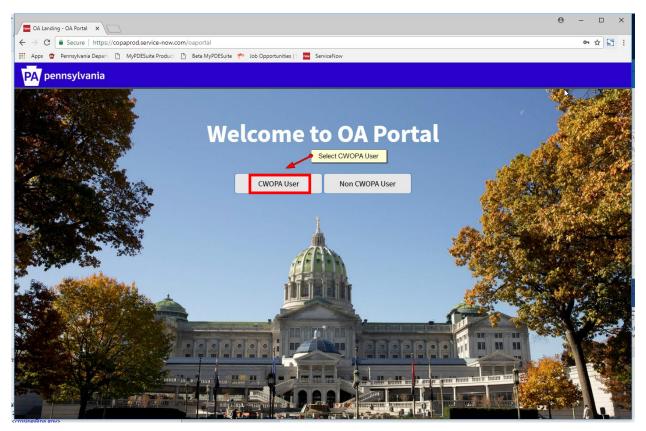
How to Submit a Help Request for CWOPA users

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



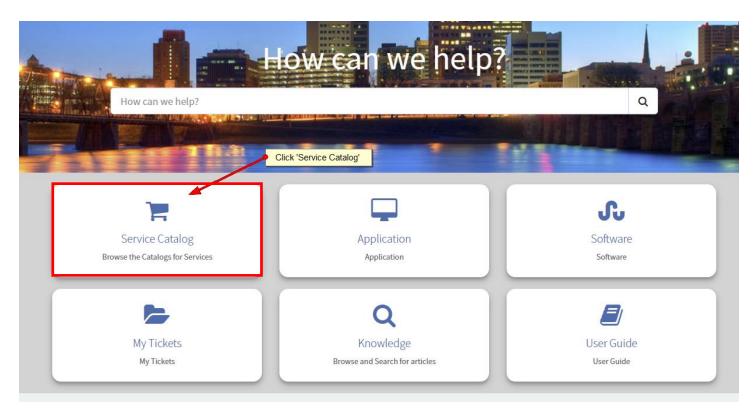
3. Click 'Use external login'

Login		×
User name		
Password		
Remember me		
	Login	
Use external login	Click 'Use external	login'

4. Enter your CWOPA User ID, then click Submit

Welcome to OA Portal	
CWOPA User Non CWOPA User External login	4
User ID	
Submit	
Use internal login	

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.

Home > Catalogs > PDE > SERVIC	2. Select appropriate Service	Searc	:h	Q
Categories	SERVICE			
AGENCY ADMIN	CONNECTIVITY	INTERNET	INTRANET	
APPLICATION				
CERTIFICATION SERVICES				
eGRANTS	View Details	View Details	View Details	
HARDWARE				
INQUIRY/HELP	MAPPED DRIVE	User Account	VPN	
MYPDESUITE				
NETWORK				
SERVICE	View Details	View Details	View Details	
WIRELESS				
PAsecureID				
PDE APPLICATION				
PDE Website	1. Select appropriate Category			
PIMS				
PIMS REPORTING				
PS PIMS				
SHAREPOINT				

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

Home > Catalogs > PDE >	SERVICE > User Account		Search
	Service Requests are formal requests from a User for something new to be provided. Examples: 9 Password resets 9 Ordering a laptop 9 Installing software Request a Printed Copy Example Copy Example Copy To submit a Service Request, provide the details below and click Submit.	Incidents are unplanned in service or a reduction in the such as a break/fix issue the Examples: • Issue with laptop or sof • Broken printer • Application not loading Report an Issue • • • • • • • • • • • • • • • • • • •	e quality of an IT Service, at needs to be resolved. ftware g properly re et, click the Incident
	User Account		
	Caller		v
	Alternate Contact		*
	Request Description None		• •
	Short Description Batal Description		