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**DSS Policy Bulletin #2024-003**

**Date: March 4, 2024**

**DISTRIBUTION: ALL STAFF**

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**REVISION TO INFORMATION REQUIRED FOR SERVICENOW TICKETS  
WHEN REQUESTING CERTAIN CHANGES IN CURRENT RELATED TO  
RENTAL SUBSIDY APPLICATIONS**

*(This policy bulletin replaces DSS-PB-2024-001)*

**Subtopics: Current, ServiceNow, Rental Assistance**

**■ AUDIENCE**

This procedure is intended for Department of Social Services (DSS), Department of Homeless Services (DHS), Human Resources Administration (HRA) and Provider staff who process rental subsidy applications in the CurRent system (“Current”).

**■ REVISIONS TO THE PREVIOUS POLICY BULLETIN**

This policy bulletin is being revised to inform staff that the following revisions were made to the instructions and screenshots in **Attachment A** regarding creating a ServiceNow ticket:

- In bullet #3, the screenshot was revised where the user is being asked **You work for?** The “Provider/Vendor” option was revised as “DHS Provider/Vendor” and a “DSS/HRA Provider/Vendor” option was added.
- In bullets #10 and #11, the instructions and drop-down menu screenshots were revised to clarify that the information provided for **Input** and **Input Info** must directly relate to the **Issue Type** (e.g., Landlord Data Discrepancy).
- In bullet #13, the instructions and screenshot were revised to instruct Providers that they must select “Caseworker” from the **User Roles** drop-down menu.

## ■ INTRODUCTION

When staff and Providers enter rental subsidy packages in Current, there may be issues that prevent the application from being submitted, such as conflicts in property ownership, unit occupancy, or documents that are out-of-date. When this happens, a ServiceNow ticket must be created in the ITS Support Portal to communicate to the Current Service Desk that an issue needs to be resolved. The ITS Support Portal can be accessed at: <https://nychrapro.service-now.com/sp>.

This procedure will outline the documents and information that must be provided with ServiceNow tickets when requesting for the following changes to be made in Current:

- Change in Ownership
- Change in Tenancy for Double-Occupied Units
- Expired Broker's License

Please refer to the revised **Attachment A** for instructions on creating a ServiceNow ticket and refer to **Attachment B** for instructions on submitting a ServiceNow ticket.

## ■ REQUIRED ACTION

This section provides the documents and ServiceNow ticket selections that are required when requesting certain changes in Current.

### **Change of Ownership**

- Required Documents:
  - Completed Change in Property Ownership (**DSS-85**) Form
  - Deed or proof of ownership
  - Form W-9
  - IRS verification (if available)
- Incident Type: **CurRent Incident**
- Issue Type: **Landlord Data Discrepancy**

### **Change in Tenancy for Double Occupancy (unit shows as already occupied)**

- Required Document: Completed Change of Tenancy (**DSS-85c**) Form
- Incident Type: **CurRent Incident**
- Issue Type: **DSS85-C**

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### **Broker's License Expiration Date Update**

- Required Document: Updated Broker's License
- Incident Type: **CurRent Incident**
- Issue Type: **Name Correction**

### **How to Prevent Common Issues with ServiceNow Tickets**

- Make sure that all documents being submitted are the most recent.
- Make sure the ticket request is specific and includes as much detail as possible.
- Make sure that all forms being submitted are fully completed. For example, if there is an owner change, the entire **DSS-85** form must be completed. Incomplete forms cause a delay in resolving the ticket.
- Select the correct Incident Type and Issue Type.
- Ticket submitters must respond to all requests made within the ticket. For example, the Landlord Management Unit (LMU) responds to tickets by requesting for the submitter to take additional action. If the ticket submitter fails to respond to a request within the ticket after LMU makes three attempts, LMU will close out the ticket. The ticket submitter will need to reopen the ticket to have the issue resolved.
- If there is any form that requires information to be completed by the landlord, it must actually be completed by the landlord and not by staff.

