How-to Guide for Fermilab Users

May 21, 2018

Procedures, tips and advice for researchers who use Fermilab facilities

The latest version of this document is available online at
http://wdrs.fnal.gov/users/

Please help us keep this document up to date.
Direct comments and corrections via email to usersoffice@fnal.gov .

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Contents

Welcome to Fermilab

Researchers from more than a hundred universities and laboratories across the United States and from more than a hundred foreign institutions in 33 countries collaborate with Fermilab on research and experiments at the forefront of particle physics and particle astrophysics. About 4,000 scientists worldwide use Fermilab and its particle accelerators, detectors and computers for their research.

Fermilab is one of 17 national laboratories of the U.S. Department of Energy. The Fermilab accelerator complex is a DOE users facility and provides beams for neutrino, muon and other particle physics experiments. Fermilab also serves as the U.S. hub for scientists working on the CMS experiment at the Large Hadron Collider. The Fermilab Beam Test Facility (FTBF) enables researchers from around the world to develop and test particle detector technologies. The Fermilab Accelerator Science and Technology (FAST) Facility gives scientists the opportunity to study particle beams and advance particle accelerator technologies. Our laboratory also supports research in particle astrophysics, detector technologies, scientific computing and related areas of research. Fermilab's mission and areas of research are described in more detail at http://www.fnal.gov/pub/about/

A new experiment at Fermilab begins with a proposal from a group of researchers. The Fermilab director considers experiment proposals with the help and advice of the Fermilab Physics Advisory Committee, a panel of distinguished physicists from institutions in the United States and abroad. For accepted proposals, the laboratory provides resources that can include particle beams, advanced high-resolution detectors, computation and networking, project management, engineering and technical support.

An up-to-date chart of the Fermilab organization is available online at: http://www.fnal.gov/pub/about/organization/org_chart.html

Organizations representing Fermilab users

The Fermilab Users Organization provides important input to Fermilab. Members of the Fermilab Users Organization hold yearly elections for the Users Executive Committee (UEC), whose members meet periodically with the director and laboratory staff to provide input on planning, programs and operations, and advise on candidates for membership on advisory committees. More information is at: http://www.fnal.gov/orgs/fermilab_users_org/

The Fermilab Student and Postdoc Association (FSPA) represents the young scientists who use Fermilab for their research and organizes events. More information is at: http://orgs.fnal.gov/fspa/

How to get started

Fermilab Users Office

The Fermilab Users Office will answer your questions and help you get started. Its website lists contact information, hours of operation, and other helpful information: http://wdrs.fnal.gov/users/

The Users Office coordinates the issuance of computer accounts and ID badges for site access, introduces the user to the laboratory, points users to information about laboratory policies, procedures and facilities, and helps new arrivals transition smoothly to life at Fermilab. The office also provides information and responds to questions and concerns about nearly any issue relating to the users involvement with Fermilab. The Users Office also supports the Users Executive Committee and the Fermilab Students and Postdocs Association.

Once you are a registered user and have a Fermilab computing account (Services Account), you can access additional resources on the Fermilab at Work website and submit questions and requests to the Fermilab Service Desk: http://www.fnal.gov/faw/fermilab_at_work.html
https://fermi.service-now.com/fsc/

How to become a Fermilab user and get a computer account

To use Fermilab and its research facilities, you have to submit an online application for a Fermilab Visitor ID number and computing account. Please use the online form located at: https://fermi.service-now.com/new_acct_request.do

Once your request has been reviewed and approved, Fermilab will get in touch with you to set up your Fermilab email and computing accounts. If you plan to visit Fermilab and also do research on site, you also need to get a Fermilab badge.

How to get a Fermilab badge

a) Non-employee users

Before you arrive

1. To avoid delays upon your arrival at Fermilab, you must apply for a Fermilab Visitor ID badge ahead of your arrival. Check that you have provided all the necessary information and documentation. Once you have received full approval, you will receive an email notification from FermiWorks that you can proceed, take your online safety training, come to Fermilab and obtain your Fermilab Visitor ID badge. Detailed information is at: http://wdrs.fnal.gov/users/fermi_badges.html

2. If you are from a foreign country, make sure you have proper documentation (visa, invitation letter, etc) to enter the United States.

3. Confirm with your Fermilab contact person or experiment spokesperson where on site you will be working, and if there is anything else you must do before you arrive. The list of spokespeople is given at
   https://www.fnal.gov/directorate/program_planning/Current_Experiment_Spokespeople.pdf

4. If you are staying at Fermilab housing and expect to arrive at the Fermilab site entrance during non-business hours, check what documents and identification you will need to show the security guards at the gates to obtain access to the site (see next section, Site Access). For directions to the Fermilab site, visit: http://www.fnal.gov/pub/visiting/hours/

5. Fermilab is a large site, and our main building, Wilson Hall, is located about five kilometers from our on-site housing, located in the Fermilab Village. Plan ahead and confirm how you will travel from one point to another point within the Fermilab site.

6. If you are sponsored by Fermilab for a J-1 visa, schedule an orientation appointment with the Visa Office (visaoffice@fnal.gov) for your first day on site.

7. Discuss with the Housing Office your needs for housing and shipment of any goods.
   http://fess.fnal.gov/accommodations/

On your first day at Fermilab

1. Go to the Users Office, located in the Wilson Hall Mezzanine. Your Visitor ID Badge authorization should be quick if you have already completed item 1 in the list above .

2. Go to the Key & ID Office, located on the Ground Floor of Wilson Hall, next to the Communications Center, to be photographed and obtain your ID Badge.

3. If you are a J-1 visa holder, attend your orientation meeting with the Visa Office.

4. Report to your place of work. For a map of the site, go to:
   http://www.fnal.gov/pub/visiting/hours/

b) Employee users

Before you arrive

1. Confirm with your recruiter when you will attend New Employee Orientation.

2. Check with your supervisor and Fermilab maps to see where you are going on site. See: http://www.fnal.gov/pub/visiting/hours/

3. Confirm how you will travel from one point to another point within the Fermilab site.

4. If you are being sponsored by Fermilab for a work-authorizing visa, confirm the date on which you will take New Employee Orientation with the Fermilab Visa Office.

5. If you are being sponsored by Fermilab for a J-1 visa, schedule an orientation appointment with the Fermilab Visa Office for your first day onsite.

