



24/7

Service Desk support connects you with technical experts from the Office of Enterprise Technology

How to contact the Service Desk:

Online
www.oet.state.mn.us

Email
Service.Desk@state.mn.us

By phone
651-297-1111
888-717-6638
(Greater Minnesota toll-free)

Providing quality support for customers is among our highest priorities at the Office of Enterprise Technology (OET). That’s why our Service Desk offers integrated support for all your technology needs. Our technology experts can troubleshoot issues to get you up and running quickly and can fill your service requests. You can reach the Service Desk online, by phone or by email and get timely responses 24 hours a day, seven days a week.

For new OET customers

Please call the Service Desk to set up a user account. Our friendly support staff can help you get a User ID and password. They’ll also send you a User’s Guide with information on the features and benefits of using the Service Desk.

Using the online Service Desk is easy

You can access our Service Desk online anytime to open an incident or to request services. Opening an incident in this way takes just a few minutes and gets a quick response. Your information is routed immediately to our support team and gives them the details they need to help you:

- Get technical support.
- Request new services
- Change existing services.
- View your invoices.
- Check the status of existing technical or service requests.
- Update your user profile.
- Change your password.
- Ask billing questions.

The Service Desk technical support team is available 24/7

Sometimes you need to talk to a technical expert right away. Please call the Service Desk if:

- You are a new customer.
- You need assistance using the Service Desk online.
- You do not have access to the internet.
- You have a service outage.
- Your request is urgent.

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For more information, please visit our website at www.oet.state.mn.us or contact OET Client Relations at 651-296-4466 oet.services@state.mn.us

Service Desk calling options

<p>When you call the Service Desk, there are four main options to choose from:</p>	<ul style="list-style-type: none"> • To reset a password, press 1. • For technical assistance, press 2. • Billing and Order Fulfillment, press 3. • For Conferencing Services, press 4.
<p>If you Press 1 for Password Resets, you have these choices:</p>	<ul style="list-style-type: none"> • For Service Desk password resets, press 1. • Desktop resets, press 2. • Mainframe, press 3. • Voicemail, press 4. • For all other password resets, press 5.
<p>If you press 2 for Technical Assistance, choose from these support options:</p>	<ul style="list-style-type: none"> • For video repair support, press 1. • Network support, press 2. • Voice and efax support, press 3. • System Operations, press 4. • Production Control and batch processing, press 5. • Enterprise email, e-licensing, and all other services, press 6.
<p>If you press 3 for Billing and Order Fulfillment, your options are:</p>	<ul style="list-style-type: none"> • To order new services or change an existing service order, press 1. • Accounts Receivable, press 2. • Information on an invoice or credit, press 3.
<p>When you press 4 for Conferencing Services, choices are:</p>	<ul style="list-style-type: none"> • For assistance with <u>video</u> conference scheduling, press 1. • To speak with someone about Audio or Webex conferencing, press 2. <ul style="list-style-type: none"> – To order Audio or Webex conferencing services, press 1. – For Audio or Webex technical support, press 2.

Need to open a Service Desk user account?

Forgot your User ID or password? Having trouble logging in?

Call the Service Desk at 651-297-1111 or call toll-free 888-717-6638 (Greater Minnesota).