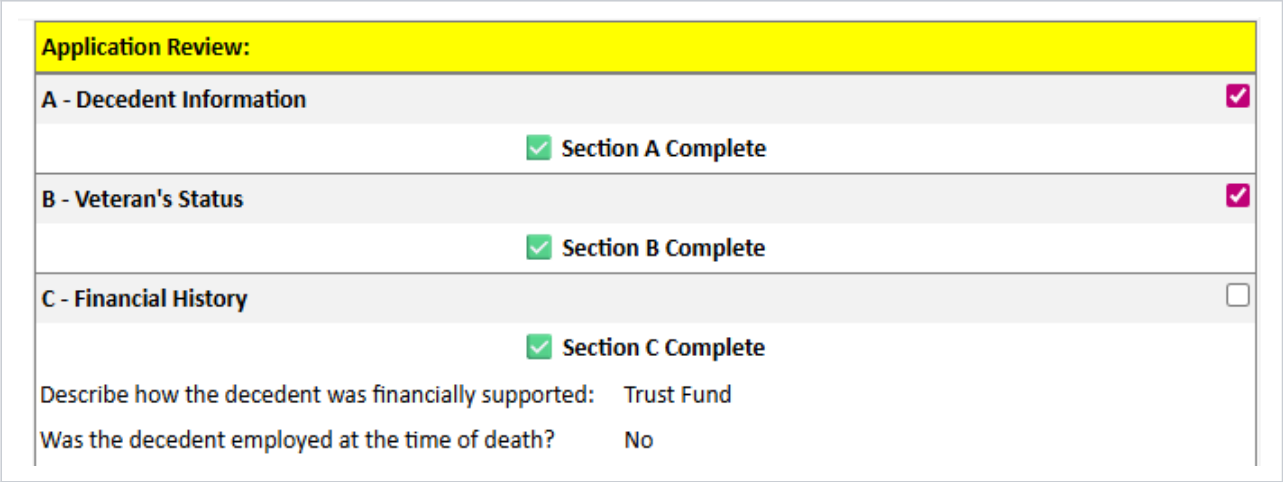
Application Review and Submission

Use this section to verify that the information you entered is correct and complete.

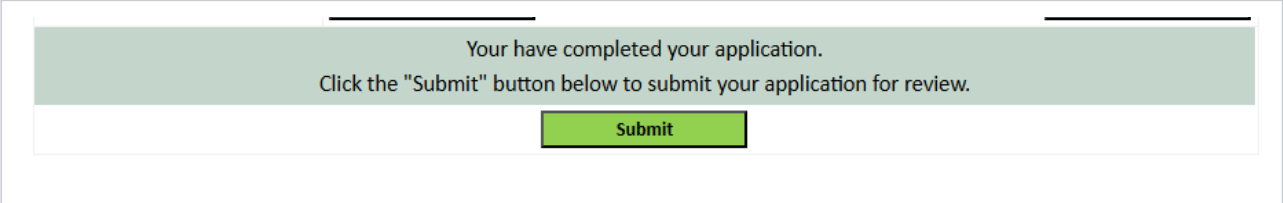
- For each section, the completion status is shown.



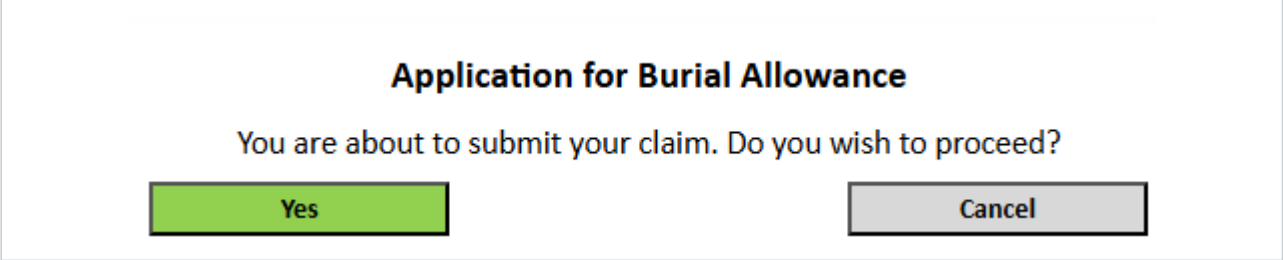
- Check the box on the section header to collapse the section.



