

# myOLCF

## Self Service Web Portal

Leah Huk

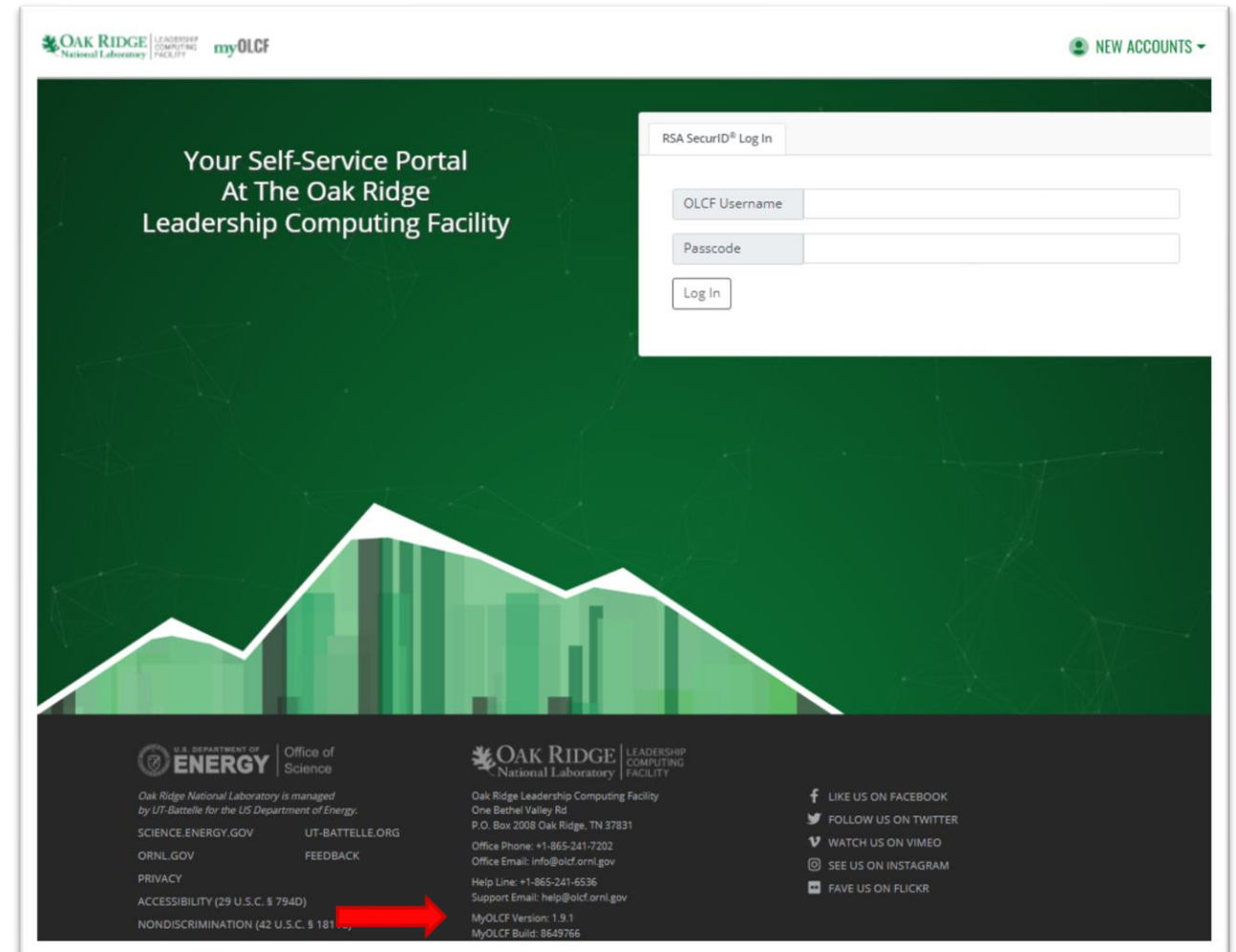
User Assistance – Production

April 2022

ORNL is managed by UT-Battelle LLC for the US Department of Energy

# What is **myOLCF** ?

- A modern self-service portal for OLCF principal investigators and end-users
- <https://my.olcf.ornl.gov>
- Login with OLCF user name and passcode
- Initial public release: version 0.5.0 (Nov. 12 2020)
- Current release: version 1.9.1 (Mar. 28 2022)



