

eCat Help Line Information

Hours of Availability and Level of Support

- The following Help Desks are available for support.
 - Office of Computing Services (OCS)
 - Office of Information Services (OIS)
 - Office of State Purchasing (OSP)
- Help Desks are staffed Monday through Friday, 7:30 AM – 4:30 PM, excluding state holidays.

Which Help Desk do you want?

For Login Problems:

If you are a/an:	Call:	Email
AGPS Administrator or User	OCS Help Desk – (225)-342-4730	
Non-AGPS Administrator	OSP Help Desk – (225)-219-4692	OSP Help Desk
Non-AGPS User	Your Agency Administrator	
Seller Administrator	OSP Help Desk – (225) 219-4692	OSP Help Desk
Seller User	Your Seller Administrator	

If you are a/an:	Submit: (preferred method)	Call:
Internal Administrator, Vendor Administrator or Auditor	OIS Web Helpdesk ticket	AGPS Help Desk – (225) 342-2677

All Other Problems:

If you are a/an:	Submit: (preferred method)	Call:
AGPS Administrator or User	OIS Web Helpdesk ticket	AGPS Help Desk – (225) 342-2677
Internal Administrator, Vendor Administrator or Auditor	OIS Web Helpdesk ticket	AGPS Help Desk – (225) 342-2677

If you are a/an:	Call:	Email:
Non-AGPS Administrator or User	OSP Help Desk – (225-219-4692)	OSP Help Desk
Seller Administrator or User	OSP Help Desk – (225-219-4692)	OSP Help Desk