



Help and Resources – Who do I contact for....

- **Online content issues?**

For all online content issues, content programming issues, courses not marking completion, virtual training, and online training resources contact Helpdesk-OSTCS@atf.gov. If the Help Desk can't assist you, your issues will be escalated to the next level of assistance.

- **Promotion Assessments?**

All issues pertaining to promotion assessments should be sent to:
HRPDAdvancedTrainingProgramsBranch@atf.gov

- **IOI OJT/CITP/Training Evaluations?**

All questions in reference to IOI OJT/CITP and training evaluations should be directed to:
HRPDLogisticsandOperationsBranch@atf.gov

- **Training Deferrals?**

Training deferrals are used when an employee is unable to complete mandatory training due to a temporary absence (e.g. *medical, military and mission*). A new policy will be coming out soon. If you require a deferral or have questions contact:

HRPDProfessionalTechnicalTrainingandDevelopmentBranch@atf.gov

- **Creating a new course/curriculum in JTMS?**

HRPDProfessionalTechnicalTrainingandDevelopmentBranch@atf.gov

If you are interested in adding a new course or curriculum in JTMS, contact

HRPDProfessionalTechnicalTrainingandDevelopmentBranch@atf.gov

You will be required to complete the item request form. Once the course/curriculum has been created, you will receive an Item ID specific to your course. Your office will then be responsible for managing the course within the JTMS.

- **Instructor Applications?**

For assistance with instructor applications, or an instructor's status contact

atfinstruc@atf.gov

- **Getting a completion recorded for in-person training?**

Contact the Training Records Manager that manages the program you are enrolled in. For a list of Training Records Managers, please see the link on the JTMS login page under Help and Resources.

- **Getting a completion recorded for Roll Call?**

Contact your Division [Training Coordinator \(TC\)](#). A list of TCs is located under Help and Resources on the JTMS login page.