On your first day at Fermilab

1. Go to the New Employee Orientation, arriving no later than 8:30 am, with all required documentation (as listed in your offer letter). More information is available at the Orientation web site: http://wdrs.fnal.gov/orientation/

Stay informed

Fermilab users are encouraged to use and sign up for the following communication channels:

Fermilab Emergency Notification System: Once you register for your Fermilab ID badge, you will receive an email from noreply@everbridge.com inviting you to sign up for the laboratory's Emergency Messaging Service. It allows Fermilab employees, users and contractors to receive lab-related emergency notifications via phone calls, text messages and email. If you do not receive an email, please submit a Service Desk ticket to request a new Everbridge registration email: https://fermi.service-now.com/fsc/

All-users email list: Upon your registration for a Fermilab computing account, your email address will be added to our all-users email list. Fermilab and the Users Executive Committee use this list once or twice a month to share information with all users.

Fermilab at Work: All news, announcements and the labwide calendar get published on the Fermilab at Work http://news.fnal.gov/fermilab-at-work/ website. Researchers are encouraged to share important milestones and scientific results with the rest of the laboratory. If you have noteworthy news you'd like to share, please call the Office of Communication at +1-630-840-3351.

Fermilab newsletters: Every morning the Fermilab Office of Communication sends out *Fermilab Today,* an email with the day's announcements and events. On Tuesdays, staff send out *Fermilab This Week*, a weekly summary of the things that employees and users should know about. And for the public, Fermilab publishes a monthly electronic newsletter called

Fermilab Frontiers. You can subscribe to any of these newsletters at
http://news.fnal.gov/fermilab-at-work/subscribe-to-our-newsletter/

Symmetry: A joint publication of Fermilab and SLAC, this online magazine reports the latest news and information on particle physics research around the world. You can choose to receive email notifications when news gets posted several times per week, or you can sign up to receive a weekly or monthly summary of articles published. Subscribe at
http://www.symmetrymagazine.org/subscribe/

Social media: Fermilab regularly updates its social media channels with stories, video, and news from the lab and the broader particle physics community. We tweet, post and communicate at:
Twitter: @Fermilab
Facebook: https://www.facebook.com/Fermilab
Google+: http://google.com/+fermilab
LinkedIn: http://www.linkedin.com/company/fermilab
Flickr: https://www.flickr.com/photos/134273042@N07/
YouTube: http://www.youtube.com/user/fermilab
Some of the individual experiments and facilities also have their own social media accounts.

Site access

The Fermilab site has three entrances. For a map, see:
http://www.fnal.gov/pub/visiting/directions/

Access and entry to Fermilab property is contingent upon producing appropriate identification. Everyone entering the Fermilab site must produce one of the following documents: a government-issued photo identification card or a non-US passport; a Fermilab ID Badge; or a Fermilab-issued visitor pass with a photo identification card.

The first time you arrive at Fermilab:

During regular business hours - The first time you arrive at Fermilab, you should enter the Fermilab site through its east entrance (Batavia Road in Warrenville, Illinois) or west entrance (Pine Street in Batavia, Illinois). You must stop at the guard house at the entrance to tell the guard where on site you plan to go and why, and to present a form of identification, as listed above. The public can enter the Fermilab site in the same manner.

During non-business hours - If the first time you arrive is outside business hours, such as late at night or on a weekend, then the site access procedure is different as only authorized visitors can enter Fermilab after hours. Please note that only the Pine Street entrance provides access 24 hours a day. Once you present your identification documents (as outlined above) to the guard, you will be asked for the reason you need to enter the site.

(1) If you are staying in the Fermilab Village, the guard calls the Communications Center (ComCenter) and an operator must confirm that you are staying in the Village. Room key pickup is at the ComCenter/Key&ID office on the ground floor of Wilson Hall (whereas during business hours it is at Aspen East). If you are arriving by taxi or other third-party transportation, make sure that you ask your driver to wait and be available to take you to your accommodation in the Village.

(2) If you must enter after hours to begin a shift, the guard calls the Communications Center (ComCenter) at x4251, and an operator calls the appropriate control room. Once your shift is confirmed, then you are admitted to Fermilab. Certain workspaces are designated Property Protection Areas. If you need to enter a PPA you must first go to the ComCenter/Key&ID Office in Wilson Hall (located on the ground floor) for a visitor pass and, if necessary, an access card. If you are arriving by taxi or other third-party transportation, make sure that you ask your driver to wait and be available to take you to your next destination (e.g. your experiment).

Site security

Users must have a valid Fermilab ID badge when working on the Fermilab site. Make sure you apply for and renew your Fermilab ID badge at the Users Office as described in the earlier section.

The ID Badge is used to gain access to the Fermilab site during non-business hours. Fermilab ID badges are also required to enter a Property Protection Area. People working or visiting in these areas must wear a properly displayed Fermilab ID badge or visitors' pass at all times. Persons on guided tours of these spaces receive instructions from their guide(s).

Users with security or access control questions can call the Security Dispatcher at 630-840-3414, 24 hours a day, 7 days a week.

In case of emergency

In any emergency, call x3131 from any Fermilab phone or use a cell phone to call 630-840-3131. Stay on the line until the operator indicates that no additional information is required.

The Fermilab site is equipped with sirens and a Sitewide Emergency Warning System that are used to warn people of the arrival of severe weather and other potentially dangerous situations. The system is tested on the first Tuesday of each month at 10 a.m. More information is at: http://ccd.fnal.gov/EmergMng/SEWS.pdf

Transportation

Airports - Transportation from and to the Chicago airports O'Hare and Midway is available by limousine, taxi or car rental. Information is available at: http://www.fnal.gov/pub/visiting/transportation/

Train station - There is limited public transportation and taxi service that connects Fermilab to the Metra train station in Geneva, Illinos. For more information, check the online schedule: http://www.fnal.gov/pub/visiting/transportation/call-n-ride.pdf

On-Site Transportation - The Fermilab taxi provides transportation on site from 7:30 a.m. to 4:30 p.m. on weekdays. To call the taxi, dial x4225 (HACK).

