

Who Ya Gonna Call?

(Stole this witty suggestion from David Hoover, TC for Krannert School of Mgmt. Thanks Dave.)

We in Desktop Computing Services have gone to great lengths to develop a streamlined process with which our customers can request assistance. This process bears many factors in mind and insures that our customers receive prompt technical assistance.

Email = itap@purdue.edu

(Caution: place only one address on the "To" line, "cc" all others)

Voice = 49-44000

a more direct route via our DCS Website

<https://www.itap.purdue.edu/help/support/desktop/index.cfm>

link in center of page:

[Report an Issue or Request Assistance](#)

Fill out this form for Computing Support:

(DCS Customers only please)

This form generates a formal request for assistance and places it into a ticket system which is closely monitored between 8 am and 5 pm, Monday through Friday. Please provide as much information as is needed and indicate the urgency associated. We address our requests on a first in/first out basis with prioritization given to urgency.