Create a MOCS Service Desk Portal Account

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.

<u>Create an Account</u> <u>View Your Open Tickets</u> <u>Search for Tickets</u> <u>Frequently Asked Questions (FAQ)</u>

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.



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.

MOCS Service Desk		
	MOCS Service Desk	
	Enter your email to log in or sign up	
3	Email address MOCSLandD@mailinator.com	
4	Next	
	Go to MOCS Service Desk home page	
		-
	Powered by 🥠 Jira Service Management	

The Sign up to continue screen displays.



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

MOCS Service Desk		
	← Back	
	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.

MOCS Service Desk		
	← Back	
	MOCS Service Desk	
	6 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.
Sign up 9
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 to the **Choose a password** field.

MOCS Service Desk	
Sign up to continue	
Email address	
mocslandd@mailinator.com	
10 Full name	
11 (O)	
By clicking <i>Sign up</i> , you agree to the Privacy Policy and this Notice and Disclaimer.	
Sign up	



12. While typing your 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.

·····	
By clicking <i>Sign up</i> , you agree to this Notice and Disclaimer.	the Freacy Policy and
Sign un	

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

Sign up to	continue
Email address	
mocslandd@m	nailinator.com
Full name	
MOCS Learnin	g and Development
Choose a passwor	rd
•••••	
	Strong
By clicking <i>Sign</i> this Notice and	<i>up</i> , you agree to the Privacy Policy and Disclaimer.
	Sian up



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.

MOCS Service Desk	8
Welcome to MOCS Support! Find answers here.	
Q Search for information	
 Can't find the answers you're looking for? Submit a ticket to the MOCS Service Desk, below. Please note current response time shown below. MONITOR, RESPOND AND SAVE ALL YOUR INQUIRIES IN ONE PLACE! Login to or create a MOCS Service Desk Portal account today! 	
MOCS System Updates & Announcements Find Additional PASSPort Resources: PASSPort User FAQs Service Desk Current Volume & Response Time: MODERATE <5 Business Days	

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

15 🕒
B MOCS Learning and Development mocslandd@mailinator.com
Requests
Profile
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.

Q
MOCS Learning and Development mocslandd@mailinator.com
Requests 16
Profile
Log out

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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.

MOCS Service Desk							
	MOCS Servi Request of	contains Q	Status: Open requests 👻 All 👻 Requ	est type 💙		Edit list view	
r	Туре	Reference 0	Summary	Status	Service project	Requester ≎	
	ß	MH-237328	Sample Ticket: Account Mantenance	ASSIGNED	MOCS Support	MOCS Learning and Development	
2	Ę	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	
		MH-237330	Sample Ticket: Browser doesn't display MOCS Website	UNASSIGNED	MOCS Support	MOCS Learning and Development	



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

MOCS Servi	4 Edit list view				
Туре	Reference \Rightarrow	Summary 3	Status	Service project	Requester ÷
Ę	MH-237988	Sample Ticket for MT/L&D	UNASSIGNED	MOCS Support	MOCSCustomer@mailin ator.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
Reve Brand	MH-237330	Sample Ticket: Browser doesn't display MOCS Website	ASSIGNED	MOCS Support	MOCS Learning and Development
Ş	MH-237328	Sample Ticket: Account Mantenance	ASSIGNED	MOCS Support	MOCS Learning and Development
Ę	MH-237326	Sample Ticket: HHS Prequalification	IN PROGRESS	MOCS Support	MOCS Learning and Development

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

Туре	Reference 🗘	Summary	Status	Service project	Requester 🕆
F	MH-237969 5	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
ß	MH-237328	Sample Ticket: Account Mantenance	ASSIGNED	MOCS Support	MOCS Learning and Development
Ę	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 <u>Requests page</u>, 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.





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** <u>benefits</u> 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?
- 5. 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.

