

- 1) Get a screenshot of the error message.
- 2) The activity (registering yourself, booking a scan slot, canceling a scan slot) you're doing: is it the first time doing it? If not, is there anything different about how you're doing it this time? (Different MR system, different grant, different operators running the scan, booking your first night or weekend scan, anything)
- 3) Email MR Administrator and attach the screenshot to the email. Include in the email message:
  - Whether this is the first time you tried this operation  
and
  - If it's not the first time, what might be different about this time.

If the MR Administrator is not available and it's urgent, go to the upper-right corner, next to your name, click HELP, and submit a ticket. The iLab team members are helpful and responsive.