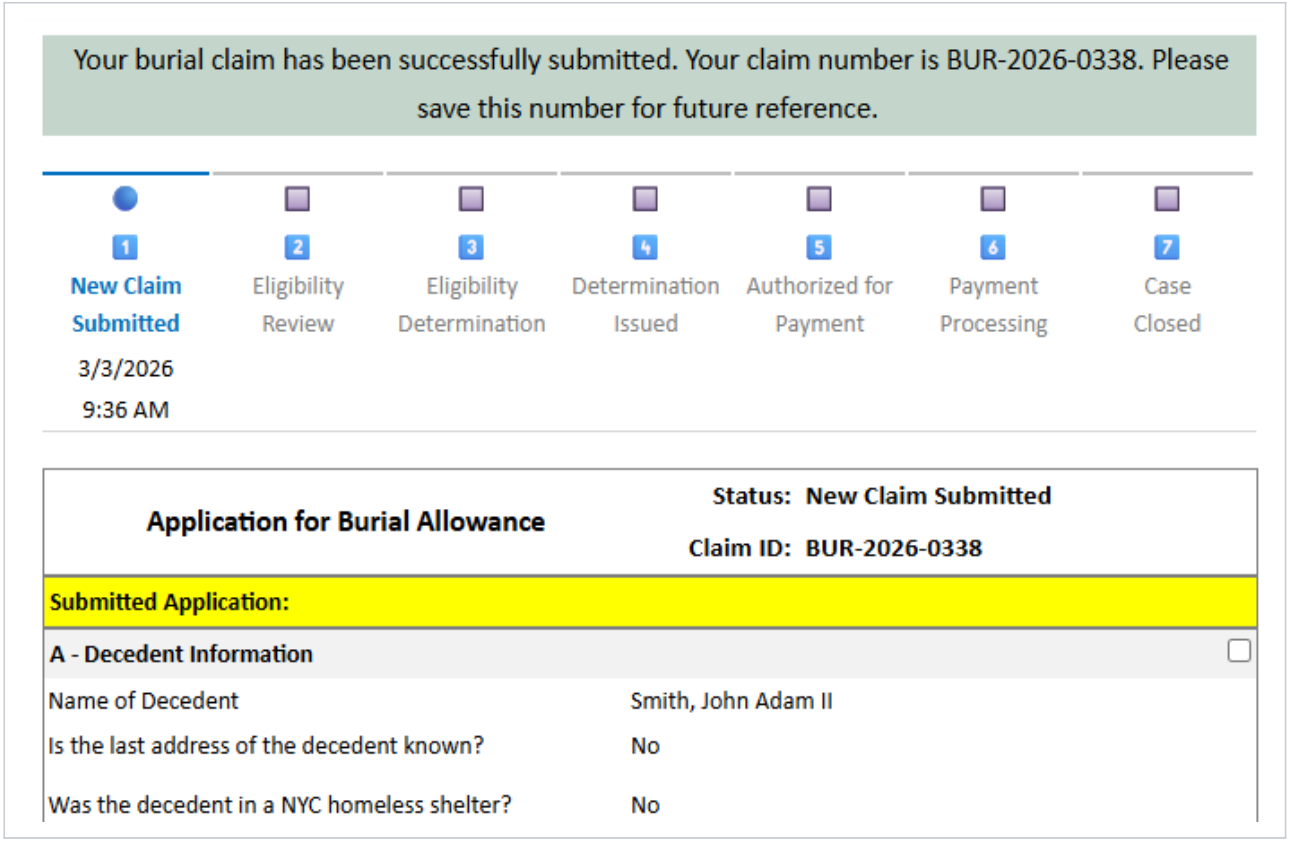
- Once you are sure that the information you entered is correct and complete, click the "Submit" button.



