D&C Request for Services
This instructional document is intended to provide Project Requestors step-by-step instructions on how to set up their user account, submit requests for services, and review requests for services utilizing the electronic process.
An invitation email will be sent to individuals who have been identified by the client agency as authorized Project Requestors.

Click on the link within the email to initiate the Request for Services process.
To set up your account:
1. Select your agency from the drop down
2. Enter your State email address as the User ID
3. Enter the temporary password provided in the invitation email

Note: Existing DCNet Client Portal users (standard client access) should continue to use the Agency code (ex. OMH) as the User ID.
To set up your account (continued):
4. Click on Account Info to change your temporary password.

*This step is not required. You may keep your temporary password.*
The Request for Services link will provide you access to your agency’s project requests and where you will initiate a new project request.
The Request for Services link will take you to your Request for Services dashboard.

The dashboard will list all requests in process, showing you the current status, until a project number is issued. Once a project number is issued, it will remain on your dashboard for seven days.

Click on the “New Service Request” button to create a new request.
The New Service Request link will take you to the Request for Services page (required fields indicated).
Enter the required information and click “Add” once all information has been entered.
Requests can be canceled anytime **prior to submitting the request to OGS** by selecting Cancel and then clicking Update.
Modifications to the request can be made until it is submitted to D&C. Once the request is finalized, click the “Submit Request to OGS” to submit the request to D&C. No changes can be made after the request is submitted.
Once the request has been submitted, a Service Request number is assigned.
Documents may be uploaded to the request at any time (B-1184, Drawings, etc.).
To upload documents, select “Choose File” and select file to upload. Click “Upload” to save file.

Multiply documents can be uploaded.
The status of the service request is shown on the dashboard for each project.

<table>
<thead>
<tr>
<th>Service Request ID</th>
<th>Facility</th>
<th>Type Of Service</th>
<th>Requestor</th>
<th>Client Project No.</th>
<th>Status</th>
<th>Status Date</th>
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</thead>
<tbody>
<tr>
<td>SR000907</td>
<td>Creedmoor PC</td>
<td>Design</td>
<td>D'Auge, Antonio</td>
<td>45-5531</td>
<td>Request at Business Unit 4</td>
<td>11/1/2021</td>
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<td>Bronx PC</td>
<td>Design</td>
<td>D'Auge, Antonio</td>
<td>11/1/2021</td>
<td>Request at Business Unit 4</td>
<td>11/1/2021</td>
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<tr>
<td>SR000909</td>
<td>Central Islip PC</td>
<td>Design/Bid/Construction</td>
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<td>Request at Project Control</td>
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<td>SR000911</td>
<td>Rockland PC</td>
<td>Planning or Program Study</td>
<td>D'Auge, Antonio</td>
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<tr>
<td>SR000911</td>
<td>Mid Hudson PC</td>
<td>Design/Bid/Construction</td>
<td>D'Auge, Antonio</td>
<td>11/9/2021</td>
<td>Request at Business Unit 4</td>
<td>11/9/2021</td>
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</tbody>
</table>
If you have any questions, please contact the D&C Project Control group:

ogs.dl.d&cprojectcontrol@ogs.ny.gov