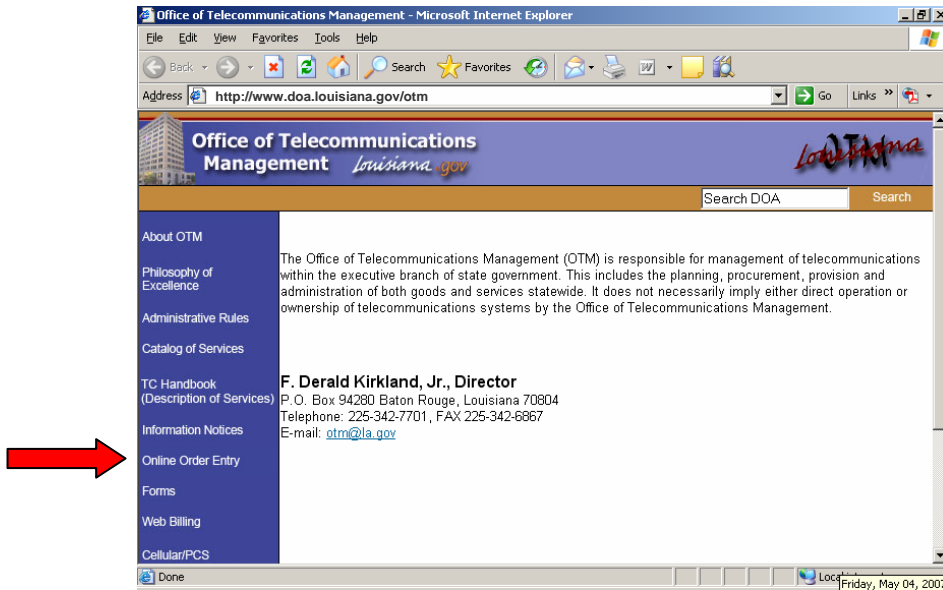


## Secure Portal and Online Order Entry on the Office of Telecommunications Management Website

Qualified agency telecommunication coordinators (TCs) are able to submit service order requests forms electronically to the Office of Telecommunications Management (OTM) via a secure portal on the website. If you do not have an ID for the order entry portal, contact Laura Root Matherne at 225-342-7723 [laura.matherne@la.gov](mailto:laura.matherne@la.gov).

The Online Order Entry Service is accessed by choosing the "Online Order Entry" button on the OTM website ([www.doa.louisiana.gov/otm](http://www.doa.louisiana.gov/otm)).



Once you have accessed the secure portal, enter your login ID and password and click the login button or press the enter key.

