

Requesting General Assistance

For general purchase and technical requests, we have listed important information to include in your request to help us process the case in the most efficient manner.

Please help us better serve you. If some information is not shared with us when a problem is reported, it can make it more difficult for us to respond. And that means we are not as effective as we could be to address your needs. Thank you for your help!

- If emailing us, please do us the favor and **enter a short description** in the Subject field.

Administrative information

Name

NetID

- If emailing us, ensure your return address is to your NetID@cornell.edu email address.
 - If you must use Gmail, you can still do this by configuring your Gmail mail account to do so.

Group's name

- Research group's name, if you are from a research group.

Account number, if purchase is requested.

- Avoid using a federal research account number unless it is allowed by federal law for use as you are requesting.
- If relevant: Pre-approved dollar amount, below which would not surprise you.

The **needs** and **expectations** regarding your request

- If we foresee not being able to meet your expectations, or we run into problems which contribute to not meeting your expectations,

The **availability** of the person for us to contact regarding the request, as appropriate to your request

- We will email or try to find the appropriate contact if we need more info or have status updates to report.
- Name of contact, if not the person reporting the problem.
- Room location of person for us to contact, if relevant. Such as, they are not in the same room as the system having a problem.

Technical information

Nature of the problem

- If emailing us, a **short description** in the Subject field is much appreciated.
- Device information, if relevant
 - **Platform:** Windows, Mac, Linux. Desktop, laptop, server. Printer, phone, etc.
 - **Ownership:** Cornell-owned or personal purchase
 - **Room location** of device, if relevant