

Manual For NSCC Service Desk Onboarding (Requestor)

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1. Introduction

This document details the onboarding of users onto NSCC Service Desk which is used by users to raise tickets or service requests.

On-boarding process will be addressed by the different types of users below:

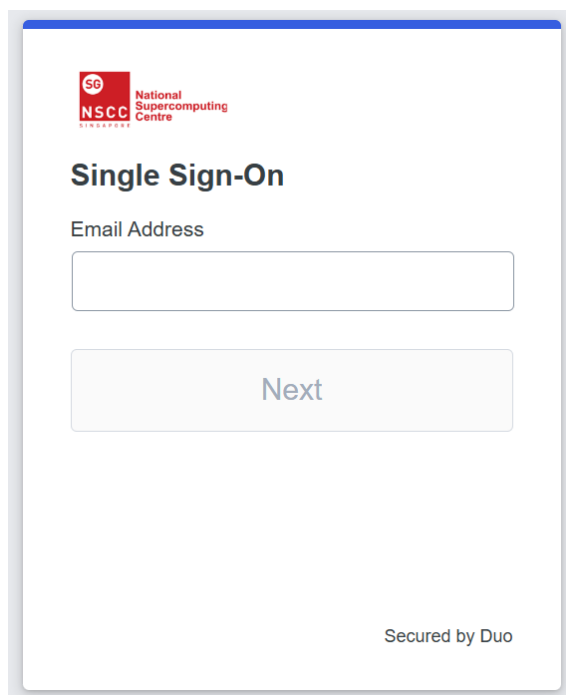
Type of User	LDAP Record	Cisco Duo Enrolment	ZOHO Directory
A - Existing User with DUO enrolment	✓	✓	X
B - User with No DUO enrolment	✓	X	X

2. DUO Enrolment

For Type A - Existing User with DUO enrolment

Step 1: Please email to the service desk (servicedesk@nscg.sg) to get your temporary password issued.

Step 2: After you have your temporary password issued, go to this link: <https://sso-54d9996b.sso.duosecurity.com>



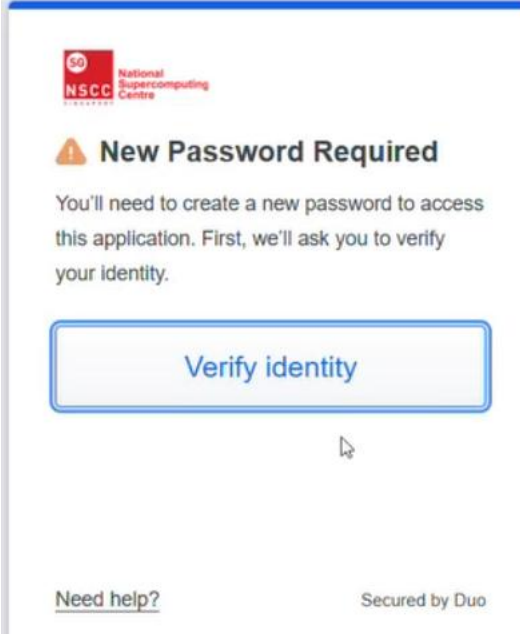
The screenshot shows a web page titled "Single Sign-On" with the NSCC logo at the top left. Below the title, there is a label "Email Address" followed by a text input field. Below the input field is a large, light blue button labeled "Next". At the bottom right of the page, it says "Secured by Duo".

Step 3: Enter temporary password provided by Service Desk, click 'Log in'.



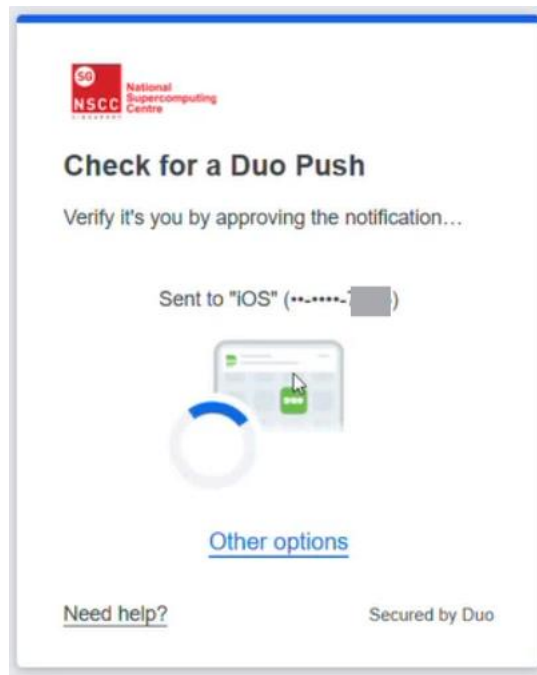
The screenshot shows a 'Single Sign-On' login interface. At the top left is the SG NSSC logo. The title 'Single Sign-On' is centered. Below it is a grey input field with an 'edit' link to its right. Underneath is the label 'Password' followed by a password input field containing eight asterisks. A large blue 'Log in' button is centered below the password field, with a mouse cursor hovering over it. At the bottom left is a 'Need help?' link, and at the bottom right is the text 'Secured by Duo'.

Step 4: Click 'Verify Identity'.