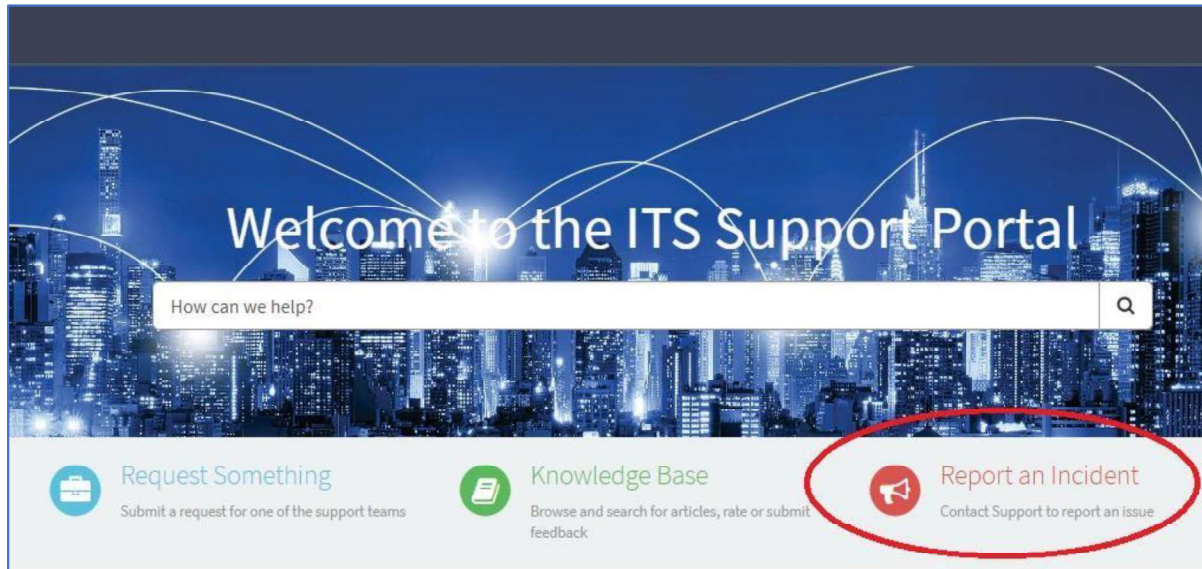
*Effective Immediately*

#### **■ ATTACHMENTS:**

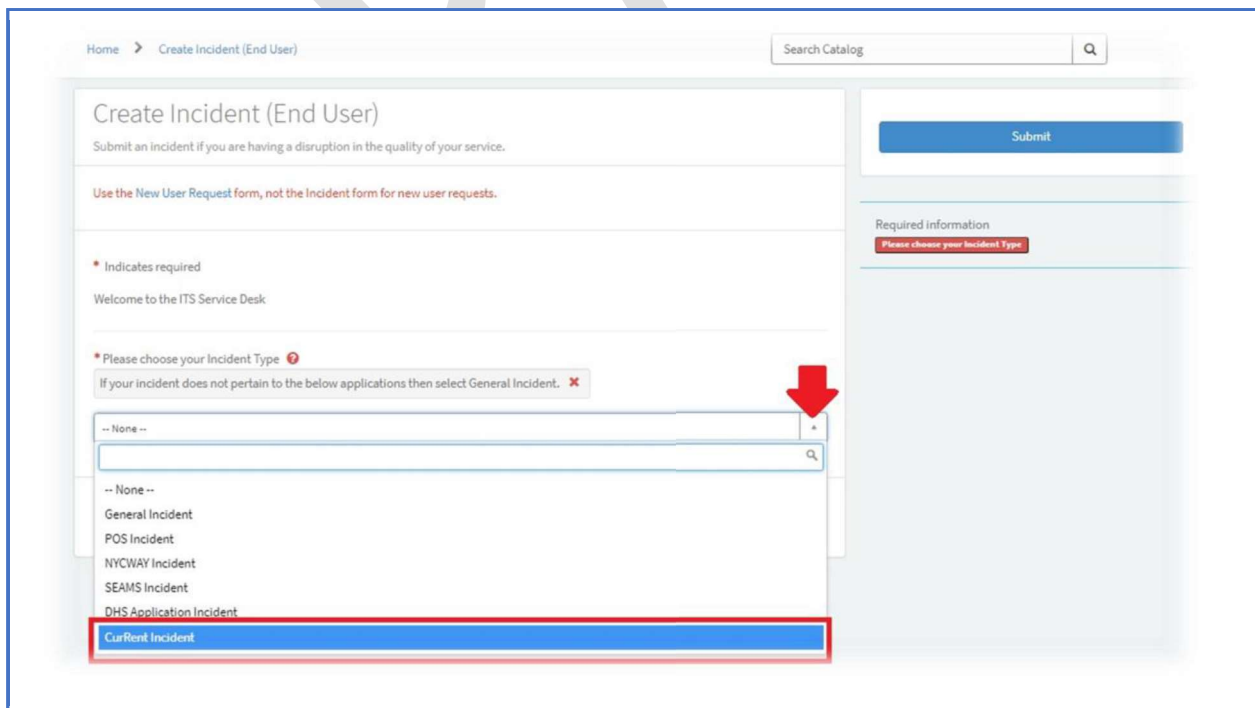
<b>Attachment A</b>	How to Create an Incident
<b>Attachment B</b>	Instructions for Submitting a Ticket in ServiceNow
<b>DSS-85 (E)</b>	Change in Property Ownership (Rev. 05/13/22)
<b>DSS-85c (E)</b>	Change of Tenancy (Rev. 05/13/22)

## CURRENT LMS – CREATING AN INCIDENT

1. In the Portal - <https://nychrapro.service-now.com/sp> - click “Report an Incident.”



2. On the “Create Incident” page, select “CurRent Incident” from the Incident Type drop-down.



# Attachment A

3. Your information will be populated. Since you are reporting this ticket for the user, select "Yes" as the answer to the "Are you reporting the Incident for someone else?" question.

## Create Incident (End User)

Submit an incident if you are having a disruption in the quality of your service.

Use the [New User Request form](#), not the Incident form for new user requests.

\* Indicates required

Welcome to the ITS Service Desk

\* Please choose your Incident Type ?

If your incident does not pertain to the below applications then select General Incident. ✖

CurRent incident ▼

### Your Information

Your name	Your LAN ID
<input type="text" value="John Smith"/>	<input type="text" value="John0000"/>
* Your phone number	Your email address
<input type="text" value="929-111-1111"/>	<input type="text" value="johns@email.com"/>

Your mobile number

\* You work for?

-- None --

DHS, HRA or DSS

DSS/HRA Provider/Vendor

DHS Provider/Vendor

Are you reporting the Incident for someone else?

▼

# Attachment A

4. This will cause the “Information for Person Experiencing the Issue” fields to appear.

Information for Person Experiencing the Issue

\* Name of person experiencing the issue ⓘ

LAN ID of person experiencing the issue

\* Phone number for person experiencing the issue

Email address of person experiencing the issue

Mobile number for person experiencing the issue

5. Start entering the user’s name. You can enter the first and then last name, or email address. As you type, suggestions will be provided. Select the desired individual when it appears by clicking it.

Information for Person Experiencing the Issue

\* Name of person experiencing the issue ⓘ

LAN ID of person experiencing the issue

michael pat

Michael Patrick

Email address of person experiencing the issue

Mobile number for person experiencing the issue

Information for Person Experiencing the Issue

\* Name of person experiencing the issue ⓘ

LAN ID of person experiencing the issue

patrickm

Michael Patrick

Email address of person experiencing the issue

Mobile number for person experiencing the issue

## Attachment A

6. That person's information will populate. Enter the best contact number for the user and the user's mobile number if available.

