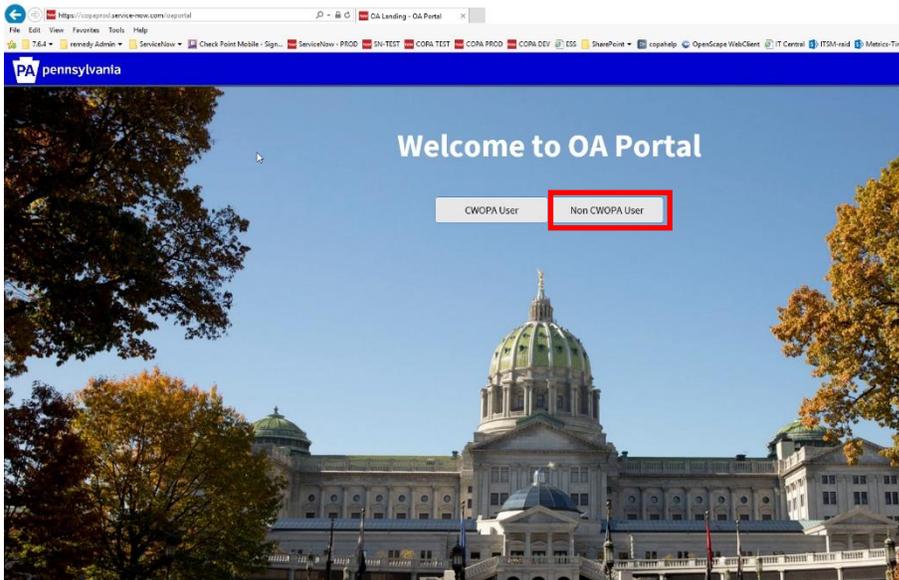
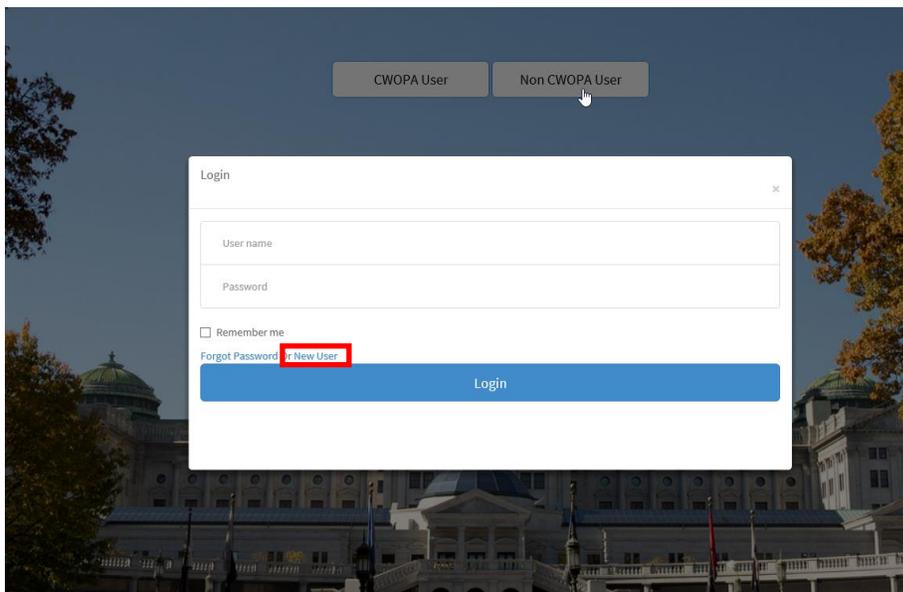


## How to Register and Submit a Help Request for Non CWOPA users

1. Go to <https://copaprod.service-now.com/oaportal>
2. From the OA Portal select the “Non CWOPA 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

## Self Registration ×

First Name \*

Last Name \*

Email \*

Contact Number \*

Password \*

Confirm Password \*

[Click here to Login](#)

5. A pop-up message will display once registration has completed successfully, Click the OK Button

## Self Registration ×

First Name \*

Last Name \*

Email \*

Contact Number \*

Message from webpage ×

 Registration has been completed successfully, please use the below userID to login to the portal.  
UserID =test@gmail.com

- The system will take you back to Self Registration page, from here select the “Click here to login link”.

