



HOW TO MAKE A SERVICEPOINT/HMIS ID CARD

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PROOF DOCUMENTS – HOMELESS APPLICANTS FOR ID AND FOR FEE WAIVER

HOMELESS IDENTITY VERIFICATION

PICTURE ID THROUGH HMIS
HOMELESS MANAGEMENT INFORMATION SYSTEM



Note: If you are a non-HMIS agency we ask that you partner with a local HARA or shelter in your community.

OVERVIEW

- Learn how to upload a photo of a client in HMIS
- Learn how to create ID card for one client
- Learn how to create ID cards for multiple clients

OBTAIN PHOTO OF CLIENT

1. Take a client photo, in front of a **plain background in good lighting**.
2. Save the Client's Photo to your computer using the following naming convention:

File Naming Convention: **Client_Photo_Year_Month_Day_FirstInitialFullLastName**

Example: Photo of Hand Bag taken on 3/24/25 "Client_Photo_2025_03_24_hbag"

UPLOAD THE JPEG AS A FILE ATTACHMENT

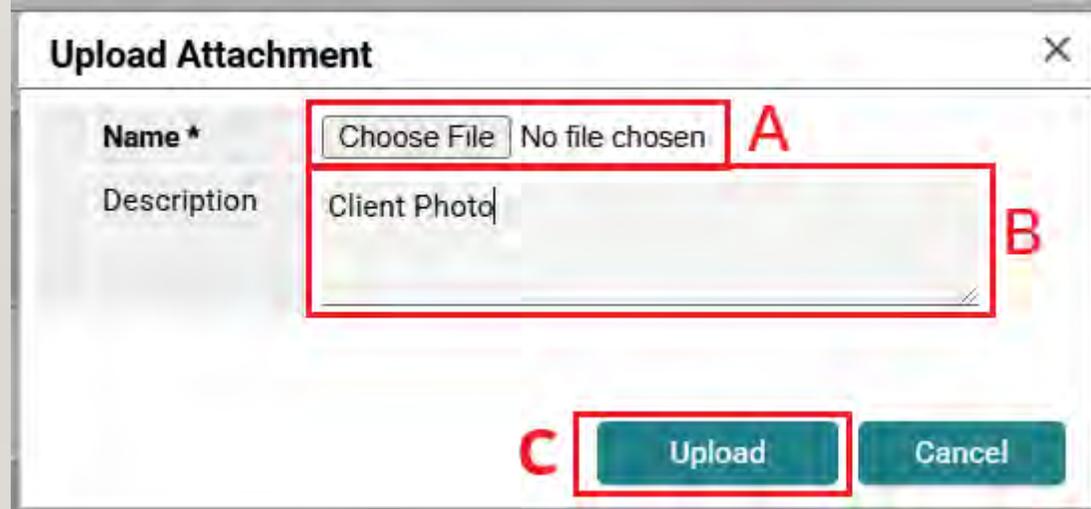
Open the client's record. From the Client Profile tab, scroll down to the File Attachments section. Click on **Add New File Attachment**.

File Attachments

Date Added	Name	Description	Type	Provider	Added From
Add New File Attachment					
No matches.					

UPLOADING THE CLIENT PHOTO

- Click on **Choose File**.
- Enter a **Description** if desired: For Example: Client Photo
- Click on **Upload**.



The screenshot shows a dialog box titled "Upload Attachment" with a close button (X) in the top right corner. The dialog contains the following elements:

- Name ***: A text input field containing "Choose File" and "No file chosen". A red box labeled "A" highlights this field.
- Description**: A text input field containing "Client Photo". A red box labeled "B" highlights this field.
- Buttons**: Two buttons, "Upload" and "Cancel", are located at the bottom right. A red box labeled "C" highlights the "Upload" button.

UPLOAD THE JPEG AS A CLIENT'S PHOTO

Scroll back to top of Client Profile tab. Click **“Change”** on the left-hand side.

Client Information		Service Transactions						
Summary	Client Profile	Households	ROI	Entry / Exit	Case Managers	Case Plans	Measurements	Assessments
 Client Record		Issue ID Card						
Name	Simpson, Bartholomew JoJo							
Name Data Quality	Full Name Reported							
Alias								
Social Security	--4455							
SSN Data Quality	Full SSN Reported (HUD)							
U.S. Military Veteran?	No (HUD)							
Age								

