

# What should I have ready when I call the Owens IT Help Desk?

- Name
- Department
- Building and office room number
- Extension

For Toner orders, please also include:

- Lake Sticker number
- Printer Model Number (Ex. HP Laserjet + numbers or Canon Imagerunner + numbers)

We use this information to improve the service we provide to the faculty and students, and to help us determine if a problem is related to a specific area of the campus.

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Article ID: 191

Last updated: 27 Sep, 2013

Revision: 3

Information Technology Services -> Help Desk -> What should I have ready when I call the Owens IT Help Desk?

<https://www2.owens.edu/faq/entry/191/>