Travel Office - The Fermilab Travel Office, Wilson Hall – 4 South East (x3397), makes reservations for air travel, car rental and hotels for officially approved business trips. Tickets must be charged on the laboratory's airline central billing account. Travelers may not charge tickets to individual credit cards. You cannot pay for travel by personal check or cash. The Travel Office will help you arrange for transportation to O'Hare International Airport. Please consult the Complete

Guide for Fermilab Official Travel for more information: https://fermipoint.fnal.gov/service/TravelSystem/SitePages/Home.aspx

How to get around - The Guide to Life has detailed information about options for getting around Fermilab and the surrounding area: http://gsawiki.fnal.gov/

Limousine service - Fermilab has a contract with West Suburban Travelers Limousine, Inc. For Reservations call 1-630-668-9600. When other transport services are used, reimbursement is limited to West Suburban Contract rates. See the Complete Guide to Fermilab Official TraveL: https://fermipoint.fnal.gov/service/TravelSystem/SitePages/Home.aspx

Rental & Lease Cars - Enterprise Rent-A-Car is Fermilab's preferred provider. More information can be found at http://get-connected.fnal.gov/enterprise-rent-a-car/ . If you have questions please contact the Users Office at 630-840-3111 or usersoffice@fnal.gov.

Driving in Illinois - To drive legally in Illinois, you must have a valid driver's license and insurance. Even if you do not drive, a license may be useful as a form of official identification. You may drive in the U.S. using a valid license from a foreign country for up to six months while temporarily living in Illinois. After that, you should have an Illinois Driver's License. Technically, if you live in Illinois for over 6 months, you must get an Illinois driver's license. A license from another state is valid in Illinois for up to 6 months. If the police stops you for a traffic violation and you lack an Illinois Driver's License while you are supposed to have one, police may require you to pay a fine.

Non-U.S. citizen employees of Fermilab may apply for a Illinois Driver's License. The application process requires a Social Security number. http://www.cyberdriveillinois.com/departments/drivers/drivers_license/tempvisitordl.html

Do not assume that driving rules and conventions from your home country are acceptable in the U.S. Check the Illinois Rules of the Road. http://www.cyberdriveillinois.com/publications/rules_of_the_road/rrtoc.html

If you use your home country license be sure to check the driving laws of other states before driving across state lines. Depending on what state you are driving in, the rules might be different.

Government Vehicles - Government vehicles are available from the General Services Administration, Chicago Fleet Management Center, 7345 W. 100th Place, Suite 108, Bridgeview, Illinois 60455. Users supported under a federal contract may be authorized to use them. Cars must be picked up and returned to the Bridgeview street address. Requests for those vehicles must be made prior to pickup, via the user's home institution.

Environment, Safety, Health and Quality

Working safely

All Fermilab employees and users are responsible for protecting themselves, their colleagues, and the environment. This fundamental principle is essential for our work today, for our future and for the future of Fermilab. Each user is accountable to the Head of the experiment's host Division/Section/Center. The Division/Section/Center Heads are responsible for the safety of all activities in their areas. The Laboratory Director is responsible for safety at Fermilab. Ultimately all personnel at Fermilab are responsible for the safety of their work and that of others around them. If you do not follow Fermilab Environment, Safety, Health & Quality policies you may be denied use of Fermilab facilities.

If you know of conditions that may cause ESH&Q concerns, you have the responsibility to report the conditions to your spokesperson or to ESH&Q staff. If you believe an assigned task is a hazard to personnel or the environment, you should not perform the task, but instead notify your supervisor and ESH&Q staff. You should file complaints about ESH&Q violations to the host Division. If not fully satisfied, you may take a safety concern either to the ESH&Q Section, the Fermilab Directorate, or to the Department of Energy at x3281 or FermilabEmployeeConcerns@ch.doe.gov.

ESH&Q policies

To pursue their research interests, people come to Fermilab from various institutions all over the world. Each institution has its own procedures, its own way of doing things. Here at Fermilab, we too have found our own ways to work together safely and effectively with respect for others, for resources, and for the environment.

Over the years, Fermilab has developed an integrated set of policies and procedures compatible with federal and state regulations and laws that guide the way we do business. While you are a researcher at Fermilab, you must learn and follow the policies and procedures we have established.

We have collected in this section the key ESH&Q policies and procedures that every user must know. When you register for a Fermilab ID badge, you will be asked to sign a statement that you have read this section and agree to comply with its provisions.

The Fermilab ESH&Q Manual (FESHM) describes Fermilab's ESH&Q program:
http://esh.fnal.gov/xms/ESHQ-Manuals/FESHM
The Fermilab Radiological Control Manual (FRCM) describes Fermilab's radiation safety program: http://esh.fnal.gov/xms/ESHQ-Manuals/FRCM
The Fermilab Quality Assurance Manual (QAM) describes Fermilab's quality assurance program: http://esh.fnal.gov/xms/ESHQ-Manuals/QAM

All ESH&Q policies, procedures and documents are available at http://esh.fnal.gov

Furthermore, to implement Laboratory policies and to further strengthen safety in their areas, Fermilab Divisions, Sections and Centers have their own policies and procedures in addition to the FESHM, FRCM and QAM:
http://www.fnal.gov/faw/fermilab_at_work.html - faw-divisions-sections-centers

Drug and Alcohol Abuse Policy

Fermilab fully supports state and federal laws concerning the drug-free workplace. The Fermilab Personnel Policy Guide is available at: http://wdrs.fnal.gov/policies/alpha_list.html

Useful information

Fermilab website

Fermilab maintains a website called Fermilab at Work that offers links to news and many other useful resources for employees and users. You can find it at: http://www.fnal.gov/faw/

Phone

Fermilab maintains an online telephone directory at http://www-tele.fnal.gov/cgi-bin/telephone.script

Upon arrival at Fermilab, please update your contact information following the instructions on the directory website.

The directory also includes a link to our Yellow Pages, which list phone numbers of departments, conference rooms and much more.

The laboratory's main telephone number is 1-630-840-3000. Callers can reach users and employees directly by dialing 1-630-840- and the 4-digit extension number. Within the laboratory, the 4-digit extension number suffices to place calls.

When unable to dial an outgoing telephone call directly, place such outgoing business calls through the Fermilab operator (x3000). The operator will require a Project and Task code for chargeback on some calls.

To request telephone installations, including voice mail, submit to the Telecommunications Department, MS 228, a Telephone Service Request Form http://bss.fnal.gov/telecomm/index.html
These forms require signature approval from the appropriate Department Head.