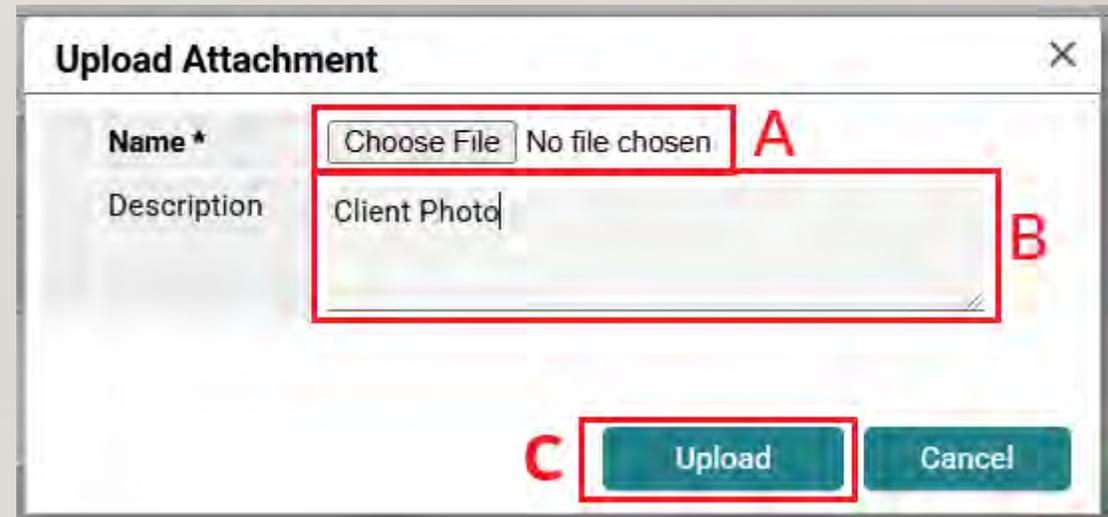


[Change](#)

[Clear](#)

UPLOADING THE CLIENT PHOTO

- Click on **Choose File**.
- Enter a **Description** if desired: For Example: Client Photo
- Click on **Upload**, dialog box will close and the image will appear

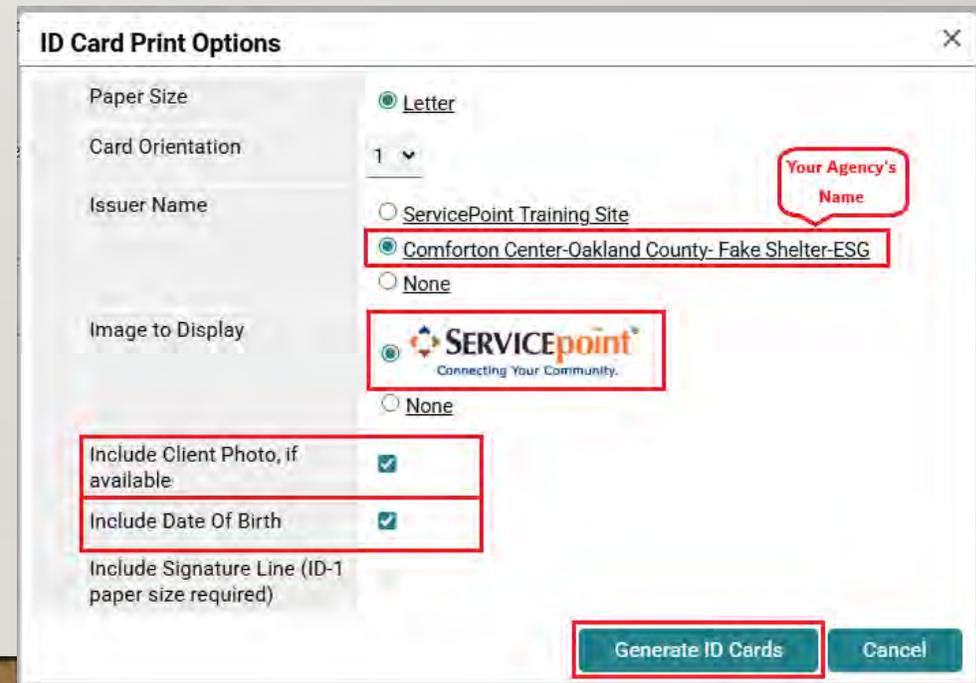
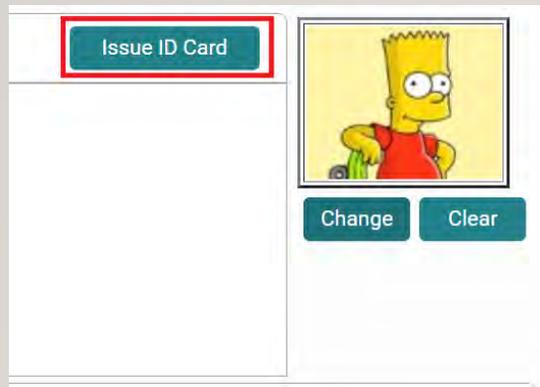


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- Name ***: A text input field containing "Choose File" and "No file chosen". A red box labeled "A" highlights this field.
- Description**: A text input field containing "Client Photo". A red box labeled "B" highlights this field.
- Buttons**: Two buttons at the bottom: "Upload" and "Cancel". A red box labeled "C" highlights the "Upload" button.

PRINTING A SINGLE HMIS ID CARD

Select **Issue ID Card**, *ID Card Print Options* dialog box will open. Make the selections as indicated, Click **Generate ID Cards**.



PRINTING A SINGLE HMIS ID CARD

A new window will open in the browser and generate the ID in a pdf.