- You will be asked to confirm your submission. Select "Yes" to complete your submission:

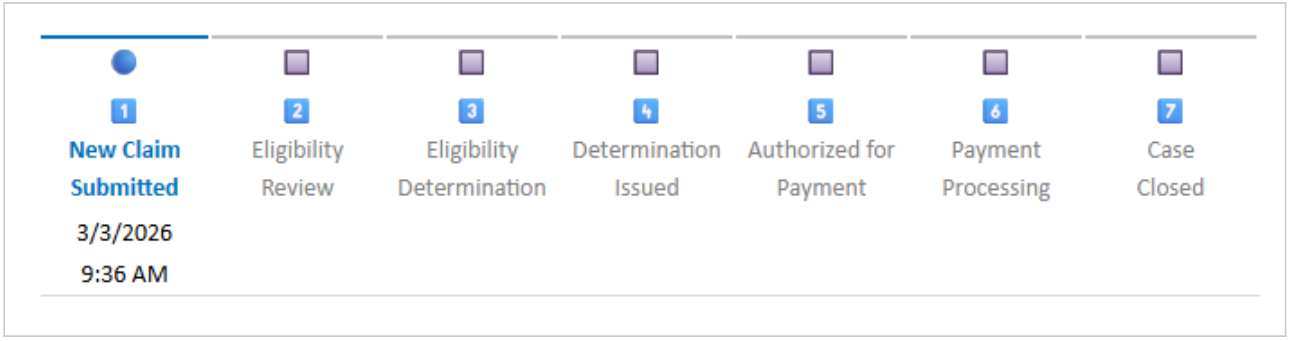


- After clicking "Yes", you will see the status of your application at the top of the page.

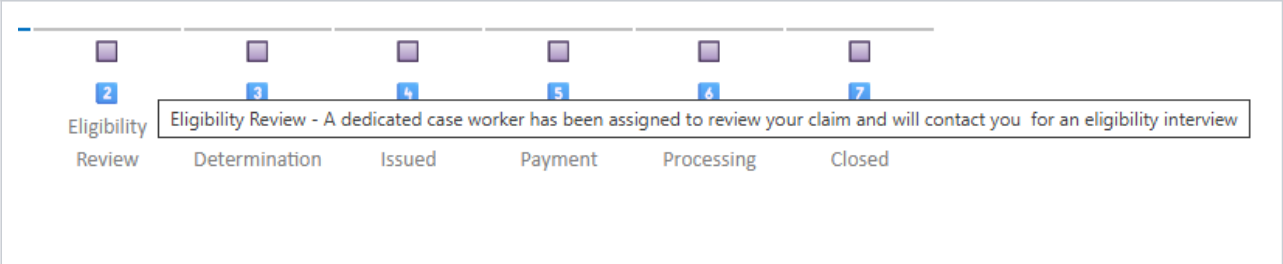


- After this point, you can only view your application in read-only mode.

Application Status Bar



At the top of the page, you will see the different steps your application has gone through. This status bar shows the status of your application in real time, including the time stamp of when your application proceeded to each step.



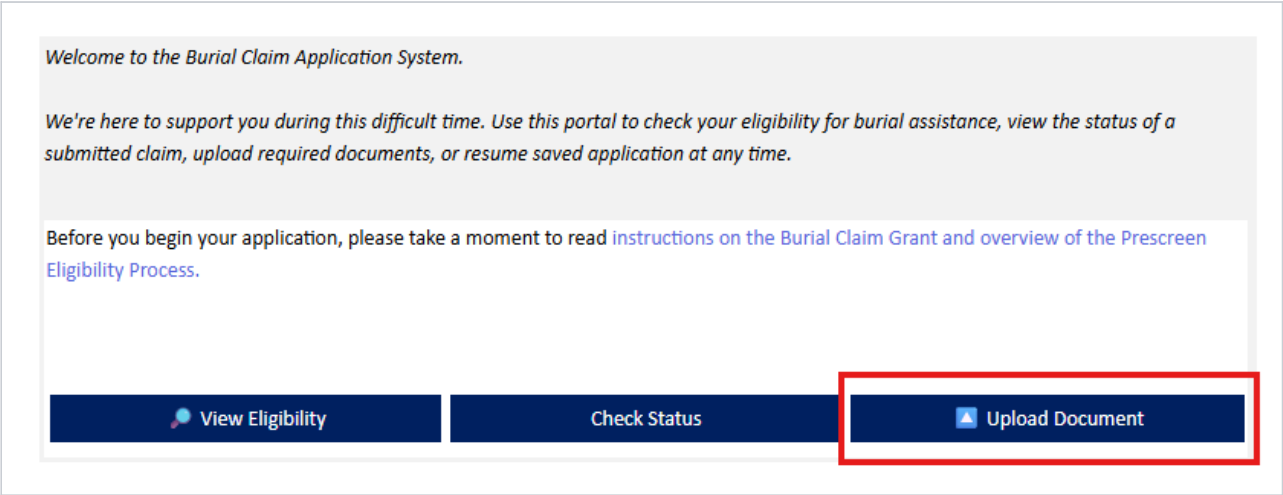
Hover over each status to view its description.