Information for Person Experiencing the Issue

\* Name of person experiencing the issue ⓘ Michael Patrick x

LAN ID of person experiencing the issue Patr0000

\* Phone number for person experiencing the issue

Email address of person experiencing the issue Patrickm@email.com

Change to Best Contact #

Mobile number for person experiencing the issue

7. Select the person's Program Area. This will usually be "Provider/Vendor" for Current Incidents. You can start typing the name of the Program Area until it appears, and then select the correct one by clicking it.

\* Program Area (Click "More Information" if you do not see your Program Area) ⓘ

If you are a vendor or provider, please select **Provider/Vendor**. If you know your program area, choose your program from the drop-down. If you are unsure, then select **Other**.

pro|

Program Delivery Administration

Program Development & Implementation

**Provider/Vendor**

8. Select the Provider Type. This will usually be one of the DHS entries. Again, you can type the name or a relevant word and select the correct one when it appears.

Providers Types

Agency Staff

dhs|

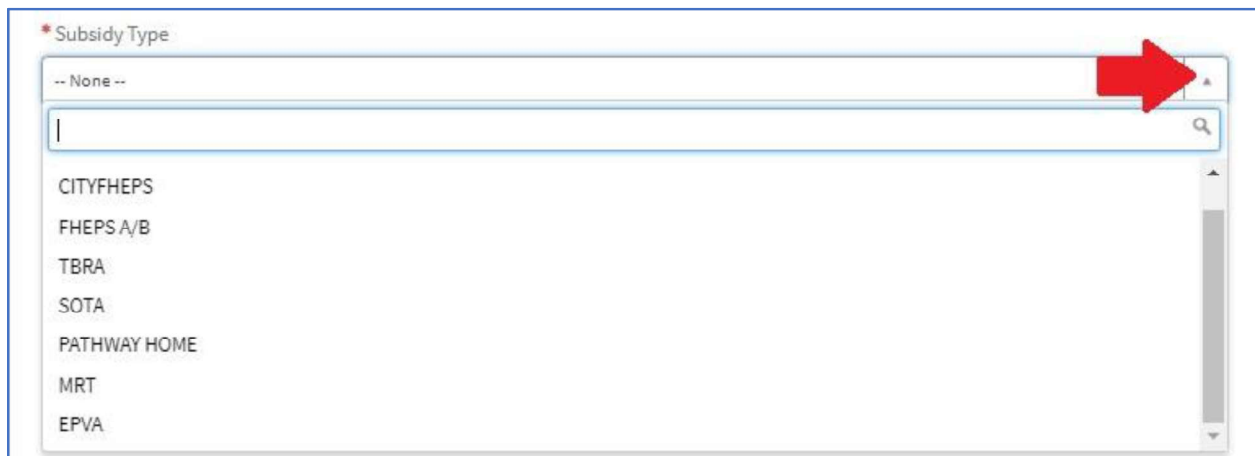
**Family With Children (FWC)-(DHS)**

Adults Services -(DHS)

Street Homeless Solutions (SHS)-(DHS)

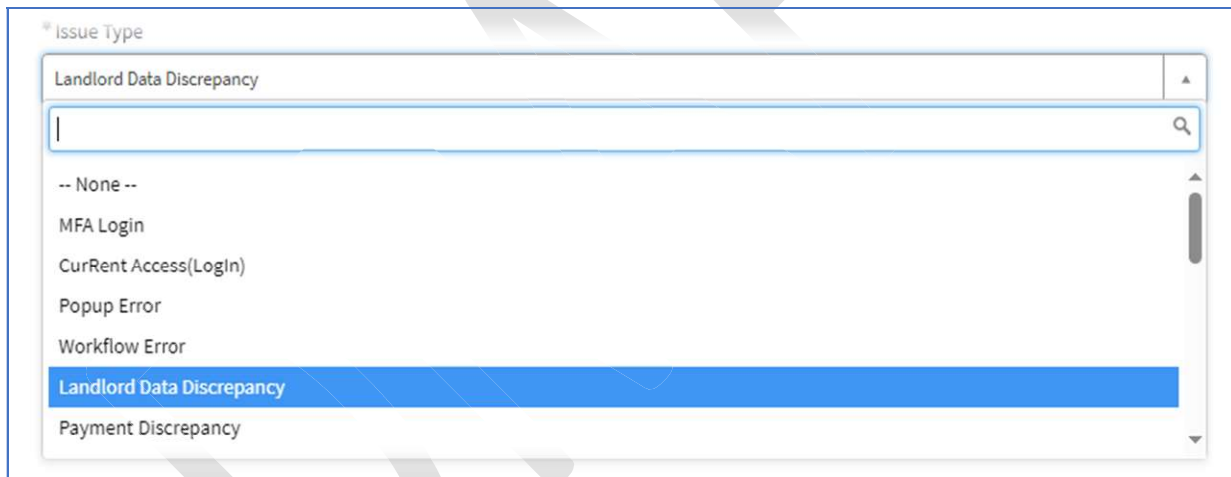
## Attachment A

9. Select the Subsidy Type from the drop-down.



A screenshot of a web form field labeled "Subsidy Type". The field is a dropdown menu with a search icon on the right. The current selection is "-- None --". A red arrow points to the small downward-pointing triangle on the right side of the dropdown box. Below the dropdown, a list of options is visible: CITYFHEPS, FHEPS A/B, TBRA, SOTA, PATHWAY HOME, MRT, and EPVA.