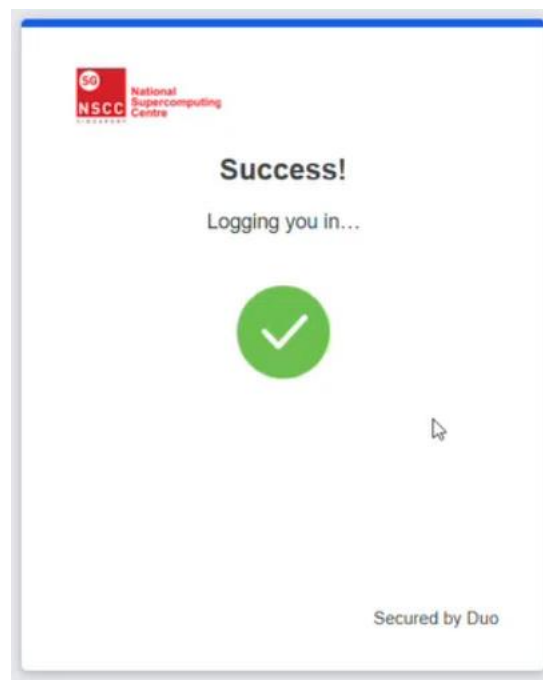


The screenshot shows a 'New Password Required' screen. At the top left is the SG NSSC logo. The title 'New Password Required' is centered, preceded by a warning icon. Below the title is a message: 'You'll need to create a new password to access this application. First, we'll ask you to verify your identity.' A large blue 'Verify identity' button is centered below the message, with a mouse cursor hovering over it. At the bottom left is a 'Need help?' link, and at the bottom right is the text 'Secured by Duo'.

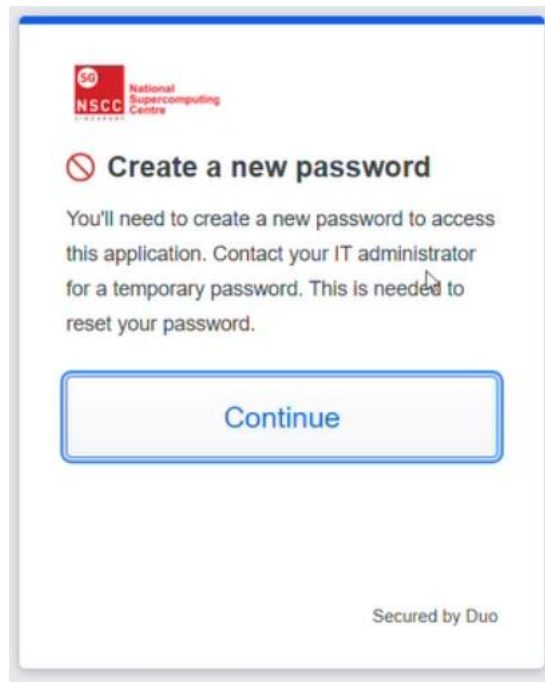
Step 5: Approve the notification.



Step 6: Receive success notification



Step 7: Click 'Continue'.



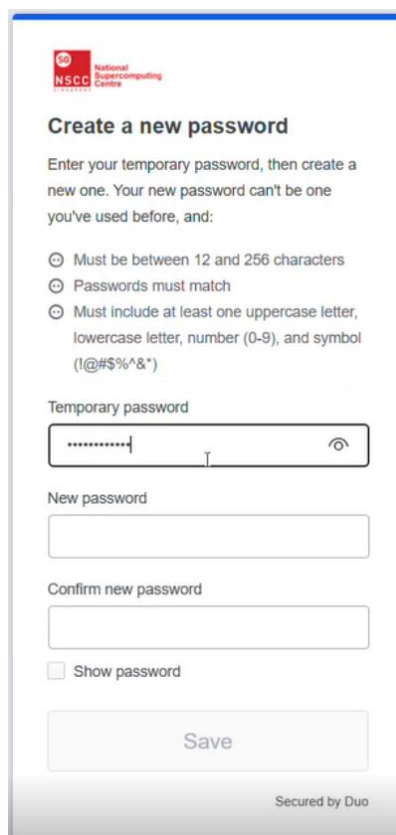
Create a new password

You'll need to create a new password to access this application. Contact your IT administrator for a temporary password. This is needed to reset your password.

Continue

Secured by Duo

Step 8: Enter the temporary password provided by Service Desk. Create and confirm new password, click 'Save'.



Create a new password

Enter your temporary password, then create a new one. Your new password can't be one you've used before, and:

- Must be between 12 and 256 characters
- Passwords must match
- Must include at least one uppercase letter, lowercase letter, number (0-9), and symbol (!@#\$%^&*)

Temporary password

.....

