



**OKLAHOMA**  
Office of Management  
& Enterprise Services

## Tech Desk Quick Start Guide



**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](mailto:servicedesk@omes.ok.gov)

Local: 405-521-HELP (4357)

Toll-free: 866-521-2444

# Tech Desk one-page overview

**Service Catalog**  
View service categories to select your request.

**Charts and Items**  
Get quick access to status updates for your cases. Check out current outages or alerts for tech systems.

**Login/logout**  
Don't forget to log out once you are done.

**Assistive technology**  
Use this when using assistive tech for accessibility.

**Search**  
Search our knowledge base and FAQs.

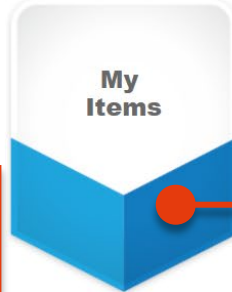
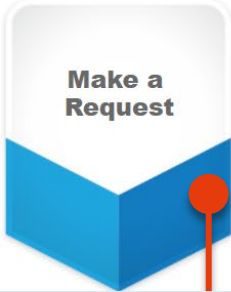
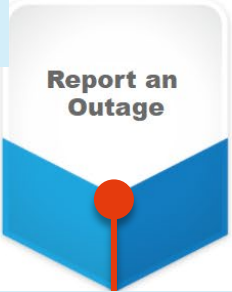


[If you are using assistive technology, please use this link to create a ticket while we work with our vendor to make this application fully accessible.](#)

At Your Service  
Tech Desk



**Home**  
Return to the main menu.



**My Items**  
View status of current requests or give an update to the technician.

**Report an Outage**  
Report an outage for your agency, such as loss of connectivity, phone disconnect or application down.

**Make a Request**  
View the service catalog to request new employee onboarding, computer help or software installation.

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

**Password Reset**  
Set up password reset for all your important accounts. Use this when you cannot remember it, are locked out or need to change it.

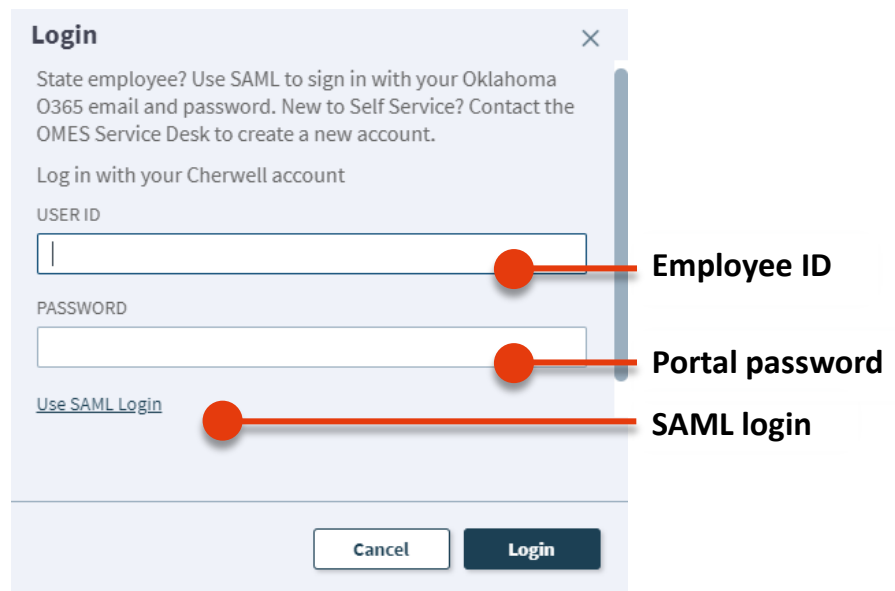
# Login

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.



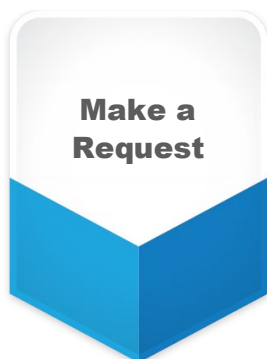
The screenshot shows a 'Login' dialog box with the following content:

- Header: Login (with a close button)
- Text: 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.
- Text: Log in with your Cherwell account
- Form fields:
  - USER ID: A text input field with a red dot and line pointing to the label 'Employee ID'.
  - PASSWORD: A text input field with a red dot and line pointing to the label 'Portal password'.
  - Use SAML Login: A link with a red dot and line pointing to the label 'SAML login'.
- Buttons: 'Cancel' and '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:

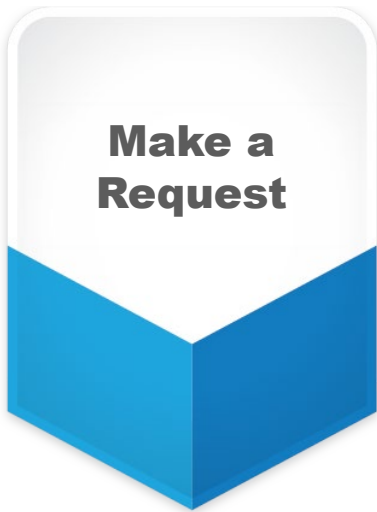


Is this affecting multiple users?

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 employe...

## 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.

The screenshot shows the Nucleus user interface. At the top, there is a red header with 'NTT DATA' and 'DSO 7.41 (TEST MODE), Database:'. Below this is a dark blue navigation bar with the 'Nucleus Intelligent Enterprise Platform' logo and a hamburger menu icon. The main content area has a breadcrumb trail: 'Home > Global Services Catalog > Track Orders'. On the right side of the breadcrumb trail is a grid icon. The main content area features a search bar with the placeholder text 'Search for a service...' and a close button. Below the search bar is a button labeled 'Device as a Service'. To the right of the search bar are three service cards, each with a monitor icon: 'Purchase New Device' (Allows you to purchase a new device and accessories), 'Refresh Device' (Allows you to refresh an existing device), and '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](#).

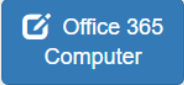
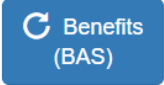

From there you can reset your password for any of the following systems:

- 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](mailto:servicedesk@omes.ok.gov)  
Call (405) 521 2444 or (866) 521-2444.

Choose the system which you are needing access

<p>Click to reset the logon to your computer or to access email.</p> <p></p>	<p>Click to reset your Benefits Administration System (BAS) password.</p> <p></p>	<p>Click to reset your Employee Self Service logon for Peoplesoft.</p> <p></p>
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Change your O365 account password or computer account password.

<p>First time here? Sign up for Oklahoma O365 and computer password reset service.</p> <p>Please Note: If you are already locked out and have not signed up for this service yet, contact the <a href="#">OMES Service Desk</a>.</p> <p></p>	<p>Reset or unlock your Oklahoma O365 and computer password.</p> <p>Already signed up for this service? Click below.</p> <p></p>
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## 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 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.

