How to Submit a Help Request for CWOPA users

1. Go to https://copaprod.service-now.com/oaportal
2. From the OA Portal select the “CWOPA User” button
3. Click ‘Use external login’
4. Enter your CWOPA User ID, then click Submit

5. Click ‘Service Catalog’
6. Select ‘PDE’

7. Select Appropriate Category, then select appropriate Service. Most PDE Desktop issues are under the Categories: Network, Hardware and Software.
8. Complete the Form and click submit. If the issue you are experiencing is something is broken or you are receiving an error message then select ‘Incident’ and fill out the Incident form.