New password

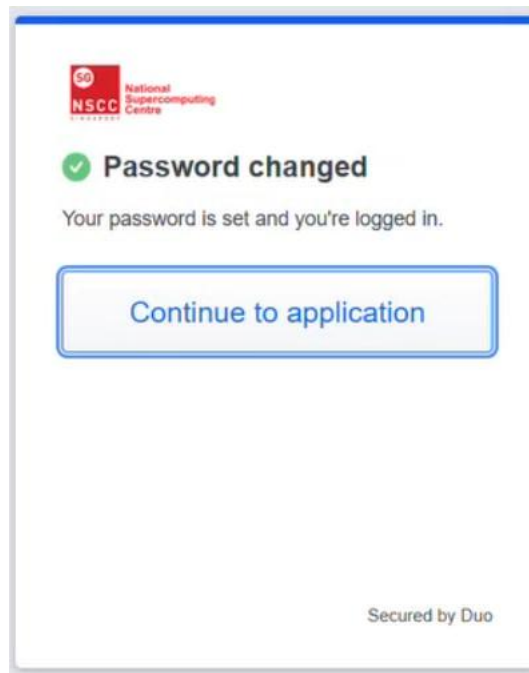
Confirm new password

☐ Show password

Save

Secured by Duo

Step 9: Password changed notification. Click 'Continue to application'.



For Type B – User with No DUO enrolment

Step 1: Receive an enrollment email from Duo Security. Click the link to begin enrollment.

This is an automated email from Duo Security.

Your organization invites you to set up a user account for Duo. You will find instructions from your Duo administrator below. If you have questions, please reach out to your organization's IT or help desk team.



Hello,

Your organization is now rolling out Duo Security, a friendly and secure way for you to log into your applications. Your administrator has invited you to set up your account for Duo so you can start logging in.

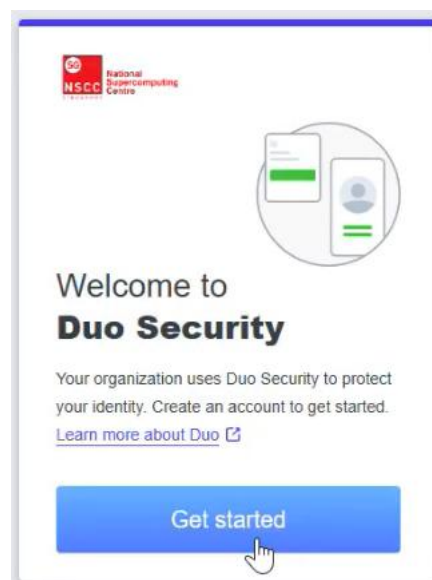
To begin, click this link to enroll a phone, tablet, or other device:

<https://api-54d9996b.duosecurity.com/frame/portal/v4/enroll?code=6c8f982c704e748e&akey=DACYEEOCY1CGNCGGRDJ5>

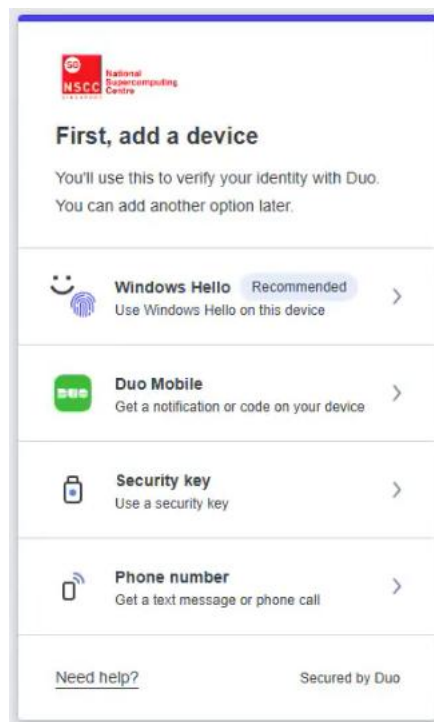
Duo Security is a two-factor authentication service that strives to be easy to use and secure. To learn more about Duo authentication, visit the guide here:

<https://guide.duo.com/enrollment>

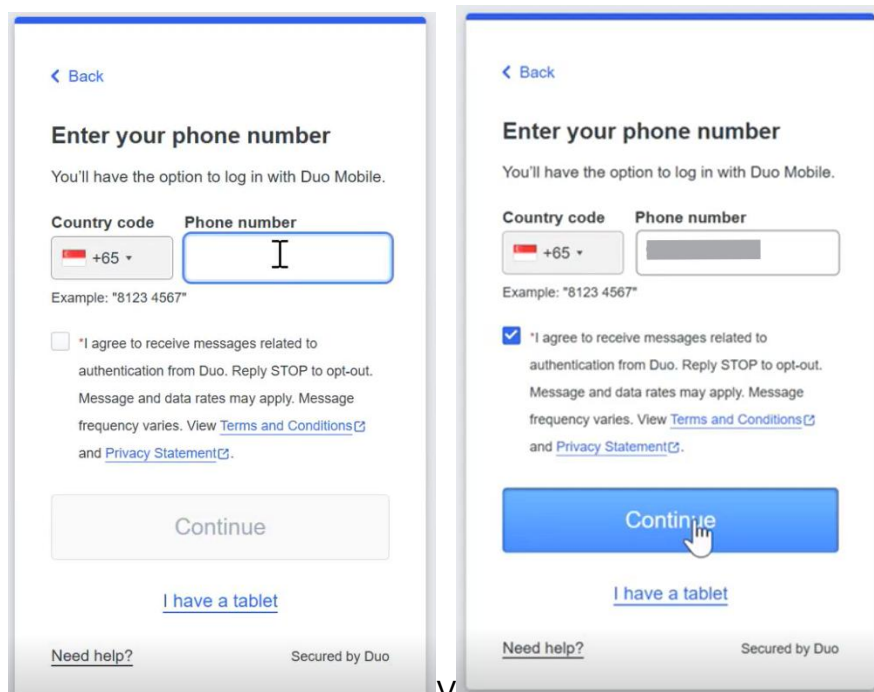
Step 2: You will be redirect to the page below. Click 'Get started'.



