



OKLAHOMA
Office of Management
& Enterprise Services

Tech Desk Quick Start Guide



OKLAHOMA
Office of Management
& Enterprise Services

At Your Service
Tech Desk

We are at your service to help with your technology requests. If you experience any issues, please contact the [OMES Service Desk](#).

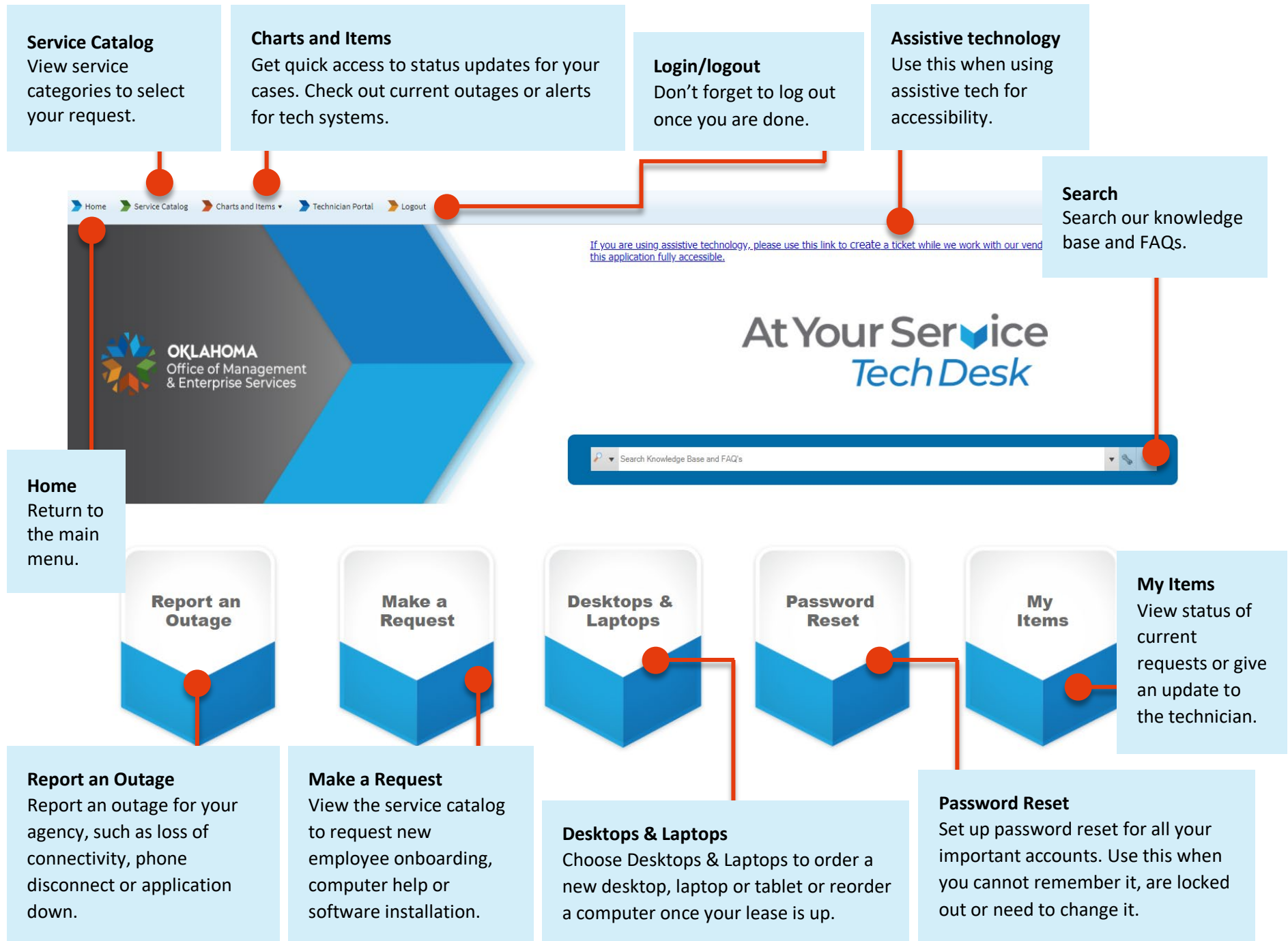
[Tech Desk](#)

servicedesk@omes.ok.gov

Local: 405-521-HELP (4357)

