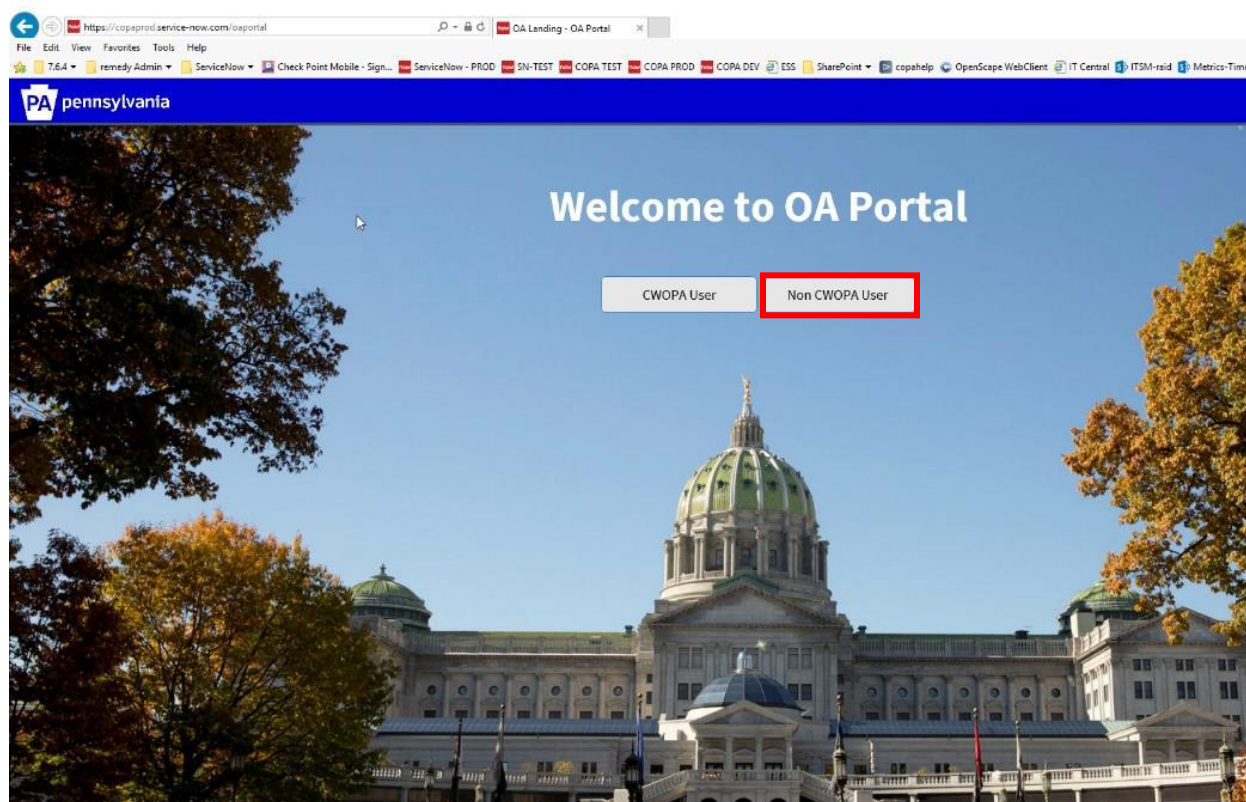
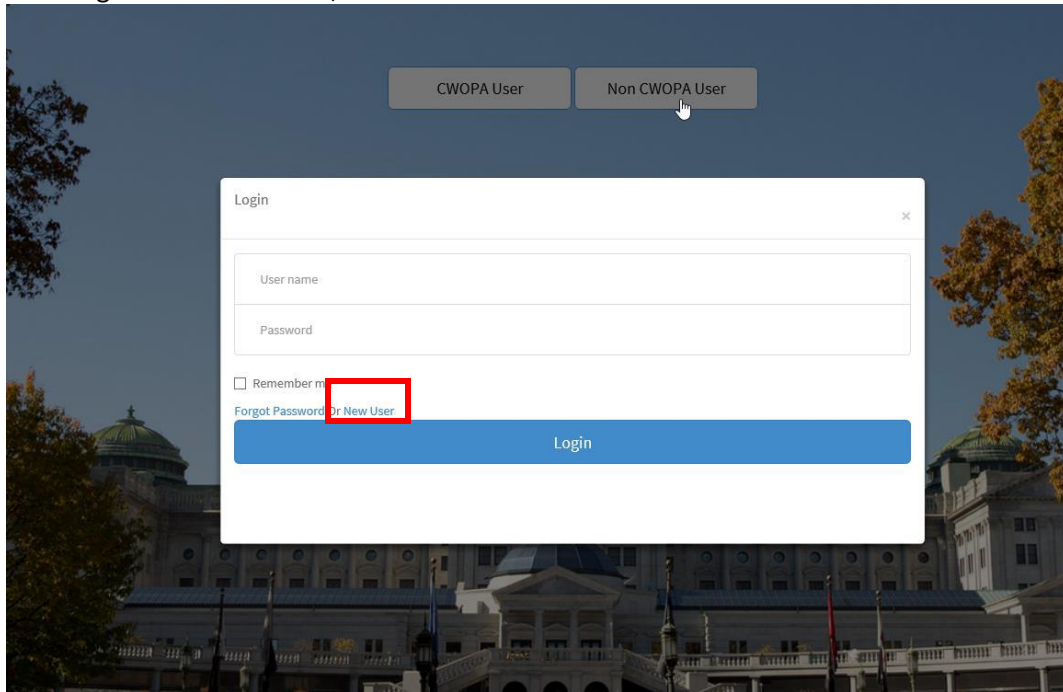


