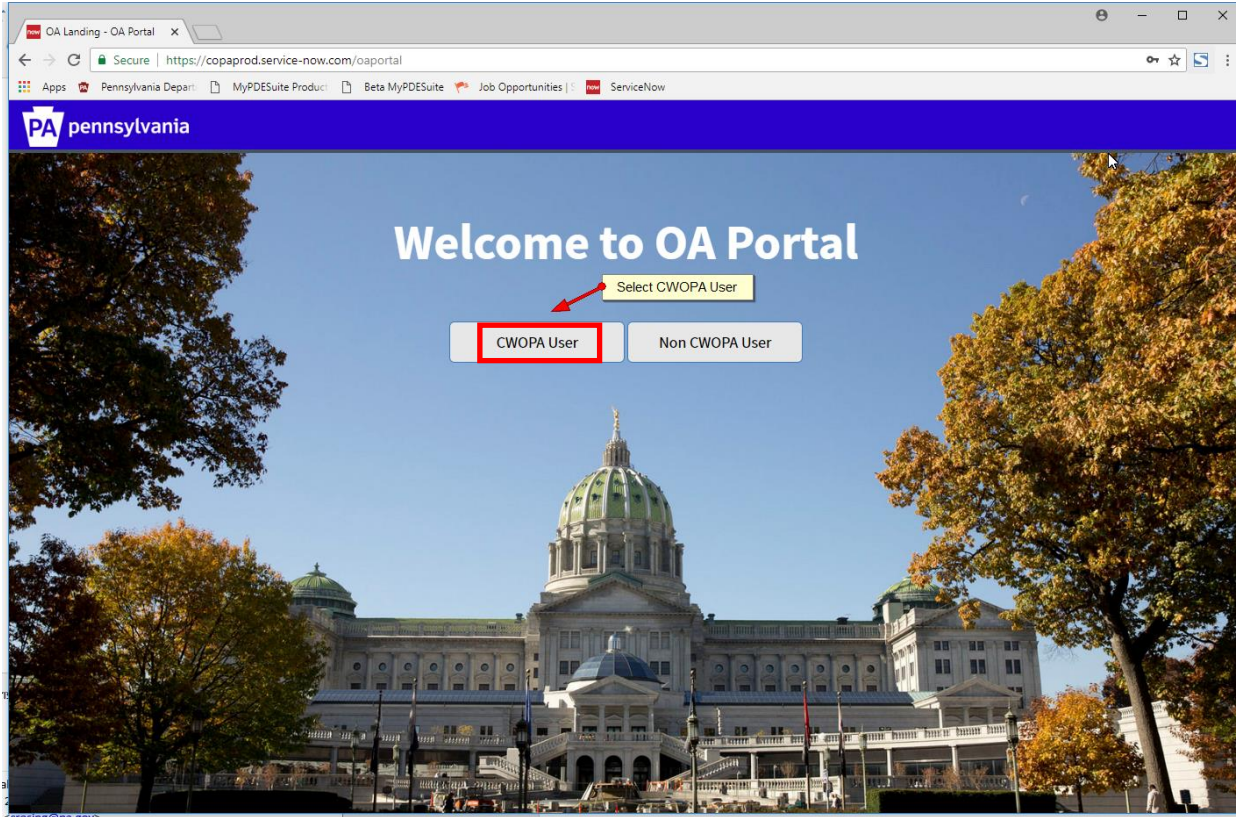
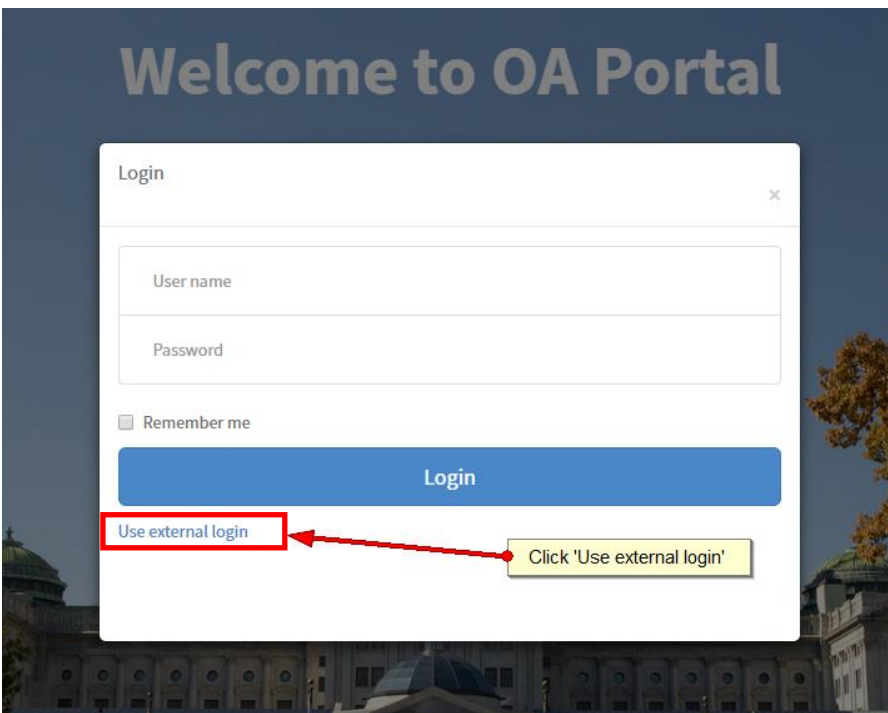