10. Select the Issue Type from the drop-down. This should directly relate to the issue being addressed by the ticket.



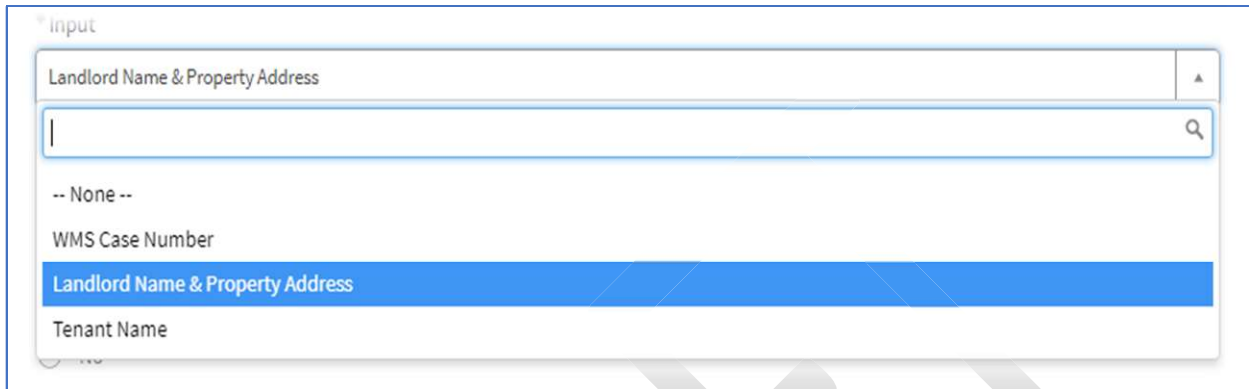
A screenshot of a web form field labeled "Issue Type". The field is a dropdown menu with a search icon on the right. The current selection is "Landlord Data Discrepancy". Below the dropdown, a list of options is visible: -- None --, MFA Login, CurRent Access(Login), Popup Error, Workflow Error, Landlord Data Discrepancy (highlighted in blue), and Payment Discrepancy.



## Attachment A

11. Select the Input from the drop-down and enter information into the Input Info field. The information provided for “Input” and “Input Info” must directly relate to the “Issue Type.”

For example, if there is a **Landlord Data Discrepancy**, the selection for “Input” should be “Landlord Name & Property Address” and the information entered for “Input Info” should pertain to the landlord data discrepancy issue.

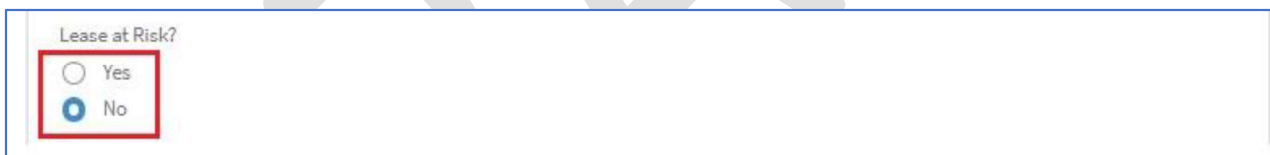


The screenshot shows a dropdown menu titled "Input". The selected option is "Landlord Name & Property Address". Other visible options include "WMS Case Number" and "Tenant Name".



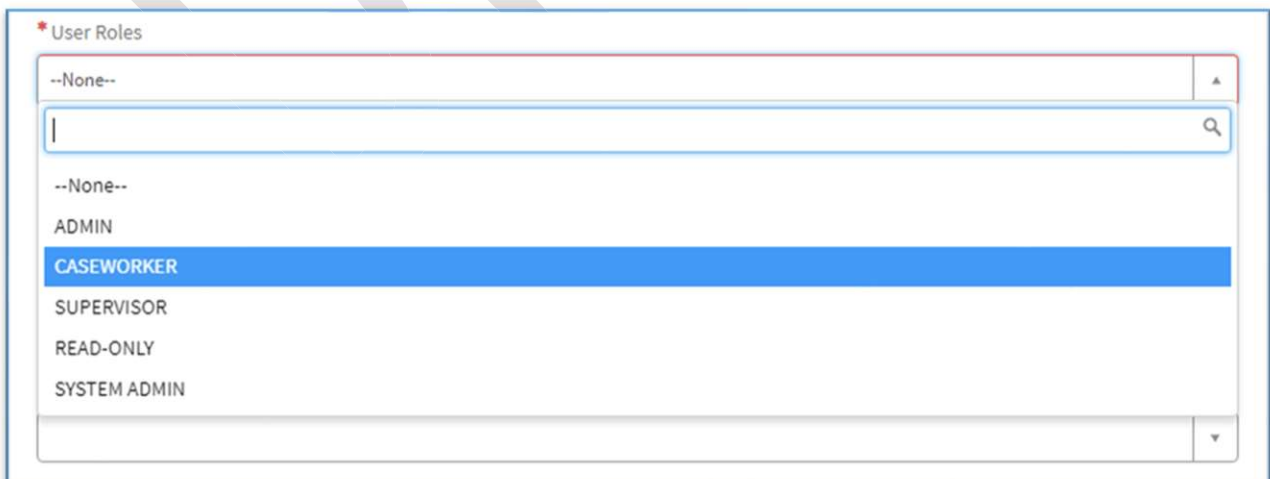
The screenshot shows a text input field titled "Input Info" containing the text "33 Beaver St".

12. Select “Yes” or “No” for the “Lease at Risk?” question.



The screenshot shows a question titled "Lease at Risk?". There are two radio buttons: "Yes" and "No". The "No" radio button is selected.

