

Help / User Support

Plant Maintenance (PM) Help:

Please Note: The Trainer Help Desk Phone (717) 512-4026 that was in service during end user training should no longer be used for PM Help Desk calls.

If you have questions or need help, please use any of the below help desk numbers for their respective areas.

Area	Hours of Operation	Phone #
1. Highway	8:00 – 4:30 (M - F)	(717) 265-7560
2. Equipment	7:00 – 4:00 (M - F)	(717) 265-7561
3. Signs	8:00 – 4:30 (M - F)	(717) 265-7562
4. Materials	8:00 – 4:30 (M - F)	(717) 346-9900
5. Finance	8:00 – 4:30 (M - F)	(717) 346-9901
6. Budget	8:00 – 4:30 (M - F)	(717) 346-9902

SRM Help:

[DGS Supplier Relationship Management Customer Support Center](#)

A Customer Support Center has been created as your one-stop shop for all your SRM questions. The goal is to provide you with accurate, comprehensive and timely answers to any SRM question you may have.

SRM Customer Support Center:

(717) 346-2676 (Local)

(877) - Help-363 (Outside of Harrisburg)

email: ra-srmhelp@state.pa.us

Help Desk:

End Users: For questions related to Procurement, Finance, Budget, or Business Warehouse or if you are an SAP user who is having single sign-on problems or SAP GUI problems, **Contact your agency Help Desk to submit a Remedy Ticket.**

A Word About Desktop Security

Please remember you should lock your workstation each time you are away from your desk to prevent unauthorized access to SAP (or any other application, for

that matter). With Single Sign On, the potential consequences of unauthorized access are more serious.

Agency Help Desks - help us help you. When you submit a Remedy ticket to SAP, please use the [SAP Help Desk Check List](#) - as your guide.

Need help with printing or connecting to SAP? Browse our website and as always if the provided documentation does not resolve the issue, **Contact your agency Help Desk to submit a Remedy Ticket.**

Need to change or add access to SAP?

Production User Request Form - [Updated, 09/14/06] - The online E-PAR application now serves as the Commonwealth standard for requesting and routing requests for the addition and deletion of SAP user roles.

The E-PAR application replaces all hard copy forms previously designed for this purpose. The entry page of the E-PAR application can be accessed at the following location: <http://oaiss.state.pa.us/par> . Individuals who request role updates as well as Agency Security Administrators who process them should contact their agency's HR office to speak with their PAR Coordinator for specific instructions on use of the E-PAR application. The E-PAR manual is located at the following location: http://www.hrm.state.pa.us/oahrm/lib/oahrm/applications/par/instructions/e-par_instructions.doc

SAP and Printing [Instructions for End Users to set their default printer]

For a user to set their own default printer, they should use transaction SU3 (or from the menu bar select System | User Profile | Own Data). Click on the Defaults tab, then specify the Output Device. Use the drop-down button, and the agency two-character abbreviation to select from a list. Make any other desired changes. Save changes (use CTRL-S; save button; or User menu | Save). A printer may also be specified when printing a report.

Assistive Technology Help- 717-214-6654

For questions relating to accessibility issues or assistive technologies (screen readers, magnifying software, voice input issues, navigation, colors, lost shortcuts, etc.).

Contact: Mike Miedlar (mmiedlar@state.pa.us)

Human Resources [ESS, Payroll & Travel]:

Employee Self Service (E S S) Center:

Local Harrisburg area: 717-346-5483

Outside the 717 area code: 1-866-ESS-COPA (1-866-377-2672)

The ESS Service Center operates from **7:30 am to 5:00 pm, Monday through Friday**. Trained representatives are available to assist with **non-travel** questions related to ESS.

To access ESS from Home, key in: www.myworkplace.state.pa.us from your browser. You will need to enter **cwopa\userid** and your cwopa password. **Please make sure you use the \ and NOT the / . The \ will be located above your enter key on your keyboard.** Your password will be the same as your login to your work PC.

Please NOTE: To access ESS from HOME, the only supported browser is Internet Explorer 5.5 SR1 or higher with an operating system of Windows 98 or above - PCs with MAC operating systems will **NOT** work! Also, **Netscape 6.X or above is NOT Compatible!**

To access ESS from work, key in: www.myworkplace.state.pa.us from your browser. No need to sign-in -- we are using single sign-on!

Commonwealth Payroll Operations (BCPO) Travel Help Desk for all travel related questions:

The Travel Service Center operates from **7:30 am to 4:00 pm, Monday through Friday.**

Local Harrisburg area: 717-346-3401
Outside the 717 area code: 1-800-824-0626
Email: co-travelaudits@state.pa.us

Help Desk/SAP Support for Travel - Tier I Assistance:

Bureau of Commonwealth Payroll Operations: (717) 346-3401 or Outside Harrisburg 1-800-824-0626 co-travelaudits@state.pa.us

Pay Statement-Related Questions, Contact your local Human Resources Office.

If you have an **HR or Payroll SAP role** and you need assistance, please contact **your agency's central HR office.** The HR staff will either provide the assistance needed or enter a Help Desk ticket. You should first research your issue in the **ESS Solutions Database**, at:

<<http://oaess.state.pa.us/Docs/ESS_Solutions/topform.asp>>.

If you are an **agency central HR office SAP user** who has been given authorization to enter **Help Desk Tickets** and your agency requires assistance, please enter a ticket into the HR/Payroll Help Desk. The website address is:
<http://oaiss.state.pa.us/HR-Pay_Help_Desk>