Vendor Account Creation

Roles Involved:
- Vendors

Summary:
Step-by-step instructions on how to create a NYC.ID and submit a vendor account request in PASSPort.

Last Updated: August 1, 2017
Table of Contents

1. Vendor Account Creation Overview.................................................................3
2. Creating a NYCID............................................................................................4
3. Submitting a PASSPort Vendor Request........................................................9

Accessing PASSPort

To access PASSPort and log in, go to http://www.nyc.gov/passport

Note: While navigating PASSPort you are able to easily increase its font size and readability. To do this, click the “ctrl” and “+” keys simultaneously on your keyboard. Each time you click these keys, your web browser will zoom in and PASSPort will resize accordingly. To reduce PASSPort’s font size, simultaneously click the “ctrl” and “-“ keys.
1. Vendor Account Creation Overview

This user manual provides you with step-by-step instructions on how to create a NYC.ID and submit a vendor account request in PASSPort. After your PASSPort vendor account has been approved, you will be able to enter additional business information regarding your account and begin the Vendor Enrollment process. Please reference the Vendor Enrollment User Manual for further details.

Establishing a PASSPort vendor account is a two-step process that requires you to first create a NYC.ID using a valid email address, and then request an account using your NYC.ID credentials. The person requesting an account should be a principal or designee who is officially authorized to conduct business with the City on behalf of your organization.

A NYC.ID is a secure, single sign-on that provides access to online services at multiple New York City government agency systems including: PASSPort, Workforce1, City Record Online, and HHS Accelerator. A valid NYC.ID is required for each PASSPort user. Each system user must provide a valid email address to activate his or her NYC.ID, which is required for NYC systems. An email address provided by your organization is preferred; however, it is also possible to provide a third-party email address such as one from Google, Yahoo, or Windows Live.

Once a NYC.ID has been established, you are ready to submit a PASSPort vendor account request, which consists of providing the following information:

- Your company’s legal name and address
- Employee Identification Number (EIN) or appropriate Tax Identification Number (TIN)
- CEO information (or equivalent)
- Designated vendor administrator contact details

Once the request is submitted, it will be assigned to a member of the MOCS Team for further processing. You will receive an email notification once your request has been processed. Requests are typically processed in one to two business days.
2. Creating a NYC.ID

A valid NYC.ID is required for each PASSPort user. Reference the steps below to create a NYC.ID.

1. Navigate to the PASSPort homepage and click the “Login” button.
2. Click the “Create Account” link.
3. Enter and confirm the email address you want linked to the NYC.ID.

4. Create and then confirm your password.

   Passwords must be at least eight (8) characters long and contain (3) of the following:
   • An uppercase letter
   • A lowercase letter
   • A number
   • One of these symbols (&*#!@%).

   Your first name, last name, email, or the word password are not allowed to be used.

5. Enter your First and Last Name and your Middle Initial in the “First Name,” “Middle Initial,” and “Last Name” fields.
6. Select three security questions and provide your unique answers.

Note: Answers are not case sensitive. They must be different, between 3 and 255 characters and not include <. If you are on a public computer, we recommend you mask your answers by selecting ‘Hide’ below.

<table>
<thead>
<tr>
<th>Security Question 1</th>
<th>Answer 1</th>
</tr>
</thead>
<tbody>
<tr>
<td>What is the name of your first pet?</td>
<td>Pet</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Security Question 2</th>
<th>Answer 2</th>
</tr>
</thead>
<tbody>
<tr>
<td>What was your favorite teacher's name?</td>
<td>Name</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Security Question 3</th>
<th>Answer 3</th>
</tr>
</thead>
<tbody>
<tr>
<td>In what city did you meet your spouse or significant other?</td>
<td>Other</td>
</tr>
</tbody>
</table>

Display Answers: Show Hide

Check the box to indicate that you understand and agree to the NYC.ID Terms of Use, the overall Terms of Use for NYC.gov, and the Privacy Policy for NYC.gov.

7. Agree to the Terms and Conditions by clicking the checkbox.

8. Click the “Create Account” button.

Once submitted, check the email inbox associated with your NYC.ID for an automated validation email. To activate your account, click the validation link within the email, which will direct you to the NYC.ID login screen. The system will display confirmation of your NYC.ID activation. The validation link must be clicked within 24 hours of being received.

Note: If the automated validation email is not in the inbox, check the Spam folder.
Now that you have successfully created and activated a NYC.ID, you may request a PASSPort vendor account.
3. Submitting a PASSPort Vendor Request

After you have activated your NYC.ID, you should begin the process of setting up your organization’s PASSPort vendor account. Reference the steps below to submit a PASSPort vendor account request.

1. Navigate to the PASSPort homepage and click the “Create Account” button.

Note: If you are not already logged in, the “Login” button will be displayed and you can click that button to enter your NYC.ID credentials.
The fields marked by a red vertical bar (|) are mandatory. Hover over the icon to see clarifying information regarding a particular field.

2. Enter your “Vendor Information.”

Note: Your organization’s legal name must match your Certificate of Incorporation (or equivalent) exactly.

3. Enter your “Vendor’s Primary Address.”

4. Enter your “CEO (Or Equivalent Information).”

5. Enter your “Contact Information.”

Note: The information entered here will default as your vendor account administrator in PASSPort.

6. Complete the “Security Control” by clicking the “I’m not a robot” checkbox.

7. Click the “Submit” button.
Your request will be assigned to a member of the MOCS Team for further processing. Requests are typically processed in one to two business days.

If your request is approved, you will receive a system-generated email containing a validation link. Clicking this link will confirm your account and you will be able to log into PASSPort.

If your request is not approved, you will receive an email from PASSPort that will indicate why your request was denied. Upon reviewing the reason, you can then resubmit your request.

Need help or have a question? Submit an inquiry to the MOCS Service Desk!