

Submit a Change Request

Learn how to update your vendor disclosures and other account information in PASSPort.

Before We Begin

The steps in this guide can be completed by a user provisioned with the role:

- **Vendor Admin**
- **Signatory** (only users with this role can sign the Change Request)
- **Contributor**

[Create a Change Request](#)

[Submit a Change Request](#)

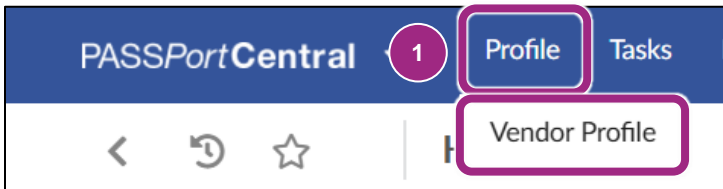
Create a Change Request

If your organization needs to update their company information, related entities, vendor questionnaire, or principal questionnaires, you can start the Change Request process in PASSPort. Once a Change Request has been submitted, it will follow the same review process as the Vendor Enrollment process.

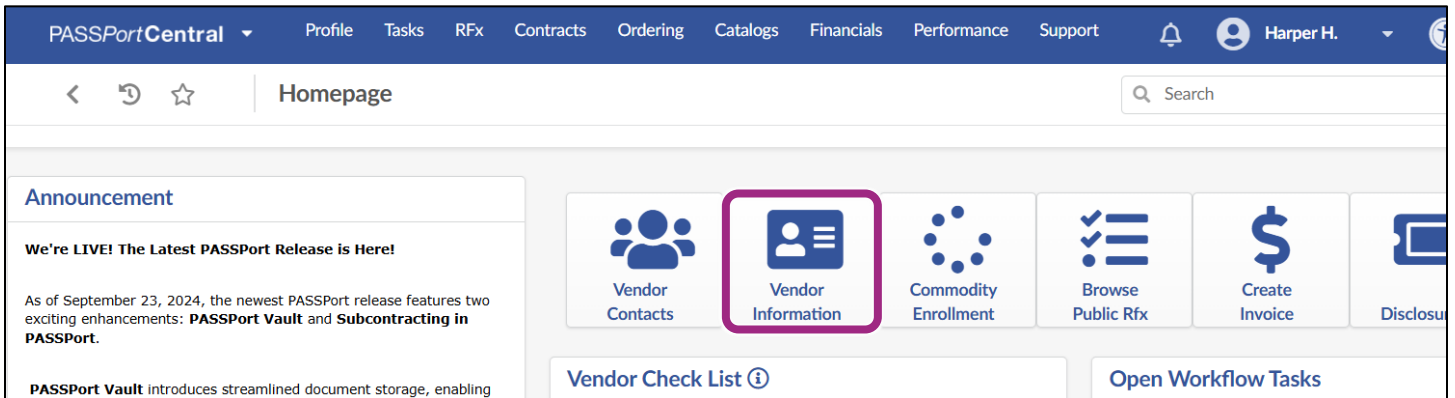
Follow the below steps to create and submit a Change Request in PASSPort:

1. [Log in to PASSPort.](#)

On the PASSPort Homepage, click **Profile** in the top navigation menu, then click **Vendor Profile**.



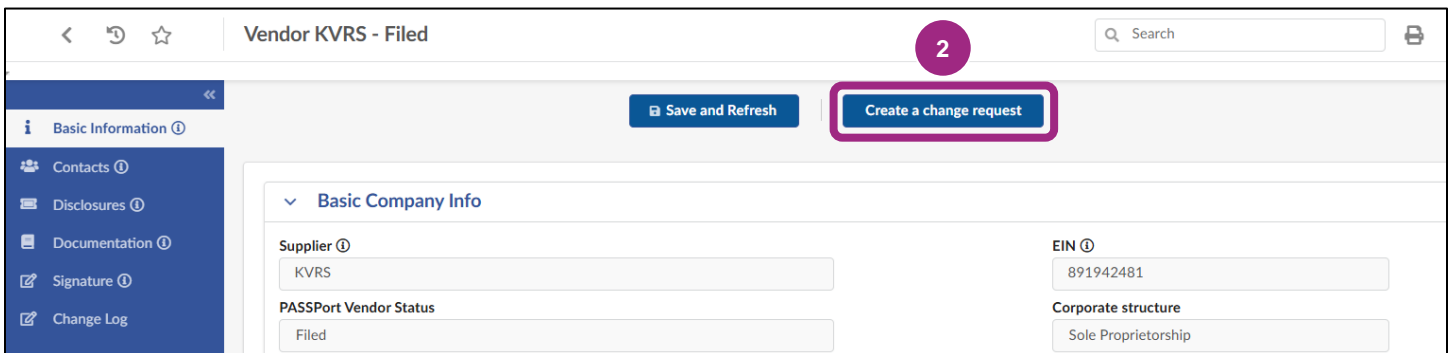
The Vendor Enrollment Package can also be accessed by clicking the **Vendor Information** icon located on the Vendor Homepage.



