

Duke Office of Information Technology

Report a Problem in the Labs

If the problem is URGENT, contact the Help Desk at (919) 684-2200, or by clicking the links at right.

Before reporting a problem, check [Lab FAQs](#) and [DUNK \(Duke University Networked Knowledgebase\)](#) for a solution.

If you can't find a solution in either place, [submit a Help request](#) (or case) to the Lab Technical Support Group, making sure to follow these steps:

1. Fill in all the contact information so the support group can get in touch with you if they need further information.
2. In the Details field, provide a *full description of the problem*, including the ID number of the computer, monitor or printer. The ID numbers are on the machines.
3. From the Technical Support Group list, select Cluster/Lab Support.
4. Click Submit.

Duke Office of Information Technology - www.oit.duke.edu - (919) 684-2200 - help@oit.duke.edu