






Knowledgebase

Concerned about working or teaching from home?

Review our [working from home](#) guide!

Topic Categories		
 Account and Passwords	 Email	 General Computing
 Information Security	 Network and Wireless	 Research Computing
 Software		 The TechDeck & Computing Labs

Having problems with your computer or mobile device? Need to have to have new software installed?

The TechDeck offers a variety of services to faculty, staff, and students which can help solve these issues and many more. [You can review our full service catalog online](#) .

You can contact the Lerner IT team in one of the following ways:

<h3>Online</h3> <ul style="list-style-type: none">• Fill out our webform• Click submit• This will generate a help request within our system and we will reach out to you as soon as possible.	<h3>Email</h3> <ul style="list-style-type: none">• Email us at lerner-support@udel.edu• The subject line should be the topic of your issue, a short description of the problems you are having.• In the body of the email, please include as much information about the issue as you can. Screenshots and error messages will always make it faster for us to help you.• This will generate a help request within our system and we will reach out to you as soon as possible
<h3>Phone</h3> <ul style="list-style-type: none">• Our phone is staffed between 8am and 10pm on M-Th, 8am-5pm on Friday and 12pm-5pm on Sat /Sun.• Call 302-831-6482 to speak to a technician.• You will need to provide us with your name, email address and return contact number.• If possible, our technician will work with you over the phone to solve your issues.	<h3>In Person</h3> <ul style="list-style-type: none">• Simply stop in to the TechDeck during our operating hours.• An up-to-date schedule of our hours is posted online and in the labs

