

MOCS Service Desk Portal User Guide

Need assistance from the MOCS Service Desk? First, be sure to create your own Service Desk (SD) Portal account to submit inquiries to our amazing support team!

Benefits to having a MOCS Service Desk Portal account:

- **Centralized Portal:** Submit new tickets, track ticket progress, update and respond **all in one place**.
- **Ticket Visibility:** View all your current and past tickets in one location – no more searching for emails.
- **Monitor Progress:** Track your tickets through every stage of the resolution process.
- **Better Organization:** Easily manage **multiple tickets**, including their history and status updates.

Learn how to create your MOCS Service Desk Portal Account, view and search for tickets, understand ticket layout and reply to a ticket.

[Create an Account](#)

[View Your Open Tickets](#)

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[Understand Your Ticket](#)

[Reply to a Ticket](#)

[Submit a New Ticket as a Portal User](#)

[Frequently Asked Questions \(FAQ\)](#)

Before We Begin

To create a MOCS Service Desk Portal account, a valid email address is required to get started.

Tip: If you submitted tickets to MOCS in the past, use the same email address affiliated with your past tickets.

Note: A Service Desk Portal account only serves as access to the Service Desk Portal with no connection to PASSPort. Access to PASSPort is distinctly separate and requires different login credentials.

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Create an Account

To visit the MOCS Service Desk Portal, and create an account, follow the instructions below:

1. Go to the [MOCS Help page](#) and click the **MOCS Service Desk** link at the bottom of the page.

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MOCS Help

Need help or have a question? You've come to the right place.

MOCS supports PASSPort, City Council Discretionary Awards, and general NYC procurement and contracting questions.

For quick answers, start with the resources below:

PASSPort Resources

- [Learn PASSPort: Guides, FAQ, Training](#)
- [Learn PASSPort Financials \(Budgeting and Invoicing\): Guides and Training](#)
- [About PASSPort](#)

City Council Discretionary Award Resources

- [City Council Discretionary Process](#)
- [Capacity Building Training](#)
- [Discretionary Award Tracker](#)

General NYC Procurement Resources

- [Contracting Roadmap: Learn how to do business with NYC!](#)
- [Resources for Nonprofits](#)
- [Resources for NYC-Certified M/WBEs](#)
- [Procurement Plans](#)
- [Procurement Citywide Indicators Reports](#)

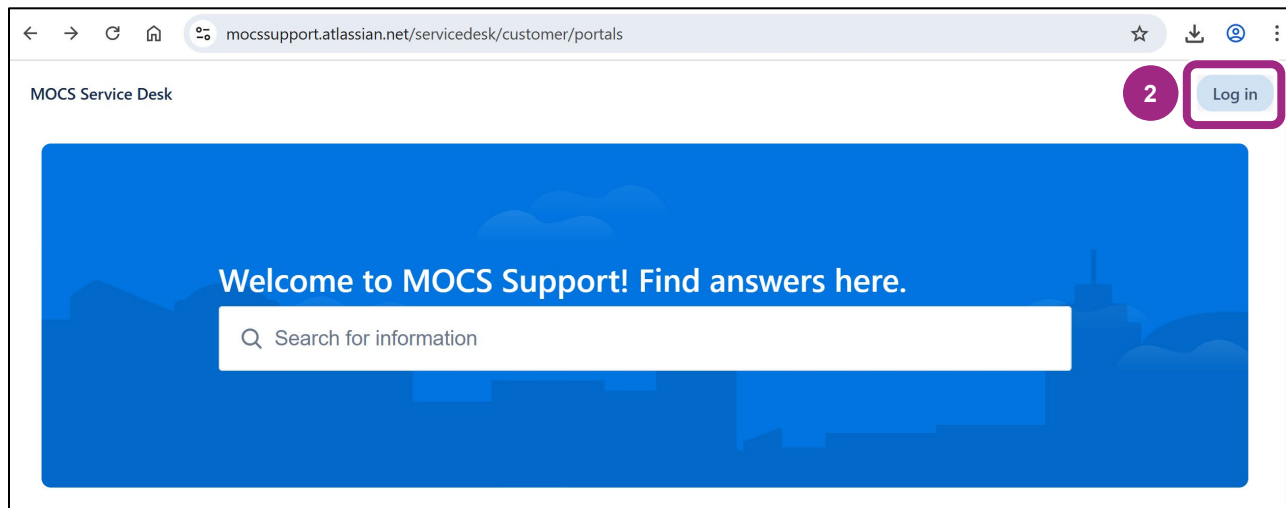
If you need assistance beyond what's listed here, submit an inquiry to the [MOCS Service Desk](#).

Note: Due to a high volume of inquiries, response times are longer than usual and may exceed one week. To help us respond more efficiently, please avoid sending follow-up emails. Thank you for your patience and understanding.