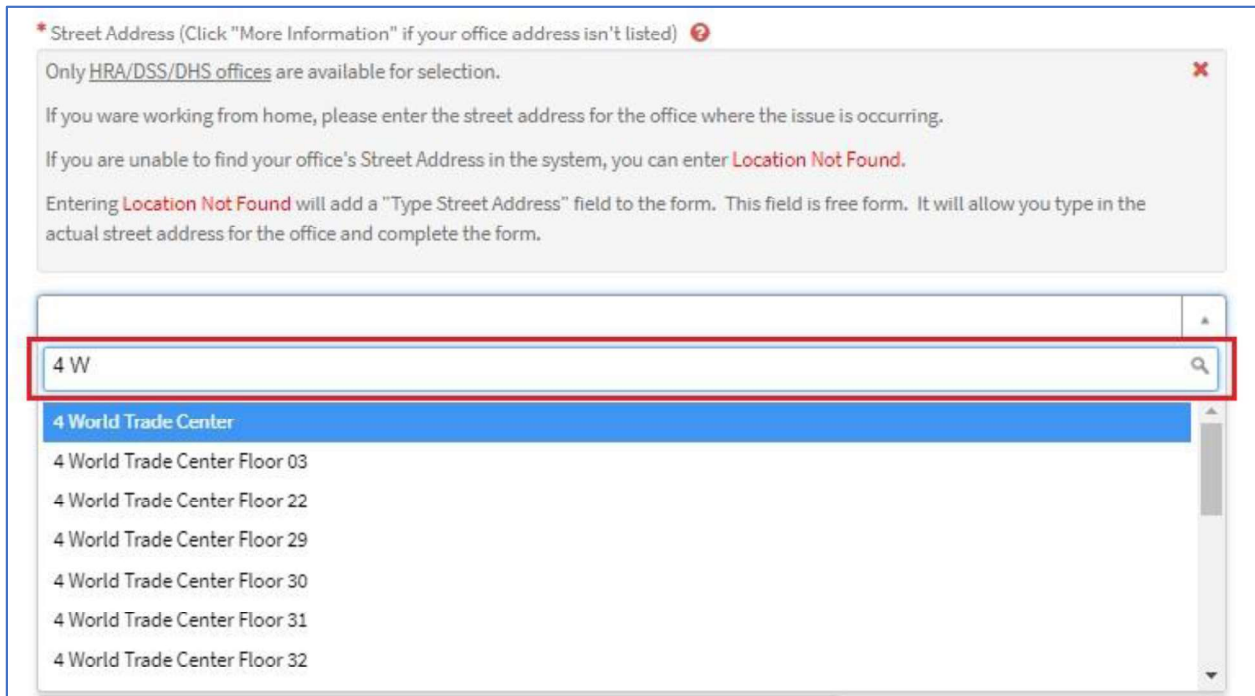
13. Select the appropriate User Role. Providers must select Caseworker.



The screenshot shows a dropdown menu titled "User Roles". The selected option is "CASEWORKER". Other visible options include "ADMIN", "SUPERVISOR", "READ-ONLY", and "SYSTEM ADMIN".

## Attachment A

14. Select the user's Street Address by typing it in the field. Suggestions will be made as you enter more characters; select the correct one by clicking it.



\* Street Address (Click "More Information" if your office address isn't listed) ?

Only [HRA/DSS/DHS offices](#) are available for selection. ✕

If you are working from home, please enter the street address for the office where the issue is occurring.

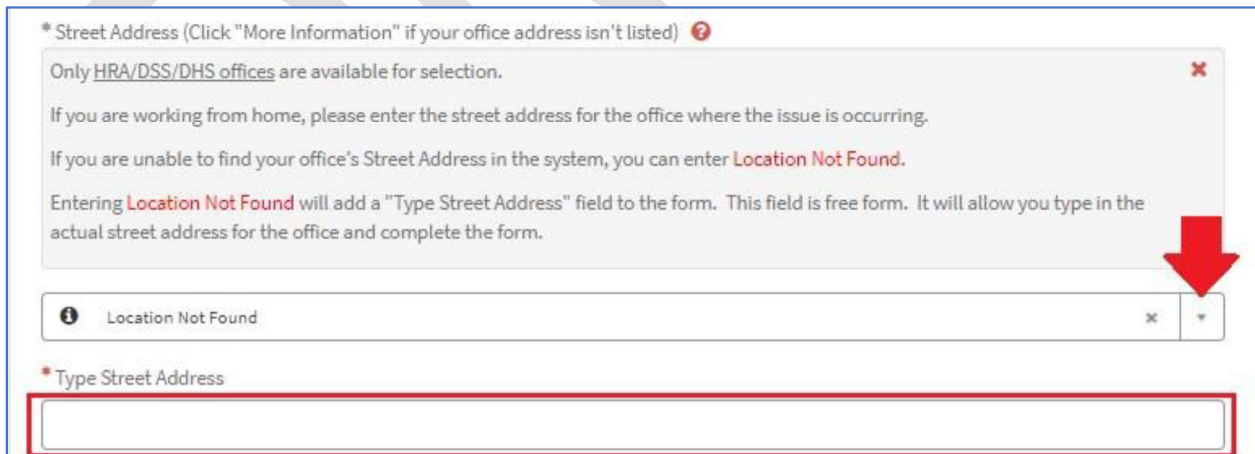
If you are unable to find your office's Street Address in the system, you can enter **Location Not Found**.

Entering **Location Not Found** will add a "Type Street Address" field to the form. This field is free form. It will allow you type in the actual street address for the office and complete the form.

 🔍

The address may not appear in the system – this will be the case for most Providers.

Simply choose "Location Not Found" from the drop-down and enter the address in the field that appears.



\* Street Address (Click "More Information" if your office address isn't listed) ?

Only [HRA/DSS/DHS offices](#) are available for selection. ✕

If you are working from home, please enter the street address for the office where the issue is occurring.

If you are unable to find your office's Street Address in the system, you can enter **Location Not Found**.