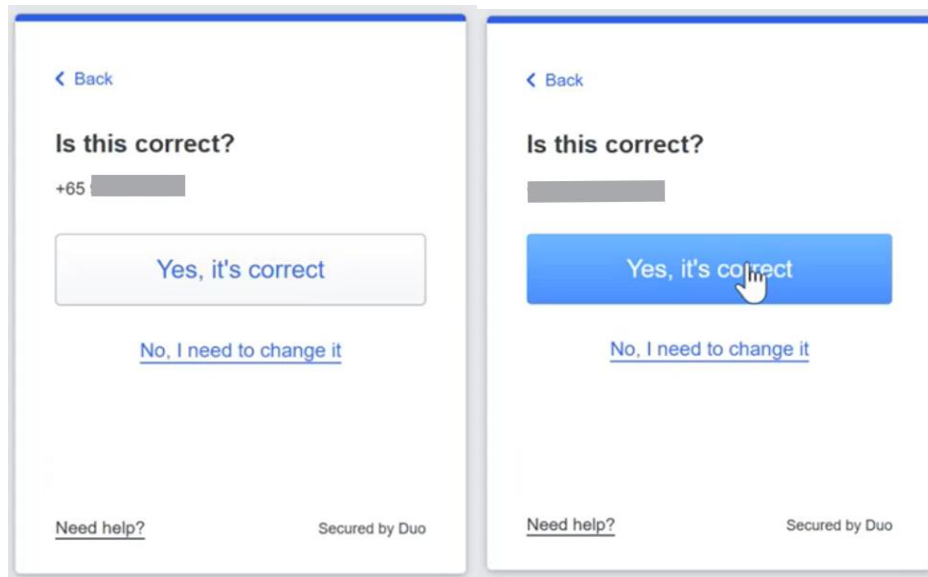
Step 3: Select 'Duo Mobile'.



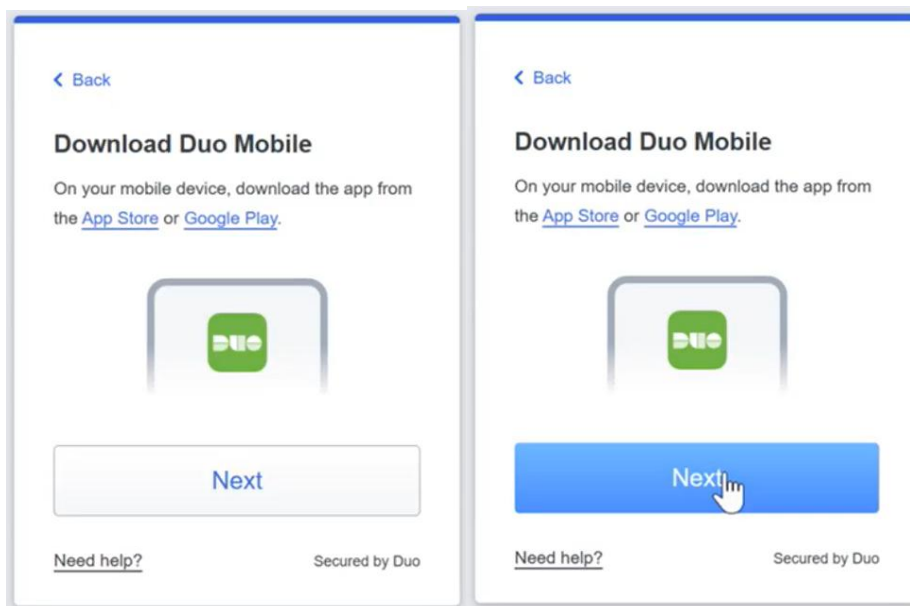
Step 4: In 'Country code', select the country code tagged to your mobile number.
E.g +65 for Singapore mobile numbers. Check the agreement checkbox and click 'Continue'.



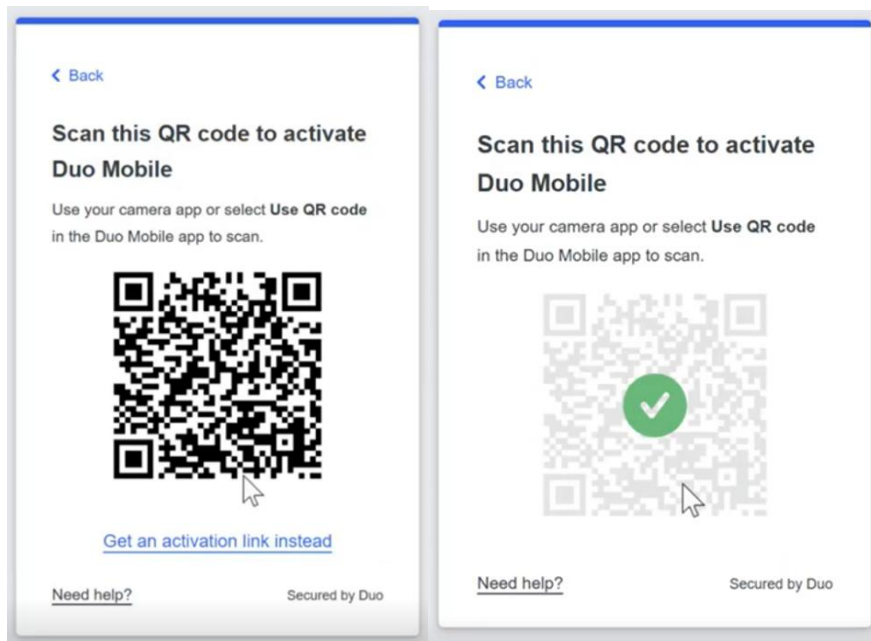
Step 5: Select the option, 'Yes, it's correct' if the number display is the mobile number that you would like to be associated with Duo.