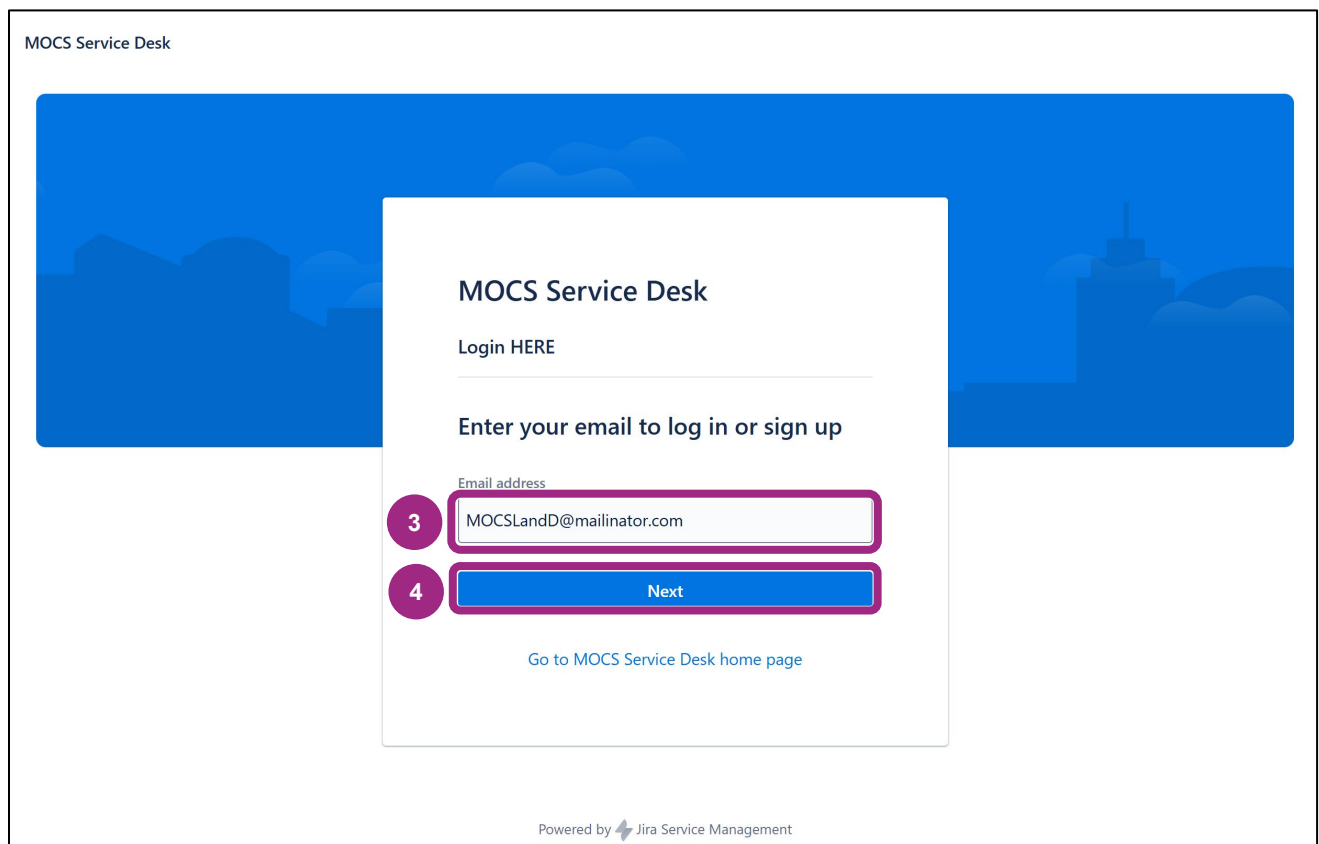
Or, go directly to the portal from this link: [MOCS Service Desk Portal](#).

The MOCS Service Desk Portal displays.

2. Click the **Log in** button located at the top, to the right.



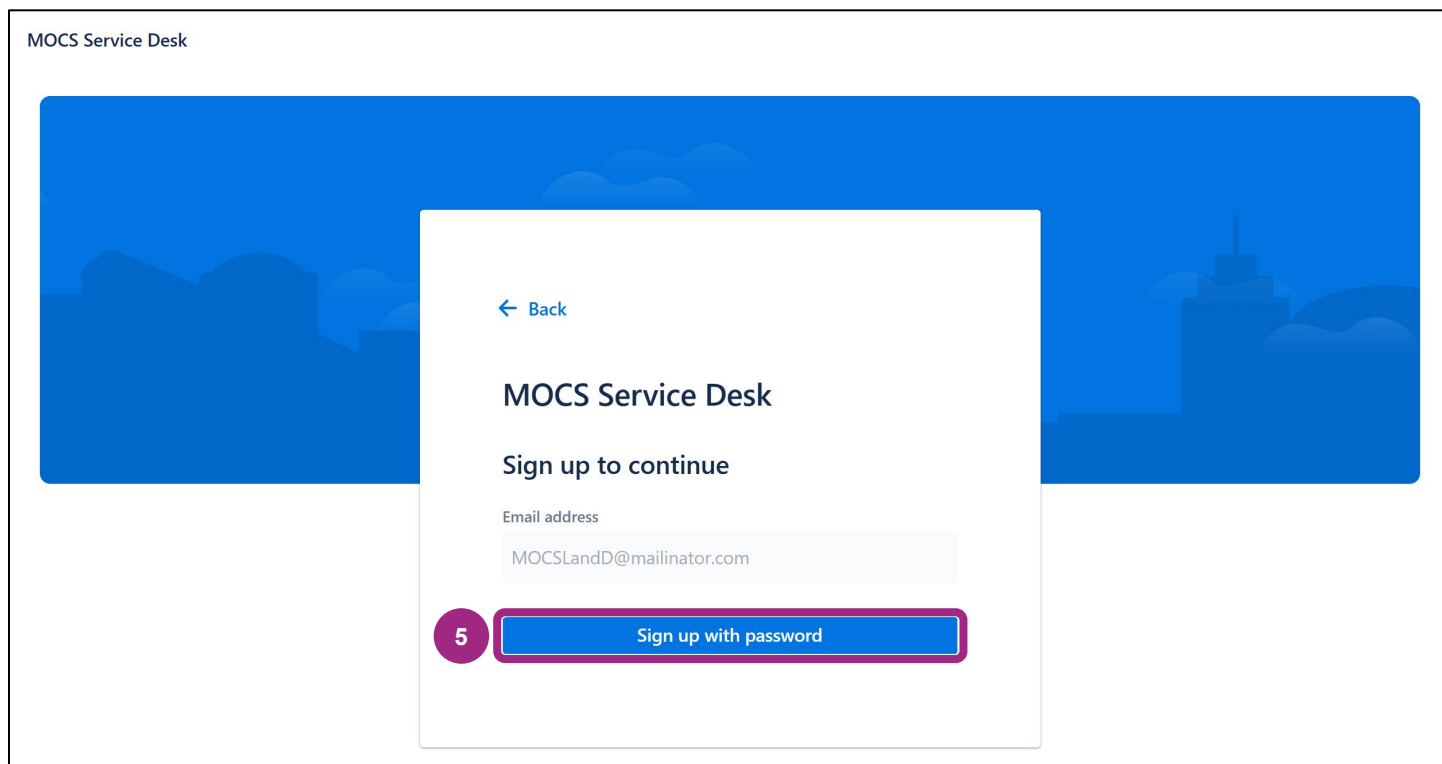
3. Type your full email address in the **Email address** field.
Important: Be sure to use the same email associated with prior tickets submitted to MOCS.
Tip: If a portal account with your email address already exists, you will be asked to enter your password **or** click the **Forgot password?** link to reset it.
4. Click the **Next** button.



