Site access and badging FAQ

General

What is the process for users, sub-contractors and authorized guest to request access to Fermilab?
First, fill out and submit the access request form at https://get-connected.fnal.gov/ After your request is reviewed, you will receive an email prompting you to login to FermiWorks and enter additional information there. Once you have completed the required fields in FermiWorks, you will receive an invitation letter with all the important information about training requirements and accessing your accounts. If you are a user and are coming onsite, you will need to go to the Users Office on the Wilson Hall Mezzanine to receive your badge. If you are a sub-contractor or authorized guest and are coming onsite, you will need to go to the Badging Office on the Wilson Hall ground floor to receive your badge. Please bring the required documents as listed at https://get-connected.fnal.gov/documents/.

Who needs to submit an access request form?
All new users, sub-contractors, and authorized guests need to submit an access request form. If the person is **not** performing physical work **and** they are being escorted by a Fermilab badge-holder the entire time they are at Fermilab, then they do not need to submit an access request form. Otherwise, they need to submit the access request form.

All current users, sub-contractors and authorized guests will be prompted to fill in and validate their information in the new access form and FermiWorks when their account is up for renewal.

Where do I find the access request form?

For more information on the access request process and the link to the form:

If you are a user, please go to: https://get-connected.fnal.gov/users/access/

If you are a sub-contractors or authorized guest, please go to: https://get-connected.fnal.gov/contractor-id-badge/

The form is the same for everyone, but the process and requirements vary slightly.

How long does an access request take?
It could take anywhere from a few days up to four weeks depending on the specific situation.

For users, sub-contractors and authorized guests

What email address should I use for my contact information?
You should enter your individual email address so you can directly receive your account login information and instructions and to keep your personal information secure. You should **not** use an email account that you share with others, such as a general company email address.

If you do not have a personal email address, please consider creating a free email address through an email service (gmail, yahoo, etc.)

Who should my emergency contact be?
Your emergency contact should be a personal contact such as your spouse, family member, or friend who Fermilab would contact if you were hurt or if there was an emergency. This should NOT be your Fermilab point of contact, supervisor, etc.

How do I know what my PO number is?
If you do not know your PO number, contact your Fermilab Point of Contact.

What is the country code for my phone number?
If you have a United States phone number, your country code is '1'
If you do not have a United States phone number, you can look up your country code online.

How do I know what building I will be in?
Contact your Point of Contact.

How do I check the status of my access/account request?
To check the status of your request, you can contact your point of contact, the Users Office (usersoffice@fnal.gov) if you are a user, or the Badging Office (badgingoffice@fnal.gov) if you are a sub-contractor or authorized guest.

Do I need to do anything after submitting the access request form?
Yes, if you request is approved, you will receive an email with information on how to login to FermiWorks and complete the onboarding process.

Do authorized guests and sub-contractors fill out their own access request form and the FermiWorks information?
Yes, authorized guests and sub-contractors will now fill out their own access request form and information in FermiWorks. This helps keep your information private and speeds up the badging process once you are onsite.

Who should I contact if I have issues filling out the access request form or the FermiWorks information?
You can go to https://get-connected.fnal.gov/ for training documents. You can reach out to your point of contact for assistance. You can also contact the Users Office (usersoffice@fnal.gov) if you are a user or the Badging Office (badgingoffice@fnal.gov) if you are an authorized guest or sub-contractor.

What if I was working off-site and now need to work on-site?
Please submit a new access request form at https://get-connected.fnal.gov/

For Points of Contact

Do I need a Fermilab Services account and badge to be a POC?
Yes, you can only be a point of contact if you have an active badge and Services account.

Do I need to review all details of the request and validate them?
Yes, you must review the information and either approve or reject the request. Please note that if you reject the request, the requestor will have to re-submit the access request form. If you are validating the request for a sub-contractor, you can send an email to the Contingent Coordinator (see your division administrator for further instructions) to make changes to the P.O. number and lab affiliation information.

If I do not know the person requesting access, what should I do?
If you do not know the person, reject the request. If you are not sure, contact the requestor and ask for more information. It's your responsibility to identify and validate that you know and have invited the person to access the lab.

Are further actions needed after my approval/rejection?
The person may need assistance with the sub-contractor, user, or authorized guest onboarding. Please reference the get-connected.fnal.gov page.

If I forget to reply to the approval request, do I receive a reminder?
Yes, you will receive reminders on a weekly basis

Once the access request process is completed, do I receive a notification email?
Yes. You are copied on the informal invitation letter to the requestor at the end of the process.

How will the requestor know what the process is? Where can I direct people if they need help with the new process?
Please go to https://get-connected.fnal.gov/ for further instructions.

How do I determine what the primary onsite location/building of my contact will be?
Their onsite location is the primary place they will be working, or if they will not be working from a specific place, it is the building where their supervisor or point of contact is located.

If Global Services staff is not available to assist with an immediate question regarding the process who else can help me navigate through the process?
Your Division Administrator or Contingent Coordinator can assist you through the process

How will the new site access and badging process be communicated to sub-contractors?
Procurement will send out letters to sub-contractors informing them of the changes. As a POC, you should also be communicating the changes to your contacts.

For Contingent Coordinators

What if the contingent coordinator is out of the office?
You can reassign your tasks to another contingent coordinator, or a contingent coordinator in your group can look at and work your tasks while you're gone. You should designate a backup to cover for you if you are not available. Please see the contingent coordinator training slides for more information at https://get-connected.fnal.gov/.

Does this system integrate with the essential personnel list to allow people onsite?
No. Anyone coming onsite should follow the current process to request access. This process does not add them to the list.

Do contingent coordinators get an email if there is a pending task?
Yes, you will get an email and a weekly reminder if you have a pending task.

Is the PO list on the access request form updated in real time?
Yes, it is updated from EBS so it should be accurate and up to date.

How can a contingent coordinator check a PO?
You can go to the PO Lookup or Web Query on finance site to look at requisitions and PO numbers