



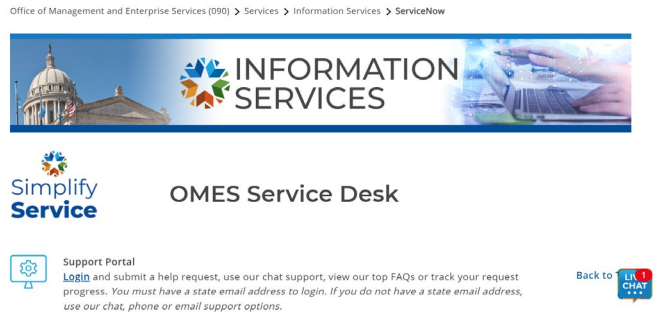
OMES Support Portal user guide

Overview

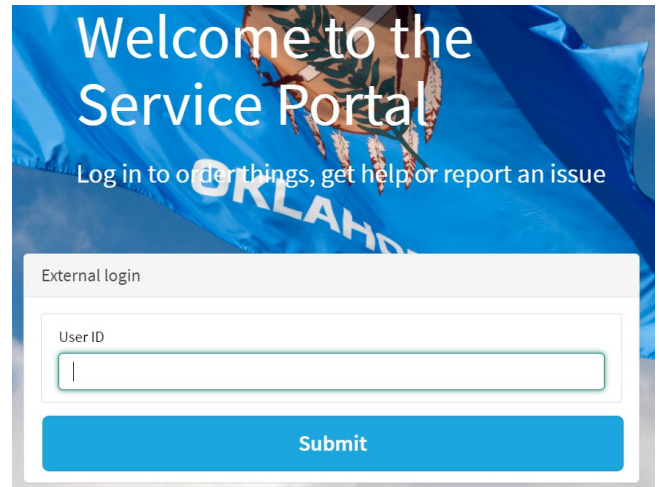
The support portal provides a one-stop support shop for a state customer to submit service requests, report an outage or issue, chat with a technician, check the progress of current requests and more. This guide explains how customers can use the portal to meet their needs.

Steps

Step 1: Go to oklahoma.gov/servicedesk and select **Login**.



Step 2: The ServiceNow login page will appear. Enter your state email address and select the **Submit** button.



Step 3: Login with your organizational account.



Sign in with your organizational account

[Sign in](#)

- The OMES Service Desk home page appears. The **Oklahoma** link in the top left corner is a home button that will return you to this page.



How can we help you?

 Password Reset Quickly reset your passwords and regain access to critical systems.	 Help Request a service or report a problem and track progress.	 Employee On and Offboarding Complete the onboarding or offboarding request form.
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Step 4: The navigation bar is in the top right corner of the screen. It provides quick access to the live chat feature, the knowledgebase, the service catalog, the user's requests and system status. This guide discusses the Chat, Catalog, Requests and System Status in more detail later.

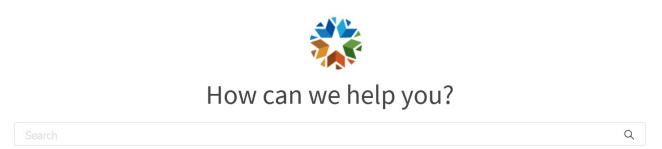
- Select **Knowledge** to access the knowledgebase. It features categories of service areas on the left and related articles on the right.

Chat Knowledge Catalog Requests System Status


Home > Knowledge Base

Categories <ul style="list-style-type: none">Account ManagementApplication Access/ImplementationApplication ServicesCablingCommunication & Collaboration	Top Rated Articles <ul style="list-style-type: none">What is Zscaler? ★★★★☆ Most Viewed Articles <ul style="list-style-type: none">EBD or BAS Password Reset 👁️ 17 Views
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Step 5: Beneath the navigation bar is the search bar. Enter your search criteria and click the **Submit** button to search the support portal. You may refine your search to just the knowledgebase or the service catalog.




Step 6: The Password Reset box provides quick access for a user to reset their password for several critical systems.



Password Reset

Quickly reset your passwords and regain access to critical systems.

[Microsoft Office 365](#)
[Employee Self-service](#)
[LEARN](#)
[Benefits \(BAS\)](#)
[Financials \(PeopleSoft\)](#)



Help

Request a service or report a problem and track progress.

[Something Broken?](#)
[Need Something?](#)
[See Request Progress](#)

Step 7: The Help box allows the user to report a problem, request a service or track the progress on an open request.

- Select **Something Broken?** to create an incident and submit it to the OMES Service Desk.

