

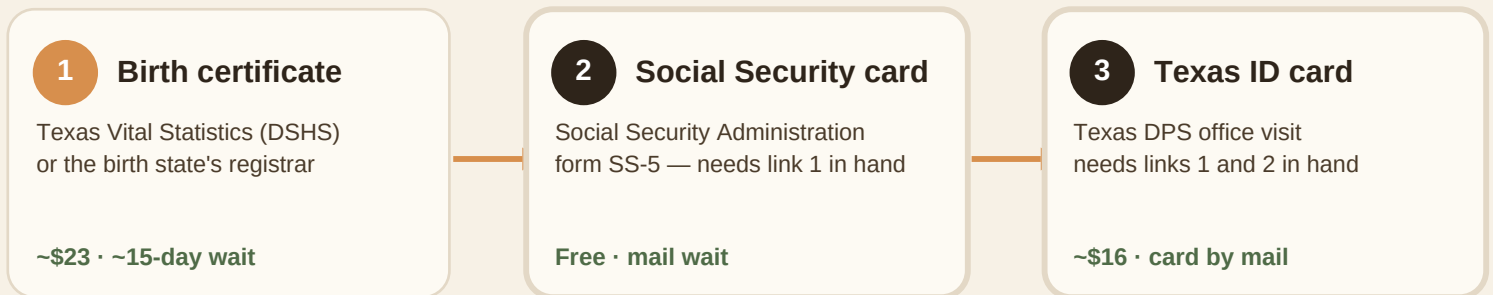
User Guide

The ID Walk — how to walk it with someone

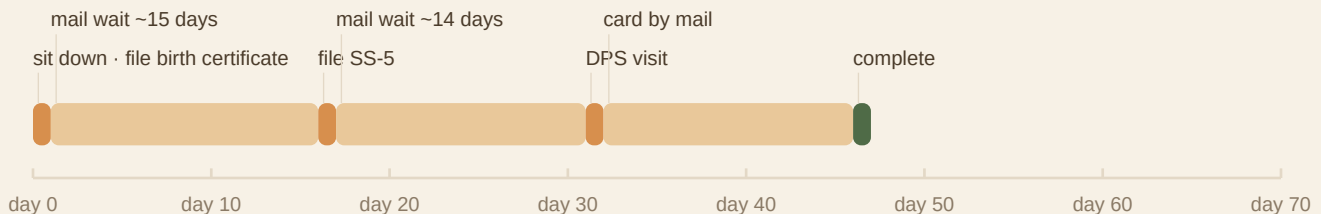


A person with no identification cannot rent, work, cash a check, or prove who they are to the offices that could help them. The ID Walk gets three documents back, in an order that cannot be skipped — each one is required to get the next. **GraceBridge tracks every wait and names the next step. You carry every step. The person is never sent anywhere alone.**

The chain — three links, one order



What the clock looks like — a typical walk



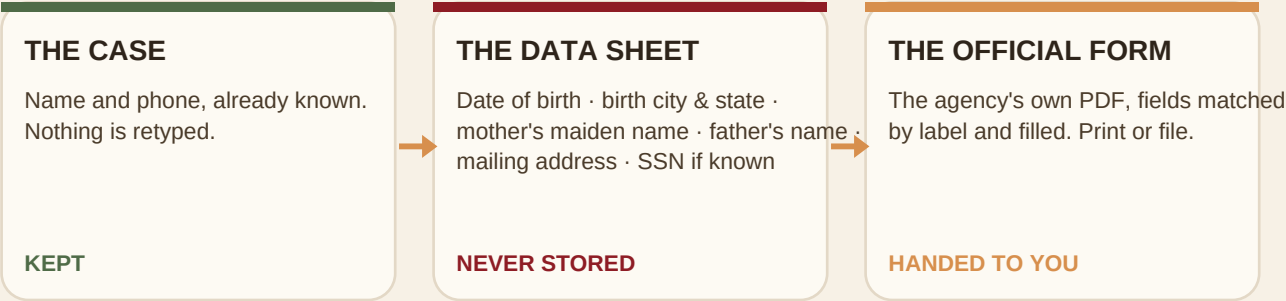
Past expected wait — when a mail wait runs over, the case and the ID Walk Board turn red. That is your cue, not the person's.