Fermilab's Telecommunications Department's website is at http://bss.fnal.gov/telecomm/index.html

Mail

Mailroom staff pick up and deliver mail daily. Village resident mailboxes are located at 18 Sauk in the Village. Please contact the mailroom at Site 38 Warehouse 2, x3210, if you have questions concerning overnight, business, or certified mail. The mailroom is open weekdays from 7:00 a.m. - 3:30 p.m. For regulations and procedures regarding making a shipment to Fermilab, please check the section Support for Researchers below.

Conference rooms

Fermilab has conference rooms of varying sizes and technological capabilities, throughout the Fermilab site. Reservations must be made with the designated person responsible for the conference room in question. To see a listing of the conference rooms and their responsible agents, see the Fermilab Yellow Pages, under "C" for Conference Rooms: http://www-tele.fnal.gov/yellow/yellow.html#LetterC

Food services

Cafeteria - The cafeteria on the first floor of Wilson Hall serves breakfast, lunch, and afternoon snacks Monday through Friday. There is no weekend or holiday service. Hours are posted near the cashier. The current menu and general information for the Fermilab cafeteria is available at: https://fermilabcafe.southernfoodservice.com/WeeklyMenu.aspx

Chez Leon, a restaurant in the Users Center, serves lunch on Wednesdays and dinners every other Friday night. Special catered meals are also available. Reservations are required. The menu and additional information is available at http://fess.fnal.gov/chezleon/index.html

Vending machines are in the southwest corner of the first floor in Wilson Hall, in the Cross Gallery near the Main Control Room, the Feynman Computing Center, and at the Vending Building (18 Sauk Blvd.) in the Village. There may be vending machines at some of the larger experiments as well. Check locally. Report problems with vending machines to x3971.

Supermarkets are located about 1 to 2 kilometers from the Fermilab site entrances. Family Foods is located east of the Batavia Road entrance, off Route 59, and Walmart is southwest of the Pine Street entrance, off Kirk Road.

Medical care

Emergencies: In an emergency, dial x3131. Fermilab has staff and equipment to provide emergency medical service 24 hours a day, 365 days a year. Anyone seriously injured is taken immediately to a community hospital for emergency care.

Workplace injuries: If you hurt yourself while at work, it is most likely an occupational injury, so you should go to the Medical Office, Wilson Hall, Ground Floor West (x3232). Inform your supervisor is aware of your situation. If you are unsure if you hurt yourself at work or not, go to the Medical Office for an evaluation that will help determine if it is work- related. If it may be work-related, they will treat you. If they determine it is most likely not work-related, they will ask you to see a physician if you do not feel you can safely/effectively perform your job. Keep your supervisor informed.

Routine medical care: Users should consult health care providers in the community for non-emergency medical care. There is a list of "Local Referral Numbers" on the Medical webpage:

Users must show they have medical insurance coverage while they are at Fermilab. Users will be billed by the provider for any medical services not covered under their regular health insurance plan.

Pharmacies in the United States require prescriptions for the purchase of most drugs. Eyeglasses require prescriptions as well.

Computing for researchers

Fermilab offers researchers a comprehensive suite of computing resources and solutions, services, software, and consulting for acquiring, simulating, and analyzing data:

- Data acquisition services including help in planning, design, implementation and support for electronics, hardware, and software systems and solutions.
- Offline services including planning, design, implementation and support for interactive, batch, high performance, and distributed computing.
- Disk and tape storage as well as data management for the life cycle of the experiment or project.
- Local and wide area networking.
- Software packages and solutions for simulation – both detector and accelerator, data acquisition and online, offline, frameworks and databases, analysis and collaboration tools, etc.

Fermilab assigns a Scientific Computing Liaison to work with each experiment and project. Liaison goals and scope are documented here. The liaison is available to help identify needs, help with planning and allocation of resources for all types of computing and software. Any individual or experiment should contact the Fermilab service desk at http://servicedesk.fnal.gov/ (1-630-840-2345) who will put you in contact with your liaison or identify a new liaison. For the initial contact, we advise you to phone because to use the service desk web interface, you will need to have a computer account (see following section for how to do this).

The service desk is the primary point of contact for all computing incidents. After hours, emergency incidents may be reported by calling 1-630-840-2345 (please listen to the entire message).

Potential computer security incidents should be immediately reported to 1-630-840-2345 and to computer-security@fnal.gov.

Computer accounts and network access

To get your first computer account at Fermilab, you need to register as a Fermilab, get approved and get your Fermilab Visitor ID number. Please submit your application using this online form: https://fermi.service-now.com/new_acct_request.do

For additional computer accounts, network connections and other network access, you can obtain information through the Service Desk, listed in the "Getting Started with Computing at Fermilab" section at https://fermi.service-now.com/kb_view.do?sysparm_article=KB0011000.

Responsibilities of those using Fermilab computers

You are responsible for reading, understanding, and following the Fermilab Policy on Computing, which is available at: http://security.fnal.gov/policies/cpolicy.html

Publishing at Fermilab

Technical Publications Policy

Anything intended for outside distribution written by a Fermilab employee (or that includes Fermilab employees on the authors list) or by Visitors, Users, Members of a collaboration or Guest Scientists reporting work done using Fermilab facilities, must receive a Fermilab publication number. This includes papers submitted to journals for publication, those contributed to conferences, workshops, and symposia, and theses.

These papers come under the DOE/FRA classification of "work for hire" and all copyright forms must be signed by the Technical Publications Office. The only exception to this rule is Creative Commons Licenses also known as "CC BY".

The Fermilab Technical Publications Website contains links for requesting publication numbers, submitting papers, conference reports, thesis and proposals. The DOE/FRA acknowledgement is also located there. http://ccd.fnal.gov/techpubs/index.html

Research records

Fermilab has established a policy on managing research records that ensures a consistent approach. This policy is supported by detailed procedures to guide staff in fulfilling their responsibilities for managing the records arising from their research activities.

