How do I create an OIS Web Help Desk 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;
     - MID – 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.

   ![OIS Web Helpdesk Form](image)

   - **Submitter Information**
     - **Personnel Number** (or M ID or H ID)
     - **ISIS Userid**

   - **Submitter Contact Information**
     - **Agency Number**
     - **Agency Name**
     - **First Name**
     - **Last Name**
     - **Email Address**
     - **Phone Number**

   - **Ticket Information**
     - **System**
     - **Category**

   - **Problem Details**
   - **Reference Information**

2. **Submitter Contact Information**
   - If creating your 1st 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.