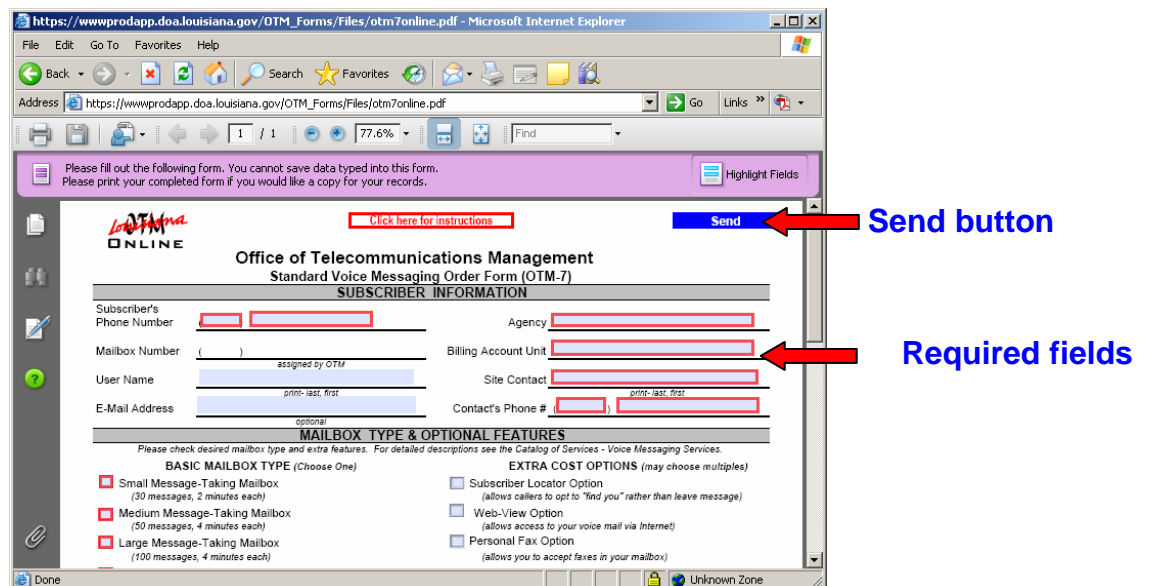


Click a form name to access the appropriate form.

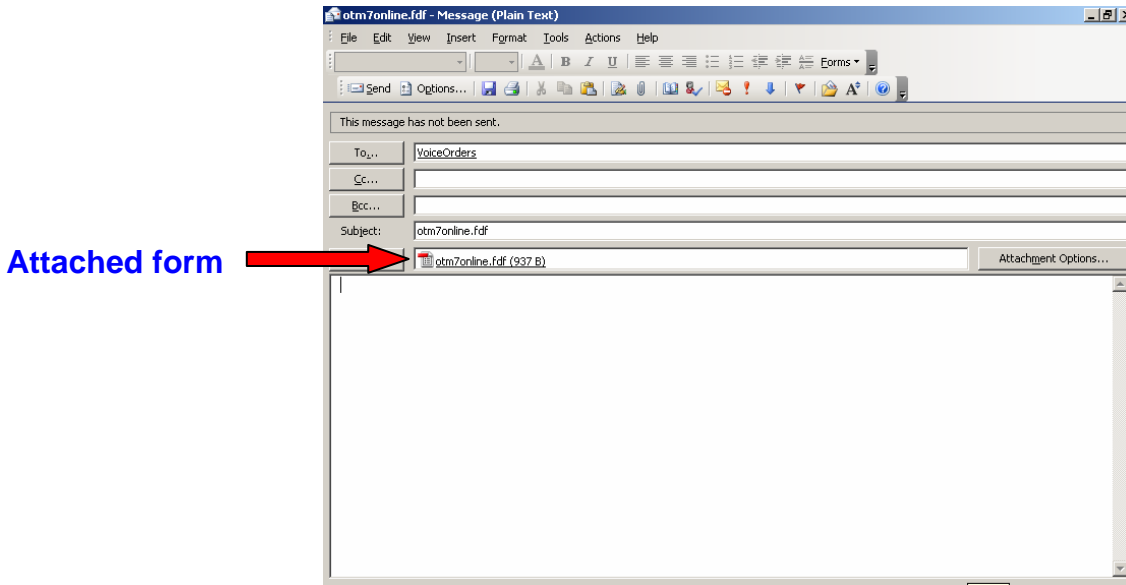


Fill in the required fields. Required fields are highlighted in red. If you do not fill in all required fields on the form, you will see this message, "At least one required filed was empty on export. Please fill in required fields (highlighted) before continuing."

Once all required fields have been completed and a copy printed for your records, click the Send button to submit the form to the appropriate section at OTM.



An email message to the appropriate people at OTM will be created. The message will contain the data from your form in an attachment.



If you forget to print a copy of your request, check your sent items folder for a copy. Because of differences in email platforms in use throughout the state, auto reply and confirmations functions may not be compatible. If you do not receive confirmation of the receipt of your request within five business days, please contact the appropriate section at OTM

To navigate between forms within the application, use your browser's back button.

If you have any problems with the secure portal or Online Order Entry service, call the OTM Help Desk at 225-342-7777.

TCs who wish to fax or mail service requests to OTM may continue to do so. Forms for this purpose may be accessed at [www.doa.louisiana.gov/otm/forms/contents.htm](http://www.doa.louisiana.gov/otm/forms/contents.htm).