The Sign up to continue screen displays.

5. Click the **Sign up with password** button.

MOCS Service Desk



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MOCS Service Desk

Sign up to continue

Email address

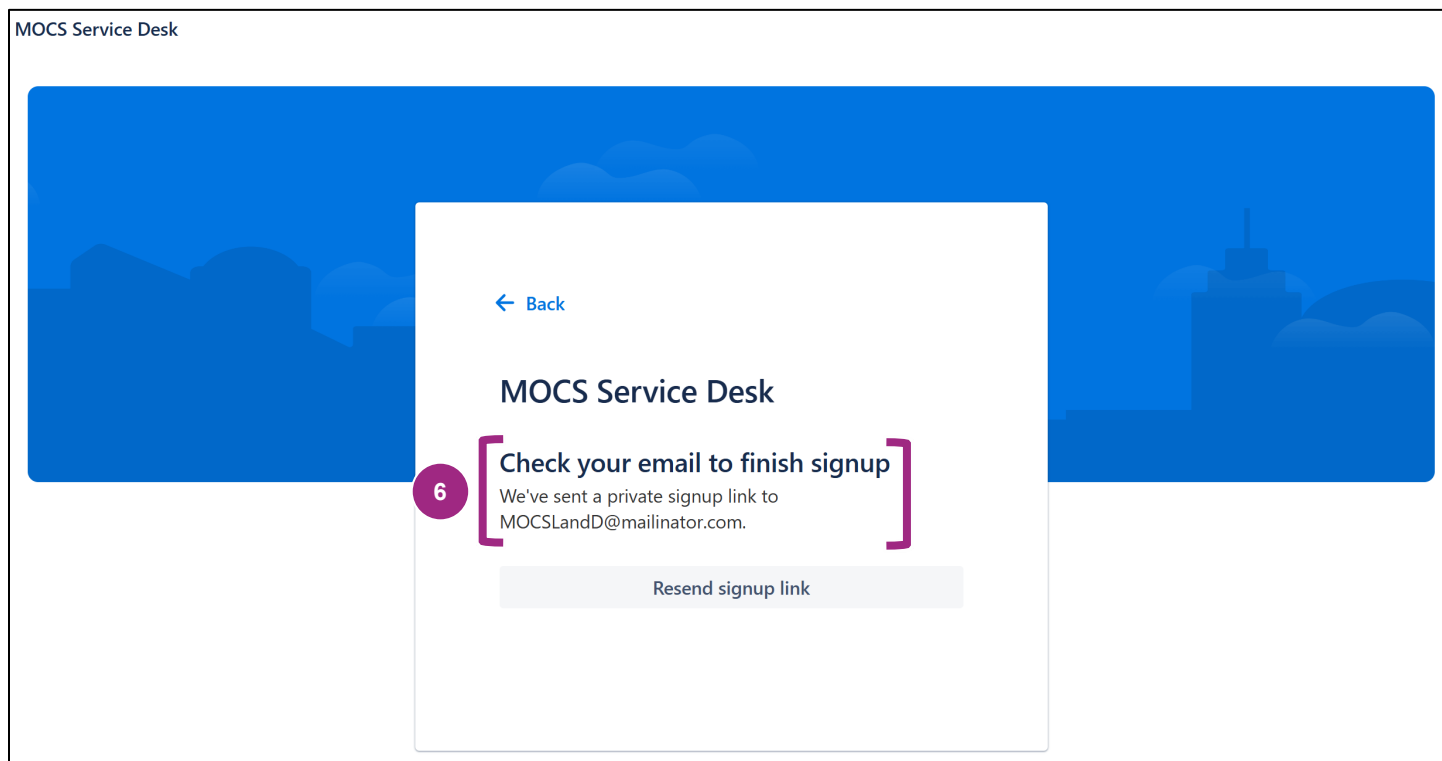
MOCSLandD@mailinator.com

5 Sign up with password

6. As directed by the message, check your emails for a message to complete setup of your portal account. Check your spam and junk folder.

Optional: If needed, click the **Resend signup link** button if you did not receive the email.

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MOCS Service Desk

6 Check your email to finish signup

We've sent a private signup link to MOCSLandD@mailinator.com.

Resend signup link

7. The email will be sent from the MOCS Service Desk with the subject “Finish signing up to MOCS Service Desk”.
8. Open the email from the MOCS Service Desk.

From	Subject	Received
☐ Mocs Service Desk	Finish signing up to MOCS Service Desk	just now

9. Click the **Sign up** button to finish portal account setup.

Almost done!

Follow the link below to finish signing up to MOCS Service Desk. For security, don't share this link with anyone.

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Powered by Jira Service Management

A browser window opens to display the next steps to complete your portal account.

10. Type your full name in the **Full name** field.
11. Type a secure password in the **Choose a password** field.



MOCS Service Desk

Sign up to continue

Email address

Full name

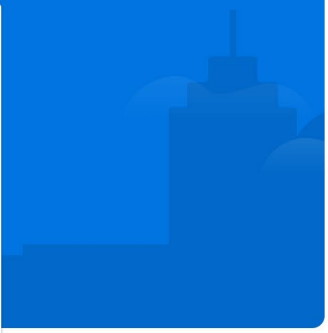
10

Choose a password

11

By clicking *Sign up*, you agree to the [Privacy Policy](#) and this [Notice and Disclaimer](#).