The creation and maintenance of records is important to the research process. Complete, authentic, and reliable records are required to:

- Demonstrate good research practice and strengthen the reliability of research evidence
- Safeguard researchers and experiments from allegations of research misconduct
- Protect individual and institutional intellectual property rights

Further information on records management and requirements is available in the Fermilab Employees Records Management Handbook: http://ccd.fnal.gov/records/

Fermilab library

The library is located in Wilson Hall on the third floor crossover. Anyone with any category of Fermilab ID card is welcome to request books and journal articles. The Library searches for books and articles from local, national and international sources. Most articles are e-mailed as PDFs within a few days and PDFs of articles from the library print journals collection are e-mailed in one day. http://ccd.fnal.gov/library/

The Library in coordination with the ESH&Q Section maintains the "Work Smart" standards set. This is the set of federal, state and local laws, regulations and standards to which the laboratory must adhere. http://ccd.fnal.gov/library/worksmart.html

Support for researchers

Press releases and media interviews

All users are encouraged to work with the Fermilab Office of Communication, 630-840-3351, Wilson Hall, 1 North East, regarding press releases, press materials (including photos, videos and websites) and information issued to the media about research results and other activities related to Fermilab. http://www.fnal.gov/pub/about/communication/

The Office of Communication coordinates its media communications with the public information officers at funding agencies and users' home institutions. Ideally, please contact the Office of Communication about four weeks before you plan to announce new scientific results or other news that might create media interest. Staff members of the Office of Communication also act as spokespersons for laboratory activities and news, and delegate inquiries from reporters to the appropriate experts among Fermilab staff and users. For more information, see: http://www.fnal.gov/pub/presspass/

Education and outreach

The Office of Communication and the Education Office encourage outreach by employees and users to help communicate information about Fermilab, particle physics and basic research. The Office of Communication and the Education Office have materials and programs that users and employees may find useful for presentations at Fermilab, at schools, at their home institutions or at community events. The Office of Communication has a large selection of photographs and even some videos that can be incorporated into presentations. The Office of Communication also manages a Speakers' Bureau. If you would like to volunteer to be a speaker at a community event, please contact the office at 1-630-840-3351. The Education Office offers various hand-on demonstrations that scientists can take to schools. To volunteer for school visits or other education programs, please contact the Education Office at 1-630-840-5588. More information is available on the following Web site: http://ed.fnal.gov/

Visa Office

Fermilab's Visa Office is located on Wilson Hall 15th Floor West. It assists employees with their immigration sponsorship and advises users and visitors on *general* U.S. immigration-related matters; users and visitors sponsored by U.S. institutions first should seek *specific* immigration advice from their sponsors. Examples of the issues with which the Visa Office can assist users and visitors include understanding U.S. immigration, preparing for visa applications at U.S. Consulates or admission to the U.S. Information is available at http://visas.fnal.gov

As immigration issues arise, we post them in our Alerts section of our website. The Alerts are located in the right-hand column of each page on our Visa Office website: http://wdrs.fnal.gov/visas/visas.html

Visual Media Services

The Fermilab Visual Media Services (VMS) office is located on the ground floor of Wilson Hall near the west parking lot entrance. VMS offers a variety of services, some of which are free and others of which are charged for, that include photography, video production, video streaming, A/V support, copying and duplicating, graphic design, and large format inkjet printing. Contact VMS at 1-630-840-3349 or vismedsr@fnal.gov, or see: http://www-visualmedia.fnal.gov

Please make sure that your milestones, experiments and projects get included in the archive by contacting VMS at 1-630-840-3349 to schedule a photo shoot. Photographic quality digital printers can output images for presentations and displays.

Stockroom

The Fermilab Stockroom Catalogue lists all supplies available in the Fermilab Stockrooms. The stores catalogue is available online at https://fermi.service-now.com/nav_to.do?uri=stock_catalog.do

The Fermilab Stockroom (x3825) at Site 38 is open on workdays from 7:00 a.m. - 3:30 p.m. You can get emergency access to stockrooms at other hours by calling Security via the Communications Center, x3000.

Property Management

To distinguish Fermilab-owned equipment from user-owned equipment, users should clearly identify all equipment they bring to the laboratory.

The Property Management staff (X3585) helps users arrange for long- or short-term loans of Fermilab equipment for use off site. After approval of the request by the Fermilab Division directly responsible for the equipment, the Property Management Group handles the administration of the loan.

Fermilab has very limited warehouse storage space. However, because we recognize that sometimes researchers need to store equipment, rather than returning it to the home institution, researchers can arrange for short-term storage by calling the Warehouse Group (x3577). The laboratory provides storage on a space-available basis. There is no charge for material stored in the warehouses or the outdoor storage facility. Note: Fermilab does not permit storage of hazardous materials such as flammable liquids, corrosives or radioactive materials.

Fermilab is prohibited by DOE Order 580.1-1 and the Property Management Regulations from assigning to non-employees sensitive items or Accountable Property, i.e. Capital/Controlled equipment. All such property must be assigned to a Fermilab employee.

Shipping materials or equipment to Fermilab

Before making a shipment to Fermilab, consult the Traffic Department (x3470) for specific shipping information and instructions. The shipping address is:

Fermi National Accelerator Laboratory
Wilson Road & Kirk Road
Batavia, Illinois 605l0.

Attention: Shipping and Receiving Department c/o User's Name

For all shipments, provide the Traffic Department with the agency or shipper, the name of a user at Fermilab familiar with the shipment, delivery destination at Fermilab, the size, weight, and number of pieces, an itemized list of equipment, and storage requirements, if necessary. After the material arrives at Fermilab, make all subsequent arrangements through your institution's management.

Shipments from foreign countries

Through the services of the U.S. Department of Energy and the U.S. Department of State, Fermilab will arrange for a U.S. Customs waiver, post a Temporary Importation Bond (T.I.B.), or pay import duties on materials shipped to the laboratory from foreign countries. Getting a waiver takes a minimum of three weeks.

Please contact the Traffic Department (x3470) for more information.

Engineering services

The Engineering Group (x6598) of the Facilities Engineering Services Section (FESS) offers the services traditionally found in an architectural/engineering firm: architecture, civil and environmental engineering, structural engineering, mechanical and controls engineering, fire protection, electrical engineering, estimating and construction management. The group sometimes uses task order contracts with commercial architectural/engineering firms to augment its own effort. More information is available from: http://fess.fnal.gov/

Technical Division support

The Technical Division provides support services for experiments and projects as described at http://www-td.fnal.gov/atwork/

Services include Machining and Welding, Product Testing and Measurement, Materials Testing and Analysis, Conventional Magnet Testing,Superconducting Magnet Testing, Calibration Facilities, and Superconducting RF Cavity Testing. Please contact the Division for up-to-date information.