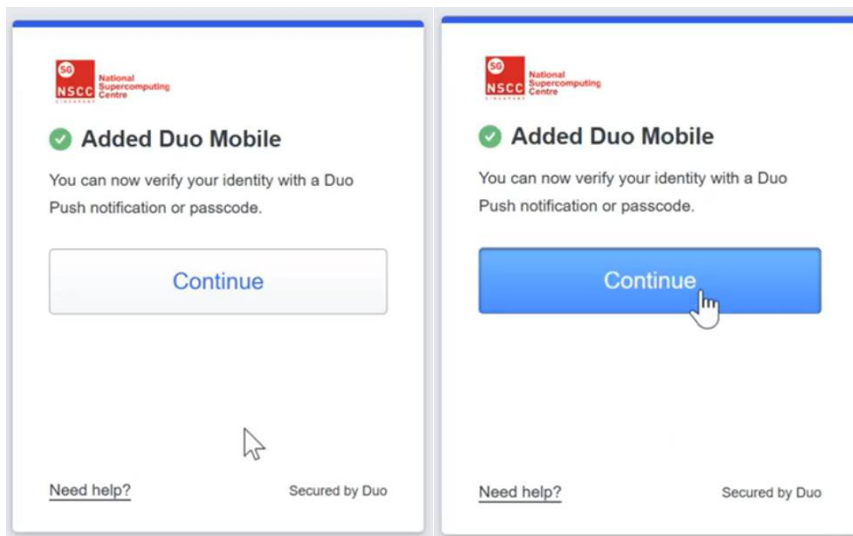
Step 6: Download the Duo app from App Store or Google Play your device. Click 'Next' when download is complete on your device.



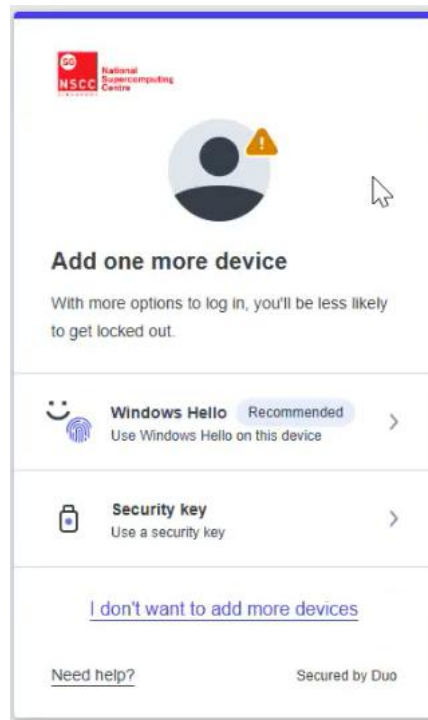
Step 7: Scan the QR to activate Duo Mobile.



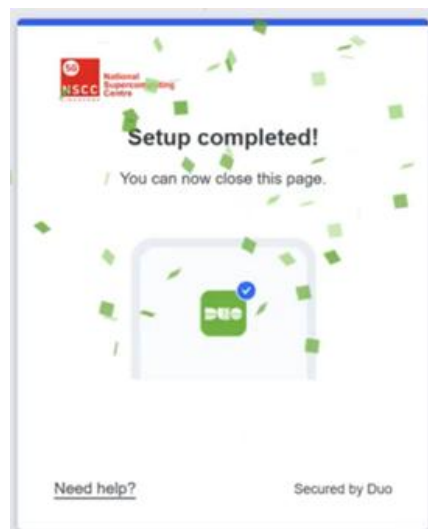
Step 8: Added Duo Mobile. Click 'Continue'.



Step 9: Select 'I don't want to add more devices'



Step 10: Setup Completed, proceed to close the page.



3. ZOHO Directory

All users require to enroll in the ZOHO Directory via the process below.

Step 1: Receive an email invite from ZOHO Directory. Click on 'View Invitation'.



Hi [redacted]

You have been invited by the admin of the **NSSC-ASPIRE2B** to join their organization. Click below to either accept or reject the invitation.

[View Invitation](#)

This invitation will expire in 30 days.

Note: By accepting the invitation you're agreeing that the admin can have access to your organization account details. The admin can perform actions like changing your personal information, reset password, change preferred MFA modes, etc.

If you have any trouble in accepting the invitation or if you think that you've received this email by mistake, please contact support@zohoaccounts.com.

Regards,

The Zoho Team

www.zoho.com

Zoho Corporation, 4141 Hacienda Dr, Pleasanton, CA 94588, USA.

