

Procedure Number: NScD-USER-101	Rev.0
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Procedure Title: User Processing

Description/Justification of Change

Sets forth the process for bringing Users to ORNL.

Does this revision impact any of the following processes/tools?

Process/Tool	NA	No	Yes	List specific impact and required action
User Portal	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
IPTS	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	IPTS will be linked to the User Tool.
User Tool	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Create User Tool
ITEMS	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Experiment Scheduler	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
External Webpage	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Internal Webpage	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Other NScD User Procedures	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Other (list):	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

Reviewers

Originator: Laura Edwards

Subject Matter Expert: Laura Edwards/Robbie DeJarnette

Approvers

User Program & Outreach Group Leader

NScD Operations Manager

(Additional reviewers and approvers may be added as deemed necessary)

PURPOSE AND SCOPE

This procedure provides direction for the processing of Spallation Neutron Source (SNS) and High Flux Isotope Reactor (HFIR) neutron scattering experiment facility user teams.

DISCUSSION

The User Office (UO) issues a Call for Proposals twice each year in coordination with established SNS and HFIR Operating Schedules. Proposals submitted by users are subjected to internal feasibility, operational, and safety reviews (Ref. NScD-USER-105).

The proposals are reviewed by an external Science Review Committee (SRC) (Ref. NScD-USER-106). Beam time is allocated for approved proposals and user teams are notified (Ref. NScD-USER-107).

NScD Instrument Scientists (IS) and the Scientific Associates (SA) for the beamlines work with the Principle Investigator (PI) for the user team to schedule the specific beam time and manage the logistics required for the experiment.

Following final confirmation by the PI, **UO staff processes the experiment team in accordance with this procedure.**

Upon arrival, the user coordinates with the SA for check-in (Ref. NScD-USER-104), who also processes the departure of the user team, return of samples/equipment and experiment completion.

The Integrated Proposal Tracking System (IPTS) includes a User Office Tool (UOT) that provides the UO staff with the ability to see all proposals and current status for any cycle or beamline. The beamline teams start the scheduling process with the user team at least two months prior to the planned start of the experiment and must be final at least four weeks in advance for SNS and one cycle in advance for HFIR. This requirement is necessary to ensure users can be processed within the periods prescribed by ORNL.

PROCEDURE

1. Experiment Status

1.1 At least one month prior to each scheduled experiment start, the User Assistant (UA) assigned to the associated beamline opens the UOT and selects the appropriate beamline to confirm that:

a. Schedule is complete.

- The UA resolves unscheduled time blocks with the associated SA or IS.

2. Identifying Team Members

2.1 For each experiment, the UA sees on the summary page that the User Team PI has entered the following information in IPTS for each Team Member:

- a. Name
 - b. Role in proposal (PI, editor, viewer, former member)
 - c. E-mail address
 - d. Citizenship
 - e. Institution
 - f. Attending? Yes/No
- 2.2 The UA sends a standard email (see Template – Confirmation of Attendance) to each team member requesting confirmation of attendance.
- 2.3 When confirmations are received, the UA makes the following updates in the UOT.
- a. For team members that confirm they are NOT attending, the UA indicates so and no further action is required.
 - b. For team members who confirm they ARE attending, the UA indicates so on the individual team member page and proceeds to the badging process.

NOTE

Users who are citizens of or born in a Department of State defined State Sponsor of Terrorism country are required to submit additional information.

Badge approvals for those individuals require approval at the DOE level, which will take at least six months, if approved at all.

3. Badge/pass for attending user team members

- 3.1 Possible badge definitions within the ORNL Personnel Access System (PAS) are:
- a. A US citizen ORNL employee has a badge number. Initial entry may not be linked in the UOT, but the existing badge number may be linked from PAS or entered from a WHOS reference.
 - b. A foreign national ORNL employee has a badge number, but will also have an active PAS that may need to be linked in the UOT as above.
 - c. Active ORNL subcontractors have badge numbers available in PAS.
 - d. A returning NScD user will have a badge number in PAS, but it may need to be extended or renewed.
 - e. A new NScD user may have a badge number in PAS if they have visited another directorate in the past.
- 3.2 The UA uses the UOT, which interfaces with PAS, to determine if there is existing badge number. If there is no badge number associated with the user, the UA selects [Get Possible PAS Matches] which is displayed at the bottom of the screen.
- a. The UA selects the correct match which automatically enters the badge number on

the individual team member UOT page and provides a [Get PAS] link.

