

# Toolik Field Station Support

Toolik Field Station is happy to help you with questions about TFS support for your upcoming fieldwork.

Please refer to the following guide and contact list to initiate your support request and to direct any remaining questions to the appropriate personnel by phone, email, or Slack. Further explanations of services offered by TFS are found on [our website](#), under the menu option “TFS Handbook”.

## Requesting Support

For what services should I submit a support request via myToolik’s Support Request System (SRS)?

Sending samples from TFS to Fairbanks	Spatial data collection and analysis
Requesting a fuel account	Loading waypoints onto a GPS unit
Chemical requests from Fairbanks, like dry ice, or liquid nitrogen	Need a map with coordinates
Need a prepaid item picked up in Fairbanks.	Remote access request for data or sample collection
Need help building a tool to support your research	Field assistance
Selecting study sites	Reserve general use field and lab equipment
	Dry ice at the station
	Station warm and cold storage

How do I submit a support request in SRS?

Log on to your myToolik account. In the upper right corner, click on the “Support” menu option. A dropdown list will appear. Select one of the following options:

“mySupport” to view your previous and ongoing support requests

“Request Support” to start a new support request form

“Reserve Equipment” to reserve general use equipment managed by TFS

A full tutorial on the myToolik Support Request System (SRS) can be found [here](#).

When should I submit a support request?

to <sup>ued</sup> ASAP! The <sup>rs</sup>

## When should I expect to hear back on my support request?

Some support requests will take a few days to respond to. We will get back to you, but our response may not be instant. If your request is time sensitive, please state so in your request.

## How can I request lab space or additional work space at the station?

Request space through your project profile/information on myToolik. Contact SEDC Manager Amanda Young with questions.

## I want to conduct research at study sites near TFS but not stay at the station. Is that allowed?

Yes, though we do not provide transportation or services for projects not staying at Toolik Field Station, unless by prior arrangement. We ask that you contact TFS to ensure that your study sites do not overlap with other researchers' projects and that proper permitting is in place.

## Still have questions?

### Help! I have a question about...

Vaccination requirements & exemptions  
In-station COVID-19 mitigation  
Hazmat disposal  
Boat, snowmachine, or bear safety  
Medical accommodations

Transportation to & from the station  
Shipping (including hazardous chemicals)  
Expediting  
Temporary temperature sensitive storage on UAF campus

Fuel account  
Billing information

Reservations  
Room assignments  
Fueling  
Storage

### Please contact:

*Safety Coordinator*  
Scott Filippone  
[smfilippone@alaska.edu](mailto:smfilippone@alaska.edu)  
UAF tel: 907-474-2457  
TFS tel: 907-455-2516  
Slack: @Scott Filippone

*Fairbanks Logistics Department*  
[uaf-toolik-logistics@alaska.edu](mailto:uaf-toolik-logistics@alaska.edu)  
UAF tel: 907-474-5159  
Slack: @fai\_logistics

*Toolik Business Office*  
[uaf-toolik-business@alaska.edu](mailto:uaf-toolik-business@alaska.edu)  
UAF tel: 907-474-7837

*Station Supervisor, Assistant Managers,  
& Operations*  
[uaf-toolik-manager@alaska.edu](mailto:uaf-toolik-manager@alaska.edu)  
TFS tel: 907-455-2511  
Slack: @tfs\_operations

Remote access  
Field assistance  
Field & lab equipment reservations  
Lab space  
Research permits  
Field & lab-based technical support  
Baseline data

*Spatial & Environmental Data Center  
Manager*      *Da Cent*

Amanda Young  
[ayoung55@alaska.edu](mailto:ayoung55@alaska.edu)  
UAF tel: 907-474-2457  
TFS tel: 907-455-2541

