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](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](mailto:OCFSupport@radonc.wustl.edu)
   b. This method of request should be used for lower priority request and when attachments need to be sent.