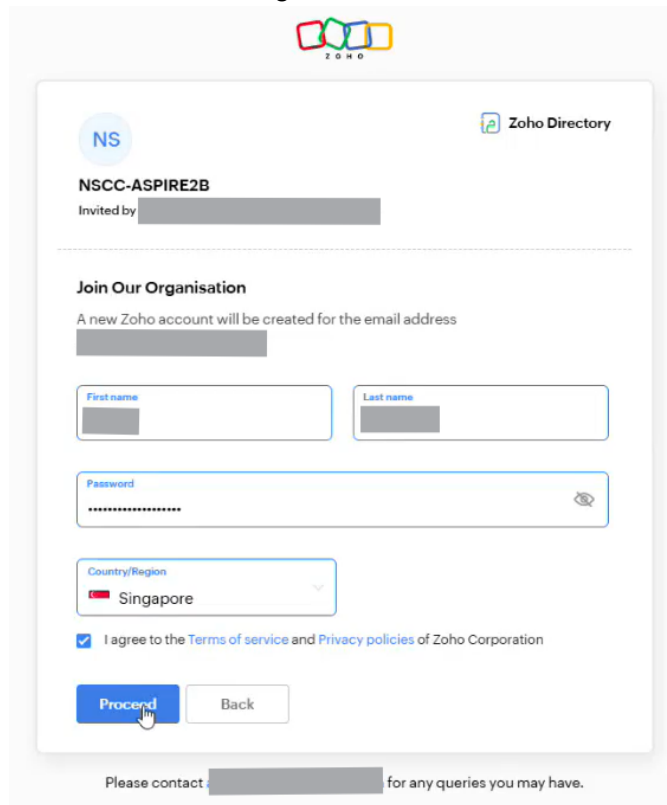
Toll free: +1-888-900-9646 Fax: +1-925-924-9600

This e-mail is generated from Zoho Accounts. If you think this is SPAM, please report to abuse@zohocorp.com for immediate action.

Step 2: User will be redirected below. Click 'Sign up & Accept'.

The screenshot shows the Zoho Directory invitation interface. At the top, there's a Zoho logo and the text 'Zoho Directory'. Below that, it says 'NS' and 'NSSC-ASPIRE2B'. Underneath, it says 'Invited by [redacted]'. The main section is titled 'Join Our Organisation' and contains the text: 'We invite you to join our organisation. Create a Zoho account for the email address [redacted] to accept the invitation.' There are two buttons: 'Sign up & Accept' (highlighted with a mouse cursor) and 'Reject'. Below the buttons, there are two bullet points: 'By accepting the invitation you're agreeing that the admin can have access to your organisation account details.' and 'The admin can perform actions like changing your personal information, reset password, change preferred MFA modes, etc.' At the bottom, it says 'Please contact [redacted] for any queries you may have.'

Step 3: Create your password (this password will not be used). For Country/Region: select 'Singapore' and tick the check box to agree.





 NS
 Zoho Directory

NSCC-ASPIRE2B
Invited by [redacted]

Join Our Organisation
A new Zoho account will be created for the email address [redacted]

First name
[redacted]

Last name
[redacted]

Password
[redacted]

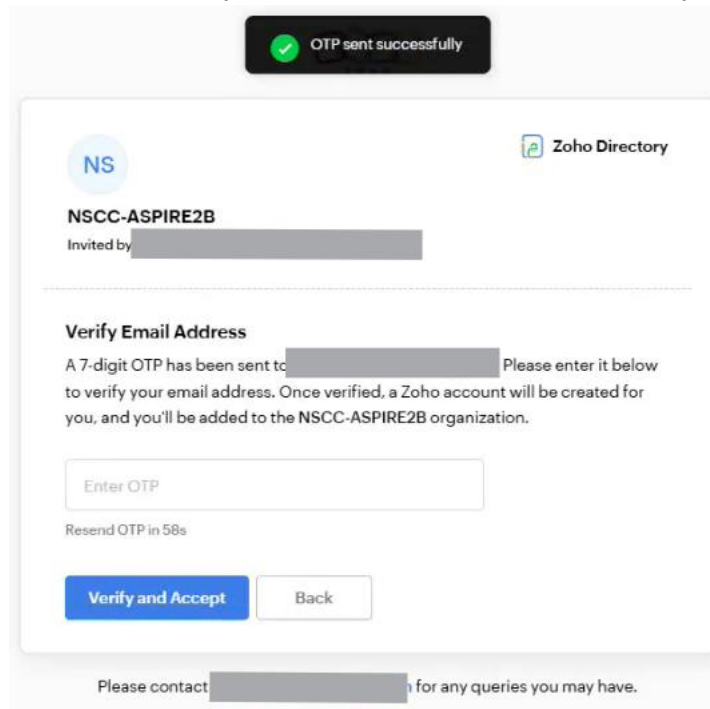
Country/Region
Singapore

☒ I agree to the [Terms of service](#) and [Privacy policies](#) of Zoho Corporation

Proceed
Back

Please contact [redacted] for any queries you may have.

Step 4: Enter OTP that was sent to your email in box below. Click 'Verify and Accept'.