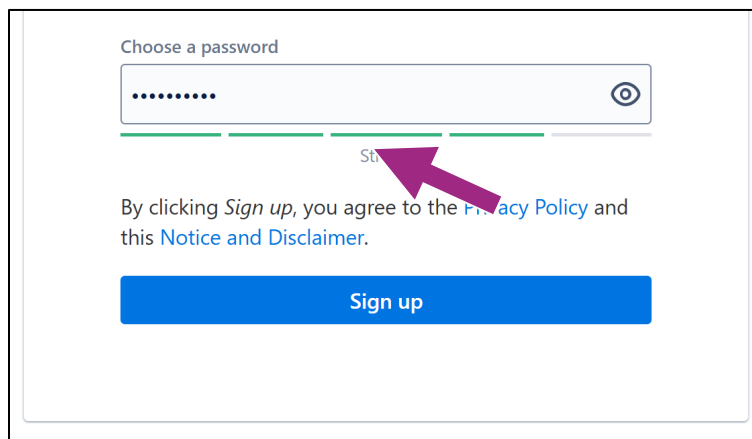
Sign up



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Last Updated: 8/11/20258/11/20258/11/20258/11/2025

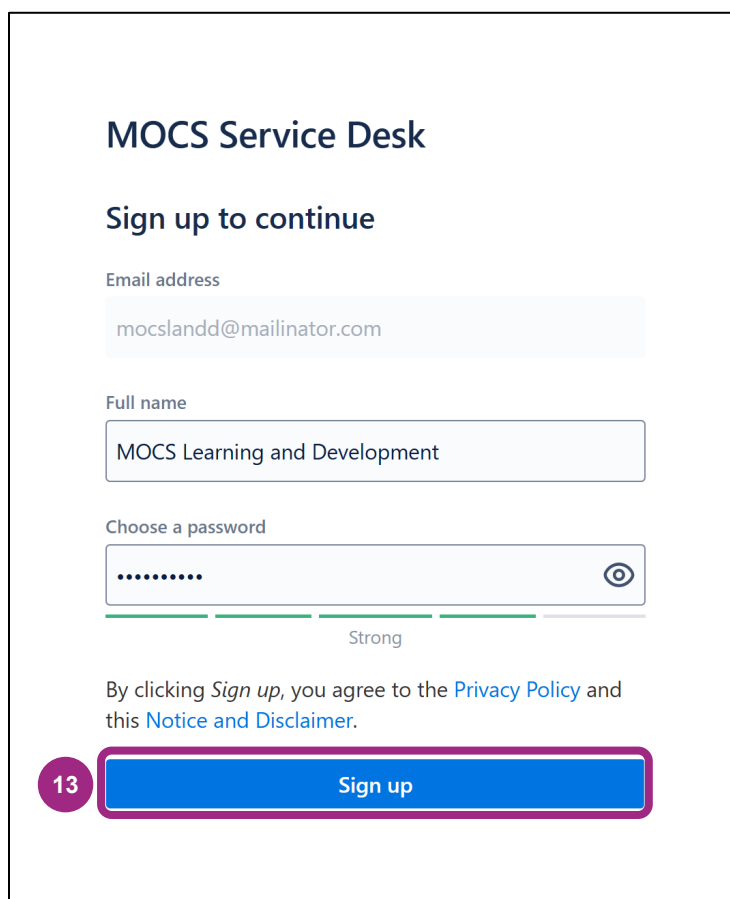
NYC
Mayor's Office of
Contract Services

12. While typing your strong password, the strength indicator displays below, gauging the strength of the password entered. 5 green bars are considered very strong and 4 green bars is simply strong.



The screenshot shows a 'Choose a password' form. The password field contains seven dots. Below the field is a strength indicator consisting of five green bars, with the word 'Strong' centered underneath. A purple arrow points from the word 'Strong' to the fourth green bar from the left. Below the indicator, there is a line of text: 'By clicking *Sign up*, you agree to the [Privacy Policy](#) and this [Notice and Disclaimer](#).' At the bottom is a blue 'Sign up' button.

