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 CWOAP User" button
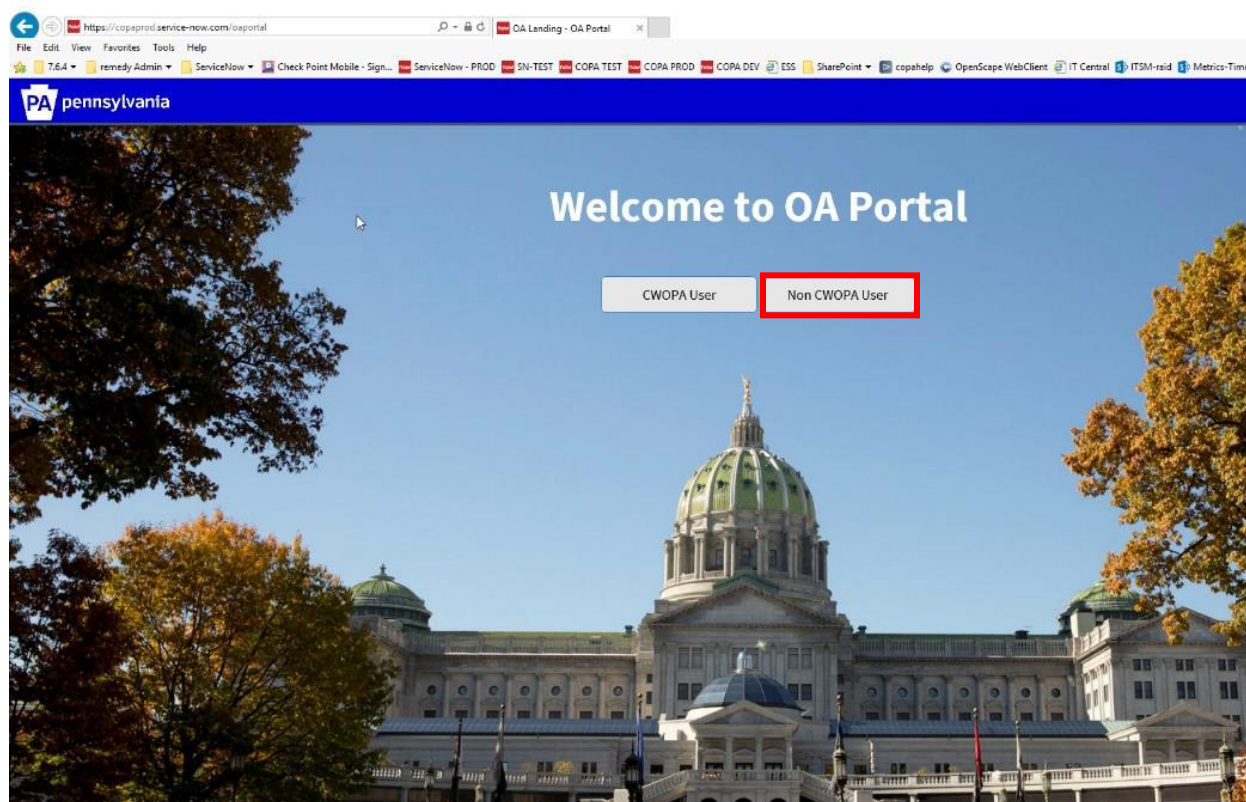
3. To register as a new user, select the new user link.
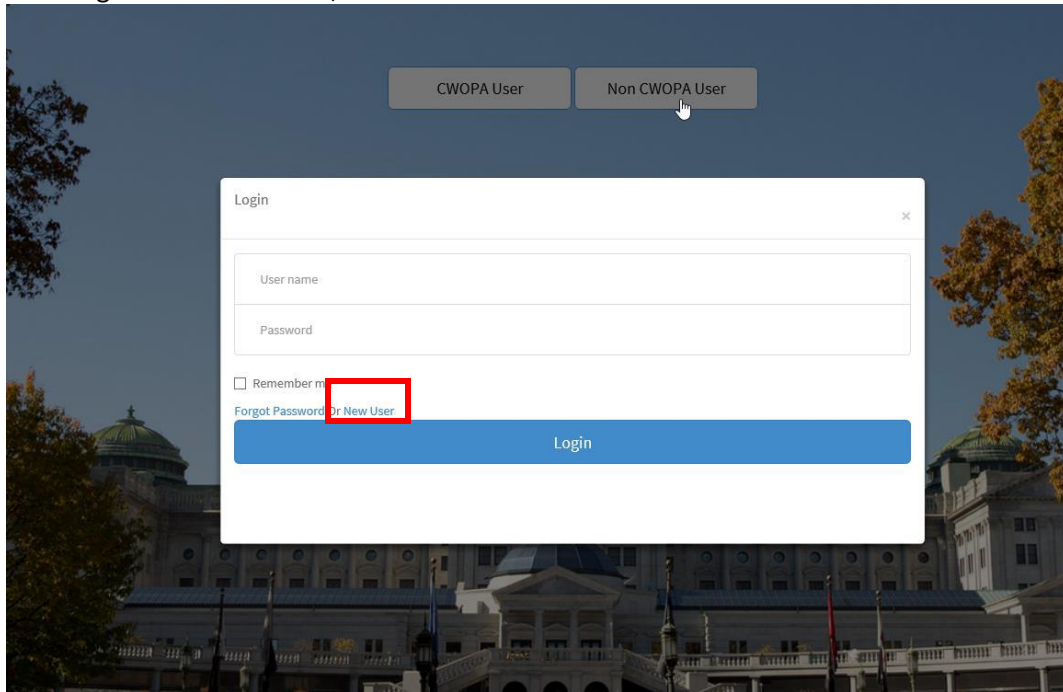
4. Fill out the Self registration form, then Select the register button.