Finance Section

To help users carry out research, Fermilab provides a variety of materials and services to researchers and bills the cost to the user's home university or laboratory. More information is available at http://finance.fnal.gov

To use home institution funds for carrying out research at Fermilab, the user establishes an account: the home institution writes a purchase order to Fermilab, directed to the Chief Accounting Officer, Wilson Hall – 4 East, indicating the user's level of signature authority; the research work to be conducted; the dollar limitation; the type or classification of services or materials covered; and the time period for which the order is valid. The dollar amount and the time period should both be adequate to complete the research. (When the user exceeds either, the home institution has to issue a change order.) Then the user receives a project and task code to use at Fermilab, much like a department-store charge account.

The project or experiment spokesperson establishes authorizations for example, stockroom withdrawal authorization with the concurrence of the fiscal officers of the users' home institutions so that users' ID cards have appropriate coding.

In some cases, the Program Office of the DOE High Energy Physics program puts university funds directly into Fermilab's "Financial Plan" to be used by and for the institution's research at the laboratory. Although the funds are for the use of the university personnel, because they are in the Fermilab Financial Plan they are subject to the same terms and conditions as Fermilab funds. These terms and conditions are in FRA's prime contract with the Department of Energy for operation of Fermilab.

a) Billing

Fermilab submits monthly bills against the institution's purchase order for costs incurred on the researcher's project and task code. Costs include such items as purchases, special services rendered, stockroom withdrawals, telephone expenses and burden charges.

Burden charges include labor burdens (fringe, vacation and other paid time off) charged based on time worked against the project and indirect burdens to reimburse the laboratory for its indirect expenses covering Divisional Program Support, Materials/Service Acquisition, Common Site

Support and G&A. More information, including current rates, can be found on the Finance and Accounting websites: http://finance.fnal.gov

Invoices must be paid promptly; payment terms per DOE Directive are "net 30 days." It is the institution's responsibility to have a payment system in place to assure prompt payment of Fermilab invoices.

Institutions with accounts more than 90 days past due may be suspended from doing research at Fermilab or using any of Fermilab's facilities, including computing. The suspension lasts until the accounts are brought current. Habitually delinquent accounts may mean permanent denial of access to the Fermilab site or the use of its facilities.

Invoices with disputed charges should be processed less the disputed charges, with the deductions and the reasons noted. If the Fermilab Accounts Receivable Group cannot resolve the question, then the Chief Accounting Officer resolves the dispute. Fermilab will not consider disputed charges delinquent.

Institutions must pay the charges incurred by their users which are not in accordance with their institution's policies--personal phone calls, travel not preapproved, for example--because Fermilab considers the user an agent of the institution. The institution must recover the unauthorized cost from the individual user.

Although most of the policies and procedures are the same as those under a "cash reimbursement policy," as outlined above, there are some differences.

When the Department of Energy puts funds into Fermilab's contract for a particular institution, Fermilab's Chief Financial Officer sends the institution a detailed policy and procedure letter concerning the use of these funds. A copy of this letter is maintained in the Accounting Department.

b) Procurement

Fermilab's Procurement Department (x3521) acquires goods and services. Procurement specialists will help you plan your procurement requirements for computer equipment, construction services, fabrication, electronics, maintenance, repairs and operation. Fermilab has a credit card system (Pro Card) that Procurement can explain. Please contact the Procurement Department for the up-to-date procedures and rules for acquisition of goods and services.

Planning an experiment, test or project at Fermilab

The Fermilab Director, with the advice of the Physics Advisory Committee (PAC) and the Accelerator Advisory Committee (AAC), determines the experimental program and the facilities to be built within the available funding. The PAC normally consists of about 14 members appointed by the Director for overlapping four-year terms. The AAC normally consists of 12 members with staggered two-year terms. The Director customarily seeks advice from the Users Executive Committee in selecting new PAC members.

The Office of Program Planning, in consultation with the director, coordinates the experimental physics program at the laboratory, developing experimental schedules and establishing priorities among experiments. The office will point you to and help in working with the other offices, divisions and sections of the laboratory. Further information about proposing an experiment is available from this office and more information (including experiment beam schedules) is available at http://www.fnal.gov/directorate/program_planning/index.html

Proposing a test at Fermilab

Detector R&D, calibration of a detector in a beam line, and other tests requiring less funding and support than an experiment undergo a less extensive review process. However, researchers must submit a written request to the Fermilab Test Beam Facility (FTBF) Coordinator for approval by the Program Planning Office. Instructions on how to write the request, which is in the form of a Technical Scope of Work, can be found on the Become an FTBF User webpage. Sample TSW's are available on the web at http://www-ppd.fnal.gov/FTBF/TSW/index.html. More information is available from the FTBF web pages at http://ppd.fnal.gov/ftbf/

Rules for giving tours to visitors and minors in experimental and operating areas

The buildings open to the public are the Lederman Science Center, Ramsey Auditorium, and parts of Wilson Hall (ground floor, atrium, and people can sign in at the reception desk in the atrium to visit the viewing and exhibit areas on the 15th floor). More information about public tours is available at: http://www.fnal.gov/pub/visiting/tours/

If researchers are planning to give tours outside of the public areas, potential health and safety hazards may exist: high voltages, high currents, cryogens, oxygen deficient atmospheres, explosive gases, toxic chemicals, heavy rigging, complex machinery, lasers, and radiation. Also, delicate and/or carefully aligned apparatus necessary for the operation of the experimental program is vulnerable to damage. Researchers must follow the following rules governing the admission of visitors or untrained personnel (i.e., a tour) to experimental areas:

1. Tours must be escorted by a registered researcher or Fermilab employee, however all escorts into any Property Protection Area must be Fermilab employees.

2. Tours to some areas and/or by larger groups may need special approval by the appropriate Division/Section Head or Senior Safety Officer (SSO). Check in advance for local provisions of sites to be visited.

3. Tours into any area posted for radiological purposes (e.g., Radioactive Materials Area, Radiation Area) must be approved by the appropriate Division/Section Head or Radiation Safety Officer (RSO).

4. Tours including visitors less than 18 years old into any Radiation Area or High Radiation Area are strongly discouraged and must also be approved by the Senior Radiation Safety Officer (SRSO). Additional requirements for tours in these areas are given in the Fermilab Radiological Control Manual: http://esh.fnal.gov/xms/ESHQ-Manuals/FRCM

5. Tours of experimental halls and pits for experiments that are in operation or standby mode must have the approval of the spokesperson, physicist in charge, or liaison physicist in addition to the above requirements.

