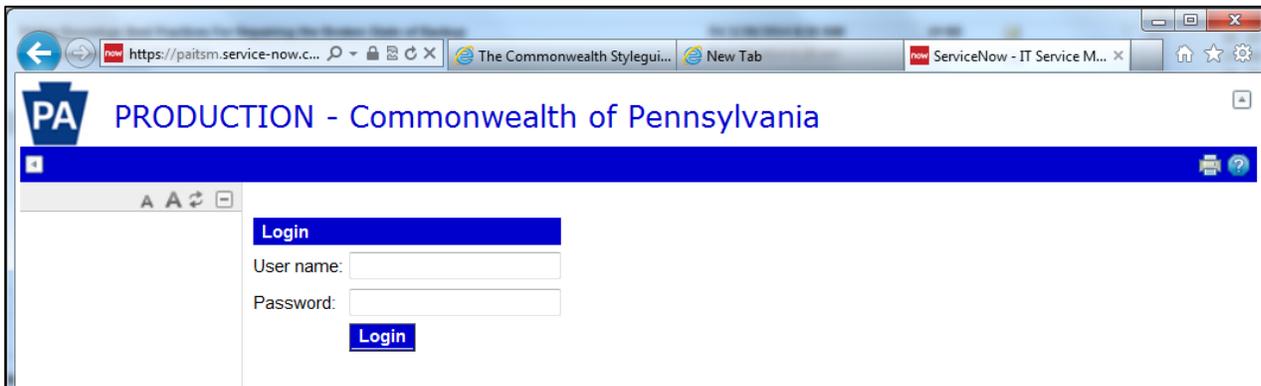


Requesting Assistance from the OA LAN Help Desk

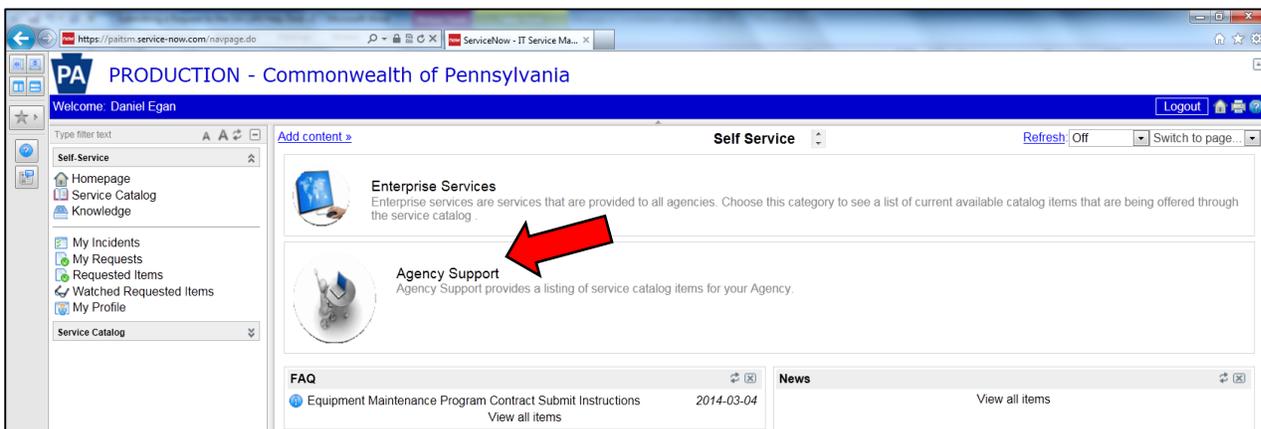
Employees of the Department of General Services, Department of State, Office of Administration, Office of the Budget, Pennsylvania Emergency Management Agency, Pennsylvania Historical Museum Commission and Pennsylvania Human Relations Commission receive IT support from the OA LAN Help Desk.

