

# How do I create an OIS Web HelpDesk Ticket?

## 1. Submitter Information

- In the Personnel Number field, enter your userid as appropriate.
  - **LaGov userid** - the letter “P” (must be a capital letter) and your 8 digit personnel number, i.e., P00123456;
  - **Non-LaGov userid** - the letter “H” and your 8 digit external person number;
  - **M ID** – the letter “M” followed by 8 digits number assigned.
- AGPS, AFS and CFMS users **must** also complete the **ISIS Userid** field.
- **Always** press Enter before proceeding. If Contact Information exists, it will default.

The screenshot shows the OIS Web Helpdesk form with three main sections: Submitter Information, Submitter Contact Information, and Ticket Information. The Submitter Information section is highlighted with a red box. Red arrows point from the Agency Number field in the Submitter Contact Information section to the text on the right, and from the 'Would you like to change or update your WebTicket Contact Information?' field to the text below it.

**OIS Web Helpdesk**

To Submit a Helpdesk Request, fill in the required fields and press the Submit button. \* indicates required fields

**Submitter Information**

**Personnel Number\*** (or M ID or H ID)  Press ENTER to retrieve contact information.  
(ex: P00000000)

ISIS Userid (ex: Z111Q11)

**Submitter Contact Information**

Agency Number  **Agency Name**    
**First Name\***   
**Last Name\***   
**Email Address\***   
**Phone Number\*** (  )  -  Ext.

Would you like to change or update your WebTicket Contact Information?  
 Yes  No

**Ticket Information**

**System\***   **Category**

**Problem Details\***    
(510 Character Max.)

**Reference Information**  (ex: Personnel # = 2297; Contract # = 561311; etc.)

[Problems submitting this ticket?](#)

Enter your **3** digit Agency Number. Do not enter the beginning '0', i.e., 123 not 0123.

Entry of contact information will be required only when you create your 1<sup>st</sup> ticket. After that, only populate these fields if the values have changed.

## 2. Submitter Contact Information

- If creating your 1<sup>st</sup> ticket, you must provide all contact information.  
**Note:** Enter either your 3 digit **Agency Number** or select **Agency Name** from the drop-down and the corresponding Agency Number will default.
- If any of the default values are not correct, delete and re-enter only those fields.  
**Note:** Indicate **YES** for the “ *Would you like to change or update your Web Ticket Contact Information?*” field.

## 3. Ticket Information

- Select **System** from the drop-down. Select **Category** if not displayed.
- Provide a **Problem Description**.
- **Reference Information** - provide the Personnel, Position, Org, Contract #, etc. of the record you need help with.

4. Click **SUBMIT**. Enter next ticket or click **CLOSE**, if finished.