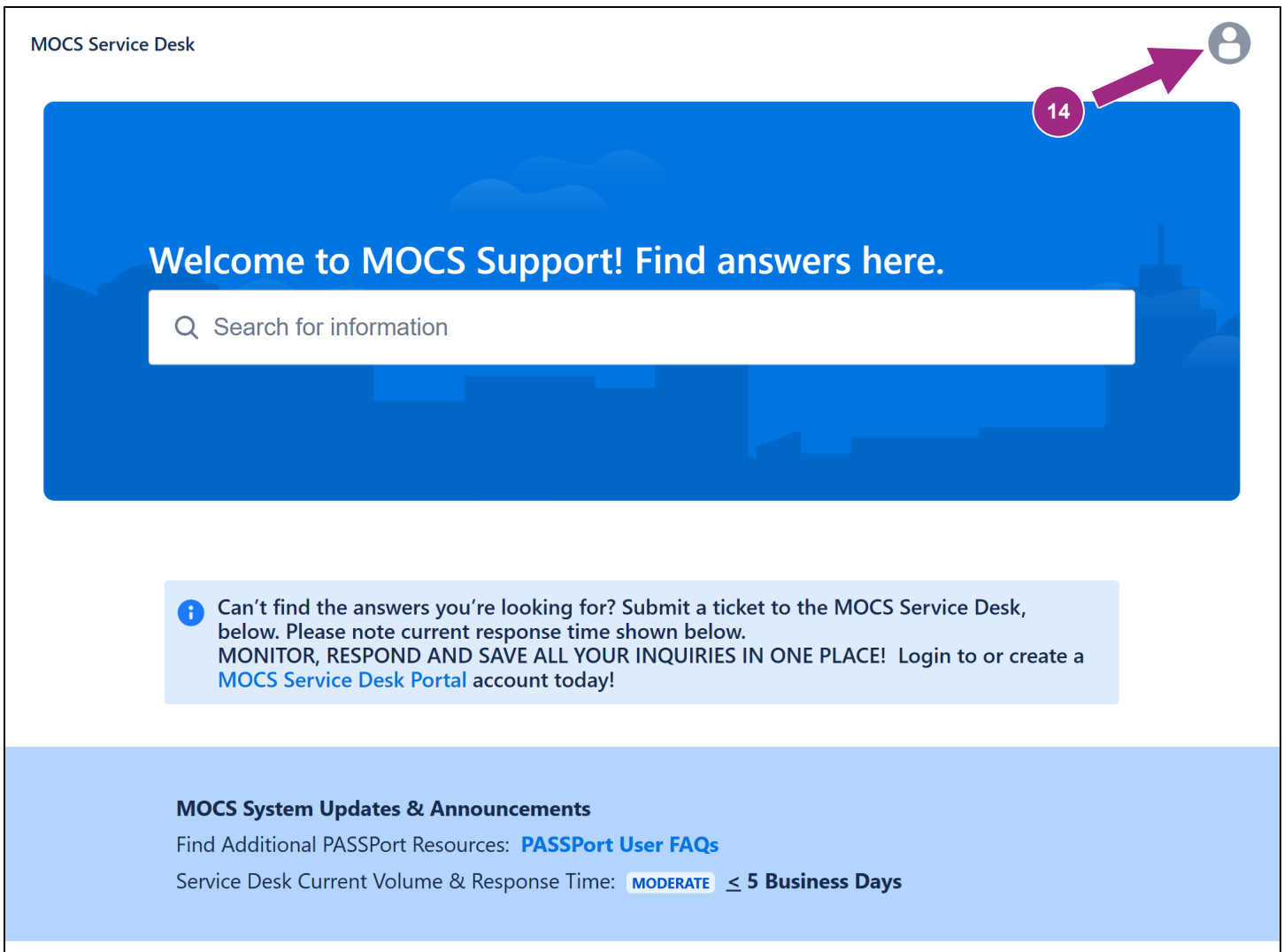
13. Click the **Sign up** button when you are done creating a strong to very strong password.



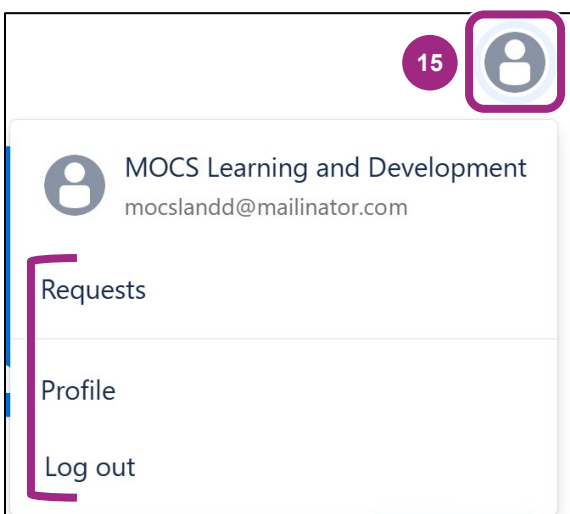
The screenshot shows the 'MOCS Service Desk' sign-up page. It has a title 'MOCS Service Desk' and a subtitle 'Sign up to continue'. There are three input fields: 'Email address' with the value 'mocslannd@mailinator.com', 'Full name' with the value 'MOCS Learning and Development', and 'Choose a password' with seven dots. Below the password field is a strength indicator with five green bars and the word 'Strong' centered. Below the indicator is the same text as in the previous screenshot: 'By clicking *Sign up*, you agree to the [Privacy Policy](#) and this [Notice and Disclaimer](#).' At the bottom is a blue 'Sign up' button. A purple circle with the number '13' is positioned to the left of the button, and a purple rectangular highlight surrounds the 'Sign up' button.

14. Upon successful sign up of your account, the MOCS Service Desk Portal Welcome displays and you are automatically signed in.

Note: Instead of a Log in button, there is a user icon located at the top-right.

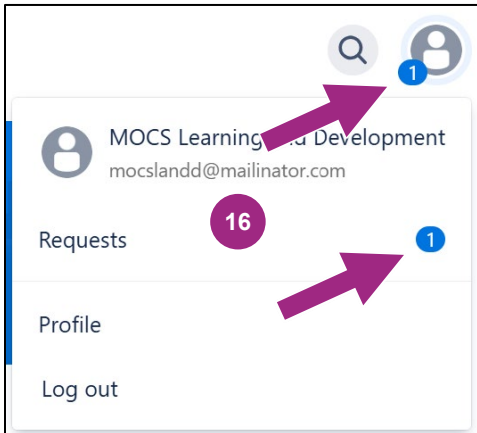


15. Click the **user** icon to display a menu to access the following options: Requests (tickets), Profile, and Log out.



16. When tickets are affiliated with your MOCS Service Desk Portal account, the number will display both by the user icon and Requests.

Note: Only unresolved tickets are included in the count.



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View Your Open Tickets

Follow these steps to view all your tickets in the MOCS Service Desk Portal while logged in to your portal account.

1. Click the **user** icon, then click **Requests** from the drop-down menu.
2. The Requests page displays with a table listing all tickets, pre-filtered to all Open (meaning unresolved) requests. Request is the portal term for ticket.

The screenshot shows the 'MOCS Service Desk' interface. At the top right, there is a user icon with a count of 1 and a search icon. Below this is a blue banner with a city skyline. The main section is titled 'Requests' and includes a search bar, filters for 'Status: Open requests', 'All', and 'Request type'. A table lists requests with columns: Type, Reference, Summary, Status, Service project, and Requester. A purple box highlights the table, and a purple circle with the number 2 is next to it.

