

## Submitting a Helpdesk Ticket

### Methods to submit a help desk ticket:

- Online portal: <http://otssupport.la.gov/>
- Email: [otssupport@la.gov](mailto:otssupport@la.gov)
- Phone: 225-219-6900

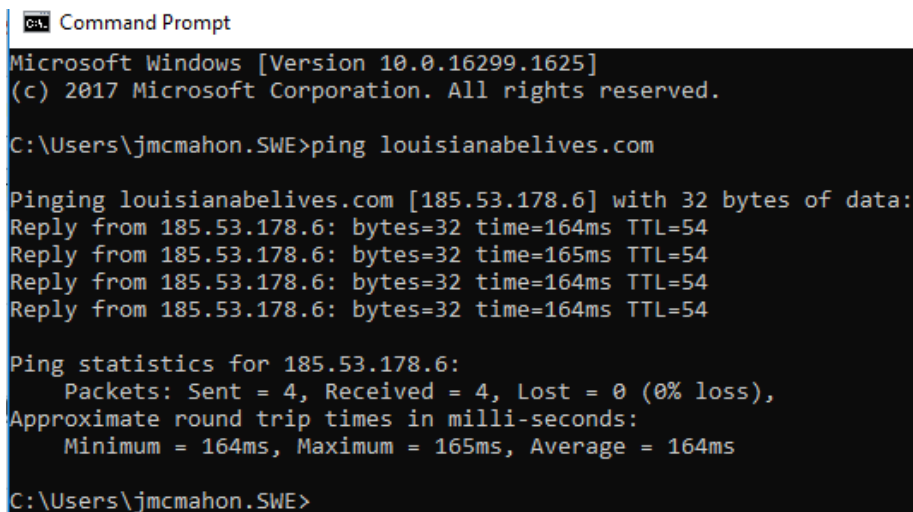
Include as much information in the ticket as possible, including both contact information and the issue you are having. Depending on the method of submission some of the contact information is automatically captured for you.

### Contact Information Needed

- Full name
- Personnel number
- Network user name (i.e. ldoe\jsmith, swe\P000112233}
- Current working location (i.e. home, state building)
- Office domicile location
- Best contact phone number
- Best email address to reach you at.

### Issue Details

- Clear description of what is not working, description of any error messages, screen shots of errors if available, impact to the user or known impact to other users.
- If applicable, name of the system that cannot be accessed.
- Is this occurring while on network at your agency, remotely or both?
- Is everyone have this problem? If not, who is not having this problem and how are they accessing the system? For someone that can successfully access the system are they at work or remote?
- If working remotely are you connected to VPN? If not connected to VPN try connecting to VPN and accessing the system or the function you are trying to perform.
- If connected to VPN, which one? Cisco AnyConnect or GlobalProtect? Make sure you are only connected to one VPN. The preferred VPN connection for end-users is GlobalProtect.
- Provide the IP of the user trying to access the system. This can be obtained by using the PC-Info icon on your desktop or google 'what's my IP'.
- If applicable, provide the URL and IP of the site you are trying to reach.
- To obtain the system IP open a command prompt and ping the sight you cannot reach. In this example the command was 'ping louisianabelives.com'. Do not include https:// in the command. Screenshot the results and attach to your ticket.



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Command Prompt
Microsoft Windows [Version 10.0.16299.1625]
(c) 2017 Microsoft Corporation. All rights reserved.

C:\Users\jmcMahon.SWE>ping louisianabelives.com

Pinging louisianabelives.com [185.53.178.6] with 32 bytes of data:
Reply from 185.53.178.6: bytes=32 time=164ms TTL=54
Reply from 185.53.178.6: bytes=32 time=165ms TTL=54
Reply from 185.53.178.6: bytes=32 time=164ms TTL=54
Reply from 185.53.178.6: bytes=32 time=164ms TTL=54

Ping statistics for 185.53.178.6:
    Packets: Sent = 4, Received = 4, Lost = 0 (0% loss),
    Approximate round trip times in milli-seconds:
        Minimum = 164ms, Maximum = 165ms, Average = 164ms

C:\Users\jmcMahon.SWE>
```