

## Who should report problems

Problems may only be reported by staff in the computer department of an organisation or one of the designated Jisc contacts, not by individual end-users. In order for the fault reporting mechanism to work efficiently, it is essential for each organisation to establish a clear reporting structure, and make users aware that the correct route for reporting problems is via the technical contact.

Please note that the contact information provided by the Jisc Service Desk is only to be used by designated contacts. It must not be passed to end-users at the site

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**Source URL:** <https://community.jisc.ac.uk/library/janet-services-documentation/who-should-report-problems>