Toll-free: 866-521-2444

Tech Desk one-page overview



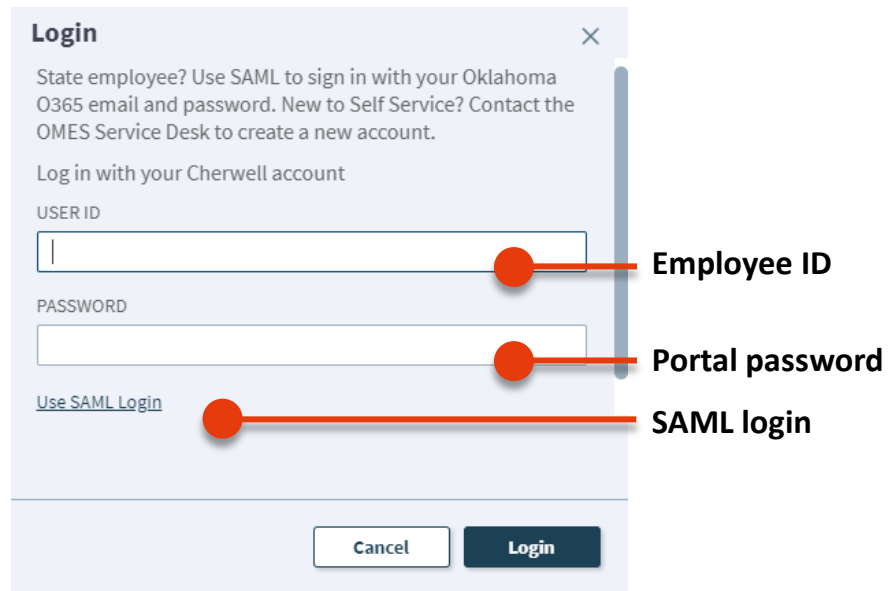
Login

Go to the [Tech Desk](#) and log in.

If you are one of our Microsoft Office 365 customers, you can log in with the SAML login link.

Or you can log in with your employee ID and portal password.

If you do not have a password, contact the OMES Service Desk and request a temporary password.



The screenshot shows a 'Login' dialog box with a close button (X) in the top right corner. The text inside the dialog reads: 'State employee? Use SAML to sign in with your Oklahoma O365 email and password. New to Self Service? Contact the OMES Service Desk to create a new account.' Below this is the instruction 'Log in with your Cherwell account'. There are three input fields: 'USER ID', 'PASSWORD', and a link labeled 'Use SAML Login'. Red lines with circular endpoints point from labels on the right to each of these three elements. At the bottom of the dialog are 'Cancel' and 'Login' buttons.

Employee ID

Portal password

SAML login

Main menu navigation

Once logged in, you will find the following main menu options.

- Report an Outage – Examples include loss of network connectivity, phone is down and application is not working.
- Make a Request – Examples include new hire onboarding case, help with my computer and software installation.
- Desktops & Laptops – Examples include order a new desktop, laptop or tablet or reorder a computer once your lease is up.
- Password Reset – Examples include cannot remember my password, locked out and can't change it, and need to reset it.
- My Items – Examples include status of current request, give update for technician and see agency requests.





Report an Outage

Select **Report an Outage**.

Enter a description of the outage, including what type of outage, what applications are affected, what processes and any other pertinent information, if known.

Report on how many users are affected and if it is preventing you from performing work.

Incident 1541092

Status: New



Amy

Phone: 405/65
Location: DATA CENTER
OMES 3115 N LINCOLN BLVD
OKLAHOMA CITY

Description:

|

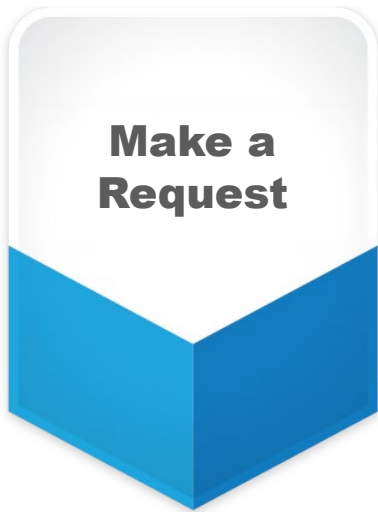


Is this affecting multiple users?