How to Register and Submit a Help Request for Non CWOPA users

1. Go to <https://copaproduct.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 *

Register

[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

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


Self Registration

✕

First Name *

Last Name *

Email *

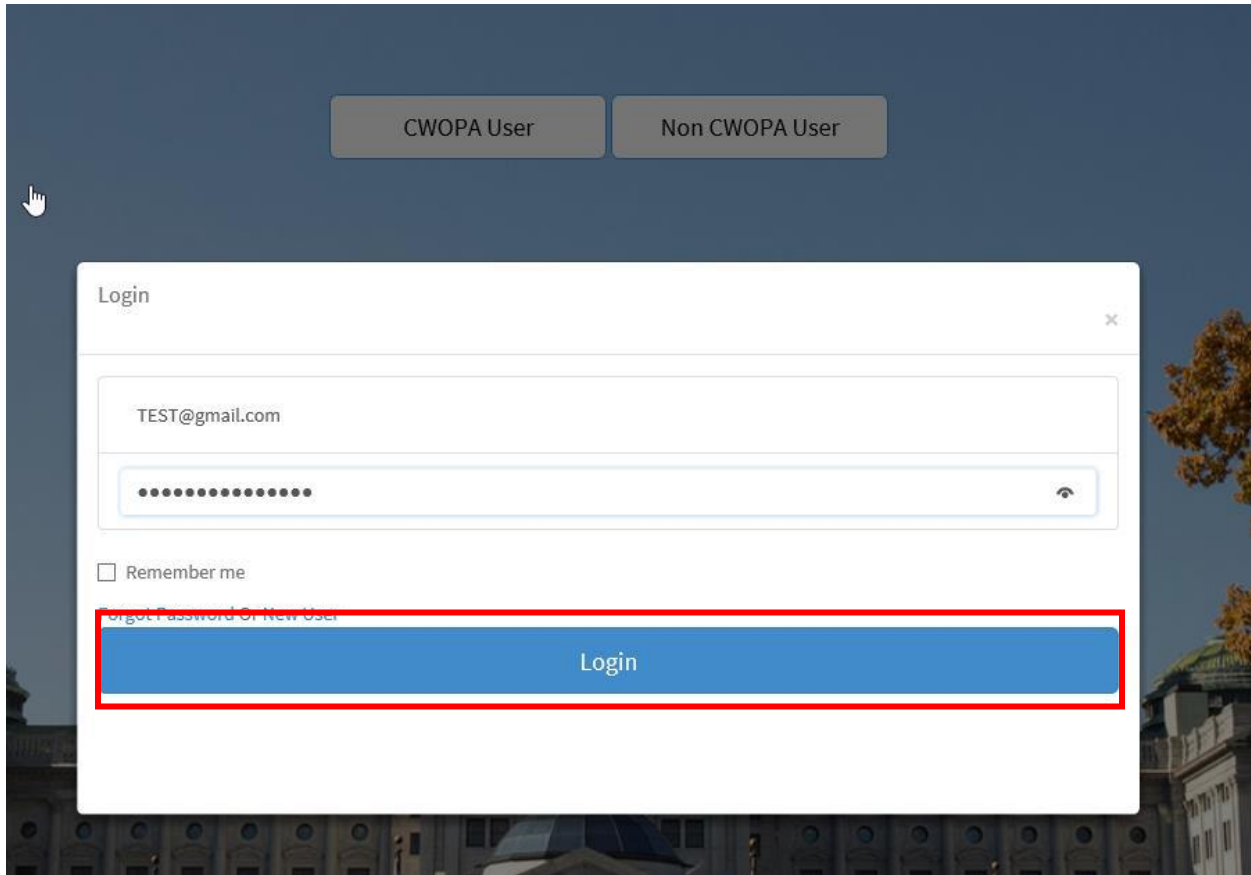