- The UA selects [Get PAS] to display details of the PAS entry including accessible buildings, PAS status, and access dates.
 - Check that existing badge is valid for the requested access dates.
 - If not, the UA requests that PAS include the requested access dates.
- b. If there is NO match to an existing PAS, the UA issues a PAS invitation to the user team member email address listed.
- When the user responds to the invitation, PAS generates an email to the UA who issued the invitation. This also shows in the UA Workflow on the ORNL homepage.
 - The UA completes the request in PAS:
 - (1) Assign a host and directorate
 - (2) Add SAP roles
 - (3) Add charge numbers for processing and training
 - (4) Add requested access dates
 - (5) Add the buildings for the role
 - (6) Request Org Approval; typical timeline is 1-2 days for a US Citizen and 5-10 days for a foreign national.
 - The badge number is issued at the Org Approval step of the process.

NOTE

Users who arrive at ORNL with a B-2 or pleasure visa are not allowed to perform work.

In order to participate, the user must travel to the closest Immigration office, located at the Nashville Airport (BNA), in order to have their visa changed to a B-1 or business visa.

4. Foreign National Requests

4.1 Visa letter Requests

- a. A foreign national user may request a visa letter from the UO to obtain a visa for entry into the USA.
- b. The UA sends the team member the standard template letter (see Template – Visa letter) specifying the user has been invited to perform an experiment and must be

issued a B-1 or business visa, which has been updated with the applicable project title and experiment dates.

4.2 Port of Entry letters

- a. A foreign national user may request a port of entry letter from the UO to show at the Port of Entry.
- b. The UA sends the team member the standard template letter (see Template – Port of Entry letter) specifying the user has been invited to perform an experiment and that further stresses that the visitor must be issued a B-1 or business visa, which has been updated with the applicable project title and experiment dates.

5. Team Member Training

5.1 From the UOT, the UA selects [Get Certifications/Training] to access the status of the team member's required training modules, which include:

ORNL Site Access Training	<ul style="list-style-type: none"> • Required • Online modules for completion prior to arrival • Valid 2 years from completion date
HFIR Access Training	<ul style="list-style-type: none"> • Required for HFIR experiments • Online modules for completion prior to arrival <ul style="list-style-type: none"> ○ Intermittent Users: GUAT ○ Continuous Access: GEAT & Site Tour <i>(Training may be completed online & onsite tour scheduled. Site tour is a one time event. Online module only required for renewals.)</i> • Valid 1 year from completion date
SNS Experiment Hall Access Training	<ul style="list-style-type: none"> • Required for SNS experiments • Online modules for completion prior to arrival • Valid 2 years from completion date
Rad Worker for SNS and HFIR Users	<ul style="list-style-type: none"> • Required • Rad Worker I & Rad Worker II are equivalent • Online modules for completion prior to arrival • Valid 2 years from completion date
Practical Factors Evaluation (PFE)	<ul style="list-style-type: none"> • Required • On-site classroom training • Valid 2 years from completion date
Scientific Laboratory Access Training for Neutron Sciences Users	<ul style="list-style-type: none"> • Need determined by SA • Valid 2 years from completion date

5.2 The UA sends an email (see Template - Training) to each team member explaining the training modules required before arrival.

5.3 Prior to arrival at ORNL, each team member logs into the User Portal as directed by the email to access and complete the required training modules via the links provided.

- a. The UA may send the team member direct links to the training if they experience difficulty with access via the User Portal.