6. Tours of non-experimental areas, or experiment halls that are idle or decommissioned, may be arranged through the Building Manager.

7. Everyone under 18 years old, including children of employees, visiting scientists and DOE employees, must be continuously supervised by an adult while visiting. Children may be permitted in office areas if the offices and the path from public areas to the offices are not restricted.

Every user or Fermilab employee who invites a visitor onsite is responsible for knowing and following Fermilab ESH&Q practices and procedures for the visit. For more information see: http://www-esh.fnal.gov/pls/default/esh_home_page.page?this_page=800

Life at Fermilab for you and your family

The Users Office, located on the Wilson Hall Mezzanine, provides general information, maps and other materials about Fermilab and the surrounding area, and can direct you and your family members to information about the Fermilab area. http://wdrs.fnal.gov/users/users.html

Guide to Life - The Fermilab Students and Postdoc Association (FSPA) maintains the Guide to Life, which provides information about health insurance, social security cards, drivers' licenses and other things you may need to know before you arrive. It provides extensive information about resources and tips to setting up a new household in the Fermilab area. http://gsawiki.fnal.gov/

Living on site - The Fermilab Housing Office, located in Aspen East at the corner of Batavia Road and Sauk Boulevard, is open Monday through Friday, from 8:00 a.m. to 4:00 p.m. Fermilab rents furnished houses, apartments, and dormitory rooms. You may request housing by emailing the Housing Office at housing@fnal.gov, calling 1-630-840-3777, or using our on-line housing request form. The form and additional information is available at the Accommodations website: http://fess.fnal.gov/accommodations/index.html

Living off site - There are a number of short- and long-stay hotels in the area around Fermilab. Users should book directly with the hotel of their choice. There are many apartment and other housing options for users visiting Fermilab for longer durations. The Guide to Life has information about these options at: http://gsawiki.fnal.gov/

In addition, limited information for living off the Fermilab site is available at the Housing Office at Aspen East, the corner of Sauk Blvd and Batavia Road in the Village.

Access to the Fermilab site by family members - Fermilab permits access to the site through controlled access points. Access and entry to Fermilab property is contingent upon producing identification. Everyone visiting the Fermilab site must produce one of the following documents if requested by a security official: a government-issued photo identification card, a Fermilab Visitor ID Badge, or a Fermilab-issued visitor pass with a photo identification card.

Family members who require access to the Fermilab site during non-business hours (such as when living in Fermilab housing, or needing to drive a Fermilab employee or user to or from work) must contact the Key & ID Office on the Ground Floor of Wilson Hall to obtain an authorized guest badge.

A central corridor of public areas allows the public to visit much of the Fermilab site without the need for visitors' passes. Ask a guard at one of the site entrances for a map. Members of the public may access these areas between 8 a.m. and 6 p.m. from late-October to early-March and from 8 a.m. to 8 p.m. during the balance of the year. Roadways that are off limits to visiting members of the public are posted with signs.

Children at Fermilab - Everyone under 18 years old, including children of employees, visiting scientists and DOE employees, must be continuously supervised by an adult while visiting Fermilab. Children may be permitted in certain office areas designated by the responsible Division or Section Head, subject to approval by the Division or Section Head.

Children can visit public and office areas. In general, they cannot visit laboratory areas, *e.g.* beamline enclosures, experimental halls, counting rooms, portakamps (except those used exclusively for offices) and non-office areas of assembly buildings. On a case-by-case basis, the Division Head may give permission for properly escorted children to visit specific laboratory areas for a specified length of time. You must get permission before allowing children to visit a laboratory area.

Day Care - Fermilab operates a day care facility for employees, visiting scientists and contractors. Enrollment is based on availability and a waiting list is maintained. For information regarding costs, etc., call the Children's Center (x3762).

Day Camp - During the summer, Fermilab operates a summer day camp for children of employees, visiting scientists and contractors. For information regarding schedule, costs, the application process, etc. please call The Children's Center (x3762).

Culture and recreation

Fermilab Recreational Facilities - The Users Center, at 10 Che Pinqua in the Fermilab Village, is open Monday through Friday from 5:00 p.m. until 10:00 p.m. (staying open later on Friday nights and for special events) midnight. The Center has a bar, ping-pong, pool tables, and other games. There's also TV, a grand piano, and various meeting rooms. Children must have responsible adult supervision.

The Fitness Center at 16B Potawatomi includes a multipurpose gymnasium, an exercise room, a fully-equipped weight room and locker rooms, with 24-hour access for members. Memberships can be purchased in the Wellness Office, Wilson Hall – 15 West (x2548).

The Wellness Office has information about all recreation facilities and programs, as well as the many on-site clubs, organizations and athletic leagues. For more information, contact the Wellness Office, Wilson Hall – 15 West or go to: http://wdrs.fnal.gov/wellness/programs.html

On-Site Cultural Activities - Fermilab hosts many cultural activities in the 847-seat Norman F. Ramsey Auditorium at the south end of Wilson Hall. For further information, see: http://www.fnal.gov/culture/NewArts/index.shtml

NALWO - The National Accelerator Laboratory Women's Organization is an organization open to all women and their families affiliated with Fermilab: http://www.fnal.gov/orgs/nalwo/

English language classes: NALWO sponsors English language classes. The classes are free of charge and may be joined at any time. Volunteer teachers work with students at all skill levels. Information about the time and place is available at 630-840-3994.

Fermilab Clubs and Organizations - To see a list of Fermilab clubs and organizations and the names of contact people at Fermilab, visit: http://www.fnal.gov/faw/orgs.html

Fun in the 'Burbs' - Detailed information about living in the communities surrounding Fermilab is available in the Guide to Life, available at http://gsawiki.fnal.gov/

Quick guide

Emergency or fire - Call x3131 from any lab phone or 630-840-3131 from a cell phone

Arts and Lecture Series tickets and cultural activities – x2787:
http://www.fnal.gov/culture/NewArts/index.shtml

Cafeteria – Wilson Hall – 1 South. Breakfast, lunch and snacks, Monday through Friday.
Usually no service on weekends and holidays. Menus and hours posted at:
https://fermilabcafe.southernfoodservice.com/WeeklyMenu.aspx

Car rental –   http://wdrs.fnal.gov/users/links.html

Cashier – Wilson Hall - 4E (just outside East elevator), x5808, Tues.-Fri., 12:30-4:15 p.m.
Personal checks to $200 may be cashed with a Fermilab ID.

