

If you need to call the OTN Service Desk, what information do you need to have ready?

*** Look for the information you need so you're well prepared for future calls.**

| Information you need | Where to find it | Example |
|---|--|--|
| Site number | Green sticker on the front of the system | 0123 (four digit number) |
| | <i>* Your site number is</i> | |
| System # | Green sticker on the front of the system | 01 (Two digit #. If you have more than one system this number could be 02, 03) |
| | <i>* Your system number is</i> | |
| Event # | Ncompass event confirmation | Eight digit # E.g. 42598150 |
| | <i>* You would get this from</i> | |
| Clearly describe what you are trying to do and what the problem is. | | |

OTN Service Desk
1-866-454-6861