You can submit a request by calling 717-783-1087 or by going online. To submit a request online:

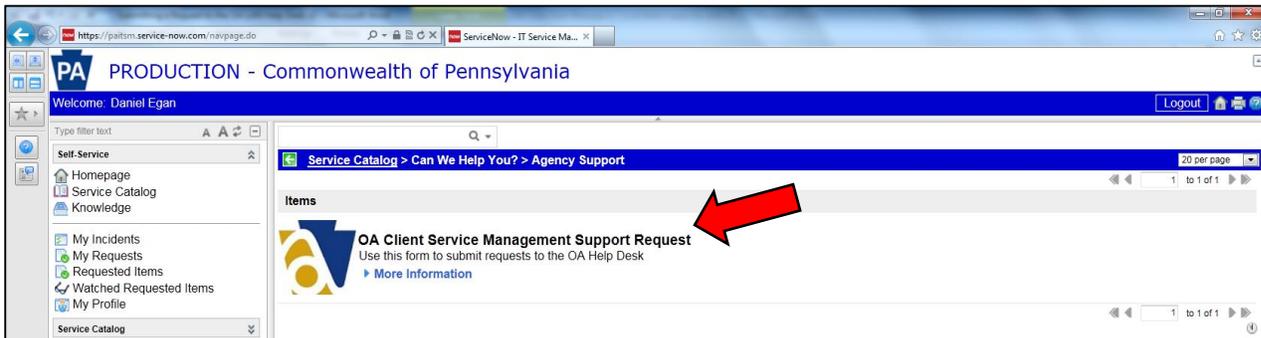
1. Go to <https://paitsm.service-now.com> and login with your CWOPA username and password.



2. Select **Agency Support** from the page.

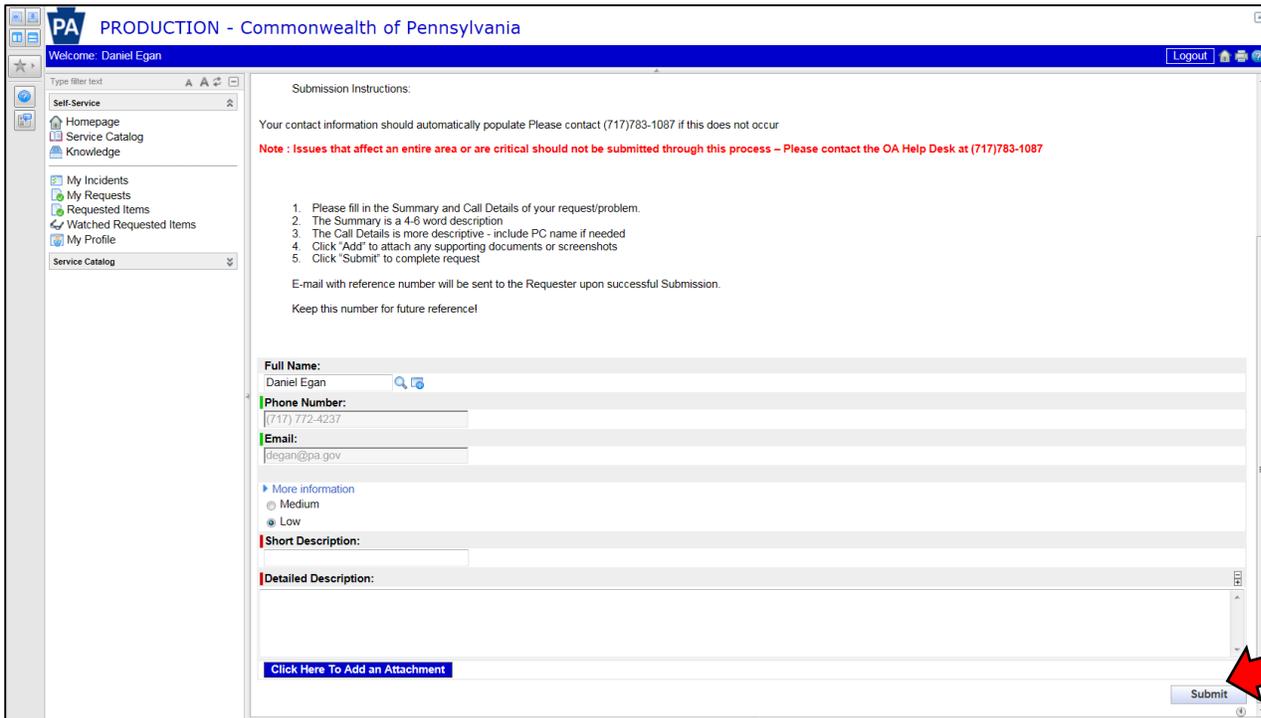


3. Select **OA Client Service Management Support Request**.



4. Follow the instructions on the page to complete the online form.

5. Select the **Submit** button when you are finished.



6. The system will send you a confirmation email that your request was successfully submitted.

7. To track the status of your request, select **My Incidents** from the left navigation menu.