PRINTING MULTIPLE CLIENT IDS: CREATING A CLIENT LIST

- From the *Scans* tab in the left hand menu
- Select **“Manage Client Lists”**
 - **Create New List**
 - Name the List
 - Add Clients by ID or search by name

The screenshot shows the 'Manage Client Lists' interface. At the top, there are tabs: 'Provide Service', 'Multiple Services', 'Add Shelter Stay', 'Manage Client Lists', and 'Generate ID Cards'. Below the tabs is a table with columns for 'List Name', 'Provider ID', 'Provider Name', 'Date Created', 'Date Updated', and 'Total Clients'. A 'Create New Client List' button is highlighted with a red box. A dialog box titled 'Create Client List' is open, showing a 'New Client List' section with a text input field for 'Enter List Name *' containing 'Print Multiple IDs', and a 'Choose Provider *' dropdown menu with 'Comforton Center-Oakland County-Fake Shelter-ESG (14842)' selected. 'Search', 'My Provider', and 'Clear' buttons are next to the provider dropdown. At the bottom of the dialog, 'Save & Continue' and 'Cancel' buttons are visible, with 'Save & Continue' highlighted by a red box.

The screenshot shows the 'Client List - Print Multiple IDs' dialog box. It has a 'Client Search' section with a 'Last ID Skanned' field, a 'Client Name' field, and a 'Type or Scan Client ID to Add' input field with a 'Search' button next to it. Below the search section is an 'Add New Client to List' button. The 'Client List' section below shows a table with columns for 'ID', 'Client Name', 'Alias', and 'Social Security Number'. The table is currently empty, displaying 'No matches.'. An 'Exit' button is located at the bottom right of the dialog, highlighted with a red box.

PRINTING MULTIPLE CLIENT IDS: GENERATE ID CARDS

- Select **“Generate ID Cards”** tab
 - Click the plus on right hand side
 - Check clients names to be included or select **“Check ALL Clients”**
 - Click **“Print ID cards for Clients”**

List Name	Provider ID	Provider Name	Date Created	Date Updated	Total Clients
List	14842	Comforton Center-Oakland County- Fake Shelter-ESG	05/01/2025	05/02/2025	7
Print Multiple IDs	14842	Comforton Center-Oakland County- Fake Shelter-ESG	05/01/2025	05/02/2025	5

Showing 1-2 of 2

Client List - Print Multiple IDs

Check Client names to generate ID cards.

ID	Client Name	Alias	Social Security Number
<input checked="" type="checkbox"/>	136 George, Regina		
<input checked="" type="checkbox"/>	137 Heron, Cady		
<input checked="" type="checkbox"/>	149 Ian, Janis		
<input checked="" type="checkbox"/>	148 Samuels, Aaron		
<input checked="" type="checkbox"/>	521 Simpson, Bartholomew JoJo		***-**-4455

Showing 1-5 of 5

Check ALL Clients Clear ALL Clients Print ID Cards for Clients Cancel

PRINTING MULTIPLE CLIENT IDS

- **ID Card Print Options** dialog box will open.
- Make appropriate selections and click **“Generate ID Cards”**
- A new window will open in browser, can print

ID Card Print Options

Paper Size: Letter

Card Orientation: 1

Issuer Name: ServicePoint Training Site **Comforton Center-Oakland County- Fake Shelter-ESG** None

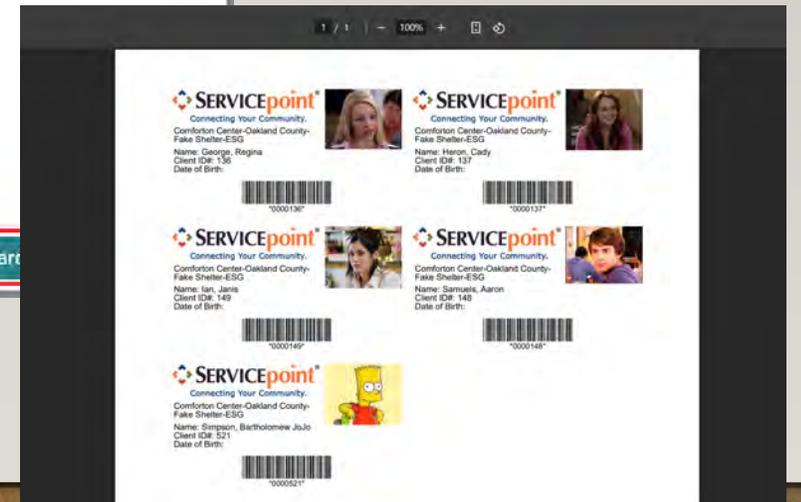
Image to Display: **SERVICEpoint** Connecting Your Community. None

Include Client Photo, if available

Include Date Of Birth

Include Signature Line (ID-1 paper size required)

Generate ID Cards



PRINTER RECOMMENDATIONS



Printers must be able to print at 600 DPI or greater.

Monochrome laser printers are recommended.

Inkjet printers must be high quality and capable of printing at 600 DPI.

Paper stock should be 50-75 lbs. Xerox quality paper may not produce readable cards. Label spacing varies based on the printer used.

Run a test printout on the printer of choice.

If spacing requires adjustment, contact your customer support specialist for assistance.

QUESTIONS & ANSWERS