Communications Center (including Fax services) - Wilson Hall – ground floor, +1-630-840-4343

Computer accounts - Details and procedures for requesting computer accounts are at:
https://fermi.service-now.com/kb_view.do?sysparm_article=KB0010796

Day Care - http://wdrs.fnal.gov/childrens/

Email addresses -: http://www-tele.fnal.gov/cgi-bin/telephone.script

Emergency - Call x3131 to notify fire department, ambulance, and security. Stay on line to
answer questions by the dispatcher.

Environment, Safety and Health manual - http://www-esh.fnal.gov

Fax numbers - http://www-tele.fnal.gov/cgi-bin/telephone.script

Fermilab Today -: http://www.fnal.gov/pub/today/

Fire - Call x3131. Stay on line to answer questions.

Gym membership - http://wdrs.fnal.gov/recreation/facility.html

History and Archives: http://history.fnal.gov/

Housing information - Aspen East in Village, x3777, e-mail: housing@fnal.gov :
http://fess.fnal.gov/accommodations/

Key requests - Key requests must go through the appropriate Division or Section Office. Key and
ID Office, Wilson Hall Ground Floor, x4506.

Library - e-mail: library@fnal.gov website: http://ccd.fnal.gov/library/index.html

Lost and found - Communications Center, Wilson Hall – Ground Floor, x3000.

Medical Office - Wilson Hall – Ground Floor West, x3232. Off-Hours call x3131. Only available for Fermilab-related injuries or illnesses.

Medical emergency - Call x3131. Stay on line to answer questions.

Notary public - Abri Credit Union, Wilson Hall – Ground Floor North, x3293.

Pager (On Site) - Dial 72, wait for tone, dial pager number, wait for 3 beeps, give message.

Posters - Fermilab posters and brochures are available at the Office of Communication, Wilson Hall – 1 North East, x3351.

Personnel policies: http://wdrs.fnal.gov/policies/index.html

Physics Research Equipment Pool (PREP) equipment loans – prep@fnal.gov
http://cdorg.fnal.gov/ese/ESEPREP.html

Quality Assurance Manual (QAM) http://esh.fnal.gov/xms/ESHQ-Manuals/QAM

Radiological Control Manual - http://esh.fnal.gov/xms/ESHQ-Manuals/FRCM

Remote Computing Access:
https://fermi.service-now.com/kb_view.do?sysparm_article=KB0010655

Residence ID - For identification of users' family members. Housing Office, Aspen East, x3777.

Service Desk - (Fermilab IT Service Desk on the ground floor of Wilson Hall), x2345:
https://fermi.service-now.com/

Social security applications: http://www.ssa.gov/

Stockroom - Site 38, Warehouse #1, x3825, Mon.-Fri., 8:00 a.m.-11:45 a.m., and 12:30-4:30 p.m. The stockroom catalogue is available on the Internet at
https://fermi.service-now.com/nav_to.do?uri=stock_catalog.do

Taxi - Call HACK (x4225), 7:30 a.m.-4:30 p.m. weekdays, on-site transportation only.

Technical publications - Wilson Hall – 3 South West, x5693, email: techpubs@fnal.gov

Telephone numbers - Telephone numbers or email addresses,
http://www-tele.fnal.gov/cgi-bin/telephone.script

Tours - http://www.fnal.gov/pub/visiting/tours/

Travel Office (including Airline tickets) - Wilson Hall - 4 South East, x3398, e-mail: travel@fnal.gov
https://fermipoint.fnal.gov/service/TravelSystem/SitePages/Home.aspx
(need to login with your Fermilab Services Account)

Users Center - 10 Che Pinqua, Village; Mon. - Fri. 5:00 p.m. - midnight. Bar, snacks, recreation are available.

Users Office - The Users Office is a good resource for researchers wanting Fermilab information (Wilson Hall – Mezzanine, x3111 and x3811, e-mail: usersoffice@fnal.gov):
http://wdrs.fnal.gov/users/users.html

Vehicle stickers - Keys and ID Office, Wilson Hall ground floor, next to the Communications Center, x4506.

Visa Office - The Visa Office provides U.S. immigration-related guidance to users and assistance to employees, as well as information about changes to U.S. immigration laws or policies, and about consulate processing of visas. Email visaoffice@fnal.gov Website: http://wdrs.fnal.gov/visas/visas.html

Visitor ID badges - Required for all researchers, obtained through Users Office, Wilson Hall – Mezzanine.

Weekend services - Communications Center, Wilson Hall – Ground Floor North, x3000. Dispenses pre-arranged housing contracts, airline tickets; dispatches Security to handle emergency stockroom withdrawals, PREP exchange/withdrawal, housing lockouts, and emergency on-site transportation.

Yellow Pages - To find phone numbers for departments, offices and services at Fermilab, browse the Yellow Pages of the Fermilab Telephone Directory at:
http://www-tele.fnal.gov/telephone/yellow/yellow.html

A final word

If you notice information in this document missing, unclear, outdated, or just plain wrong, or if you have any questions, please send email to usersoffice@fnal.gov

Policies

The following policies apply to all users and visitors conducting research who have access to the lab both on-site and remotely.

WDRS Policies

Action Line

Anti-Harassment Policy

Bulletin Board Use

Business Travel

Computer Use

Drug and Alcohol Abuse

Government Property Policy

Holidays

Violence in the Workplace

Information
Policy on Computing
Personally Identifiable Information
Document Management and Control
Records Management Policy
Partnerships
Partnerships Policy
MOUs Between Fermilab and Foreign Partners
Intellectual Property Policy
Legal
Combating Trafficking in Persons (CTIP)

Governance Policies

Policy on Access to Fermilab

Policy on Export Control

Policy on Photography of Technical Systems

Policy on International Engagement

Science

Scientific Research

ES&H

Safety and Health

Environmental Policy

Stakeholder Relations and Communications
Communications Policy
Community Outreach
Interactions with Government Officials Policy
Web Governance Policy
Property
Maintenance
Property

Requests for Easements or License

Additional policies are located on the Fermilab at Work website.