The Basic Information tab is displayed.

2. To start the Change Request process, click the **Create a change request** button.

Note: If a Change Request (CR) is in progress for a parent/controlling entity, affiliate or controlled entity (subsidiary), the CR button will be grayed out.



A Draft Change Request opens into a new window.

3. Scroll down to the Change Request section and enter the reason for the request in the **Change request reason** text field.

Tip: Enter a short description of why the Change Request is being created and what information is being updated as part of this Change Request.

Company Change Request KQRS - Draft [CR]

Basic Information

Alert

- No changes have been made.
- Sign in the Signature tab

Change request

Original Vendor Name
KQRS

PASSPort Change Request ID
1649561

Change request reason*

4. Within the Basic Information tab, you can make changes to your **Basic Company Info**, **Business Address**, and **Primary Place of Business (in the NYC Metropolitan Area)**.

Scroll down the page and make any necessary changes.

5. Click the **Save and Refresh** button.

Company Change Request KQRS - Draft [CR]

Basic Information

Basic Company Info

Supplier
KQRS

PASSPort Vendor Status
Draft [CR]

Doing Business As
Test

Annual gross revenue*
\$500,000-\$999,999

Business category*
Professional Services

Date this business was formed*
1/25/2022

EIN
891942481

Corporate structure*
Sole Proprietorship

DUNS
88-888-8888

FMS Vendor Code
8184249191

Click here to visit the Payee Information Portal (PIP).

Web Site

Twitter

- Go to the **Disclosures** tab. All sections within this tab are editable.
- In this example, we will make an update to one of the sections in the Vendor Questionnaire. Click the **Edit** button to view the section.

Company Change Request KQRS - Draft [CR]

Save and Refresh Close Cancel Check Progress Exit

Basic Information 6

Contacts

Disclosures 6

Changes Requested

Vendor Questionnaire

Vendor Questionnaire Sections

Section 1: Current Business Information	Edit	✓	Complete
Section 2: Business Relationships / Related Entities	Edit	✓	Complete
Section 3: Vendor Integrity History	Edit	✓	Complete
Section 4: Vendor Financial History	Edit	✓	Complete
Section 5: Investigative History	Edit 7	✓	Complete

- In this example, we have changed the answer of the first question to **Yes** and added the appropriate supplemental information by clicking the **+ Add Row** button.

Note: If an agency name is requested, the name should be written out in full. The character count for text fields is limited to 500 characters.

Investigative History

Save Close Save and Previous Save and Next

Investigative History

Investigations

1. In the past five (5) years, have any of the submitting vendors or any of the submitting vendors' affiliates or any individual currently or within that period serving as a principal owner, officer or managerial employee been investigated by any government agency, including, but not limited to, federal, state and local regulatory agencies? ⓘ

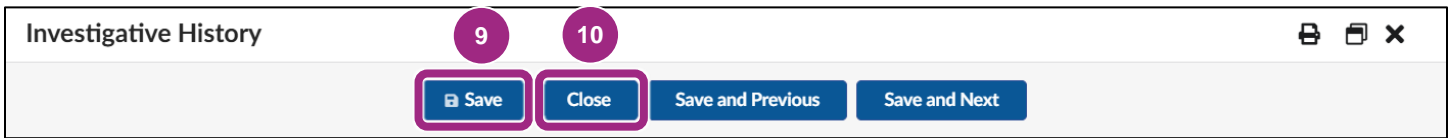
Yes Vendor 8

+ Add Row

Type *	Name of Investigating Government Agency *	Date Initiated *	Date Completed * ⓘ	Still Ongoing	Investigation Summary *
Vendor	Mayor's Office of Contract Services	3/4/2024	3/22/2024	<input type="checkbox"/>	Lorem ipsum dolor sit