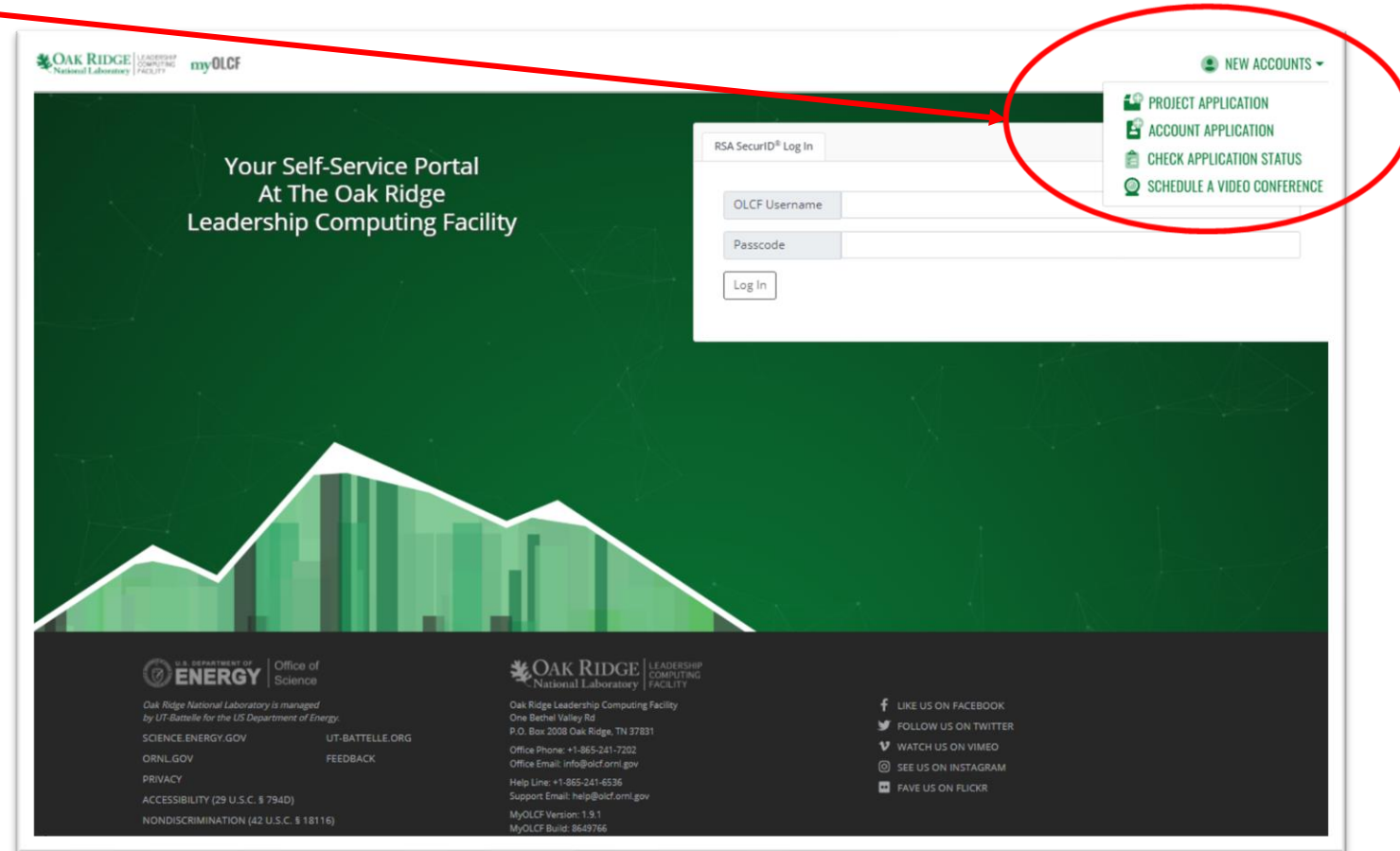
# What can you do with **myOLCF**?

