



**UNIVERSITY OF CALGARY**  
FACULTY OF SCIENCE  
Department of Physics and Astronomy

# Technical Assistance Cheat Sheet

To help ensure prompt support please go through the following list in order when trying to contact the lab technicians. If one method fails please move to the next option on the list. If this is an emergency please call security (**403.220.5333**) and then the tech team cell (**403.991.8965**). Please contact tech support as soon as an issues has been identified.

## Information to Provide

- TA Name.
- Date and Time.
- Room Number.
- Name of the computer at lab table (useful for identifying broken setup).
- Brief description of problem.

## Contacting Tech Support

1. Text the technician on call, and wait up to **1 minute** for a response.
2. Call the technician on call.
3. Call technicians at their desks.
4. Call PHAS main office.

If tech support still cannot be reach please borrow any needed equipment from another bench, and inform technician on call by text or email.

## Contact Information

Technician on call	403.9911.8965 or #1 on lab phone phas.edulabs@ucalgary.ca
Peter Gimby	403.220.5403
Wesley Ernst	403.220.7401
Zain Ahmed	403.220.8641
Security	403.220.5333 or #3 on lab phone
PHAS Main Office	403.220.5385 or #2 on lab phone