**Self Registration**

First Name \*  
Enter First name

Last Name \*  
Enter Last name

Email \*  
Enter your email

Contact Number \*  
Enter Contact Number

Password \*  
Enter your password

Confirm Password \*  
Enter your password again

Register      [Click here to Login](#)

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

CWOPA User      Non CWOPA User

Login

TEST@gmail.com

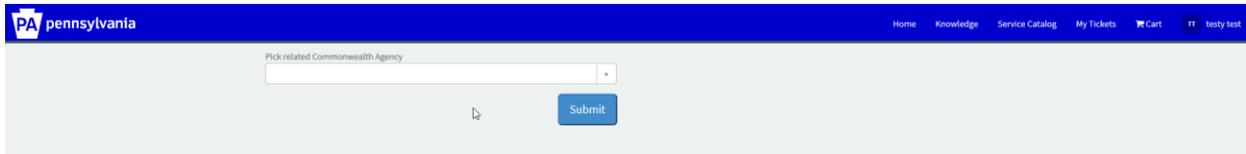
.....

Remember me

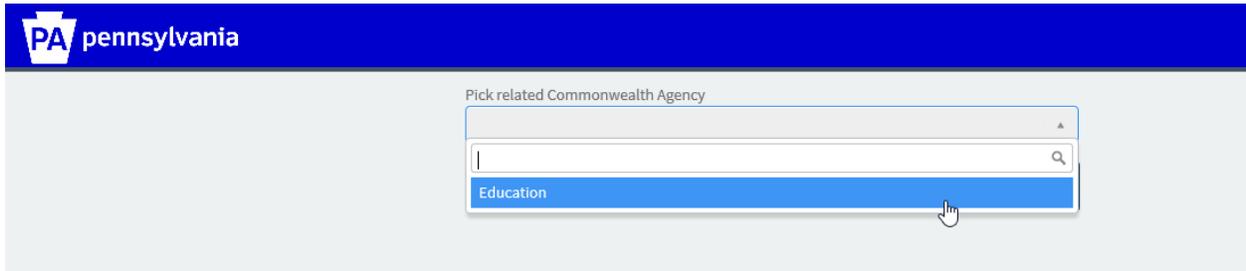
[Forgot Password Or New User](#)

Login

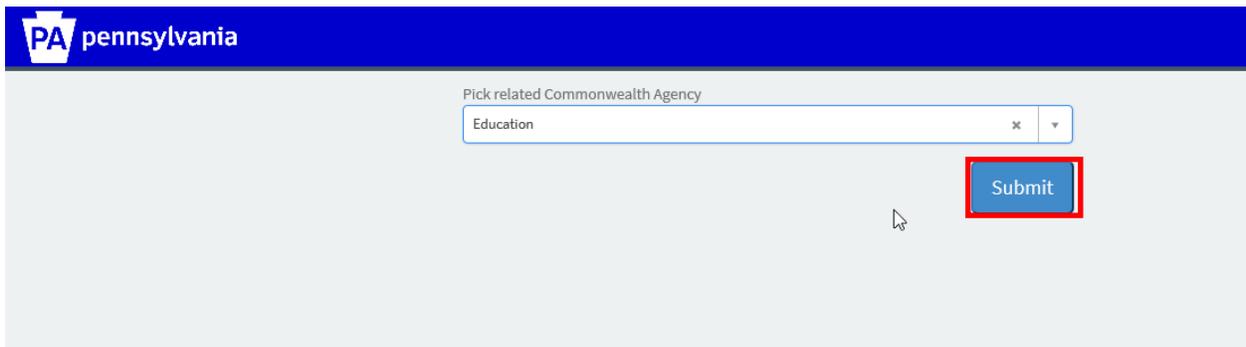
- Once logged in user should see an option to “Pick related Commonwealth Agency” Choice list