Entering **Location Not Found** will add a "Type Street Address" field to the form. This field is free form. It will allow you type in the actual street address for the office and complete the form.

🔍 Location Not Found ✕ ▼

\* Type Street Address

## Attachment A

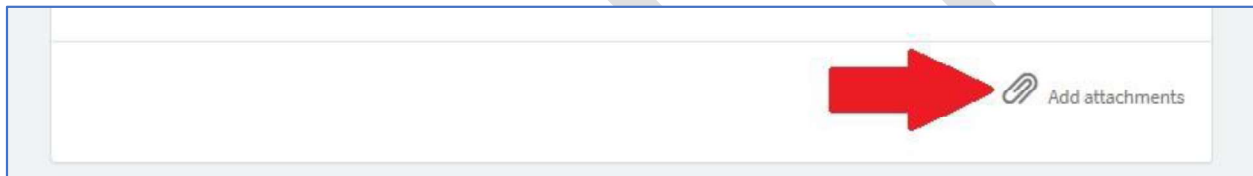
15. In the “Short description” field enter a brief sentence or two about the issue (ex. “User receiving error ABC when opening CurRent”). Provide more details in the “Detailed description” field.

\* Short description of issue

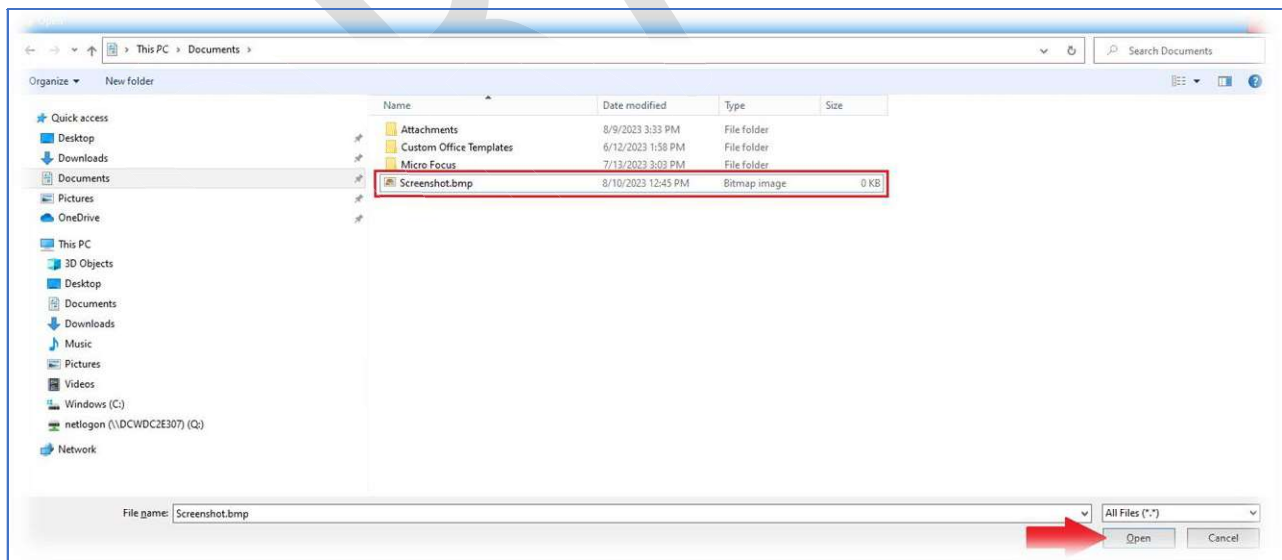
Add screenshots using the paperclip on this form.

Detailed description of issue

16. You can also add a screenshot, completed form, or other document to your ticket. To add a file to your ticket - like a screenshot - click the paperclip icon at the bottom of the form.

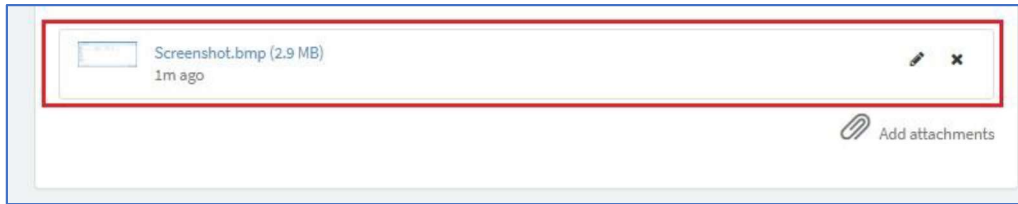


A window will open showing your computer's file directory structure. Find the file you want to add, select it, and click "Open."

