How to Register and Submit a Help Request for Non CWOPA users

1. Go to https://copaprod.service-now.com/oaportal
2. From the OA Portal select the “Non CWOAP User” button

3. To register as a new user, select the new user link.

4. Fill out the Self registration form, then Select the register button
5. A pop-up message will display once registration has completed successfully, Click the OK Button
6. The system will take you back to Self Registration page, from here select the “Click here to login link”.

![Screen shot of Self Registration page]

7. Enter the user id and password that was created on the Self Registration page and select the Login button

![Screen shot of Login page]

8. Once logged in user should see an option to “Pick related Commonwealth Agency” Choice list
9. Select the Education value

10. Select the Submit button

11. Select the Service catalog

12. Select the PDE catalog
Select a category that best fits your request or issue

Select a sub category.
Select an item that appears from the sub category selection
Complete the Form and click submit

Service Requests are formal requests from a User for something new to be provided.
Examples:
- Password resets
- Ordering a laptop
- Installing software

Incidents are unplanned interruptions to an IT service or a reduction in the quality of an IT Service, such as a break/fix issue that needs to be resolved.
Examples:
- Issue with laptop or software
- Broken printer
- Application not loading properly

To submit a Service Request, provide the details below and click Submit.

Deletion Request

Caller

Location

Alternate Contact

* Request Description
  - None

* Short Description

* Detail Description

Submit  Add to Cart