Type	Reference	Summary	Status	Service project	Requester
Key	MH-237328	Sample Ticket: Account Maintenance	ASSIGNED	MOCS Support	MOCS Learning and Development
Chat	MH-237326	Sample Ticket: HHS Prequalification	IN PROGRESS	MOCS Support	MOCS Learning and Development
NYC	MH-237321	Staging a Ticket to Learn User Experience	WAITING FOR CUSTOMER	MOCS Support	MOCS Learning and Development
NYC	MH-237330	Sample Ticket: Browser doesn't display MOCS Website	UNASSIGNED	MOCS Support	MOCS Learning and Development

- The Requests table displays valuable ticketing information, including the ticket Type, Reference (ticket number), the Summary, Status and Requestor.
- Click the **Edit list view** button to remove any column from displaying.

MOCS Service Desk

Requests

Request contains... **Status: Open requests** **All** Request type

4 Edit list view

Type	Reference	Summary	3 Status	Service project	Requester
	MH-237988	Sample Ticket for MT/L&D	UNASSIGNED	MOCS Support	MOCSCustomer@mailinator.com
	MH-237969	Will this sync up with the MOCS L&D portal account using the same email??	UNASSIGNED	MOCS Support	MOCS Learning and Development
	MH-237330	Sample Ticket: Browser doesn't display MOCS Website	ASSIGNED	MOCS Support	MOCS Learning and Development
	MH-237328	Sample Ticket: Account Maintenance	ASSIGNED	MOCS Support	MOCS Learning and Development
	MH-237326	Sample Ticket: HHS Prequalification	IN PROGRESS	MOCS Support	MOCS Learning and Development

- Click the **Reference** (MH-XXXXXX) or **Summary** to view a ticket.

Type	Reference	Summary	Status	Service project	Requester
	5 MH-237969	Will this sync up with the MOCS L&D portal account using the same email??	UNASSIGNED	MOCS Support	MOCS Learning and Development
	MH-237330	Sample Ticket: Browser doesn't display MOCS Website	ASSIGNED	MOCS Support	MOCS Learning and Development
	MH-237328	Sample Ticket: Account Maintenance	ASSIGNED	MOCS Support	MOCS Learning and Development
	MH-237326	Sample Ticket: HHS Prequalification	IN PROGRESS	MOCS Support	MOCS Learning and Development

Tip: You may continue to monitor your tickets via email as the **Service Desk Portal** will continue to send ticket notifications and responses to your email inbox. Viewing tickets via the Portal will enable you to view all correspondence in one location.

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Search for Tickets

Follow these steps to customize the list or search for specific tickets in the MOCS Service Desk Portal.

1. On the [Requests page](#), there is a row of features enabling users to refine what requests (or tickets) they wish to see on this page.
2. Type any keyword in the **Search** box with the **magnifier** icon to find a ticket with a specific word.
3. Click the **Status:** filter button to add or remove tickets with specific statuses.
4. Click the requestor (**All**) button which defaults to All, to view only tickets submitted by you as the Requestor or view only tickets where you are a participant.
5. Click the **Request type** filter button to view only specific types of tickets, i.e., RFx closing within 2 business days tickets.

The screenshot shows the 'Requests' page in the MOCS Service Desk. At the top right is an 'Edit list view' button. Below the header, a search bar is labeled 'Request contains...' with a magnifying glass icon. To its right are three filter buttons: 'Status: Open requests', 'All', and 'Request type'. Below these filters is a table with columns: Type, Reference, Subject, Status, Service project, and Requester. The table contains five rows of sample tickets. Numbered callouts are placed over the interface: 1 points to the filter buttons, 2 points to the search bar, 3 points to the 'Status' filter, 4 points to the 'All' requestor filter, and 5 points to the 'Request type' filter.

Type	Reference	Subject	Status	Service project	Requester
	MH-237988	Sample Ticket for MT/L&D	UNASSIGNED	MOCS Support	MOCSCustomer@mailinator.com
	MH-237969	Will this sync up with the MOCS L&D portal account using the same email??	UNASSIGNED	MOCS Support	MOCS Learning and Development
	MH-237330	Sample Ticket: Browser doesn't display MOCS Website	ASSIGNED	MOCS Support	MOCS Learning and Development
	MH-237328	Sample Ticket: Account Maintenance	ASSIGNED	MOCS Support	MOCS Learning and Development
	MH-237326	Sample Ticket: HHS Prequalification	IN PROGRESS	MOCS Support	MOCS Learning and Development

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Understand Your Ticket

Now that you know how to find and view your tickets in the Service Desk Portal, it's important to understand what information is available in each ticket. View each table with descriptions and reference the corresponding images and annotations.

Ticket Contents	
a	Your Reference or ticket number (MH-XXXXXX) displays at the top of the ticket.
b	The Summary displays in large, bold text just below the Reference. The Summary is information entered by the Requestor who submitted the ticket.
c	The Requestor and date the ticket was submitted displays on the same line above the Base Intake Form.
d	The Basic Intake Form contains the content submitted by the Requestor via the Service Desk inquiry form . This includes the First and Last Name and Email contact, the Organization Type, Description/Summary, topics the ticket is related to, the initial message written to the Service Desk, and any files uploaded to the ticket form.
e	The Status is the current ticket status such as Assigned, In Progress and Waiting for Customer.
f	See if email Notifications are on or off next to the bell icon. Click the bell icon to change it.
g	Request type refers to how the ticket was classified by the Requestor at submission.
h	The Shared with section displays other individuals and portal users who were given access to the ticket, including the person who opened the ticket. In this section, it's possible to add additional individuals to the ticket via the + Share icon adding an email address.

