

**All Users Please Note:**

There are 3 methods to Open a Trouble Ticket with IMD:

**METHOD 1 - PREFERRED:**

e-mail to: RWBAHC Helpdesk  
You will receive a Trouble Ticket # immediately .

**METHOD 2 - Phone IMD Helpdesk - 533-2674  
LEAVE VOICE MAIL.**

**METHOD 3 - Fill out a Blank Trouble Ticket Form in Room 1161.**

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The following Info/Format should be used in ALL 3 Methods:

**POC/Phone/Dept/Rm#**

**MMCN- Brief description of problem.**

**Include the ERROR MESSAGE you see.**

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IMD is not staffed with a permanent, full-time Helpdesk staff member, and we are currently understaffed 2 authorized technicians.

**Please Do Not Phone the IMD Techs' office lines to open a Trouble Ticket.**

**Thank you for your support,  
Robert D Lake  
C, IMD**