5.4 The UA works with the user to schedule the onsite Practical Factors Evaluation (PFE) to coincide with arrival. Online training module must be completed prior to taking the PFE

course.

a. PFEs are offered ONLY when a facility is operating during the following times:

- For SNS
Monday, Wednesday, Thursday & Friday @ 9:00 a.m.
Tuesday @ 1:00 p.m.
User Lounge, J-200, building 8600
- For HFIR
Monday – Friday @ 9:00 a.m. - 7964K Conference Room
Exception: On the first day of an operating cycle, PFEs are offered at 1:00 p.m.

5.5 HFIR access - If a continuous access user team member has completed General Employee Access Training (GEAT) and no tour is recorded in LRN, it is the user's responsibility to schedule an onsite tour with RRD Training personnel. This is required before beginning work at HFIR. The UO does not coordinate the HFIR GEAT tours.

NOTE

Continuous access users may enter the guard portal at any time.

6. User Team Member Arrival

- 6.1 The UA directs new or returning intermittent users to arrive during Visitor Center hours to pick up their badge and dosimeter.
- a. If requested by a user that plans to arrive after hours, the UA makes arrangements for the badge/dosimeter packet to be couriered to the LSS office for user pickup, OR
- b. For users staying at the ORNL Guest House planning to arrive after hours:
- Arrival Sunday – Thursday: the UA notifies the User to pick up their badge/dosimeter packet at the Visitor Center the following morning.
 - Arrival Friday or Saturday: the UA makes arrangements for the badge/dosimeter packet to be couriered to the LSS office for user pickup.
- 6.2 The UA checks that the user team member has completed all online training modules and the PFE.
- a. The RCT conducting the PFE class introduces the user team member to the Instrument Hall Coordinator (IHC) who provides the team members with a tour of the Experimental Hall.
- 6.3 The user is directed to the IHC or SA for the beamline by prior arrangement, where they begin the check-in process in accordance with NScD-USER-104.

RECORDS**REFERENCES**

NScD-USER-105 – Call for Proposals
NScD-USER-106 – Science Review Committee
NScD-USER-107 – Beam Allocation
NScD-USER-100 – IPTS
NScD-USER-104 – User Experiment Check-in

DEFINITIONS/ACRONYMS

Continuous access users – ORNL employees from other divisions or users with photo badges. May come onsite at any time within the valid PAS window, generally two years.

Intermittent access users – offsite users who have a valid PAS for a two year period, but must have access dates entered into PAS for each visit. They are issued a temporary badge through the Visitor Center.

GEAT	General Employee Access Training
GUAT	General User Access Training
HFIR	High Flux Isotope Reactor
IHC	Instrument Hall Coordinator
IPTS	Integrated Proposal Tracking System
IS	Instrument Scientists
PAS	Personnel Access System
PFE	Practical Factors Evaluation
PI	Principle Investigator
RCT	Radiological Control Technician
SA	Scientific Associates
SNS	Spallation Neutron Source
SRC	Science Review Committee
UA	User Assistant
UO	User Office
UOT	User Office Tool

TEMPLATES

Template – Confirmation of Attendance
Template – Training
Template – Visa letter
Template – Port of Entry letter

Template – Confirmation of Attendance – Word file

“You are listed as the principal investigator or team member on the above proposal. Please let me know as soon as possible if you will be participating in the experiment. Site access and training will be verified for returning users. New users will be emailed our ORNL Guest Invitation to gather information to process their access to ORNL. If there are others that will be joining the experiment that are not listed on the proposal, please send me their names and email address so I can send them the guest invitation.

If you do not plan to participate in the experiment, please let me know so I can update my records.

Please visit the User Portal for additional information regarding your visit to the Oak Ridge National Laboratory at <https://user.ornl.gov/>

Please contact me if you have any questions.”

Template – Training – Word file

“Your site access has been approved. I will need to know the dates you will be on site so that I can generate your visitor badge.

Listed below is a link to our User Portal for you to complete the web based training.

<https://user.ornl.gov>

On the right hand side of the screen you will see a section for coming to Oak Ridge National Lab (ORNL). There will be a list of training to complete in that section.

