

Technical Support

Technical support in the College of Pharmacy is available from several sources. The most commonly used are the Instrument Shop and Pharmacy IT. The line between these two is sometimes blurry. On a practical basis, we all work well together. Technical support personnel are located in RPH Room 153 near the former stockroom ([see map](#)). Other, specialized support includes web services for online information and database development, the [large-format poster printer](#), 3d printing, videoconferencing, video production, and related services.

The Instrument shop handles

- Instrument repair - [submit request](#) (login required)
- Physical labor tasks - [submit request](#) (login required)
- Utility problems - [submit request](#) (login required)
- Instrument training - [submit request](#) (login required)
- Miscellaneous work - [submit request](#) (login required)

For questions or concerns about instrumentation or related topics, e-mail Brett Nees at neesba@purdue.edu or call 496-7390.

Pharmacy IT handles

- Computer networking
- Computer network (domain) accounts - [request an account online](#)
- Computer repair - [submit request](#) (login required)
- E-mail lists - contact [Jeff Rattray](#) at 49-62403
- File backups and recovery - contact [Bill Tarrh](#) at 49-61471
- Web pages and official websites - contact [Jeff Rattray](#) at 49-62403
- Customized online applications - contact [Jeff Rattray](#) at 49-62403

Dr. Marc Loudon's [History of IT in the School of Pharmacy](#) is available here.