

Toolik Field Station is happy to help you with questions about TFS support for your upcoming fieldwork. **We can best support you when we know in advance what type of assistance you'll need.** 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
- Requesting a fuel account
- Chemical requests from Fairbanks, like dry ice, or liquid nitrogen
- Need a prepaid item picked up in Fairbanks.
- Need help building a tool to support your research
- Selecting study sites
- Spatial data collection and analysis
- Loading waypoints onto a GPS unit
- Need a map with coordinates
- Remote access request for data or sample collection
- Field assistance
- Reserve general use field and lab equipment
- Dry ice in camp
- In-camp 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?

ASAP! The sooner we know you'll need help, the better we can prepare to fulfill your request. Please do not wait until you are in quarantine or in camp to request support.

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.

## Other Frequently Asked Questions

I'm traveling to TFS via Toolik-provided transport. When will I hear about my trip?

A member of our Logistics Department will reach out to you several days before your trip with further details about where and when to meet.

I want to do work at study sites near TFS but not stay at camp. Can I do so without quarantining?

Unfortunately, due to COVID, we are unable to accommodate this type of request this summer field season.

Can I ship items to TFS?

Yes! Send all packages to our Fairbanks Logistics Office, who will then forward your package to the field station. Learn more about shipping [on our website](#). Our mailing address is:

(Your name and lab assignment at Toolik)  
2120 Koyukuk Drive, Room 138  
Toolik 757005  
Fairbanks, AK 99775-7005

How can I request lab space or additional work space at camp?

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

## Still have questions?

Help! I have a question about...

- Quarantine
  - Vaccination requirements
  - In-camp COVID-19 mitigation
  - Hazmat disposal
  - Boat, snowmachine, or bear safety
  - Medical accommodations
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- Transportation to & from camp
  - Shipping (including hazardous chemicals)
  - Expediting

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

- Reservations
- Room assignments
- Fueling
- Storage

*Camp 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*

Amanda Young

[ayoung55@alaska.edu](mailto:ayoung55@alaska.edu)

UAF tel: 907-474-2457

TFS tel: 907-455-2541

Slack: @Amanda Young

*Environmental Data Center*

[uaf-toolik-edc@alaska.edu](mailto:uaf-toolik-edc@alaska.edu)

TFS tel: 907-455-2541

Slack: @edc\_staff

- GIS support
- Spatial data collection or analysis
- Site Selection
- Research Permits
- Drones, kites, any other aerial platforms

*ToolikGIS*

[uaf-tfs-gis@alaska.edu](mailto:uaf-tfs-gis@alaska.edu)

UAF tel: 907-474-5310

TFS tel: 907-455-2512

Slack: @gis\_staff

- Field & camp-based technical support
- Gear & equipment repairs
- Research tool fabrication and design

*Maintenance, Equipment, & Fabrication*

[uaf-iab-tfs-maintenance@alaska.edu](mailto:uaf-iab-tfs-maintenance@alaska.edu)

TFS tel: 907-455-2523

@tfs\_maintenance

- Science communication support
- Field Courses
- Items for quarterly newsletter
- Outreach
- Code of Conduct/Title IX policy
- Diversity, Equity, & Inclusion initiatives

*Communication & DEI Manager*

Haley Dunleavy

[hdunleavy@alaska.edu](mailto:hdunleavy@alaska.edu)

UAF tel: 907-474-6407

Slack: @tfs-communications-dei

- Letters of support for grant proposals
- Other inquiries regarding TFS mission & operations

*TFS Management Team*

Donie Bret-Harte, Brian Barnes,

Amanda Young, Mike Reynolds,

Marin Kuizenga

[uaf-iab-tfs@alaska.edu](mailto:uaf-iab-tfs@alaska.edu)

Slack: @tfs\_managment\_team