0 Result(s)

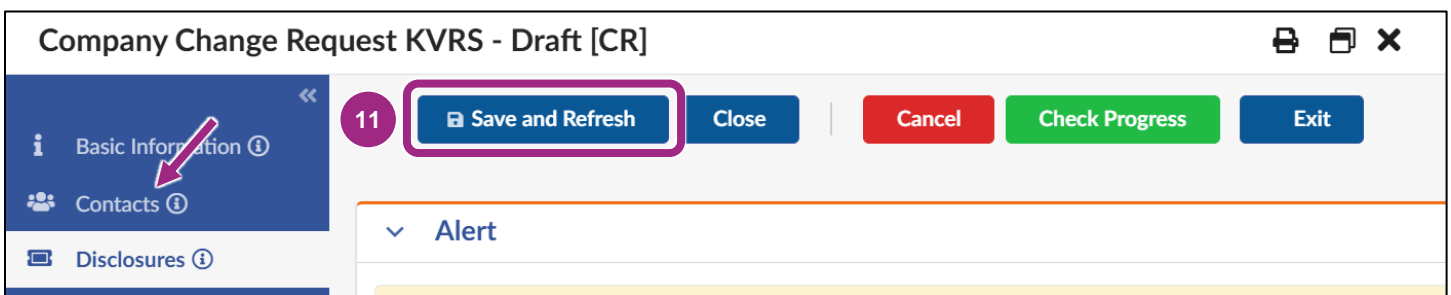
- Once you are done making changes to the questionnaire, click the **Save** button at the top of the window.
- Click the **Close** button to return to the Disclosures tab.



If needed, you can also make changes to Principal Information and Questionnaires section and the Parent/Controlling Entities Identification section within the Disclosures tab.

- Once completed, click the **Save and Refresh** button at the top of the page.

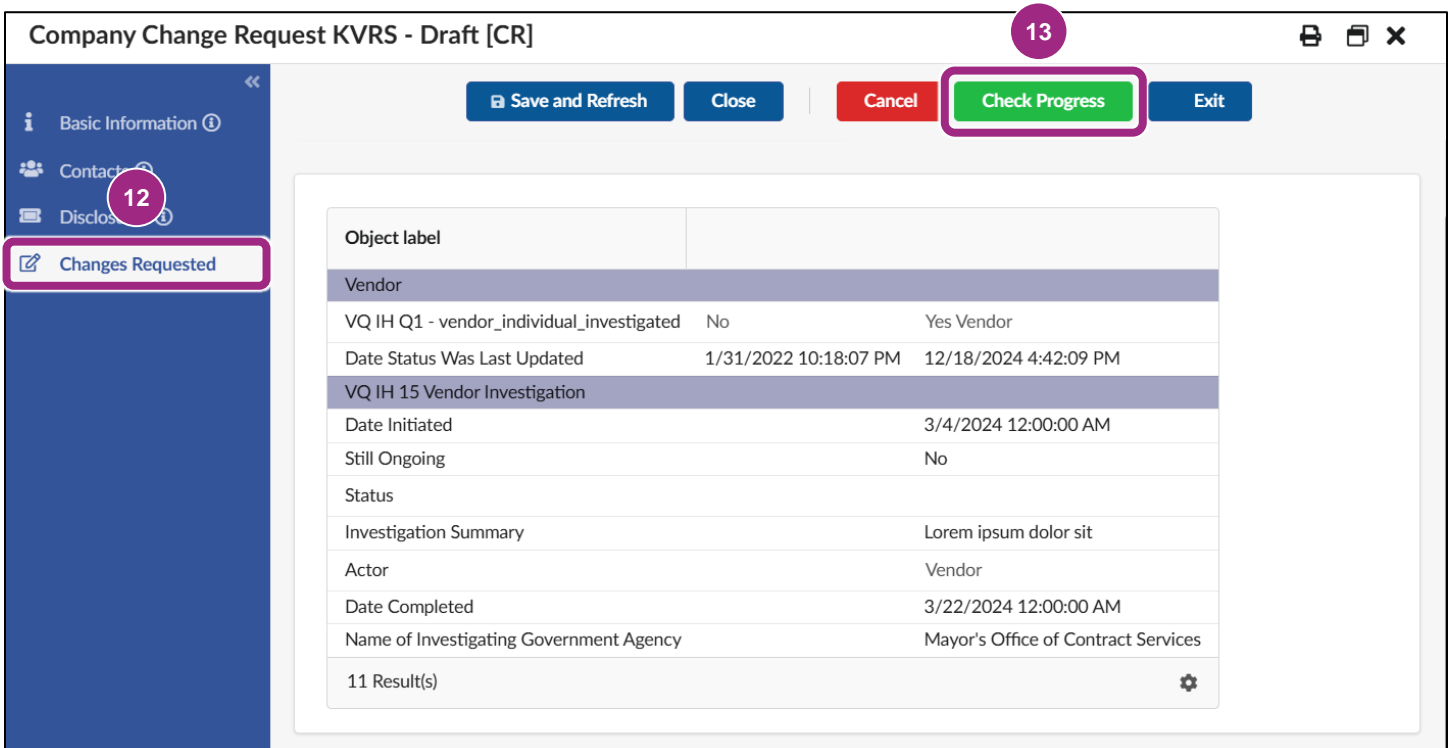
Note: Your organization’s CEO (or Equivalent) information can also be changed by going to the Contacts tab within the Change Request. For details on how to update that section, see [Update the CEO Section](#).