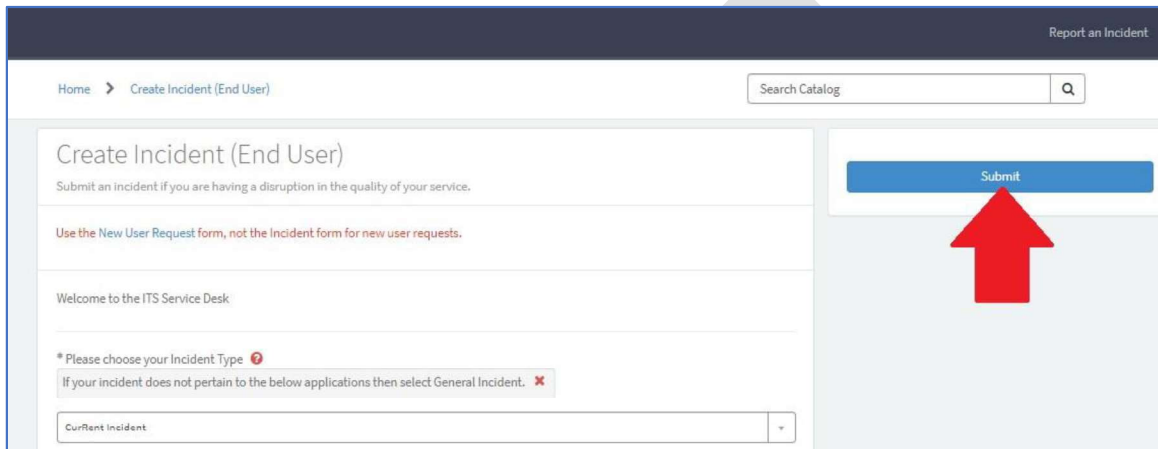


## Attachment A

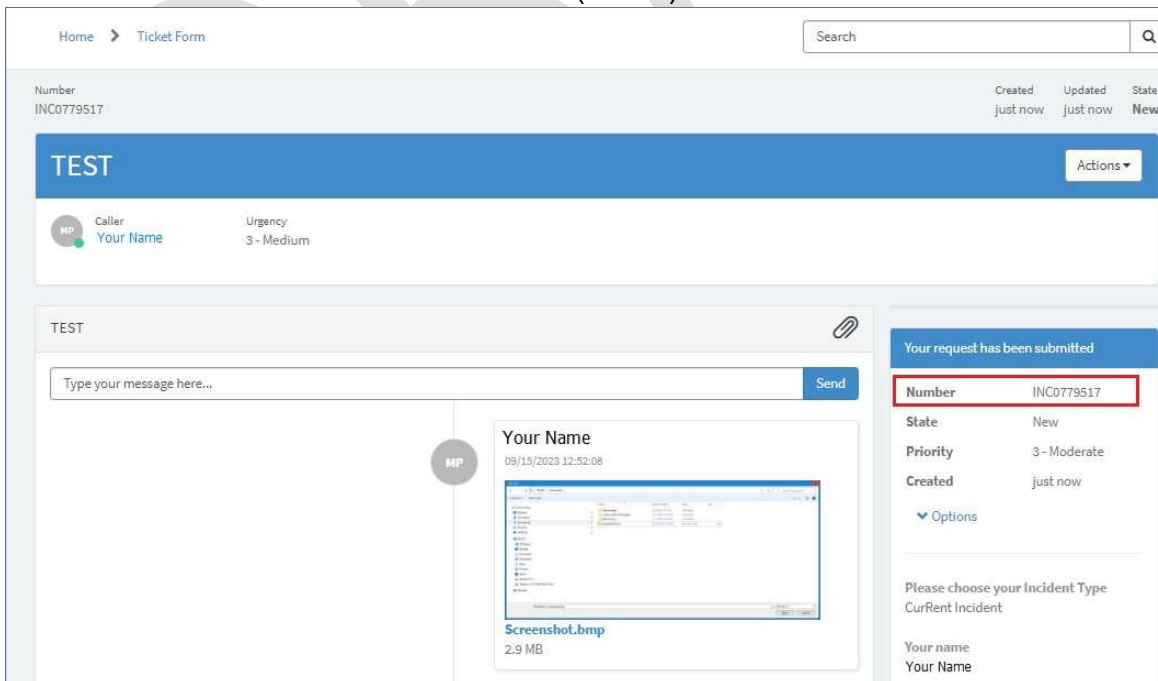
The file will be added to your ticket.



17. Check all entered information for accuracy and when satisfied click "Submit."



18. Make note of the ticket number (INC#).



## **Instructions for Submitting ServiceNow Tickets for Issues with CurRent**

If CurRent is stopping you from completing your rental subsidy packet and you cannot figure out how to move forward, submit a ticket in the ITS Support Portal (ServiceNow).

A ServiceNow (SNOW) ticket is how you will communicate to the CurRent Service Desk that there is a problem that needs to be fixed. Once the SNOW ticket is submitted, you will get an automated response of what you sent.

**Note:** Any updates on the issue will also be sent through system emails, so keep an eye out for them and respond to all requests for information.

The key to submitting a good SNOW ticket is detail:

1. Submit your incident ticket online through the portal – do not call. Online submission is faster.
2. Select “**CurRent**” as the Incident Type.
3. Select the Issue Type from the dropdown. It is important to select the correct type and include the following information in your ticket:
  - A. WMS case number associated with client’s application, landlord/property address, or tenant name.
  - B. Use the paperclip at the bottom of the page to submit one or more screenshots of the problem.
    - i. Example: A screenshot of an error message should include the entire screen, so the CurRent Helpdesk can see the full page where the error popped up. A good rule of thumb is to take more than one screenshot.
    - ii. Please see [How to use the ITS Service Portal: Taking a screenshot to add to your ticket.](#)
  - C. A clear description of the request. A detailed description with the step-by-step actions you were taking in CurRent when the problem occurred if you are submitting a ticket for a technical error.

D. Add any relevant documents and complete forms. See chart below:

Issue Type	Issue Type Example	Documents to upload and complete
Landlord Data Discrepancy	Owner listed in CurRent is different from my records	<ul style="list-style-type: none"> <li>• DSS-85 form</li> <li>• Owner’s W-9 form</li> <li>• Property deed or other proof ownership</li> <li>• Landlord Information Form or other documentation indicating the designated payee and payee mailing address.</li> </ul>
Name Correction	Expired Broker License	<ul style="list-style-type: none"> <li>• Updated Broker License</li> </ul>
DSS85-C	Unit shows as already being occupied	<ul style="list-style-type: none"> <li>• DSS-85c form</li> </ul>

**4. Respond to all SNOW ticket emails – do not ignore them!**

- A. After submitting a ticket, you can easily check on its status by going to the ITS Service Portal. Tickets are frequently updated by support staff, and you can quickly see what is being doing to address the issue.
- B. Please see [How to use the ITS Service Portal: Tracking your tickets.](#)



### CHANGE IN PROPERTY OWNERSHIP

This form must be completed by the current owner, designated payee or managing agent and should be completed to report a change in building ownership and provide instructions for payment. These changes can also be reported through our website CurRentNYC.