✔ OTP sent successfully

 NS
 Zoho Directory

NSCC-ASPIRE2B
Invited by [redacted]

Verify Email Address
A 7-digit OTP has been sent to [redacted] Please enter it below to verify your email address. Once verified, a Zoho account will be created for you, and you'll be added to the NSCC-ASPIRE2B organization.

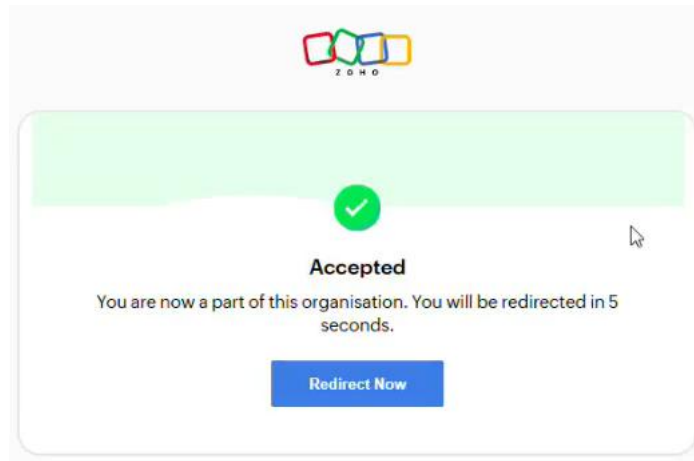
Enter OTP
[redacted]

Resend OTP in 58s

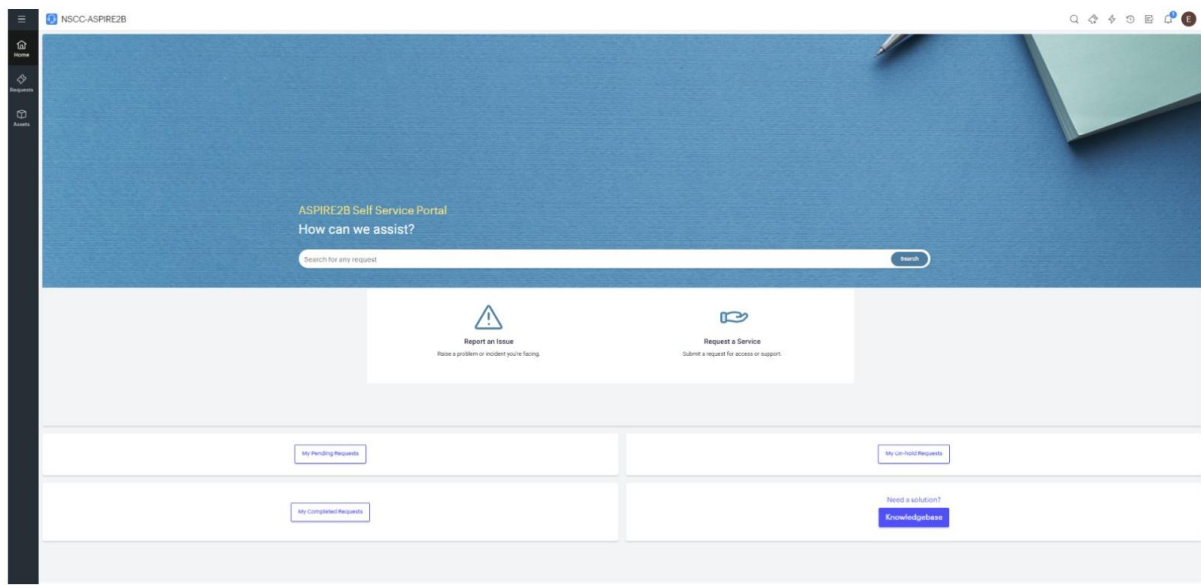
Verify and Accept
Back

Please contact [redacted] for any queries you may have.

Step 5: Either wait for redirection or click 'Redirect Now'

