

FOR IMMEDIATE RELEASE:

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Clerk Valencia launches new appointment system for CityKey events

CHICAGO – As a part of two-phase approach, Clerk Anna Valencia rolled out a new CityKey appointment system today to make mobile ID printing events more effective and efficient.

"Chicago is stronger when all its residents can actively participate in society and access the resources our great city offers," Valencia said. "The CityKey ID is crucial for some of our vulnerable residents, and we want to make it even more accessible for all Chicagoans."

The implementation of the appointment system is phase one of ongoing efforts to meet the high demand for the program. Phase two of the plan is the development of an online platform that will allow residents to apply for their CityKey and receive it through the mail.

Launching the appointment system changes the way residents will be able to access CityKey by requiring an appointment and guaranteeing them an opportunity to apply for their CityKey. As long as residents can provide the proper documentation, they will receive an ID. To qualify for a CityKey, applicants must present the required Proof of Identity and Proof of Residency documents.

"The CityKey program has had a high demand since we launched it six years ago," Valencia said. "Our limited capacity and resources kept us from meeting that demand, and we're excited to unveil a plan that reaches more Chicagoans and cements CityKey as Chicago's ID."

Under the new system, applicants can view, schedule and cancel appointments. To schedule an appointment, residents can search by location or time using CityKey's appointment website www.getcitykey.com. They will be instructed to select the number of applicants, no more than four, and their appointment time. Lastly, confirmation codes will be provided that must be shown at the time of the appointment. Applicants must arrive to their appointment on time, or they will have to schedule another appointment at a future event if they are still interested in obtaining a CityKey.

"Our communities benefit greatly when we remove barriers to access government," Alderman Ronnie Mosley (21st Ward) said. "I commend the Clerk's Office for their commitment to all Chicagoans and using technology as a tool to link our residents to services. With the launch of this appointment system, the CityKey program is set to make an even larger impact throughout our city."

The appointment system is designed to only collect emails to protect personal information of vulnerable populations, including domestic violence survivors, returning residents and undocumented people.

"The Safer Foundation would like to thank the City Clerk of Chicago for their implementation of CityKey. We have been by your side since the inception of CityKey here in Chicago, which has been a great tool for Safer Foundation clients who have found meaningful employment, and with your partnership with the Chicago Transit Authority, a one-stop shop," said Sheldon Smith, Resource

Coordinator at Safer Foundation. "On behalf of all of our clients that have received a CityKey ID, we would like to thank you for your continued work in this area and for alleviating barriers to identification in the city of Chicago. Thank you for your ongoing support. And once again, thank you for your partnership."

Phase two of the plan is scheduled to launch this summer.

CityKey is a free and optional government-issued 4-in-1 ID serving as a Ventra card, library and Chicago Rx Prescription Discount Card available to all Chicagoans and can be obtained through the City Clerk's mobile printing events. Visit our site to learn more at chicityclerk.com/citykey

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