- View information about your Project(s), Project Users, Allocation(s)
- View graphs / query data on project metrics
- Track the status of your Account Application(s)
- Update your contact information on file with us
- Quickly apply to renew your project membership(s)
- PIs: Approve project applicants with (1) click
- PIs: Quickly apply to renew your existing project(s)
- **NEW: View tickets open with the HelpDesk team**

# Some tasks do not require login!

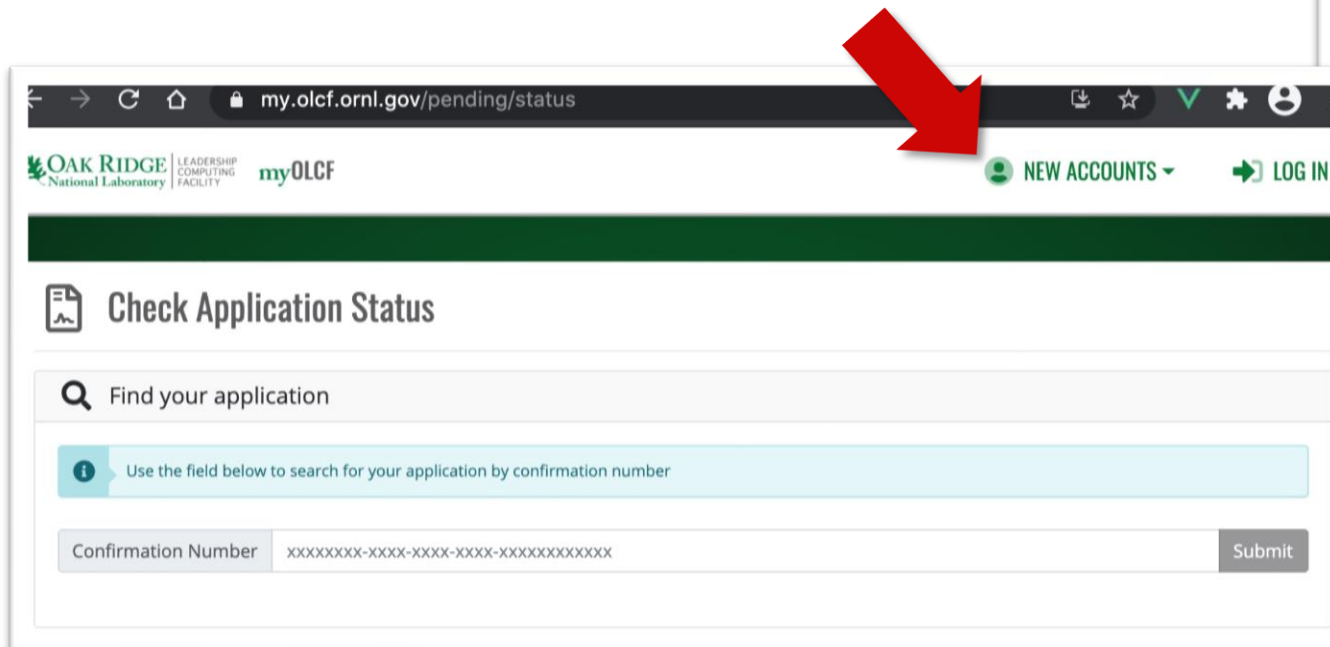
Lost your login credentials? Need to have a new user apply to your project?