The screenshot shows a sample ticket titled "Sample Ticket: HHS Prequalification - attachment". The breadcrumb trail at the top is "MOCS Service Desk / MOCS Support / MH-239620". The ticket header shows "MOCS Learning and Development raised this on 06/05/25" with a "Hide details" link. The main content area is titled "Base Intake Form" and is marked as "SUBMITTED". It contains a "User Information" section with fields for "First and Last Name" (Misato) and "Email" (mocsLandD). Below this is the "Organization Type" field, which is "NYC Agency - MOCS - Mayor's Office of Contract Services (M)". The "Inquiry Information" section is partially visible. On the right side, the "Status" is "WAITING FOR CUSTOMER", "Notifications" are "on", the "Request type" is "HHS Prequalification", and the "Shared with" section lists "MOCS Learning and Development" as the "Creator" with a "+ Share" button.

Ticket Contents continued

i	The Activity section will contain ticket correspondence, Status changes to the ticket and date / time stamps of each activity. The timestamp is visible by mouse hover of the date.
j	The Show X more bar displays when there is more ticket content available to display and it is currently hidden from view. Click the grey bar to view more ticket content.
k	Correspondent appears by the reply date. In this case, the name is blurred out.
l	Request status changes appear in order of the activity in the ticket.
m	The Add a comment field is where MOCS Service Desk and ticket affiliates may send additional correspondence.

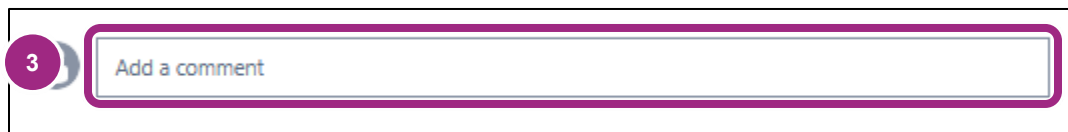
The screenshot shows a Jira Service Management ticket interface. A vertical purple line on the left side of the activity stream is labeled with a purple circle containing the letter 'i'. At the top of the activity stream, a grey bar with the text 'Show 5 more' is labeled with a purple circle containing the letter 'j'. Below this bar, a message from a user (represented by a blurred name and a purple circle with 'k') dated '07/01/25' is shown. The message text is: 'Hi Misato, As no further response was received, this inquiry will now be closed. Please note, responses to closed tickets are not reviewed. However, if you require future assistance, feel free to always reach back out to us via the MOCS Service Desk Contact Form located on our website (<http://nyc.gov/mocshelp>), and we'll be happy to help! Regards, [blurred name] MOCS Service Desk nyc.gov/mocs nyc.gov/nonprofits'. Below the message, there are two automatic response entries, each dated '07/01/25'. The first entry says 'Your request status has changed to In Progress.' and is labeled with a purple circle containing the letter 'l'. The second entry says 'Your request status has changed to Waiting for customer.' and is also labeled with a purple circle containing the letter 'l'. At the bottom of the activity stream, there is a text input field with the placeholder text 'Add a comment' and a purple circle with the letter 'm' pointing to it. The footer of the interface says 'Powered by Jira Service Management'.

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Reply to a Ticket

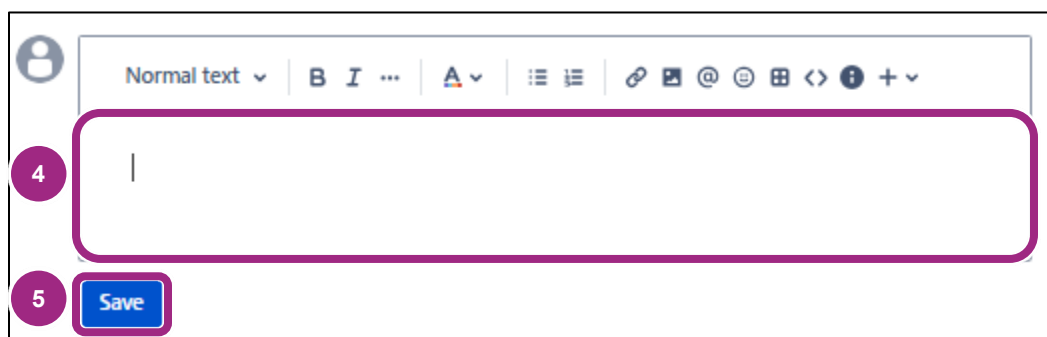
Now that you know the [layout of your ticket](#), you can review the details and reply or follow up with the MOCS Service Desk team.

1. View the ticket that requires a reply or follow up.
2. Scroll down to the end of Activity section of the ticket to find the Add a comment field.
3. Click inside the **Add a comment** field.

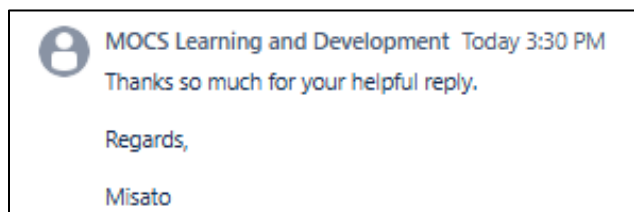


The box will expand to display text editor features including the ability to adjust text size, color, add bullets, attach a file, etc.

4. Type your message in the text editor.
5. Click the **Save** button to attach the message and its contents to the ticket for MOCS to view.



The saved message displays at the end of the ticket activity listing you as the correspondent by the date/timestamp.

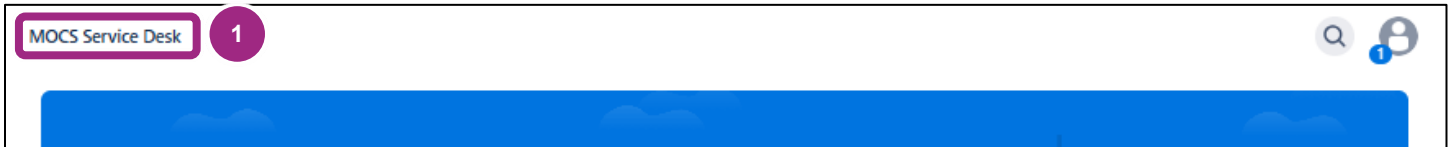


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Submit a New Ticket as a Portal User

Submit tickets from the MOCS Service Desk Portal with your Portal account. The ticket form is the same form used when submitting tickets without an account, however navigation experience will be new. Follow the steps below to access the new ticket form anywhere in your portal account.

1. Click the **MOCS Service Desk** logo which is always located on the top left of the Service Desk Portal anywhere in your account including the Requests page or ticket view.



The main Service Desk Portal page displays.

2. **Scroll down the page past** the knowledge base search, announcements and FAQ link.
3. Click the **Need to raise a request? Contact us.** link.



The MOCS Support page displays.

4. Click the **option** that best describes the support topic the ticket will cover:
- a. **Common Requests** - Topics include RFx, PASSPort Account Creation & Maintenance, Contracts, HHS Prequalification and more.
 - b. **Organizations | Providers | Vendors** – This option is specific to Invoicing and Ordering topics for vendors and providers.
 - c. **NYC Gov't Agencies ONLY** – NYC Agency portal users **must** choose this option.

Need Help or have a Question?
Click the links below for our Self-Service FAQ to get the answers to your questions ASAP!
[PASSPort FAQ](#)
[NYC Nonprofits](#)
We encourage you to monitor, respond and save all your inquiries in one place by logging in or creating a MOCS Service Desk Portal [account!](#)

[MOCS Service Desk](#) / [MOCS Support](#) / [Raise a request](#)

NYC Mayor's Office of Contract Services
MOCS Support

Quickly find answers you need here:

📄 Contact us about

- Common Requests**
HHS Prequalification, RFx - General, RFx - Closing within 2 business days, PASSPort Account Creation & Maintenance, Contract Action Inquiry, General Request
- NYC Gov't Agencies ONLY**
Agency User Provisioning, Invoicing and Ordering
- Organizations | Providers | Vendors**
Invoicing and Ordering

A new page will display with additional prompts to refine your topic.

5. If you chose the wrong support topic, click the **Contact us about** drop-down to make a change.

[MOCS Service Desk](#) / [MOCS Support](#) / [Raise a request](#)

NYC Mayor's Office of Contract Services
MOCS Support

Quickly find answers you need here:

Contact us about

Common Requests

6. Click the **subtopic** that resembles your issue the closest. The subtopics display based on the previous selection.

Contact us about

Common Requests

What can we help you with? 6

 **HHS Prequalification**
Question about your HHS prequalification? Submit here.

 **RFX - General**
RFX-related inquiries.

 **RFX - Closing within 2 business days**
Submit here for tickets related to RFXes closing within 2 business days.

 **PASSPort Account Creation & Maintenance**

 **Contract Action Inquiry**
Raise a ticket related to contracts.

 **General Request**

A ticket form will display.

7. Fill in **all required fields** on the form with a red asterisk * by it. Be detailed in the description of your concern and include screenshots by uploading file(s).
Note: Some fields have a second drop-down or additional fields to provide more information.
8. Click the **Send** button to submit your inquiry to MOCS.

Required fields are marked with an asterisk *

Email confirmation to *

MOCSCustomer@mailinator.com

User Information

First and Last Name *

Email *

Organization Type *

Organization Type is required.

Inquiry Information

If your inquiry relates to an area other than invoicing, please select a different request type: [Invoicing and Ordering - MOCS Support - Jira Service Management](#)

Subject Matter *

What does your inquiry relate to? Both fields are required. *

What does your inquiry relate to? Both fields are required. is required.

Describe your concerns below (please be specific): *

Normal text ▾ | **B** *I* ... | ≡ ▾ | ▾ | |

Hello! I'm a vendor admin and I'm unable to assign any user role to my colleague (contact in account: coworker's email here).

The drop-down field to select the role expands, but clicking on a role doesn't select it.

I'm accessing PASSPort from Chrome on a Macbook. Thanks for your help.

Upload your files:

Drop files to attach or [browse](#)

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Send Cancel

To view this ticket and other open tickets, follow the steps in [View Your Open Tickets](#).

Frequently Asked Questions (FAQ)

1. **Question:** Do I need to log in to submit a ticket?
 - A. **Yes, starting in Summer/Fall 2025**, a MOCS Service Desk Portal account will be required for MOCS customers to be able to submit tickets. You will need to log in to your account to submit a ticket.
2. **Question:** I didn't receive an email with a link to finish setting up my portal account. How can I get a new link?
 - A. During signup, click the **Resend signup link** button in your browser to resend the email with the link. Check your junk and spam folders to make sure the email didn't skip your inbox.
3. **Question:** Why do I need to create another system account?
 - A. **There are many [benefits](#)** to having a MOCS Service Desk Portal account: centralized portal with better organization of tickets, visibility into your own tickets, and ability to track all your tickets in one location.
4. **Question:** Must I log in to the Service Desk Portal monitor my tickets?
 - A. **No**, it's not required to log in to the Service Desk Portal to monitor your tickets. **Portal users will continue** to receive ticket responses to their email inbox as they did prior to creating an account.
5. **Question:** What type of email notification will users receive once Service Desk Portal accounts are required?
 - A. Service Desk Portal account users will **only** receive notifications when:
 - A ticket is **submitted** to the Service Desk,
 - The Service Desk **responds** to a ticket, and
 - A ticket is **closed**.
6. **Question:** Do portal users get email notifications when a ticket status changes?
 - A. Portal users **only** receive an email notification for a ticket status update **when a ticket is closed**. Users must log in to view status changes and ticket activity. Monitoring ticket status changes is easy to do in the Service Desk Portal directly from the Requests page. All tickets, including Closed tickets can be viewed from the Portal.
7. **Question:** Can I download my ticket history from the Service Desk Portal?
 - A. Portal users can view all tickets, including Closed tickets from the [Requests](#) page. To download, view a ticket and use the browser print feature to print to PDF and save the file locally.

All current and historical information, including ticket responses and status changes, is available by viewing the [Activity](#) section in a ticket.

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