Uploading Documents

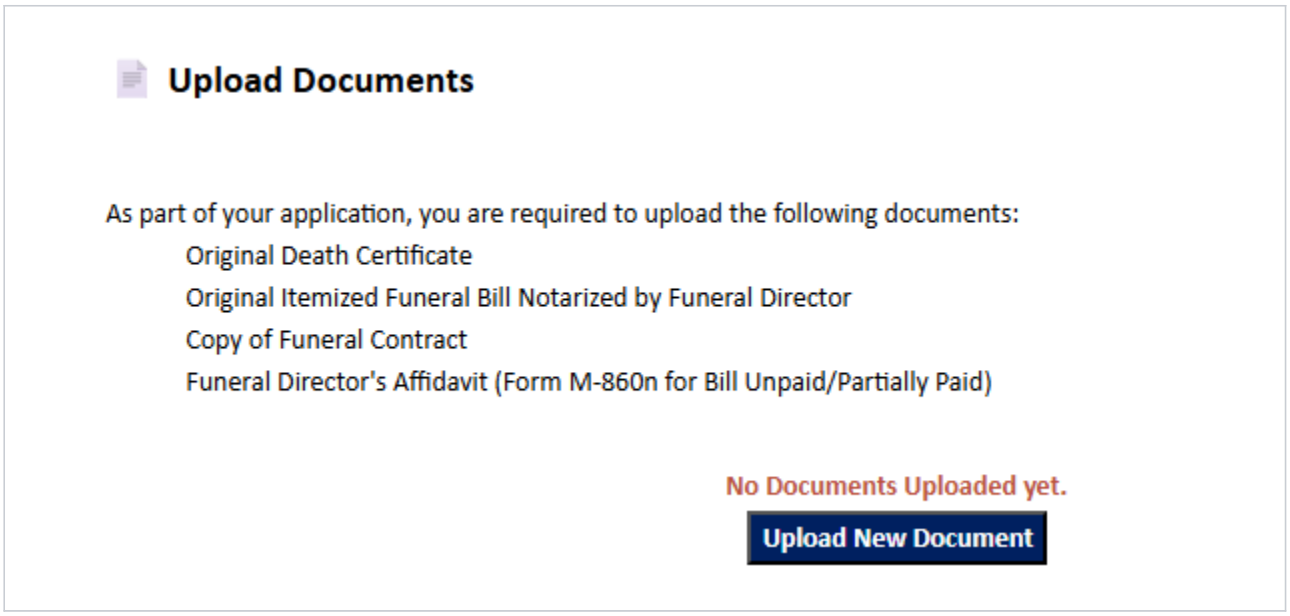
As part of your application, you are required to upload at least the following documents:

- Original Death Certificate
- Original itemized funeral bill notarized by the funeral director
- Copy of the funeral contract
- Funeral Director's Affidavit (Form M-860n for Bill Unpaid/Partially Paid)