- Submit an application for a new project
- Submit an application for a new user account
- Check on the status of a user account application
- Schedule a Video Conference to verify receipt of a new RSA token



# Check your application status

- Use the confirmation number from your application submission email to check its progress



my.olcf.ornl.gov/pending/status

OAK RIDGE National Laboratory LEADERSHIP COMPUTING FACILITY myOLCF

NEW ACCOUNTS LOG IN

## Check Application Status

Find your application

Use the field below to search for your application by confirmation number

Confirmation Number: xxxxxxxx-xxxx-xxxx-xxxx-xxxxxxxxxxxx Submit

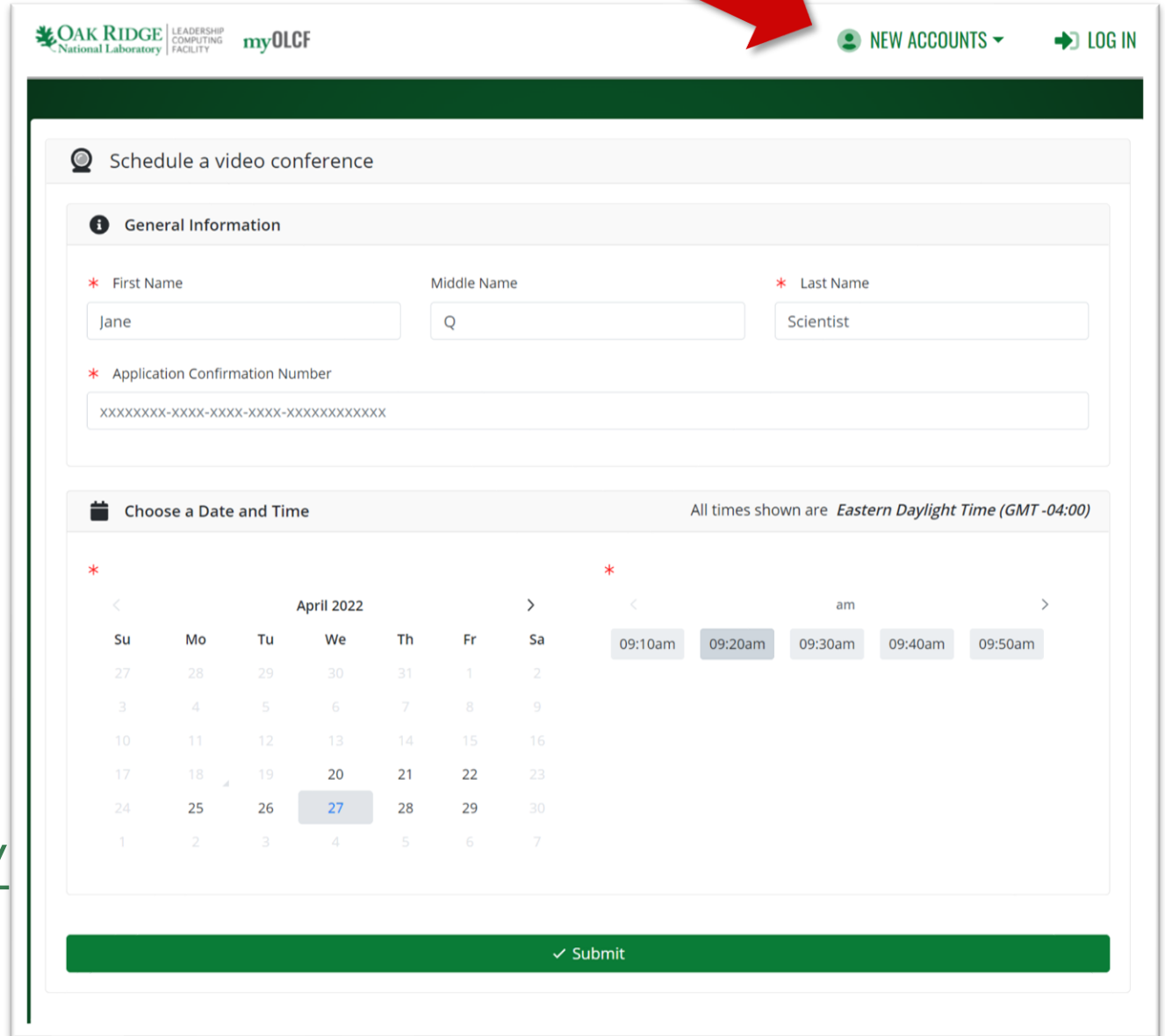
Application ID	Status	Project ID	Applicant	Completed On
11477	Testing	BIF134_MDE	Adam Carlyle	--

