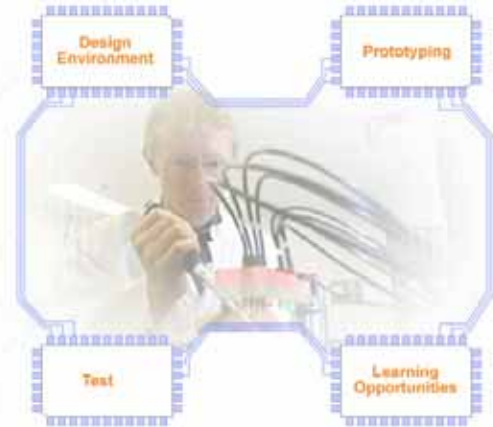




NEED HELP WITH THE PRODUCTS & SERVICES PROVIDED BY CMC?

Through CMC Microsystems, researchers at more than 40 universities across Canada have access to leading-edge tools and technologies that enable the design, prototyping and test of microsystems. Many of these products are complex, and getting the right help at the right time can reduce your learning curve and increase your ability to make rapid progress with your project.

Knowing the different ways to get the assistance you need can help to optimize your learning and use of CMC-supported products.



What Help Is Available?

The type and degree of assistance available to you depends on the product in question.

- CMC negotiates with various suppliers to provide our clients with industry-quality resources for microsystem research, and the support available varies depending on the supplier. For example, commercial products may include extensive and high-quality documentation for users and in some cases direct access to the supplier's support services. In some cases, CMC may create additional documentation.
- In other cases, CMC is providing a unique product or service and has created customized instructions or other materials to assist users.

Information on where and how to get help is usually provided in the README or similar file accompanying many products, or through CMC's web-based Technology Gateway.

How Can You Get the Help You Need?

You are most likely to find the answers you are looking for if you consult with other users who are involved in similar work. CMC (like its suppliers) is able to perform basic testing of products before they are released to the community. However, we cannot test for every special situation encountered in all the unique research projects going on across Canada. We therefore recommend you search for the help you need from various sources in the following order:

1. First and most important, the documentation which may be provided with the product, on a supplier's website, or on CMC's Technology Gateway at <https://www1.cmc.ca>
2. Other researchers and the support staff, such as system administrators and lab managers, at your organization
3. Other users beyond your organization—connect with them through the discussion forums accessible through the Technology Gateway at <https://forums.cmc.ca/>. A feature of these forums is the Knowledge Base, where users can share solutions.
4. Finally, you can request support from personnel at CMC by using the web form at https://www1.cmc.ca/clients/support_request.php

Who Is Eligible To Access These Help Sources?

You must be a microsystem researcher at a Canadian university, and should be registered as a *Client* of CMC—the registration form is at <https://www1.cmc.ca/registration/>.

Legal agreements determine whether you can access specific products and related help mechanisms.