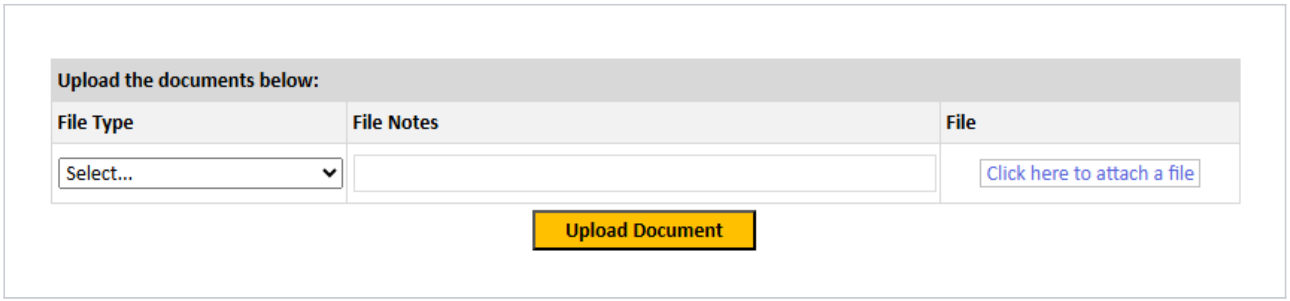
To upload these documents, go to your Home Page. On your Home Page, click the "Upload Document" button:



You will then be directed to the following page:

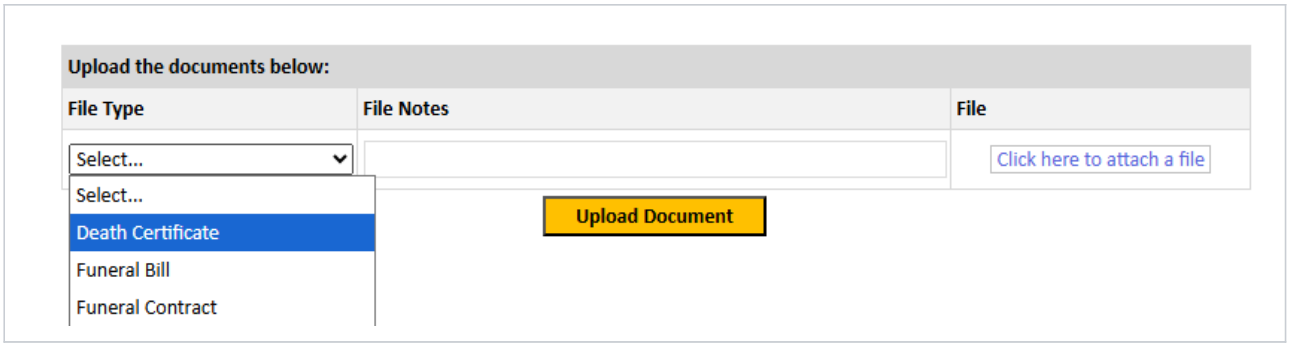


Click the "Upload New Document" button. The following section will appear:

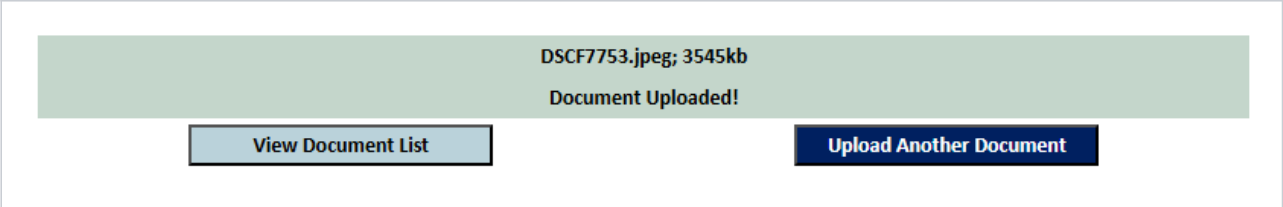


To use this section to upload a document:

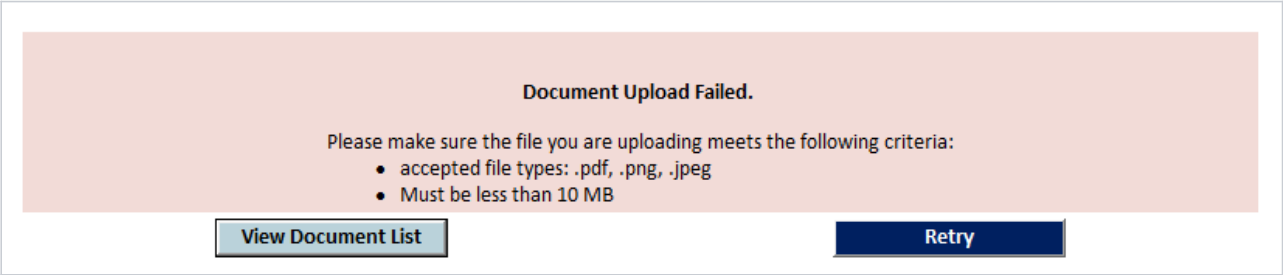
1. Select the File Type from the drop-down menu.



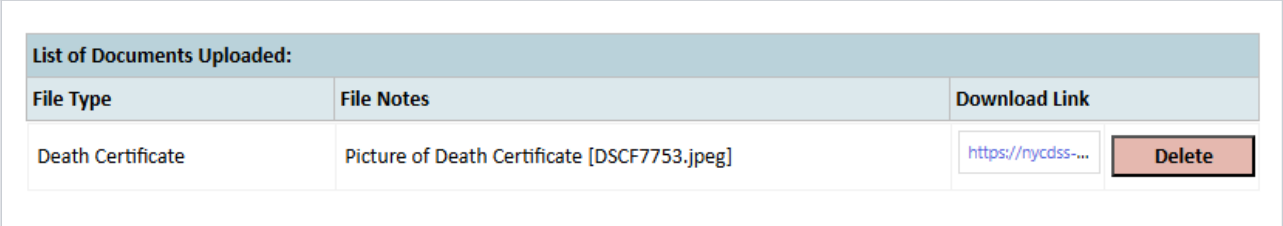
2. Enter any notes regarding the file you are uploading.
3. Click the "Click here to attach a file" button. From the file explorer window that pops up, select a file you would like to upload and click "Open".
4. Click the "Upload Document" button.
    a. If your upload is successful, you will see the following confirmation:



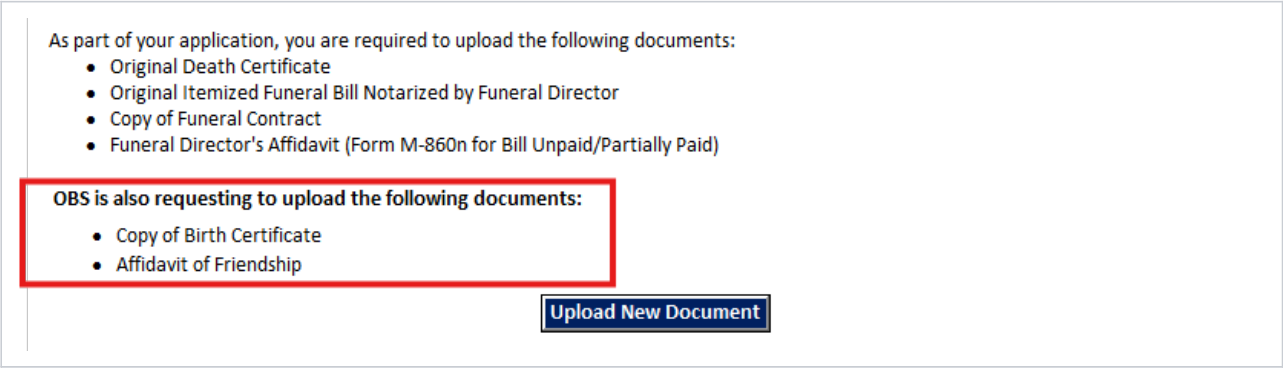
b. If your upload failed, you will see the following warning:



- Clicking "Upload another Document" or "Retry" will show the section in step 1.
- Click "View Document List" to see your uploads.
- To remove an uploaded document, click the "Delete" button.
  - You will be unable to delete a document once a case worker reviews and accepts your document upload.



- Any documents requested by the case worker will show under the list of required documents, as below:



Multiple Applications

If you have more than one application, you will be directed to the list of applications after clicking "Upload Documents" on the Home Page.

Click the Claim ID of the claim that you would like to upload documents for.