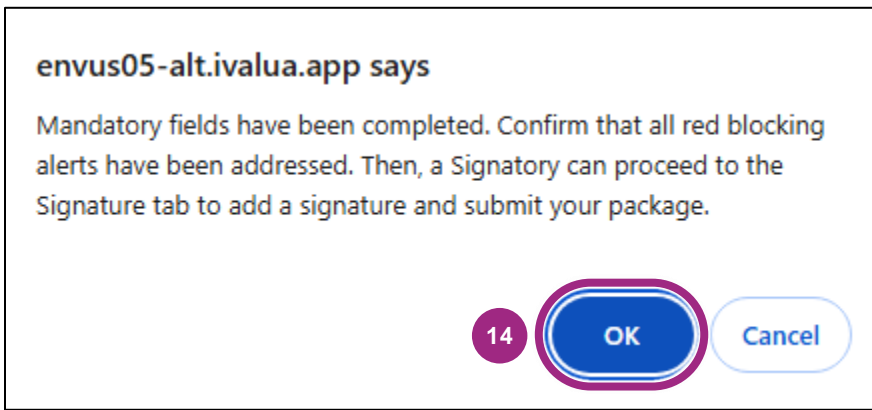
- To view all the changes made to your vendor profile, go to the **Changes Requested** tab.

This tab displays every change made within the Change Request in a table.

- Review the requested changes. If everything is correct, click the **Check Progress** button.



14. In the pop-up window, click the **Ok** button to confirm the submission.



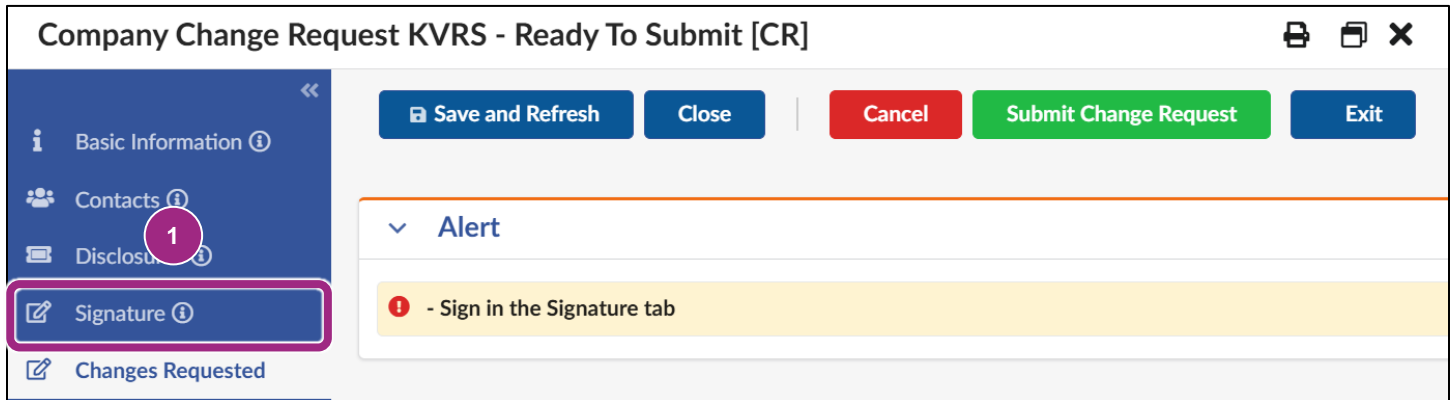
The page refreshes, and the Change Request status changes from Draft to Ready to Submit.