* Indicates required

Create Incident

Create an Incident record to report and request assistance with an issue you are having

Request assistance with an issue you are having. An incident record will be created and managed through to successful resolution. You will also be notified of the progress.

* Short description

- Select **Need Something?** to create a generic service request and submit it to the OMES Service Desk.

* Indicates required

OMES Generic Request

Submit help request.

* Requested For

- Select **See Request Progress** to view your open requests.


My Requests

[OMES Onboarding Request](#)
REQ0010088 • 6d ago

[OMES Onboarding Request](#)
REQ0010085 • 6d ago

Step 8: The Employee On and Offboarding box allows the user to complete and submit request forms for onboarding and offboarding.

- Refer to the **Onboarding User Guide** for assistance in completing the onboarding form.




Employee On and Offboarding

Complete the onboarding or offboarding request form.

[Employee Onboarding](#)
[Employee Offboarding](#)

Step 9: The System Status box allows the user to view the OMES IS Outages page, view scheduled maintenance and report an outage.

- Select **View System Status** to view the OMES IS Outages page, containing current outages and recently restored outages.
- Select **View Scheduled Maintenance** to view the OMES IS Alerts page, containing upcoming and recent scheduled maintenances.



System Status

View and report issues and outages for state systems as well as schedule maintenance.

[View System Status](#)
[View Scheduled Maintenance](#)

- Select **Report Outage** to report an outage of a service or an application to OMES.

* Indicates required


Report Outage

Report an outage of a service or an application.

Report an outage of a service or an application. Please issues please use the "Create a New Incident" item.

Step 10: The Computers box allows the user to order new devices and accessories, refresh devices, request help for a device and request software approval.

- Select the **Order New Devices and Accessories** link to access the DSO portal and order a new workstation and/or accessories.
- Select the **Refresh Device** link to access the DSO portal and refresh your current workstation.
- Select **Request Help for Device** to request assistance with your device.
- Select **Software Approval Request and Install** to create a service request for software approval and submit it to the OMES Service Desk.




Computers

Order new or request help with devices and accessories.

[Order New Devices and Accessories](#)
[Refresh Device](#)
[Request Help for Device](#)

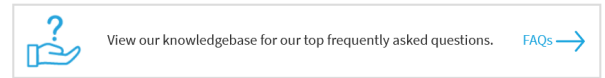
Step 11: The Application Access box is dedicated to OMES' top applications. More information is coming soon.



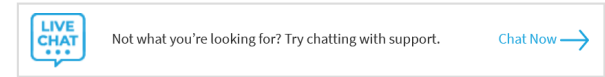
Application Access

Coming Soon!

Step 12: The FAQs box allows the user to access the FAQs within the knowledgebase.



Step 13: The Live Chat box allows the user to chat with a service desk technician.



- Select **Chat Now** to access the Live Chat window. Enter your first name and a brief description of how OMES can help and select the **Submit** button. A service desk technician will assist you with your problem.

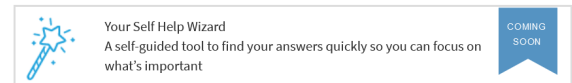


Thank you for contacting support. Please complete this form and click Submit. All chat conversations are recorded for quality and training purposes.

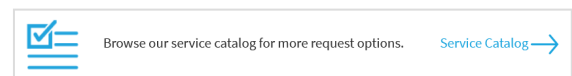
What is your first name? *

How can we help you? *

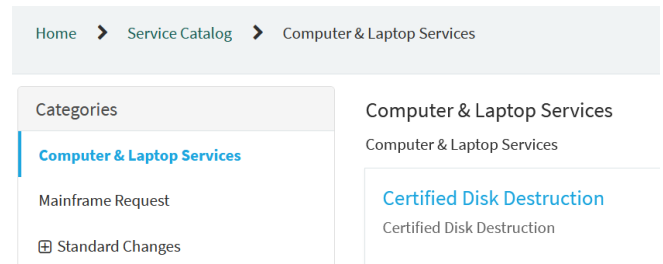
Step 14: The Your Self Help Wizard box is a self-guided tool for the user to find answers quickly.



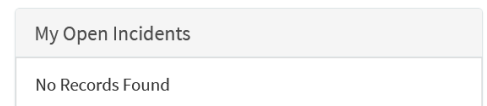
Step 15: The Service Catalog box allows the user to access the service catalog for more request options.



- Select the **Service Catalog** link to access the service catalog. Select the desired service area on the left under Categories. Then select the specific request on the right to create a service request.



Step 16: My Open Incidents, in the bottom left corner, displays any open incidents belonging to the user.



Step 17: The Current Status box displays the organization's current status regarding any outages.