Today's Date: \_\_\_\_\_

I am the:

• Current Property Owner: \_\_\_\_\_  
Name (please print)

• Current Designated Payee or Managing Agent: \_\_\_\_\_  
Name of Company and/or Contact Person (please print)

*If you are a representative of the owner completing this form on their behalf, you must also submit proof of your relationship to the owner or properties (e.g HPD registration)*

Please indicate the date this change went or will go into effect: \_\_\_\_\_

**SECTION A: PROPERTY INFORMATION.** Please list all properties to which the change applies.

**Property Addresses.** If there are additional properties, please attach a full list.

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_

**CHANGE IN PROPERTY OWNERSHIP (continued)**

**SECTION B: OWNER.** Complete this section if you are the **new** owner of a property with tenants receiving any type of DSS rental assistance or if you are a representative of the new owner (payee or managing agent).

*Please note that a copy of the deed for the property or other proof of ownership must be attached. If the property has tenants participating in the CityFHEPS, SOTA or HOME-TBRA program, a W-9 must also be attached.*

Owner Legal Name (please print)

Owner Contact (required when owner is an LLC or corporation)

Owner Mailing Address

Owner Contact Email

Owner Contact Telephone

Is the Owner also the Payee?  YES  NO

*If YES, please skip to SECTION D. If NO, please continue to SECTION C.*



**SECTION C: DESIGNATED PAYEE.**

Please select one:  Owner is the Payee  Owner is designating someone else as the Payee

Please complete this section if the Owner is designating someone else as the Payee

Designated Payee Name (please print)

Designated Payee Contact (required when payee is an LLC or corporation)

Payee Mailing Address

Payee Email

Payee Telephone



### CHANGE IN PROPERTY OWNERSHIP (continued)

#### SECTION C: DESIGNATED PAYEE (continued).

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Please be advised that I \_\_\_\_\_  
Owner or Owner Representative Name (please print)

hereby authorize \_\_\_\_\_  
Payee Name (please print)

to receive payment for the properties listed on the previous page.

\_\_\_\_\_  
Signature

#### SECTION D: PAYMENT METHOD AND DETAILS.

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I prefer to be paid:

- Electronically – Register for electronic payments online through NYC DSS’ website: CurrentNYC for Landlords**

*Please note that the bank account must belong to the designated payee and a voided check or other bank document that includes the account holder’s name, account number and routing number must be provided, and may be required for verification purposes.*

- By Paper Check –**

- Is the mailing address to which paper checks should be sent the same as the payee mailing address on the previous page?
- If NO, please specify the mailing address to which paper checks should be sent, if different from the previous page.

\_\_\_\_\_  
Payment Mailing Address

Please return the completed form:



**By Mail:** Office of Central Processing  
PO Box 02-9121  
Brooklyn GPO  
Brooklyn, NY 11202-9914



**By E-Mail:** [HPALandlordMGMT@hra.nyc.gov](mailto:HPALandlordMGMT@hra.nyc.gov)



### CHANGE IN TENANCY

This form must be completed by the current owner, designated payee or managing agent and should be completed to report to DSS that a tenant for whom DSS issues rental assistance payments, has left the property or has moved to a new unit or room within the property. These changes can also be reported through our website CurRentNYC.

Today's Date: \_\_\_\_\_

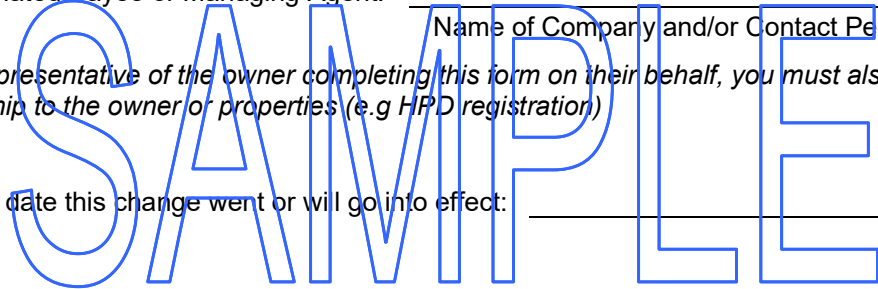
I am the:

• Current Property Owner: \_\_\_\_\_  
Name (please print)

• Current Designated Payee or Managing Agent: \_\_\_\_\_  
Name of Company and/or Contact Person (please print)

*If you are a representative of the owner completing this form on their behalf, you must also submit proof of your relationship to the owner or properties (e.g HPD registration)*

Please indicate the date this change went or will go into effect: \_\_\_\_\_



\_\_\_\_\_  
Name of Tenant (please print)

\_\_\_\_\_  
WMS Case Number (if known)

\_\_\_\_\_  
Address, including unit/room that the tenant has vacated

Reason for Leaving:

- Tenant moved out
- Tenant was evicted
- Tenant moved from one unit/room to another but is still living in my property

Please indicate the new unit/room, and address (if applicable):

\_\_\_\_\_

### CHANGE IN TENANCY *(continued)*

Are you interested in renting the vacated property to another DSS tenant?     Yes     No

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Signature

**Please return the completed form:**



**By Mail:**      Office of Central Processing  
                    PO Box 02-9121  
                    Brooklyn GPO  
                    Brooklyn, NY 11202-9914



**By E-Mail:**    [HPALandlordMGMT@hra.nyc.gov](mailto:HPALandlordMGMT@hra.nyc.gov)

SAMPLE