Submit a Change Request

Only users with a **Signatory** role can sign and submit the Change Request in PASSPort. This role is defined on the Contacts tab within the Vendor Profile.

If you do not have a Signatory role, the information you have entered has been saved and will be accessible to the Signatory user when they log in.

1. Go to the **Signature** tab.



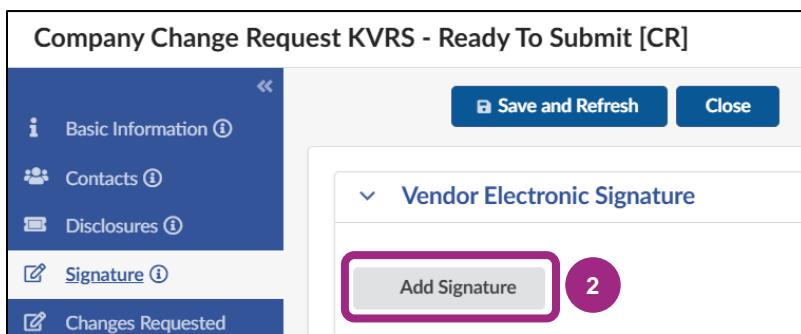
Company Change Request KQRS - Ready To Submit [CR]

Save and Refresh Close Cancel Submit Change Request Exit

Alert

- Sign in the Signature tab

2. Click the **Add Signature** button in the Vendor Electronic Signature section.



Company Change Request KQRS - Ready To Submit [CR]

