

WRLC Service Desk (Request Tracker)

WRLC HQ uses a software called Request Tracker or RT to manage help desk service.

- [Reporting an Issue](#)

Reporting an Issue

To contact the WRLC regarding an issue with one of our services, please use the [WRLC Service Desk](#)

Service Desk requests can be submitted:

- Via email to ServiceDesk@wrlc.org
- Using the website found at <https://servicedesk.wrlc.org>
- By phone at 301-390-2000

Official service hours for coverage are 8:00am to 5:00pm ET during normal business days (Mon-Fri, excluding days the WRLC is closed due to holidays or adverse weather). Outside of service hours, the service desk telephone and request tracking system are monitored for critical issues.