## How to Submit a Help Request for CWOPA users

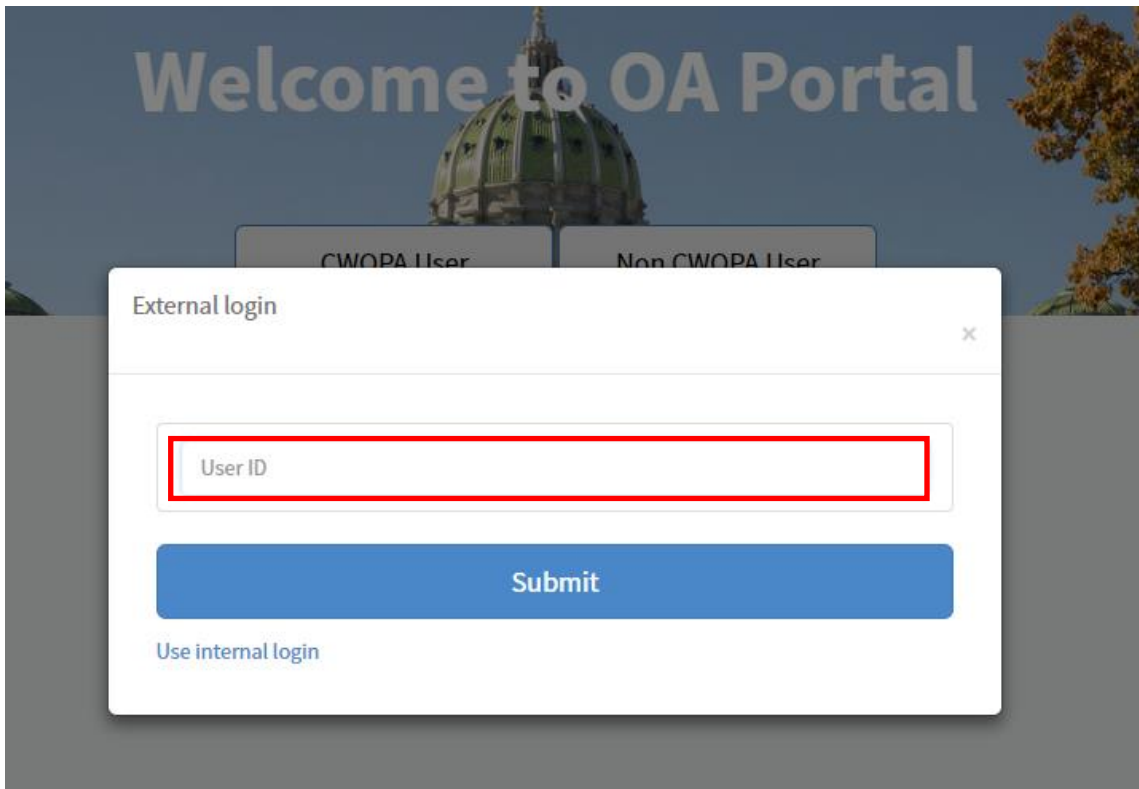
1. Go to <https://copaprod.service-now.com/oaportal>
2. From the OA Portal select the “CWOPA User” button