Self Registration

First Name *

👤 | testy

Last Name *

👤 | test

Email *

👤 | test@gmail.com

Contact Number *

👤 | 7175551212

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 *

👤 testy

Last Name

👤 tes

Message from webpage ✕

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

OK

Email *

👤 tes

Contact Nu

👤 7175551212

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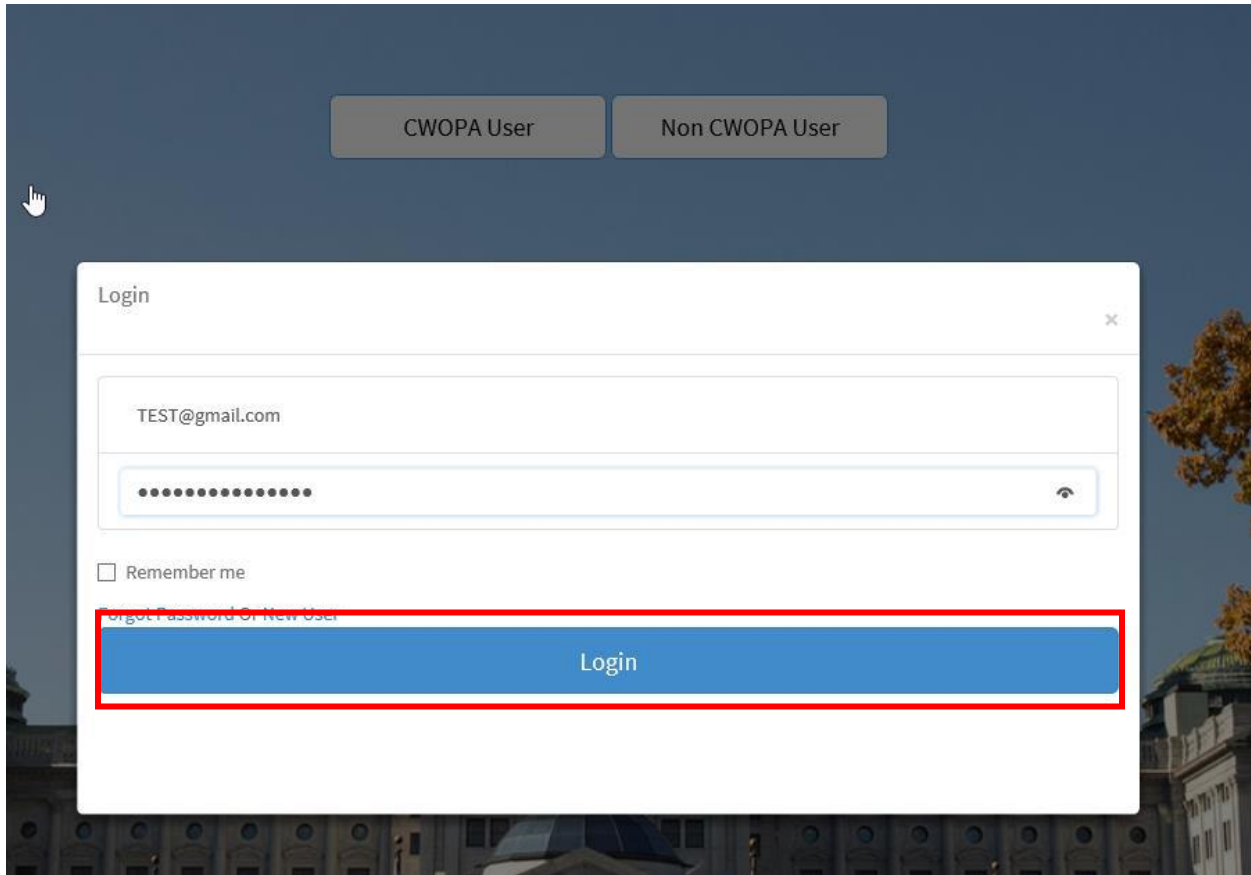
## Self Registration

