Need Assistance?

If you are experiencing any issues with the JTMS please contact the ATF Help Desk by one of the methods below.

- o Phone number: 877-875-3723
- o Email address: Helpdesk-OSTCS@atf.gov
- o ESA Service Portal

The OST Customer Support Help Desk provides a reliable, secure, single point of contact for ATF users who experience problems with workstation equipment, application software, system access, password assignments, and other IT-related problems. Available from 7 AM to 7 PM, 5 days a week (weekends and holidays – emergencies only), the Help Desk provides service almost anytime.