



Ohio Mid-Eastern Regional Education Service Agency

2230 Sunset Blvd., Suite 2 Steubenville, OH 43952

Phone: 740-283-2050 - Fax: 740-283-1500

OME-RESA Support Cheat Sheet

Normal support issues (non-emergency) via the OME-RESA helpdesk via one of two methods:

1. Online web portal - <https://helpdesk.omeresa.net/helpspot/index.php?pg=request>
2. Emailing one of the following departments:

Administrative Services Support - adminhelp@omeresa.net	Cooperative Services Support – coop@omeresa.net
Data Integration Services Support - dataintegration@omeresa.net	EMIS Support – estaff@omeresa.net
Employee Kiosk Support – hrkiosk@omeresa.net	Fiscal (Classic) Support – fstaff@omeresa.net
Fiscal (Redesign) Support – fstaffr@omeresa.net	Gradebook Support – pbstaff@omeresa.net
INFOhio Support – sirsi@omeresa.net	Security Support – security@omeresa.net
SpS and IEP Anywhere Support - spstaff@omeresa.net	StudentInformation Support – daslstaff@omeresa.net
Technical Support – techstaff@omeresa.net	

Emergencies or if the issue is complex and needs to be explained over the phone during normal business hours (7:30 am-4:00 pm)

Call (740) 283-2050 and dial one of the department extensions:

Department	Ext.	Department	Ext.
Administrative Assistant and Billing Services	122	Cooperative or E-Rate Services	8
Executive Director or Assistant Director Office	3	Fiscal Services	7
INFOhio Services	9	Security Services	0
Student Services	6	Technical Services	5

Emergencies before/after hours (7:30 am-4:00 pm) or the weekends

Call 740-283-2050 and dial one of the emergency extensions:

- Technical Emergency = Ext. 118
- Application Emergency = Ext. 218