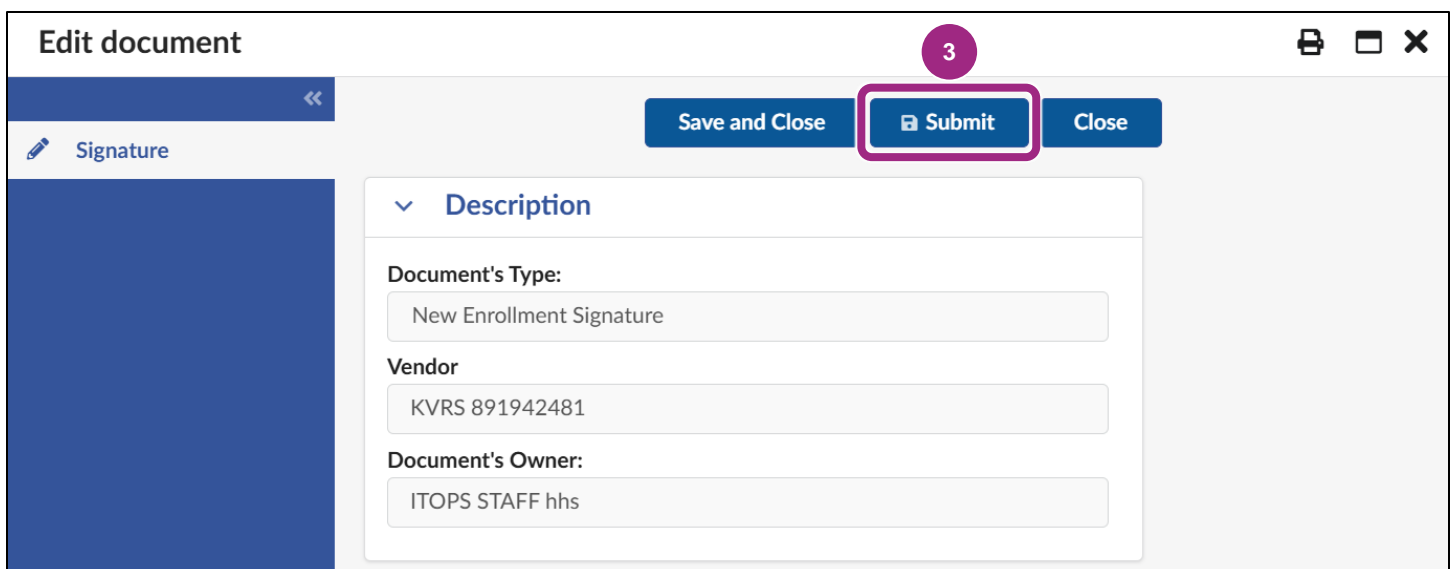
Save and Refresh Close

Vendor Electronic Signature

Add Signature

The Edit document window appears.

3. Click the **Submit** button at the top of the window.



Edit document

Save and Close Submit Close

Description

Document's Type:
New Enrollment Signature

Vendor
KQRS 891942481

Document's Owner:
ITOPS STAFF hhs

The page refreshes.

4. Scroll down and read the PASSPort Questionnaire Certification.
Once done, click the **I certify all of above** checkbox.
5. Enter your **NYC.ID** Password. This is the password you use to log in to PASSPort.

Edit document [Print] [Fullscreen] [Close]

Signature [Back]

I certify all of above*

NYC.ID Email ⓘ
hhs_itops_mgr@mailinator.com

NYC.ID Password*
[Input Field]

Signature Date
[Input Field] 12:00:00 AM

[Save and Close] [Close] [Cancel] [Sign]

6. Click the **Sign** button at the top of the window to add your e-Signature.

Edit document [Print] [Fullscreen] [Close]

Signature [Back]

[Save and Close] [Close] [Cancel] [Sign]

7. Verify that your signature was successful and click the **Close** button icon to return to the Signature screen.

Edit document

Save and Close **Close**

I certify all of above

NYC.ID Email ⓘ
hhs_itops_mgr@mailinator.com

NYC.ID Password

Signature Date
12/19/2024 11:38:43 AM

Signature has been successful!

8. Your signature now appears in the Vendor Enrollment Signature table along with all past signatures.

Click the **Submit Change Request** button to submit the request.

Company Change Request KQRS - Ready To Submit [CR]

Save and Refresh Close Cancel **Submit Change Request** Exit

Vendor Electronic Signature

Add Signature

Vendor Enrollment Signature

Owner	Document's name	Signature Date (Your Local Time)
hhs itops staff		12/19/2024 11:38:43 AM
shaang chi		2/1/2022 12:45:59 AM
shaang chi		2/1/2022 12:29:17 AM

3 Result(s)

The status of the Change Request changes to In Review.

Change requests follow the same review process as the Vendor Enrollment process.

Approved change requests restart the three-year validity clock on your vendor enrollment information.

9. To view the status of your change request, return to your Vendor Profile and go to the **Change Log** tab.

The Change Log allows vendors to view any of their previous Change Request activities and to pick up working on where they left off for the current Change Request.

If a change request is in progress, an alert will display in the Alerts section on every page. The alert will not be removed until the Change Request status updates to Filed.

The screenshot shows a web interface for 'Vendor KQRS - Filed'. The left sidebar has a 'Change Log' tab highlighted with a red box. The main content area shows an 'Alert' section with a yellow warning message: '- Vendor Change Request in progress for this account'. Below this is a 'Vendor Change Request' section with a table of requests.

Creation date	Requester	Reason	Status	Validation date	Last Actor
12/18/2024	hhs itops staff	Edit to Section 5 of the Vendor Questionnaire	In Review	12/19/2024	hhs itops staff
2/1/2022	shaang chi	test	Filed	2/1/2022	VMSupervisor1 Test

2 Result(s)

FAQ

How do I access an existing / in-progress Change Request?

All past and in-progress Change Requests created by your organization can be viewed in the Change Log tab of your Vendor Profile.

If a change request is in progress, an alert will display in the Alerts section on every page until the Change Request status updates to Filed.