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](http://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.

- 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.

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.

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.

**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.

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

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

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.

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

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.

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

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.