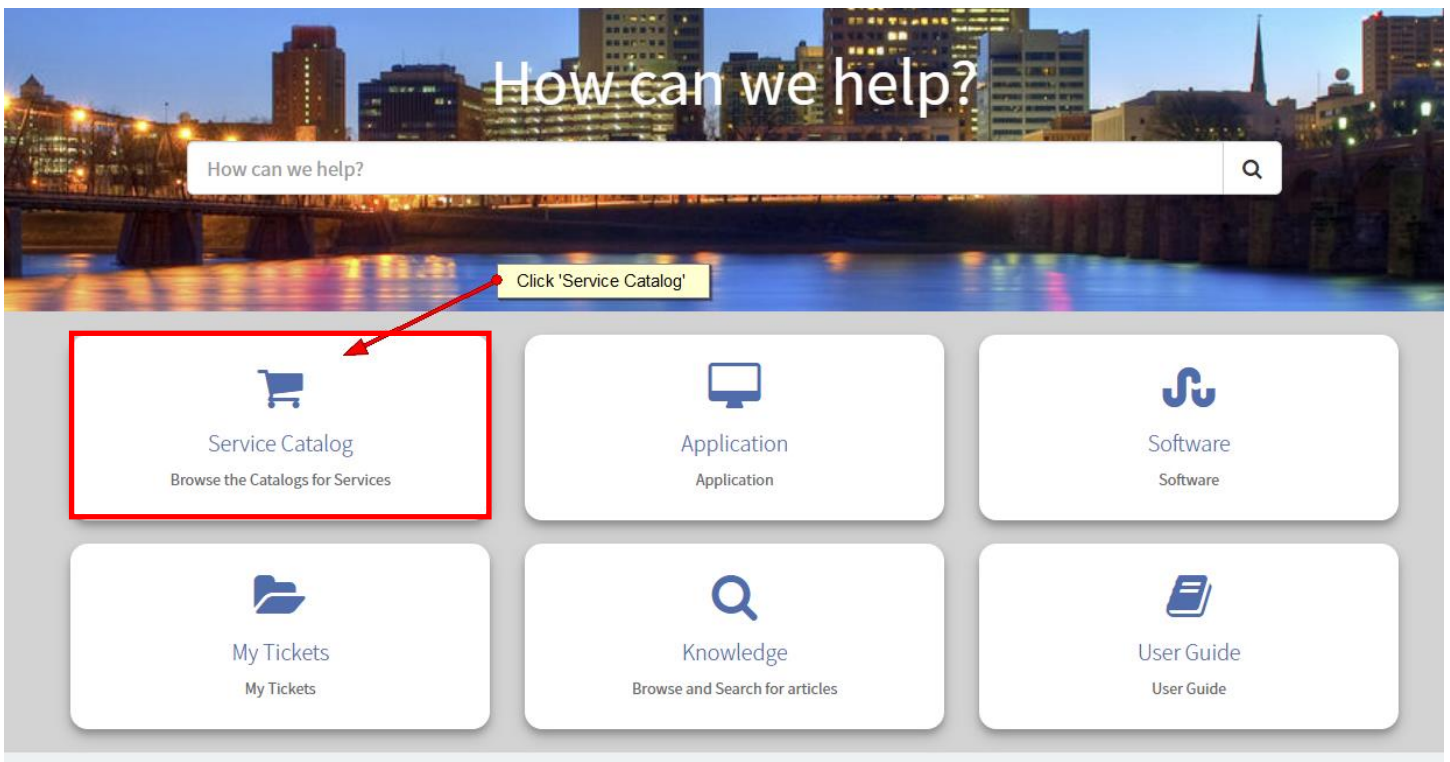
3. Click 'Use external login'



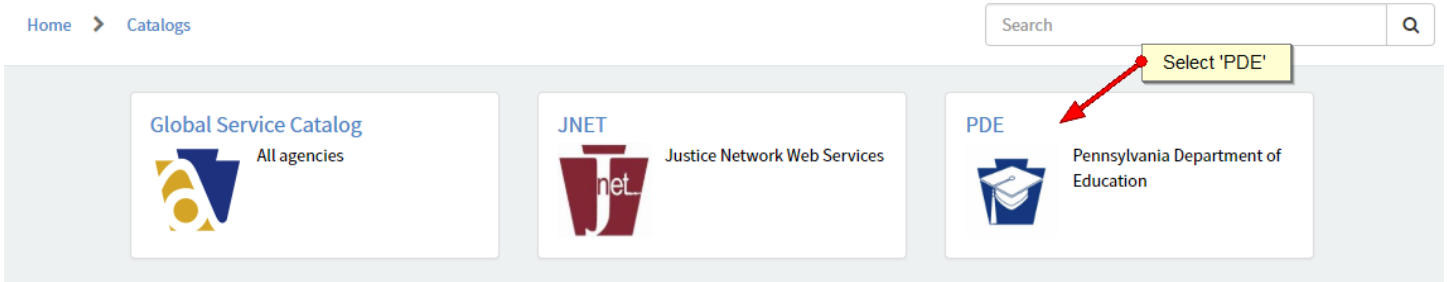
4. Enter your CWOPA User ID, then click Submit



