

How to:



Register for the Maintenance of Competence Portal (Certificate Holder)

How to create an account as a Certificate Holder for the Coal Services Maintenance of Competence Portal to assist with maintaining your NSW Practicing Certificate.

- If you previously held an account in the Coal Services Maintenance of Competence App:
 1. Go to the new Portal login page and select “Forgot Password?”
 2. Use the email address connected to your current App account
 3. Check for emails from noreply.moc@coalservices.com.au and follow the instructions to reset your password.
- If your email has changed, please contact mocsupport@coalservices.com.au for assistance.

Create a Certificate Holder User Login



1. Go to <https://moc.coalservices.com.au>
2. Select “Register Now”
3. Fill in your details on the “Account Registration” Page
4. “Register confirmation” will appear, check for an email from: noreply.moc@coalservices.com.au
Subject: Confirm your email
5. Click on the “Confirm your email” button in the email.
6. Select “Login”.
7. Select “Email”.
8. Enter your Email and Password and select “Sign In”

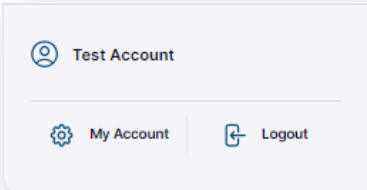
A screenshot of the Coal Services login page. At the top is the Coal Services logo. Below it, the heading 'Sign in to your account' is centered. There are two input fields: 'Email Address' and 'Password'. The 'Password' field has a 'Forgot Password?' link to its right and a toggle icon to its right. Below the input fields is a large blue 'Sign In' button. At the bottom, there is a link that says 'Not yet registered? Register Now'.

Next you need to Add a Certificate to the account.

Add a Certificate



1. Select “My Account”
 - Phone – select the 3 lines
 - PC – bottom of the left menu.



2. Scroll down to “Certificates”.
Select “+ Add Certificate”.

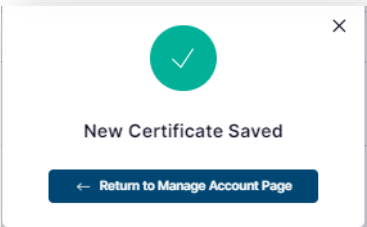


3. Select the applicable details and enter your Practicing Certificate ID.

Note: Ensure your details, including the start date, match exactly as written on your Practicing Certificate.

Suggest putting the year in front of the Certificate ID to easily track each period.

4. When the pop-up window appears, select "Return to Manage Account Page".

A screenshot of the 'Manage Account' page. It has a 'Back' link. The main section is titled 'Add Certificate' and contains four input fields: 'Mine Type' (dropdown menu showing 'Underground coal mines'), 'Statutory Function' (dropdown menu showing 'Deputy'), 'Start Date' (calendar icon and text '01/08/2024'), and 'Practicing Certificate ID' (text '2024 - XXX'). A 'Save Certificate' button is at the bottom right.

You are all set to start tracking your Maintenance of Competence activities.