

Need Help in Your Language?

The Mayor's Office of Contract Services (MOCS) offers **language support** through MOCS Service Desk. The MOCS Service Desk supports PASSPort, HHS Accelerator and Nonprofits.

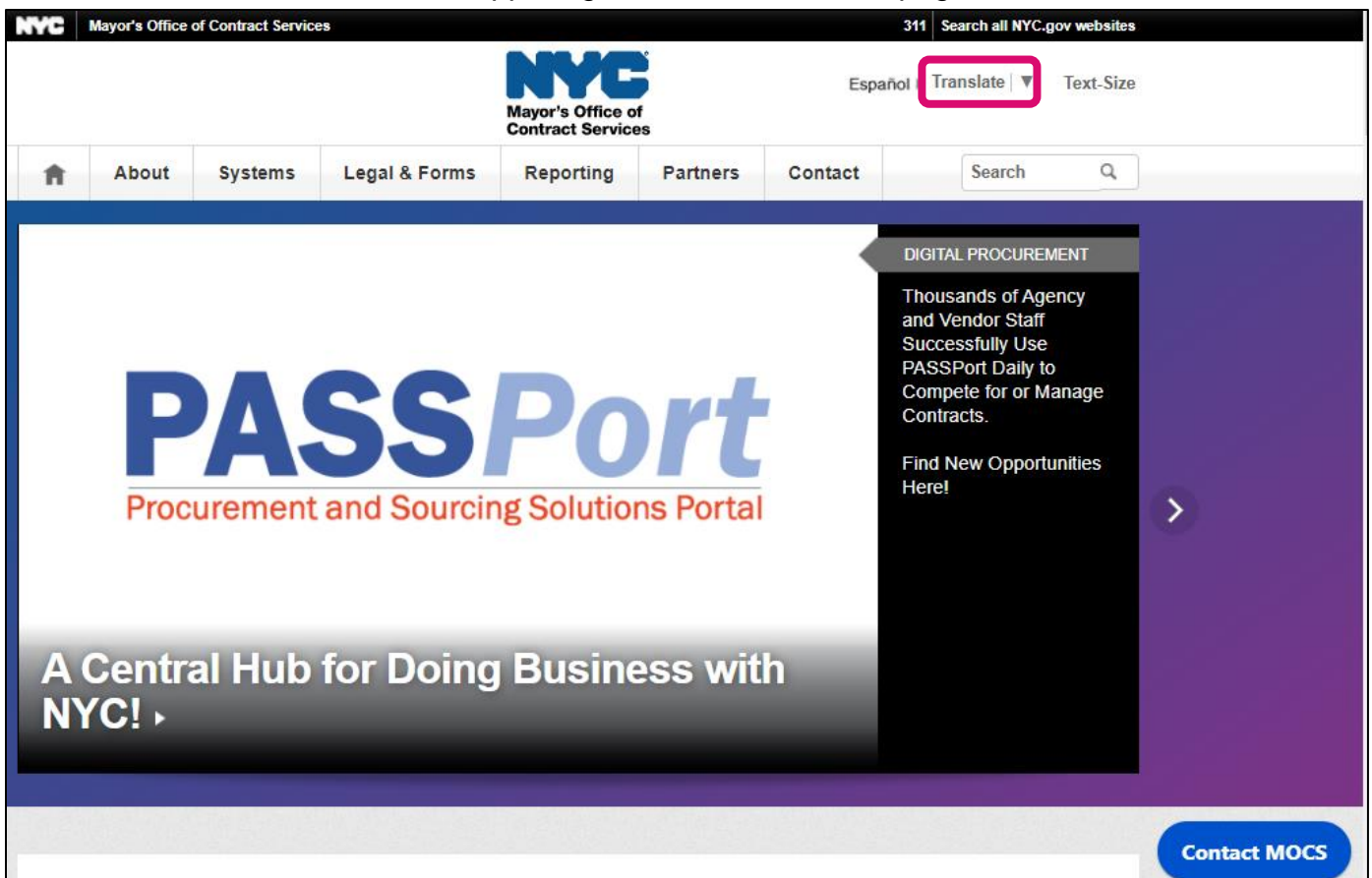
The Mayor's Office of Contract Services (MOCS) offers the following language access services:

- (1) **Translate the MOCS Website** and
- (2) **Request a Phone Interpreter.**

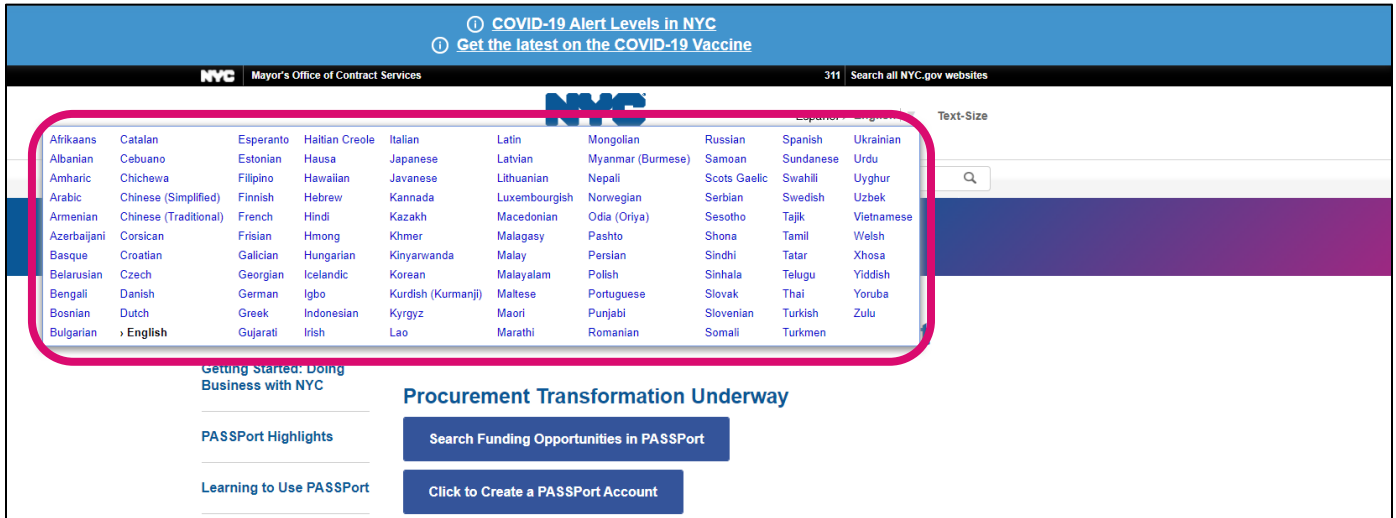
1. How to Translate the MOCS Website

Optimized for Google Chrome web browser, website translation is offered via Google Translate. This translation tool converts the published English text and the **Contact MOCS** form, but it does not translate text that is part of an image. To enable the translation feature of the MOCS website, follow the steps below:

1. Go to the MOCS website at www.nyc.gov/mocs.
2. Click the **Translate** feature in the upper right-hand corner of the page.



3. Click any hyperlink to select the language of your choice.



4. All contents on the website now appear in the language you selected. In this example, Spanish was selected. To change it back to English, repeat steps 1 and 2 and select **English**.

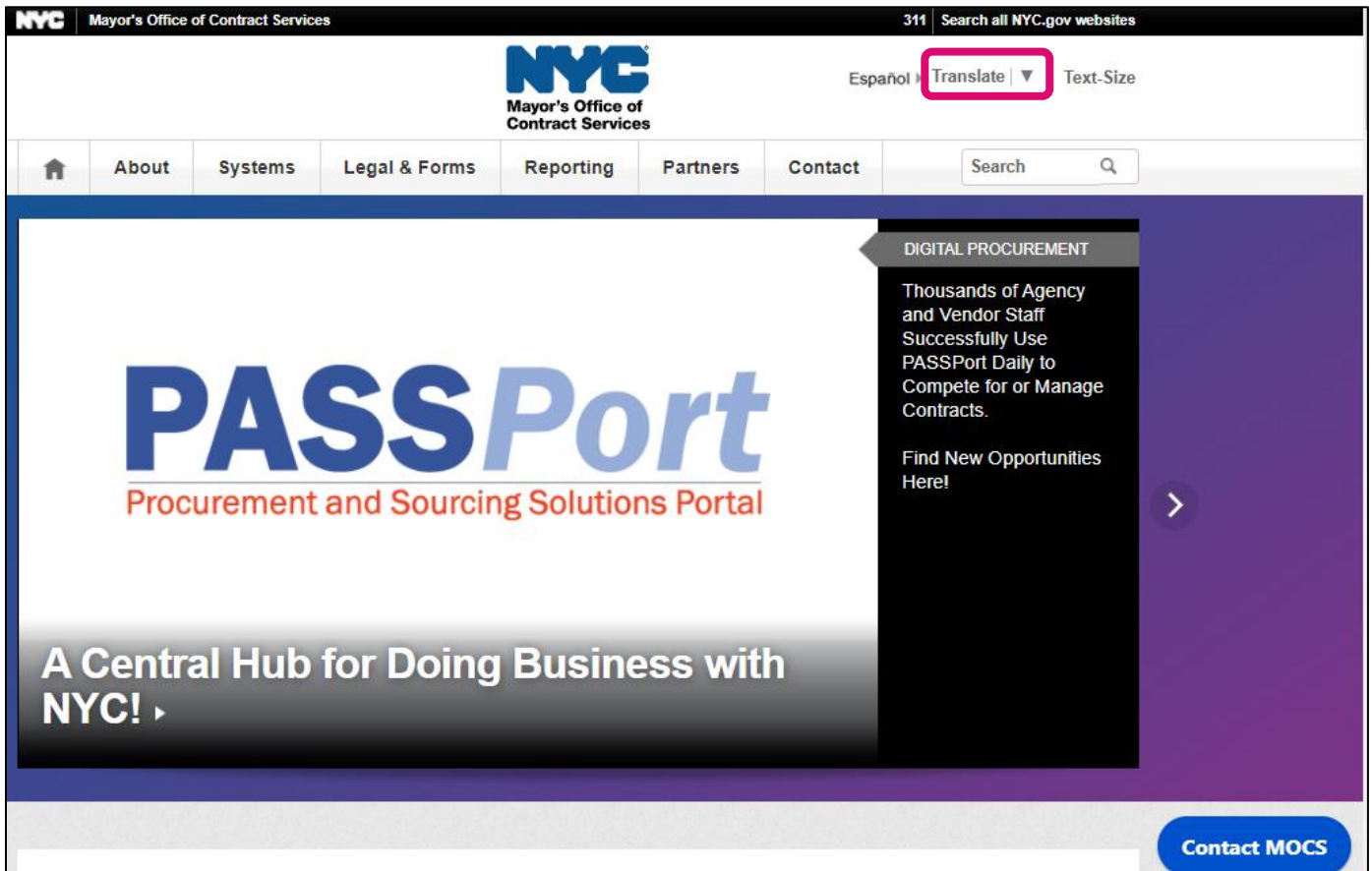


2. How to Request a Phone Interpreter

If you need help and wish to communicate with the MOCS Service Desk in your preferred language, you may submit a request to the MOCS Service Desk for a professional phone interpreter.

To request an interpreter for assistance over the phone, follow the steps below:

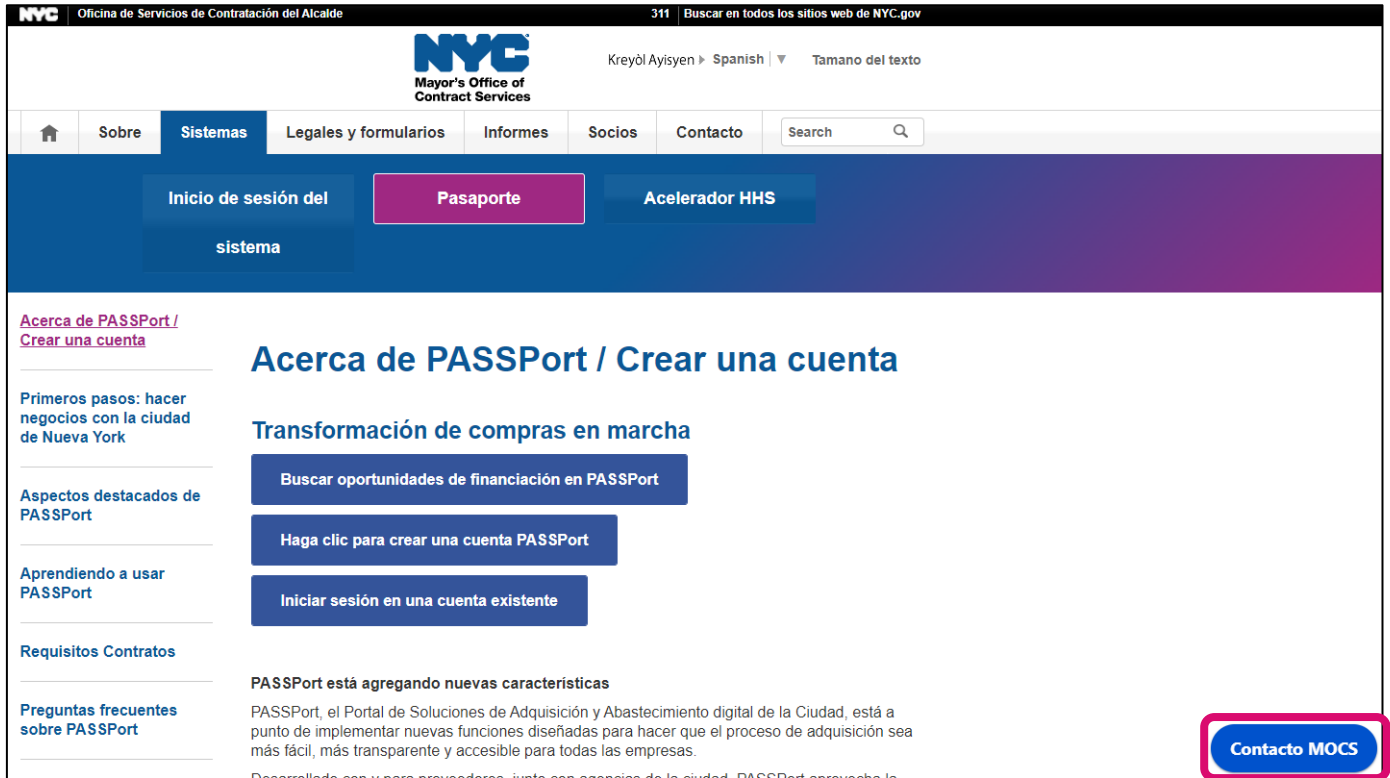
1. Go to the MOCS website at www.nyc.gov/mocs.
2. Click the **Translate** feature at the top of the page.



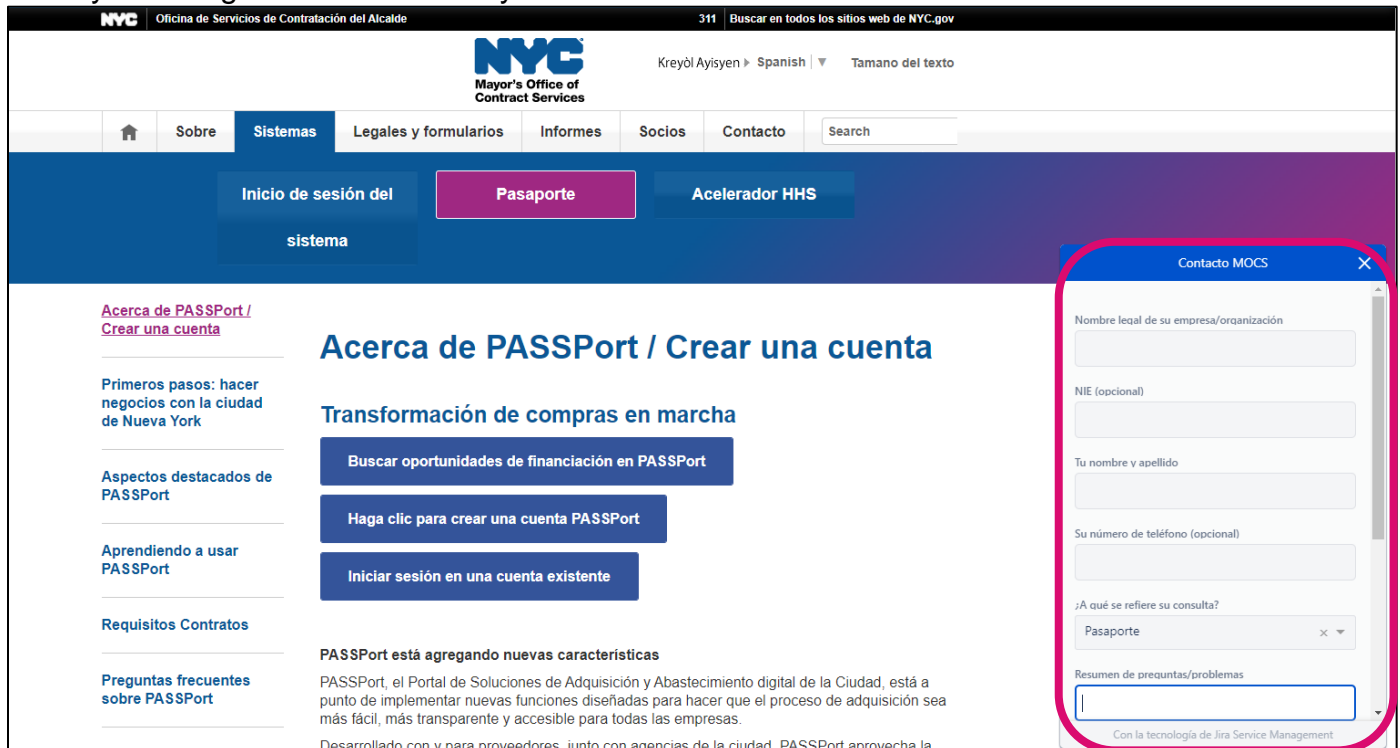
3. Click any hyperlink to select the language of your choice.



- All contents on the website will now appear in your chosen language. In this example, Spanish was selected. Locate the floating, blue **Contact MOCS** button located on the bottom-right of the page. Click **Contact MOCS**. In this example, the button reads **Contacto MOCS** because the website automatically translated the button label into Spanish.



- The **Contact MOCS** form will open up. Fill out the form fields with your contact information and identify what organization in which you are affiliated.



Fill in all required fields. **What is your inquiry related to?** Please select from the drop-down menu and in the **Question/Inquiry Summary** field, write “**Need help in [Your Language].**” In this example, we request help in Spanish.

The screenshot shows a web form titled "Contacto MOCS". It contains several input fields and a dropdown menu. Red arrows point to the following elements: the "Nombre legal de su empresa/orqanización" field, the "NIE (opcional)" field, the "Tu nombre y apellido" field, the "Su número de teléfono (opcional)" field, the "¿A qué se refiere su consulta?" dropdown menu (which is currently set to "Pasaporte"), and the "Resumen de preguntas/problemas" field (which contains the text "Need Help in Spanish").

6. Use the scroll bar to view the bottom portion of the form.

The screenshot shows the bottom portion of the form. It includes a large text box for "Describa sus inquietudes a continuación (sea específico):", a "Sube tus archivos (opcional)" section with a blue "Elija el archivo" button, a "Tu correo electrónico de contacto" field, and a blue "Enviar" button. Red arrows point to the text box, the "Elija el archivo" button, the email field, and the "Enviar" button.

7. In the text box **Describe your concerns below (please be specific)**, share details with MOCS on what you need assistance with so that MOCS may prepare the interpreter service with the content to interpret in advance of a phone call.

8. Optional: Click **Choose File** to submit an image file to provide more details around your topic of concern. Screenshots are a great way to convey detailed information to MOCS Service Desk.

9. Enter your email address in the **Your contact e-mail** field.

10. Click **Send** to complete your request to the MOCS Service Desk for language assistance.

A MOCS Service Desk team member will contact you at the email address you provided to coordinate scheduling a call with the phone interpreter service.