Contact Number *

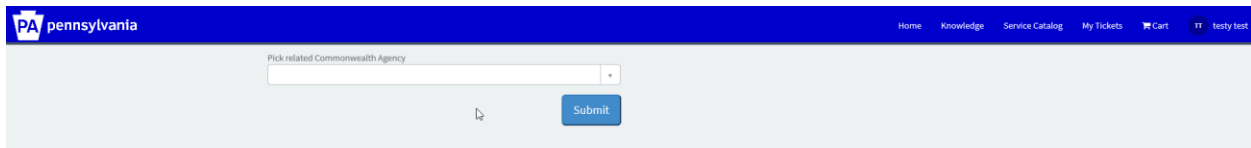
Password *

Confirm Password *

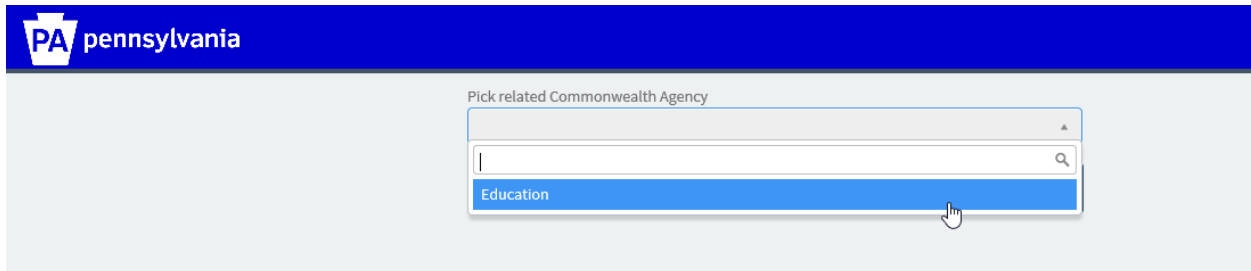
7. Enter the user id and password that was created on the Self Registration page and select the Login button



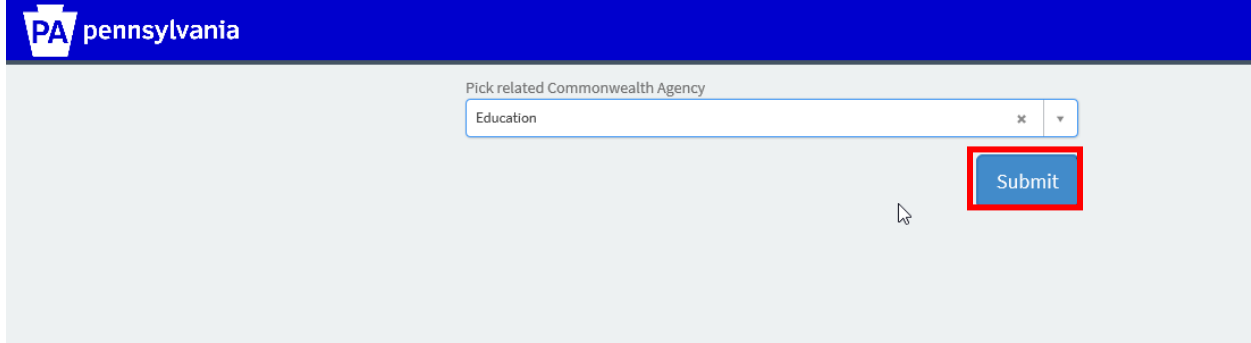
8. Once logged in user should see an option to "Pick related Commonwealth Agency" Choice list



