# How to get support



Write us an email at help-it@mpimet.mpg.de with the following information:

- Your name, your room number and your telephone number and, when mailing from a different account, your `@mpimet.mpg.de` email address.
- The name and operating system (and the version of the OS) of the machine you are working on.
- A detailed description of your request – if you get error messages from your system please include them in your email.
- A description of what you did before and when the problem occurred.
- A description of the things you tried to solve the problem.
- If we need to look at your computer from remote, please start the Remote Support software.

Your email is stored in our request tracking system and will be processed by the Helpdesk.

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