

Frequently Asked Questions

New: The time period for renewing IDNYC cards has been extended. You may renew your IDNYC card up to **90 days before** and up to **1 year after** the expiration date on your card. We encourage you to complete your renewal online.

- To learn how to renew online, please visit nyc.gov/idnyc. To start the online renewal process now, visit nyc.gov/idnyc/onlineportal. For assistance, please call 311 and say “IDNYC.”

For the latest IDNYC updates related to COVID-19, see below for guidance.

Renewals

1) I need help renewing my card online. Where should I start?

You can visit nyc.gov/idnyc for information on how to renew online. On your computer click “How to Renew” at the top of the page. On your mobile device, click “Renew Your IDNYC Card” under “Quick Links.” To begin the online renewal process, select “IDNYC’s Online Portal” or visit nyc.gov/idnyc/onlineportal. Once in the Online Portal, click “Renew Your Card.”

****Note:** In order to renew online, you will need to have your IDNYC number.

2) How do I renew my IDNYC card if I do not have access to the internet?

If you need to renew your IDNYC card, but do not have access to the internet, you can call 311 and say “IDNYC” to request assistance. An IDNYC representative will contact you to review your request, and will arrange for an IDNYC representative to assist you with completing your renewal application.

3) I received notification that I have to go to an Enrollment Center to complete my renewal application. While centers remain closed, what can I do?

We will update our website with information about when you can schedule an appointment at an Enrollment Center. Please check nyc.gov/idnyc for updates.

4) My card expired, but I cannot complete my renewal application online. Can I still use my card?

If your card expired after March 12, 2020, until further notice the NYPD will consider your expired IDNYC card as a valid form of identification until you are able to complete the renewal process.

Cardholders should contact individual benefit partners for up-to-date information on their acceptance of the card. Visit our [benefits page](#) for more information.

- 5) Where is my card? I checked my renewal status online and it states that my card was approved and mailed. It has been over 14 days and I have not received it.**

You can contact IDNYC by using the “Contact Us” inquiry form on nyc.gov/idnyc. To access the inquiry form, you can visit nyc.gov/idnyc and click “Contact Us”. An IDNYC representative will contact you to review your request.

- 6) Can I change my address after my renewal application is submitted?**

No, currently you can only change your address at the time you renew. If you need to update your address after you have submitted your renewal application, you will need to schedule an appointment at an Enrollment Center. Enrollment Centers are currently closed. Please check nyc.gov/idnyc for updates on re-openings.

- 7) While trying to submit my renewal application online, I get an error message stating that my phone number is invalid.**

Try reformatting your phone number by manually entering dashes between the numbers, example: ### -### -####.

- 8) Can a renewed IDNYC card be sent to a mailing address that is different from the one on the card?**

No. IDNYC cards are mailed to the address listed on the card

Update Card

- 9) Can I update information on my card?**

You should check the expiration date on your card to see when you may renew. If you are, you may be able to update your address, gender, emergency contact information, language preference, veteran status, or organ donor status by completing the renewal application online. You may renew your card up to 90 days before and up to 1 year after the expiration date on your card. You can visit nyc.gov/idnyc to learn how to renew your card online.

If you are not able to renew your card at this time, you will need to schedule an appointment at an Enrollment Center to update information on your card. Please be advised that our Enrollment Centers are temporarily closed due to COVID-19. Please check nyc.gov/idnyc for updates on re-openings.

Lost/Stolen Card

10) My card is Lost/Stolen and the IDNYC centers are closed. Can I request a replacement card?

To request a replacement card, you will need to schedule an appointment at an Enrollment Center. Our Enrollment Centers are temporarily closed due to COVID-19. We will update our website with information about when you can schedule an appointment at an Enrollment Center. Please check nyc.gov/idnyc for updates.

11) I applied for a new card, lost & stolen card or replacement card, but received notification that I was denied. What can I do?

You will need to schedule an appointment at an Enrollment Center. Our Enrollment Centers are temporarily closed due to COVID-19. Please check nyc.gov/idnyc for updates on re-openings.

Card Acceptance

12) My IDNYC card is expiring but I am unable to renew my card. Does the NYPD accept an expired IDNYC card during the pandemic?

Yes. If your card expired after March 12, 2020, until further notice the NYPD will consider your expired IDNYC card as a valid form of identification until you are able to complete the renewal process.

13) My card is expired and I am unable to renew my card. Will my pharmacy accept an expired IDNYC card during the pandemic?

Please check with your pharmacy. The decision will depend on the pharmacy's policies.

Additional Questions:

14) I checked my card status online, but what does it mean?

- **Application under Review-** Application is pending. Applicant should wait for correspondence from IDNYC within 14 business days.
- **Card Approved and Mailed Out-** Application is approved and applicant should expect to receive their card in the mail.

- **Application Deferred-** Applicant must visit an Enrollment Center to complete their application when centers reopen. As soon as operations resume, we will update our website with information about when you can schedule an appointment at an Enrollment Center. Please check nyc.gov/idnyc for updates. ***New*** The time period for renewing IDNYC cards has been extended. You may renew your card up to 90 days before, and up to 1 year after the expiration date on your card.
- **Application denied (with corresponding reason and text)** - Applicant should receive a letter in the mail stating the reason why their application was denied.

15) If I moved out of New York City, am I still eligible to renew my IDNYC card?

People who are no longer New York City residents are not eligible to renew or apply for an IDNYC card.

16) My card was approved and mailed out, but I do not have a permanent address. Where can I pick up my IDNYC card now?

Our Enrollment Centers are temporarily closed due to COVID-19. We will notify you when centers re-open so that you can make an appointment to pick up your IDNYC card. You can also check our website (www.nyc.gov/idnyc) for updates. We will update our website with information about when you can schedule an appointment at an Enrollment Center.

17) I want to apply for an IDNYC. If I do not already have a card, can I apply online?

We are not accepting any appointments or new applications while enrollment centers remain closed. We will update our website with information about when you can schedule an appointment at an Enrollment Center to apply.

18) When will IDNYC enrollment centers reopen?

We are assessing the safest way to reopen enrollment centers to protect the safety of applicants and our staff. Appointments will not be taken at this time; however you may still submit your renewal application online. We will update our website with information on re-openings.