The courses you will need to complete are listed below:

SNS Users

- ORNL Site Access Training (reading only, no exam)
- SNS Experiment Hall Access (reading only, no exam)
- Radiological Worker Training for HFIR and SNS Users*

HFIR Users

- ORNL Site Access Training (reading only, no exam)
- GUAT for Neutron Scattering Users
- Radiological Worker Training for HFIR and SNS Users*

Laboratory Users

- Scientific Laboratory Access Training for Neutron Sciences Users

This training is required if you plan to use a lab at the SNS or HFIR. In addition to the web-based training, completion of a lab walk-through is required for lab use. Contact neutronlabs@ornl.gov, if you have any questions regarding lab use.

A classroom practical factors evaluation is required after successful completion of the web-based radiological worker training. The evaluations are conducted at 9:00 a.m. Monday through Friday. You have to be scheduled for the evaluation. **Please let me know the date you would like to complete the training; I'll schedule you and send you the location.**

PFE Information

The PFE is conducted by one of our radiological control technicians and takes approximately one hour to complete. The training covers radiological postings, radiological work permits, radiological surveys, sample frisking, and incident response. There is not a written exam.

Please contact me if you have any questions.”

Template – Visa letter

“

[Date]

UNITED STATES CONSULATE
UNITED STATES IMMIGRATION INSPECTOR

Re: Letter of Invitation for [name]
Visitor for Business to UT-Battelle, LLC

Dear Sir/Madam:

Dr. [name] of [institution] has been invited to visit the [Spallation Neutron Source facility or High Flux Isotope Reactor facility], sponsored by the Neutron Scattering Science Division at UT-Battelle, LLC, Oak Ridge National Laboratory (ORNL) for the period [date].

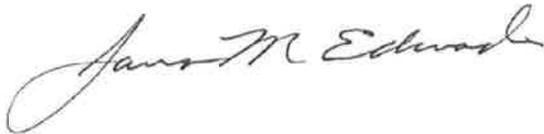
The purpose of Dr. [name]'s visit is to conduct an approved, peer-reviewed experiment entitled [experiment title and summary of experiment]

UT-Battelle manages and operates ORNL for the U.S. Department of Energy. ORNL employs 4,600 staff in full-time positions, about half of whom are scientists and engineers. ORNL also hosts about 3,000 guest researchers each year and is an international leader in a range of scientific areas that support the Department of Energy's mission. ORNL's six major scientific competencies include: neutron science, energy, high performance computing, complex biological systems, materials science at the nanoscale, and national security.

We respectfully ask that Dr. [name] be issued the proper visa and nonimmigrant status: B-1 visa and "B-1" notation on Form I-94 upon entry.

Thank you for your attention to this matter.

Sincerely,



Laura M. Edwards, Leader
Neutron Sciences User Office

“

Template – Port of Entry letter

“

Date

UNITED STATES IMMIGRATION OFFICER
UNITED STATES PORT OF ENTRY

Re: Letter of Invitation for Dr. User Name, Visitor for Business to UT-Battelle, LLC

Dear Sir/Madam:

Dr. User Name of User Affiliation has been invited to visit the Spallation Neutron Source or High Flux Isotope Reactor facility, sponsored by the Neutron Scattering Science Division at UT-Battelle, LLC, Oak Ridge National Laboratory (ORNL), for the period starting date through ending date. The purpose of Dr. User Name's visit is to conduct an approved, peer-reviewed experiment at this U.S. Department of Energy facility.

We respectfully request that Dr. User Name be granted entry on a Visa Waiver-Business (VWB) or B-1 visa for the purpose of this visit.

UT-Battelle manages and operates ORNL for the U.S. Department of Energy. ORNL employs 4,600 staff in full-time positions, about half of whom are scientists and engineers. ORNL also hosts about 3,000 guest researchers each year and is an international leader in a range of scientific areas that support the Department of Energy's mission. ORNL's six major scientific competencies include: neutron science, energy, high performance computing, complex biological systems, materials science at the nanoscale, and national security.

Thank you for your attention to this matter.

Sincerely,



Laura M. Edwards, Leader
Neutron Sciences User Office

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