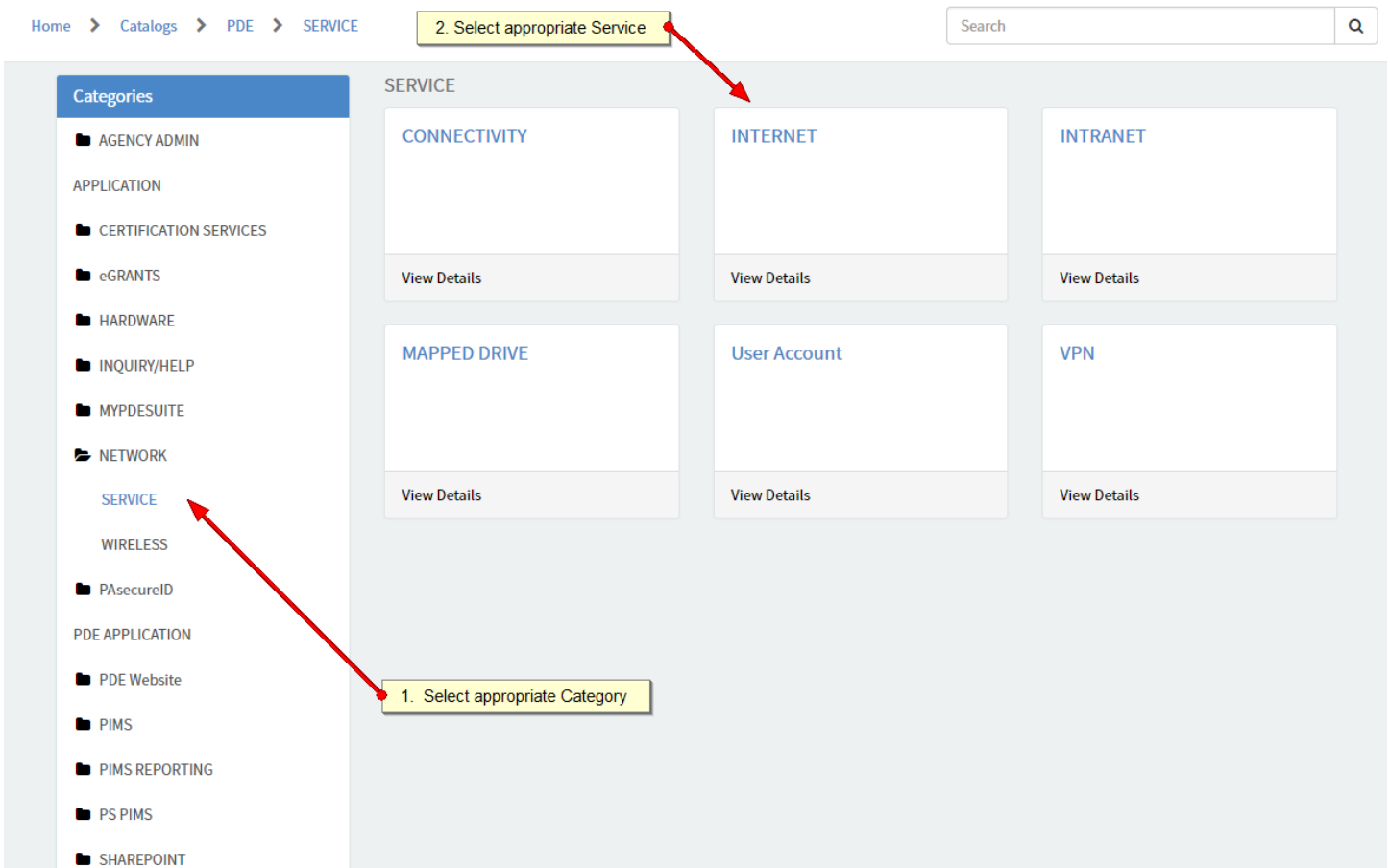
5. Click 'Service Catalog'



## 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

Service Requests are formal requests from a User for something new to be provided.

Examples:

- Password resets
- Ordering a laptop
- Installing software

*Request a Printed Copy*



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

*Report an Issue*



To submit an Incident Ticket, click the Incident button below.

 Incident

## User Account

Caller

Location

Alternate Contact

\* Request Description

\* Short Description

\* Detail Description