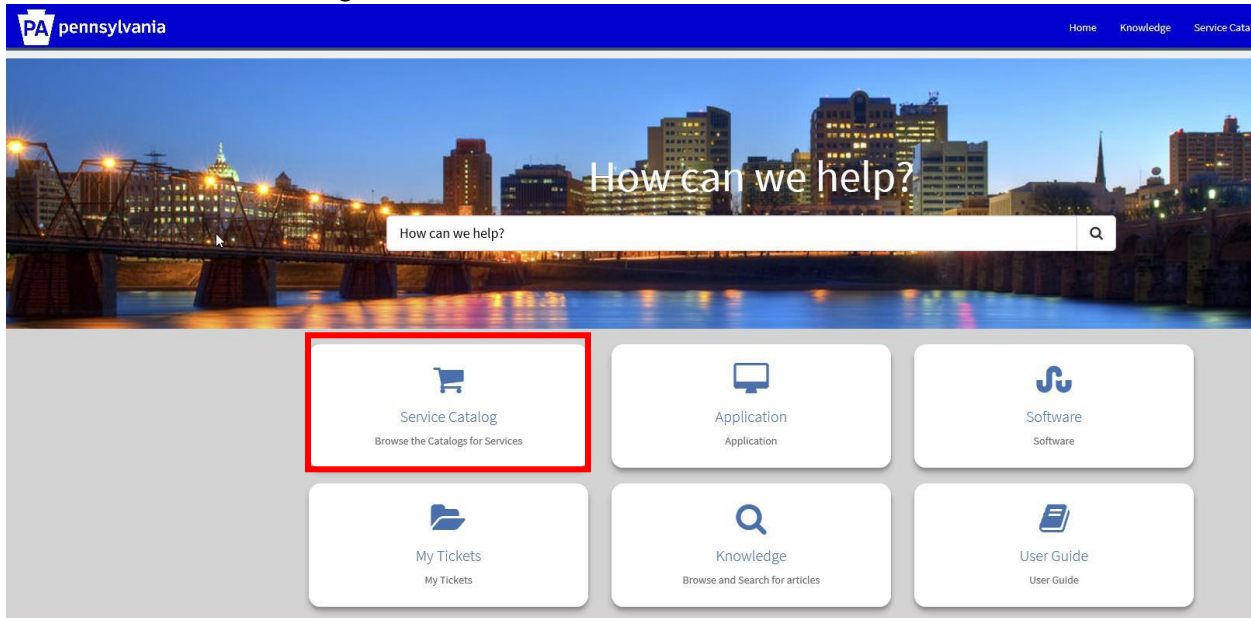
9. Select the Education value



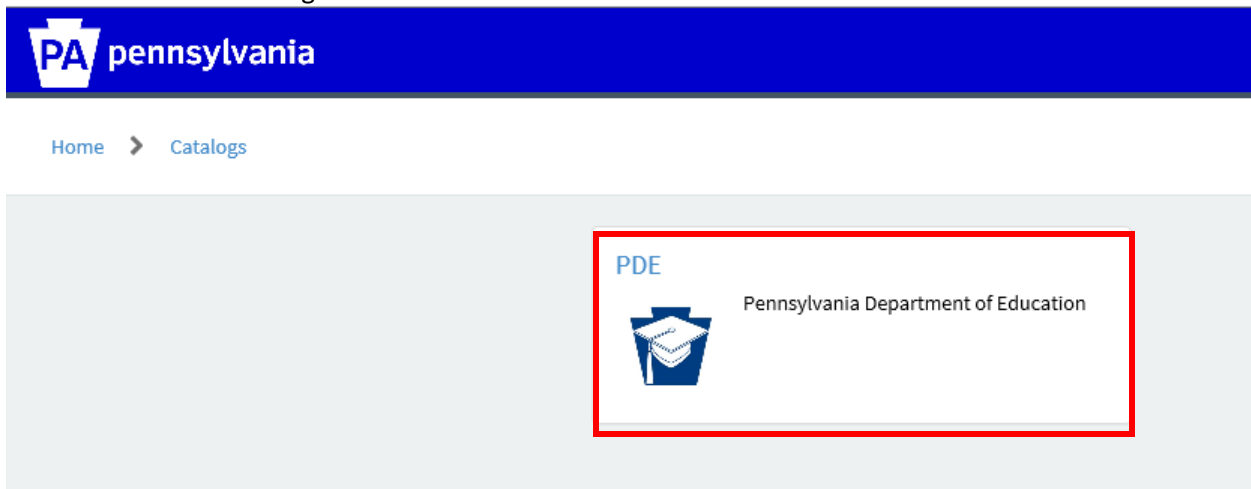
10. Select the Submit button



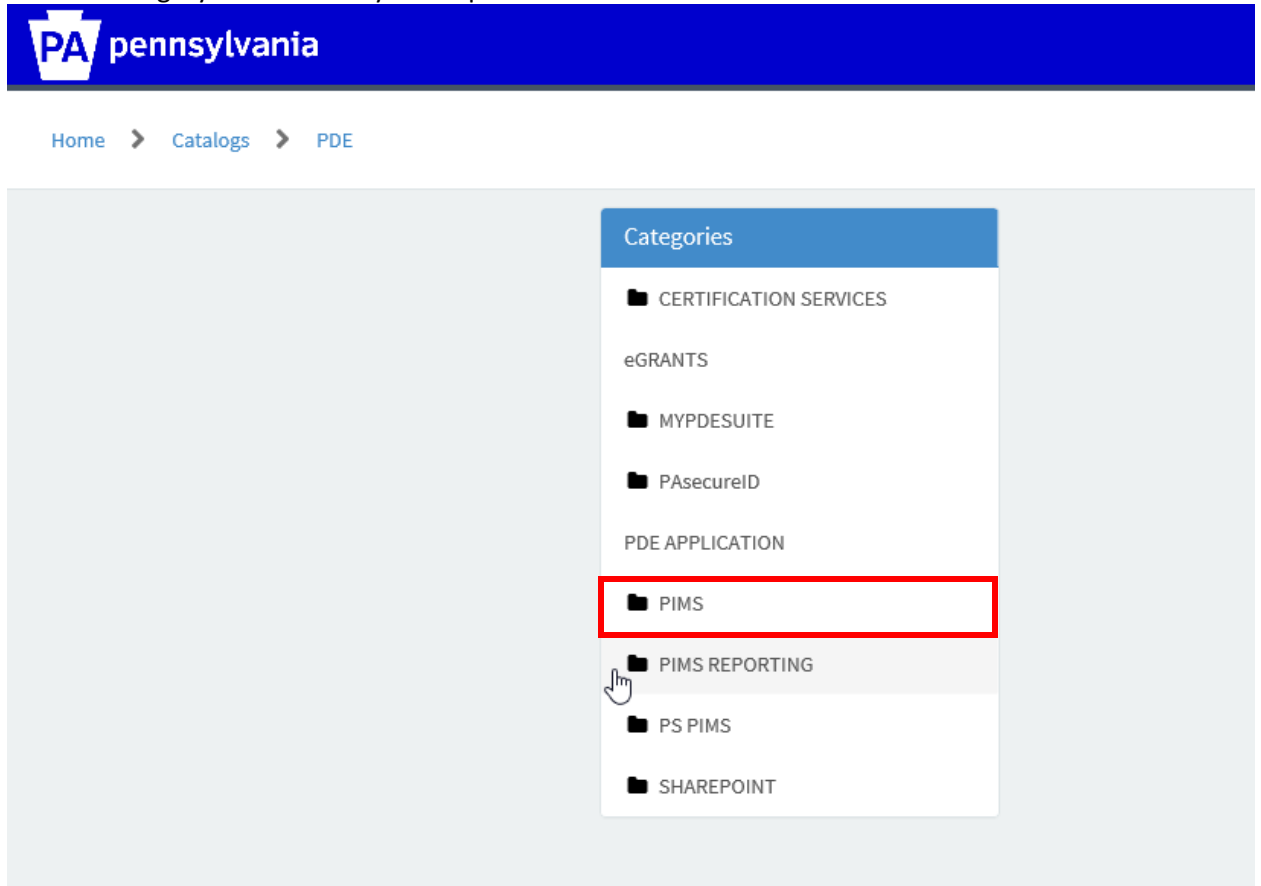
11. Select the Service catalog



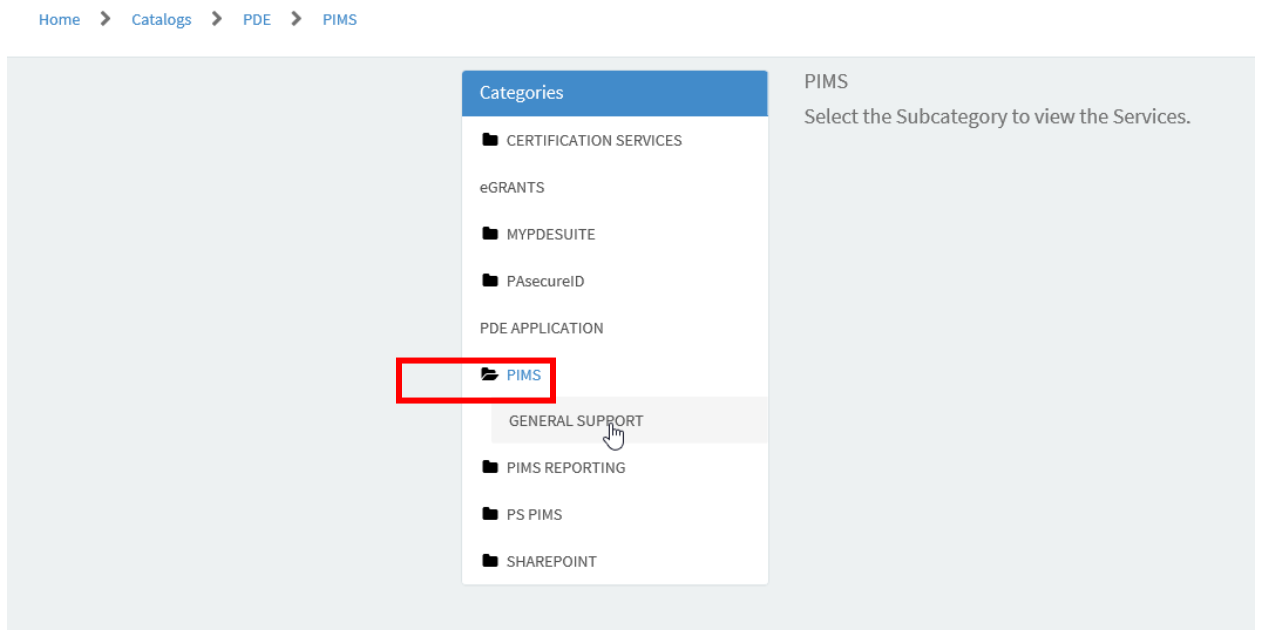
12. Select the PDE catalog



13. Select a category that best fits your request or issue



14. Select a sub category.



15. Select an item that appears from the sub category selection

The screenshot displays the Pennsylvania Service Catalog interface. At the top, there is a blue header with the 'PA pennsylvania' logo on the left and navigation links for 'Home', 'Knowledge', and 'Service Catalog' on