***HELPFUL HINT***

**OIS Web Helpdesk Ticket**

**Hints and Solutions**

---

**ISIS Help Desk**

*Questions can be directed in three ways:*

1. Web Ticket (Preferred Method)
2. Phone: (225) 342-2677
3. Email

**Phone**

- Select appropriate option from voice messaging menu:
  1. All Permissions/Security issues for all ISIS systems, Business Objects, LaPAC, eCat, and LEO
  2. Human Resources, Payroll or Timekeeper
  3. AFS, AGPS, CFMS or LaPAC
  4. Business Objects
  5. ISIS Travel
  6. LEO

**Email**

- Select the appropriate area for which assistance is needed:
  - AFS/IDS Help Desk
  - AGPS/CFMS/LaPAC/CAT Help
  - HR Help Desk
  - LEO Help Desk
  - Training Help Desk
  - Travel Help Desk
  - Ad Hoc Reporting/Security Help Desk

**Hours of Availability:**

- Staffed Monday through Friday, 7:30 AM - 4:30 PM, excluding state holidays
CORRECTING ERRORS

If you receive this error, change the "p" in the personnel number field to an upper case "P".
If you receive this error message, you have typed something in the Agency Name field and/or System field. Delete the typed text and use the arrows to make a selection from the pull down menu.
If you have any other errors when submitting a web ticket, please email the error message to LaGov - Enterprise Solutions.