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
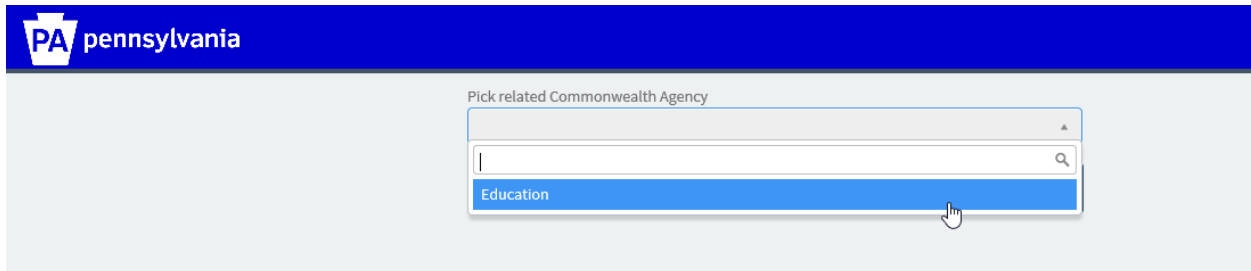
Register   Click here to Login

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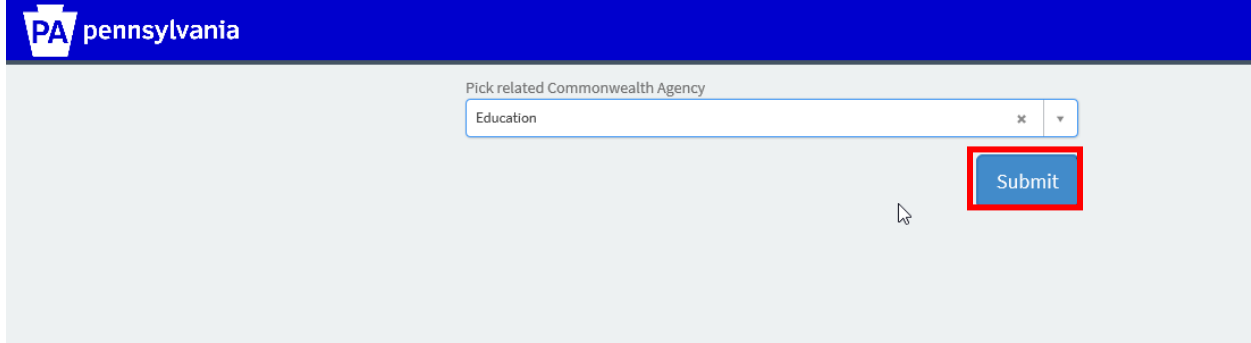