the right. Below the header, a breadcrumb trail reads 'Home > Catalogs > PDE > GENERAL SUPPORT'. A search bar is located in the top right corner.

The main content area is divided into two sections. On the left is a 'Categories' sidebar with a blue header. It lists several categories: 'CERTIFICATION SERVICES', 'eGRANTS', 'MYPDESUITE', 'PAsecureID', 'PDE APPLICATION', 'PIMS', 'GENERAL SUPPORT' (which is highlighted in blue), 'PIMS REPORTING', 'PS PIMS', and 'SHAREPOINT'. On the right is the 'GENERAL SUPPORT' content area, which contains four service cards: 'Override Request', 'Upload Support', 'Training/Documentation', and 'Deletion Request'. Each card has a 'View Details' button below it. The 'Deletion Request' card is highlighted with a red rectangular border.

16. Click Incident, complete the form and submit.

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

Examples:

- Password resets
- Ordering a laptop
- Installing software

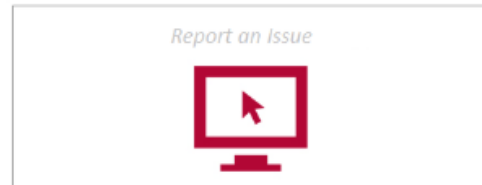


To submit a Service Request, provide the details below and click Submit.

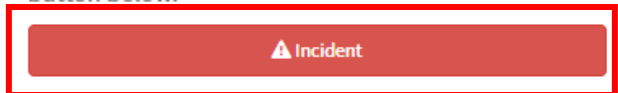
Incidents are unplanned interruptions to an IT service or a reduction in the quality of an IT Service, such as a break/fix issue that needs to be resolved.

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