

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 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. Is that allowed?

Yes, we do ask that you get in touch with TFS to ensure that your study sites do not overlap with other researchers projects.

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
UAF tel: 907-474-2457
TFS tel: 907-455-2516
Slack: @Scott Filippone

Fairbanks Logistics Office
uaf-toolik-logistics@alaska.edu
UAF tel: 907-474-5159
Slack: @fai_logistics

- Fuel Account
- Billing Information

Toolik Business Office
uaf-toolik-business@alaska.edu
 UAF tel:907-474-7837

- Reservations
- Room assignments
- Fueling
- Storage

*Camp Supervisor, Assistant Managers,
& Operations*
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
 UAF tel: 907-474-2457
 TFS tel: 907-455-2541
 Slack: @Amanda Young

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

Environmental Data Center
uaf-toolik-edc@alaska.edu
 TFS tel: 907-455-2541
 Slack: @edc_staff

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

ToolikGIS
uaf-tfs-gis@alaska.edu
 UAF tel: 907-474-5310
 TFS tel: 907-455-2512
 Slack: @gis_staff

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

Maintenance, Equipment, & Fabrication
uaf-iab-tfs-maintenance@alaska.edu
 TFS tel: 907-455-2523
 @tfs_maintenance

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

Communication & DEI Manager
 Haley Dunleavy
hdunleavy@alaska.edu
 UAF tel: 907-474-6407
 Slack: @tfs-communications-dei

TFS Management Team
 Donie Bret-Harte, Brian Barnes,
 Amanda Young, Mike Reynolds,
 Marin Kuizenga
uaf-iab-tfs@alaska.edu