8. Once logged in user should see an option to "Pick related Commonwealth Agency" Choice list
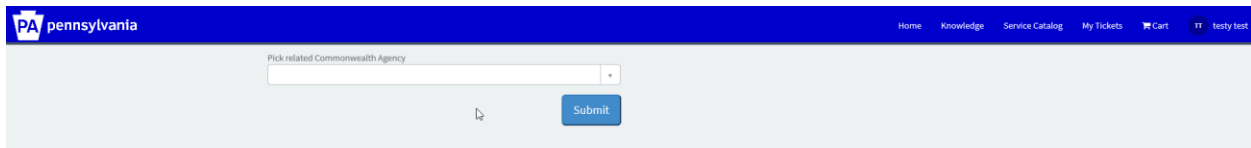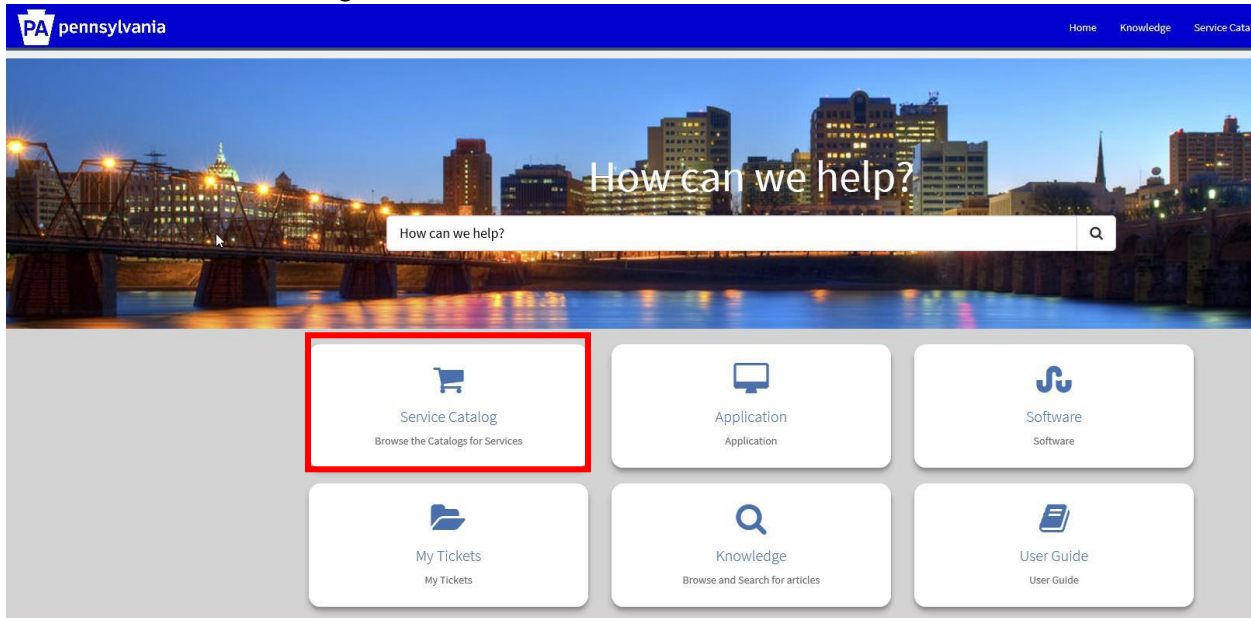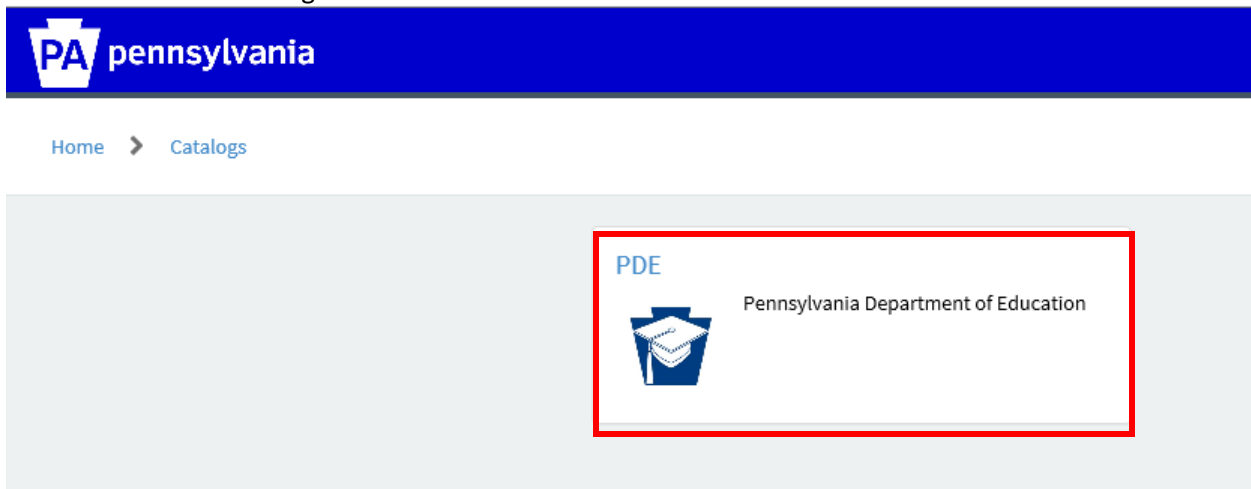