Before you sit down with them

Open their case and find the panel **The ID-recovery walk**. Read the line that begins **Next:** — that is today's step, and only that one. Bring a way to print (or a phone that can file online), a way to pay the fee from benevolence, and forty-five minutes. Say at the start: *"We'll do one thing today, and I'll stay with you until all three are in your hand."*

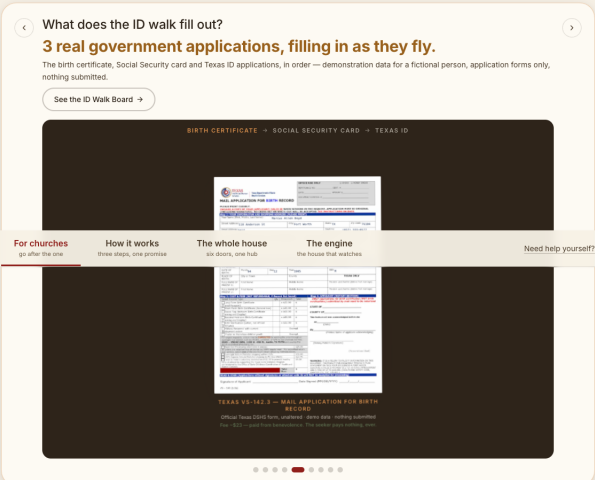
Where the answers come from

Two sources — and GraceBridge keeps only one of them



When you click **Prepare the paperwork**, the data sheet asks only what that one form needs. Ask gently, type what they say, and check every line with them before it goes onto the form. Those answers go onto the form and nowhere else — **GraceBridge never stores a birth date or a Social Security number**. If they cannot answer one, leave it blank; the agency works with what they have. Anything the form asks that the sheet did not cover stays blank for you to finish by hand.

What it looks like on the site — the forms fill themselves



The ID walk on the front page: a real Texas birth-certificate application dollies in and its fields write themselves. Demonstration data — fictional person.

Who does what, link by link

Link	You (the human)	GraceBridge (the engine)
Birth certificate	Complete the application with them, pay the ~\$23 from benevolence, mail or file online. Mark application filed.	Starts the clock; expects ~15 days; raises a hand on the case if nothing arrives.
Social Security card	Prepare the SS-5, gather what SSA will accept, go to the office with them if they want company.	Will not suggest this step until the birth certificate is in hand; tracks the mail wait.
Texas ID card	Go with them to DPS; ~\$16, ask about a fee waiver. Mark received when the card arrives.	Confirms both earlier documents are received before it suggests the trip; tracks the card mailing.

Reading the board, and the lines you hold

The ID Walk Board · when something is stuck · what you never do



The ID Walk Board (Reports → The ID Walk Board): every open chain, the link it is on ringed, days waiting, where it stands, and who shepherds it. Fictional demo data shown.

The marks

- **Past expected wait** Requested, and it has waited at least as long as the link's expected wait. A human checks on it.
- **Requested** Requested, still inside the expected wait. Nothing to chase yet.
- **Ready to request** Everything before it is in hand; nobody has filed it yet.
- **Not yet** Cannot start until the link before it is in hand.
- **In hand** The document arrived and a volunteer recorded it.

When something is stuck

A red mark is your cue, not the person's. Call the agency with them, or refile. Add a note to the case saying what you did — the next volunteer reads it. If a document comes back with an error, note that too and

What you never do

- Never keep the person's documents — originals or copies — after the sitting. They hold their own papers.
- Never sign anything for them. You may write; they sign.
- Never write a Social Security number or a birth date anywhere in GraceBridge — not in a note, not in the story.
- Never send them to an office alone if they'd rather have company. Ask.
- Never promise a date. Say what the agency says and what the clock shows.

Words that help

"This is paperwork, not a test — there are no wrong answers, only blanks we'll fill later." "Your papers stay with you; I'm just here so you don't have to do it alone." "One thing today. I'll text you when the mail should land."

Questions about the walk go to the founder through the case notes, or the "Something wrong? Tell us" link at the bottom of any page.