☐ Yes ☒ No

Does this prevent you from doing your work?

☐ Yes ☒ No




Make a Request

Choose **Make a Request**. View a variety of service categories. Select the category that best fits your tech request.

Can't find what you are looking for? Enter your request in the search bar.

Search can't find a match? Contact the Tech Desk by phone or email and we can help you navigate the request catalog.

Search

SEARCH: 

Application Access/Implementation
Granting Access to Applications utilized by the State.

Onboarding

Choose **Make a Request** and select Employee Support.

Select **Add/Change/Remove** and choose the **New Employee Onboarding** option.

Scroll down and complete the onboarding form. Refer to the onboarding form example for more information. The more information provided, the more likely our technicians can set up accounts and access appropriately. Select the submit your case button once form is completed.

Employee Support
New Employee Onboarding for IT Services, setting up phone and PC services. Moving existing equipment and updating employee...

Access & Passwords

From the homepage, choose **Make a Request**. Select the Access & Passwords tile to find many options to choose from.

Select the General Access Inquiry or Question tile if you have a general question about access for any of our main systems including Benefit Administration System, Peoplesoft, Learn and more. Provide a description of what you need and then submit the case.

Access & Passwords
Account, access and authority systems and services protect the State of Oklahoma information resources. Request new access,...




Desktops & Laptops


Choose **Desktops & Laptops** to order a new desktop, laptop or tablet or refresh/reorder a computer once your lease is up.


A new window will open to the ordering portal. Here, you can not only order devices but also track the status of orders and view a history of your previous orders.


NTT DATADSO 7.41 (TEST MODE), Database:


 **Nucleus**
Intelligent Enterprise Platform


[Home](#) > [Global Services Catalog](#) > [Track Orders](#)






 **Device as a Service**

 **Purchase New Device**
Allows you to purchase a new device and accessories

 **Refresh Device**
Allows you to refresh an existing device

 **Request Management for Existing Device**
Allows you to request management for an existing device.




Password Reset

Choose **Password Reset** to find the [password reset webpage](#).

From there you can reset your password for any of the following systems:

- Office 365 or computer password.
- Benefits Administration System.
- Employee Self-Service (PeopleSoft).
- Learn (State of Oklahoma Learn Center).




The State of Oklahoma
Password Reset


Contact the ServiceDesk!
Click here to submit directly to the OMES Service Desk.
Click to email at servicedesk@omes.ok.gov
Call (405) 521 2444 or (866) 521-2444.

Choose the system which you are needing access

Click to reset the login to your computer or to access email.

 Office 365 Computer

Click to reset your Benefits Administration System (BAS) password.

 Benefits (BAS)


Click to reset your Employee Self Service login for Peoplesoft.

 Core HR

Change your O365 account password or computer account password.


First time here? Sign up for Oklahoma O365 and computer password reset service.

Please Note:
If you are already locked out and have not signed up for this service yet, contact the [OMES Service Desk](#).

 Sign up for service.

Reset or unlock your Oklahoma O365 and computer password.

Already signed up for this service? Click below.

 Reset or Unlock my password.



My Items

Choose **My Items**.

View your open incident and service requests as well as any closed incidents or service requests.

Select an incident or request to find more information including technician notes, status or to leave a comment to update your open case.

My Items - Office of Management and Enterprise Services

My Items	
Open Incidents	0
Open Service Requests	1
Devices Assigned to Me	6

My Open Incidents and Requests				
	Type	ID	Created Date Time	Status
<input checked="" type="radio"/>	Service Request	1508619	12/11/2019 4:30 PM	In Progress

Charts and Items

Select **Charts and Items** located in the upper left corner of the homepage.

- Select **My Items** to view your current cases and status.