9. Select the Education value
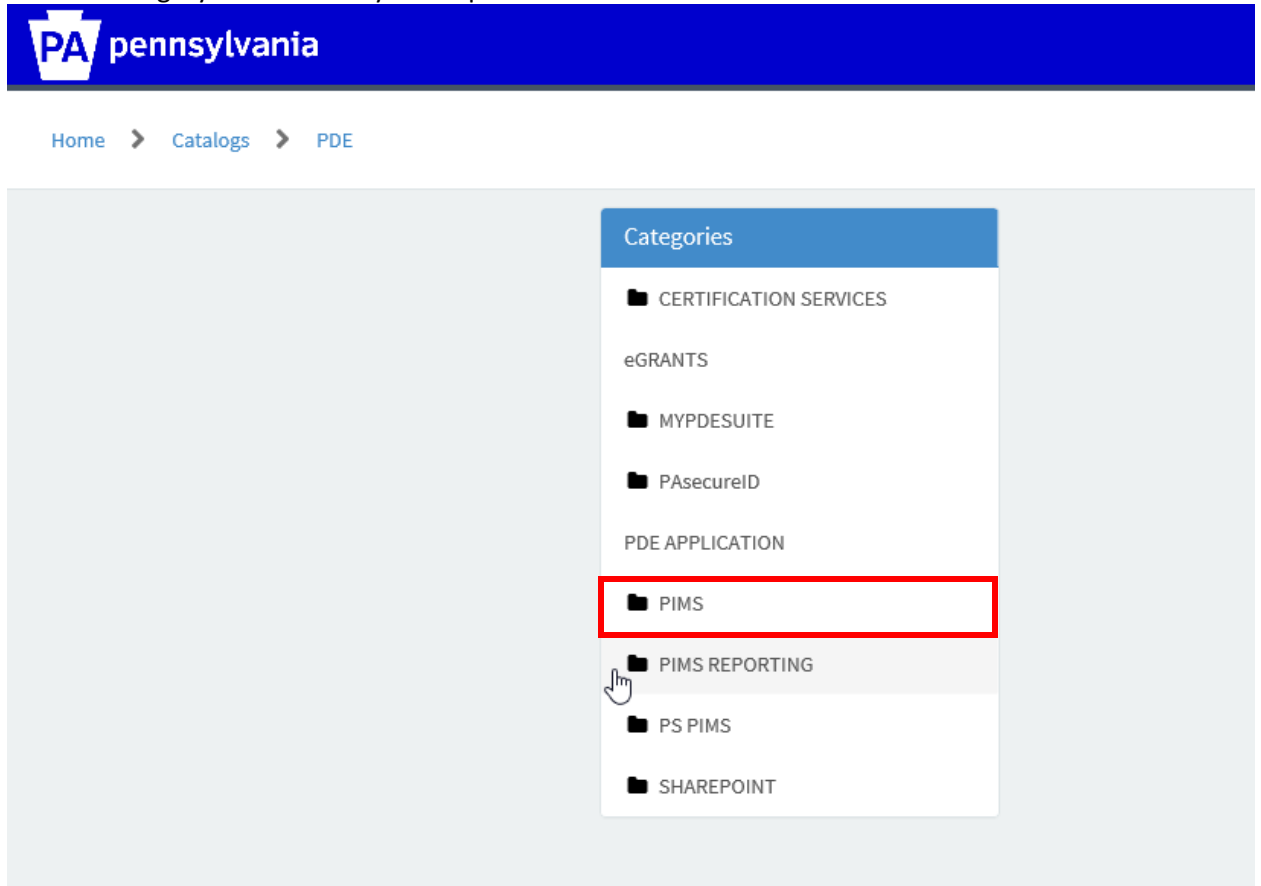
10. Select the Submit button
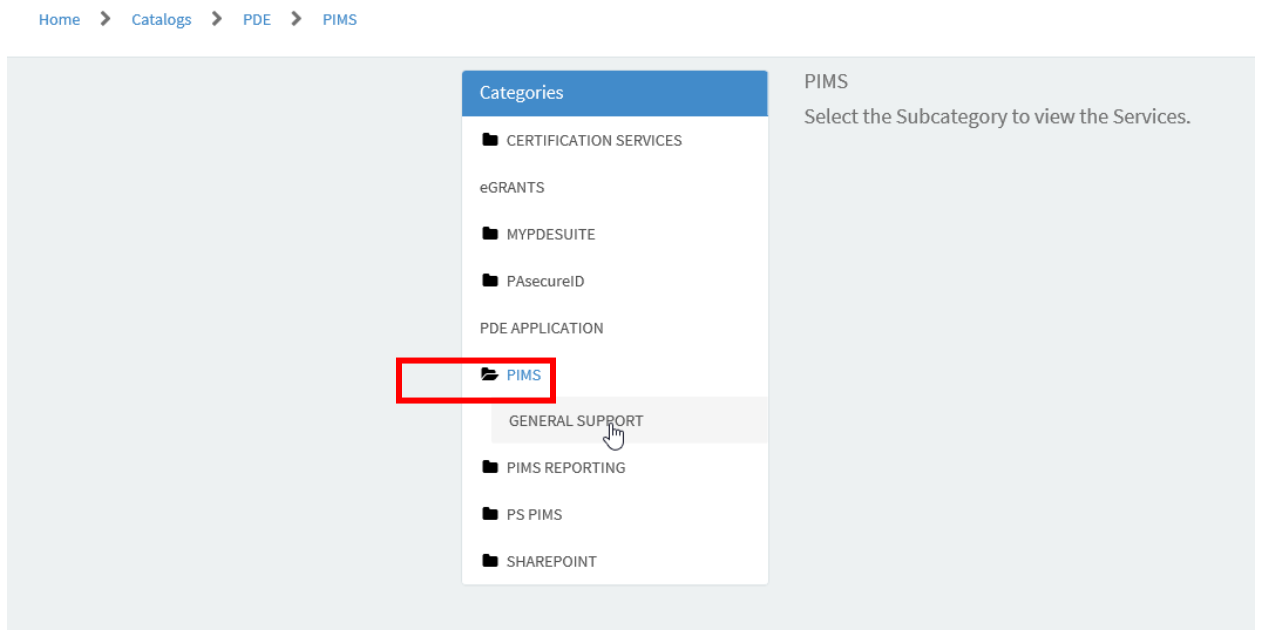

11. Select the Service catalog

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

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
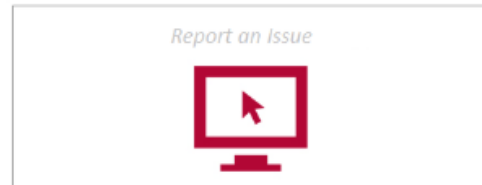
Request a Printed Copy

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**
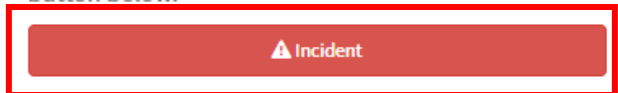
Deletion Request

Caller

Location

Alternate Contact

* Request Description

-- None --

* Short Description

* Detail Description

Submit   Add to Cart

⬭ Add attachments