



Western Development Museum
Corporate Office

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Guidelines – Computer Technical Support

To resolve technical support issues, it's important that that pertinent information is communicated effectively. Please use these guidelines when emailing me for technical support.

1. Email Director of Administration (renns@wdm.ca) before requesting support from BH Tech. If unavailable, please contact your supervisor.
2. Information required for technical support should include the following information:
 - What workstation are you working from?
 - Are you working in the office or off site?
 - What program/s or files are you trying to access?
 - When did you first begin noticing the problem?
 - Provide a short description of the issue you are having.
 - Is there more than one computer or user having the same issue?
 - What is the error message? Please provide a screenshot of the error message if possible.

June 9, 2021