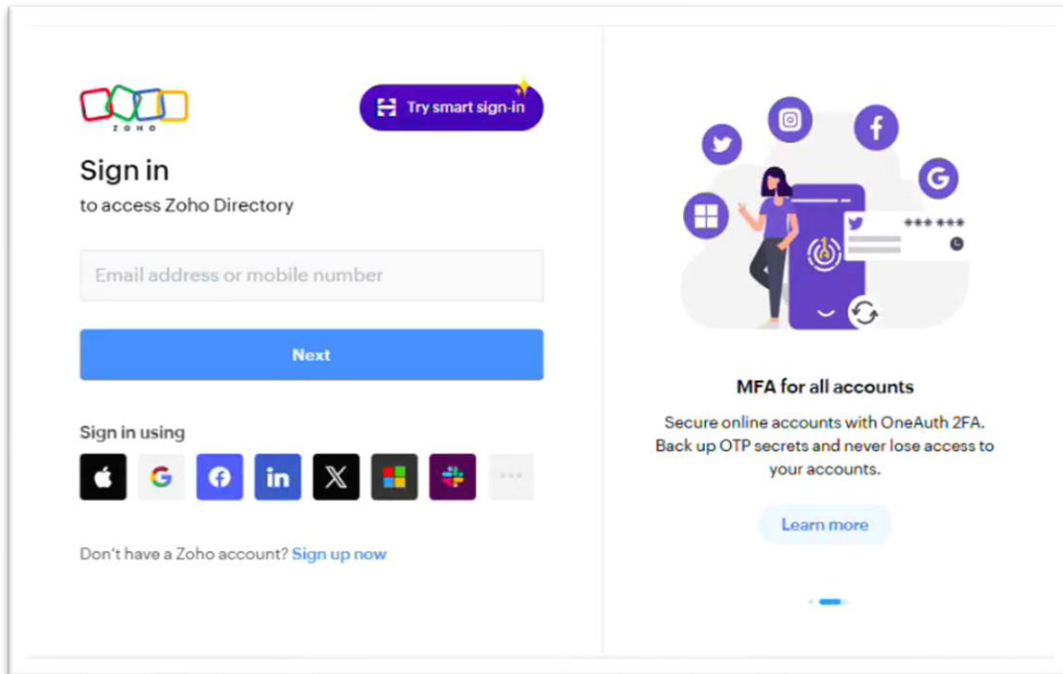


Step 6: You will be redirected to page below.



4. Login to ServiceDesk Portal

Step 1: Open your browser and access the Service Desk URL <https://servicedesk.nsc.sg>. Enter your email address and press 'Next'.



Sign in
to access Zoho Directory

Email address or mobile number

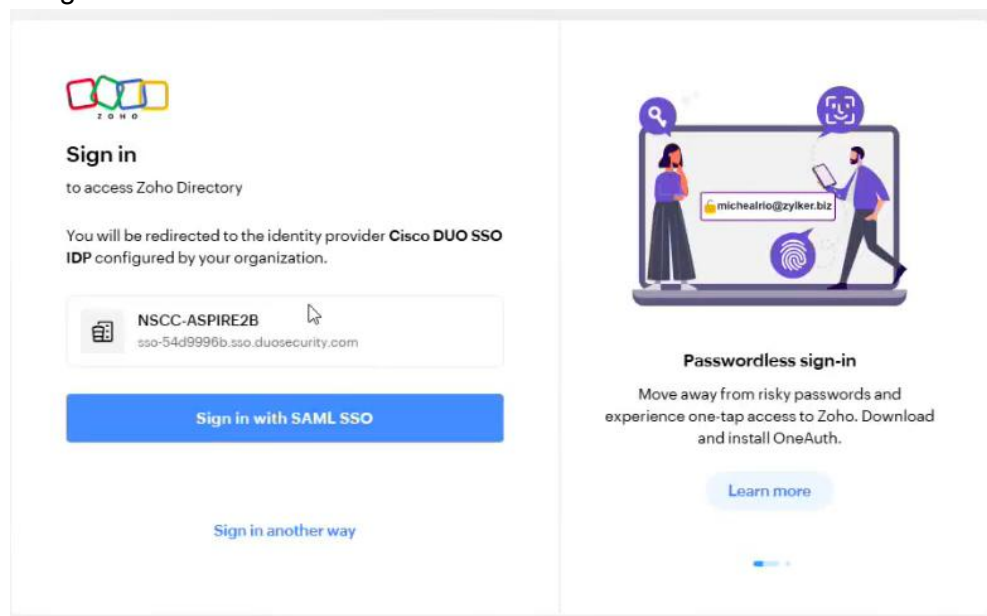
Next

Sign in using

Don't have a Zoho account? [Sign up now](#)

MFA for all accounts
Secure online accounts with OneAuth 2FA. Back up OTP secrets and never lose access to your accounts.
[Learn more](#)

Step 2: Click 'sign in with SAML SSO'.



Sign in
to access Zoho Directory

You will be redirected to the identity provider **Cisco DUO SSO IDP** configured by your organization.

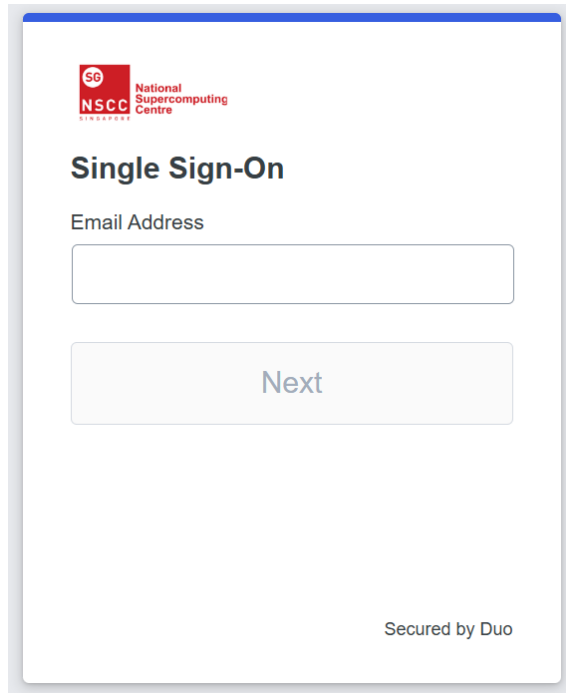
NSCC-ASPIRE2B
sso-54d9996b.sso.duosecurity.com

Sign in with SAML SSO

[Sign in another way](#)

Passwordless sign-in
Move away from risky passwords and experience one-tap access to Zoho. Download and install OneAuth.
[Learn more](#)

Step 3: Authenticate with your email address and DUO password.




Single Sign-On
 Email Address

 Secured by Duo

Step 4: Once you login, you will see the page below:

