



COMPUTER SUPPORT REQUEST PROCEDURE

There are 3 different ways to submit a support request to OCF:

1. Through the **web based support system**:
 - a. To access this site you will go to <http://ocf.wustl.edu>, and select the OCF Support Tab
 - b. Someone from OCF will contact you in regards to your support request.
 - c. This request will only be available from WUCON and BJ networks.
 - d. This method of request is highly recommended especially for emergency/urgent support.

2. Via the **telephone** by calling:
 - a. 314-362-9740 (or 2-9740) during our business hours of 7:00AM – 5:00PM
 - b. 314-362-0267 after business hours
 - c. This method of request should be used when you are unable to submit an online request.

3. Via **email**:
 - a. Send your requested support need to OCFSupport@radonc.wustl.edu
 - b. This method of request should be used for lower priority request and when attachments need to be sent.