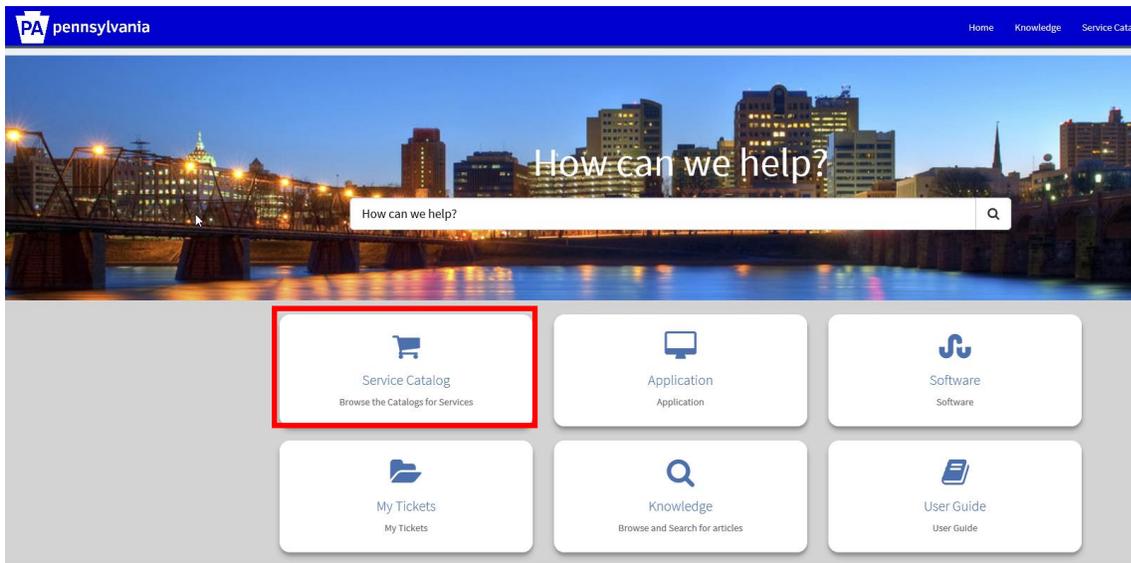
9. Select the Education value



10. Select the Submit button



11. Select the Service catalog



12. Select the PDE catalog

PDE



Pennsylvania Department of Education

Select a category that best fits your request or issue

Categories

 CERTIFICATION SERVICES

eGRANTS

 MYPDESUITE

 PAsecureID

PDE APPLICATION

 PIMS

 PIMS REPORTING

 PS PIMS

 SHAREPOINT

Select a sub category.

Categories

- CERTIFICATION SERVICES
- eGRANTS
- MYPDESUITE
- PAsecureID
- PDE APPLICATION
- PIMS
- GENERAL SUPPORT**
- PIMS REPORTING
- PS PIMS
- SHAREPOINT

PIMS

Select the Subcategory to view the Services.

Select an item that appears from the sub category selection

PA pennsylvania

Home Knowledge Service Catalog

Home > Catalogs > PDE > GENERAL SUPPORT

Search

Categories

- CERTIFICATION SERVICES
- eGRANTS
- MYPDESUITE
- PAsecureID
- PDE APPLICATION
- PIMS
- GENERAL SUPPORT**
- PIMS REPORTING
- PS PIMS
- SHAREPOINT

GENERAL SUPPORT

- Override Request
- Upload Support
- Training/Documentation
- Deletion Request**

View Details

View Details

View Details

View Details

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

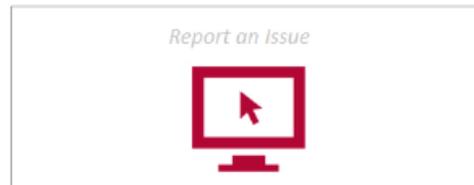


To submit a Service Request, provide the details below and click Submit.

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 an Incident Ticket, click the Incident button below.



## Deletion Request

Caller

Location

Alternate Contact

\* Request Description

\* Short Description

\* Detail Description

Submit

Add to Cart

 Add attachments