Application 11477 Confirmation ID: ee7dd315-25c6-48cf-bb7c-a54bbcc74bf5

Concerning the project applicant	0 / 1 completed
<ul style="list-style-type: none"><li>The Project PI reviews, then approves or rejects your project membership request</li></ul>	In Process
Concerning the applicant's contractual agreements	0 / 3 completed
<ul style="list-style-type: none"><li>You sign and return a "Sensitive Data Rules" form</li><li>You agree not to use sensitive data on a fundamental research project</li><li>You complete a form related to Radiation Safety Information</li></ul>	In Process In Process In Process
Concerning the project's contractual agreements	0 / 1 completed
<ul style="list-style-type: none"><li>Our accounts team executes an "institutional user agreement" with your employer</li></ul>	In Process
Concerning the applicant's RSA SecurID token	0 / 3 completed
<ul style="list-style-type: none"><li>An RSA SecurID token is shipped to you</li><li>You verify receipt of the RSA SecurID token via notarized form or video conference</li><li>We enable your RSA SecurID token</li></ul>	In Process In Process In Process

# Schedule a video conference for your RSA token

- No need to visit a notary!
- Use the confirmation number from your application submission email to schedule.
- Five appointment times available in morning and in afternoon.
- Contact [help@olcf.ornl.gov](mailto:help@olcf.ornl.gov) for replacement tokens



The screenshot shows the 'Schedule a video conference' page on the myOLCF portal. A red arrow points to the 'NEW ACCOUNTS' link in the top right corner. The form is titled 'Schedule a video conference' and contains two main sections: 'General Information' and 'Choose a Date and Time'.

**General Information**

- \* First Name:
- Middle Name:
- \* Last Name:
- \* Application Confirmation Number:

**Choose a Date and Time**

All times shown are *Eastern Daylight Time (GMT -04:00)*

\* ☐ am

April 2022						
Su	Mo	Tu	We	Th	Fr	Sa
27	28	29	30	31	1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
1	2	3	4	5	6	7

\* ☐ pm

09:10am 09:20am 09:30am 09:40am 09:50am

✓ Submit



# General Site Navigation – Projects List

Project List

MY PROJECTS

MY ACCOUNT

LOG OUT

Current Project

STF007

OVERVIEW

Project Profile

Renew My Membership

USERS

ALLOCATIONS

SETTINGS

ANALYTICS

Project Actions

Project Profile

STF007: "Staff - User Assistance"

Category 1

General

Project ID: STF007

Name: Staff - User Assistance

Organization: OLCF - Oak Ridge Leadership Computing Facility

Security Enclave: Moderate

Research Summary: --

Current Status: Enabled

Start Date: 2013-01-01 00:00 (over 9 years ago)


End Date: 2022-07-29 23:59 (in 4 months)

Points of Contact

Principal Investigator: Ashley Barker

Account manager: Cara Kennedy

# Renew Project Membership

 LEADERSHIP  
COMPUTING  
FACILITY

myOLCF

MY PROJECTS ▾

MY ACCOUNT ▾

LOG OUT

STF007

OVERVIEW

Project Profile

Renew My Membership

USERS

ALLOCATIONS

SETTINGS


ANALYTICS

Account Renewal Application

STF007: "Staff - User Assistance"

Step 1 / 7

Personal Information



Use this form if you would like to apply for first-time access to an existing project using your existing OLCF account credentials. Some fields are pre-filled for your convenience, but **please update any data that are outdated before submitting.**

\* Title

Dr ▾

\* First/Given Name

Jane

Middle Name

Q

\* Last/Family Name


Scientist

Suffix

\* Email

jane@example.com

\* Phone

 ▾

+1 865 555 5555

ORCID [\(what's this?\)](#)

0000-0000-0000-0000

\* Birth Country

UNITED STATES ▾

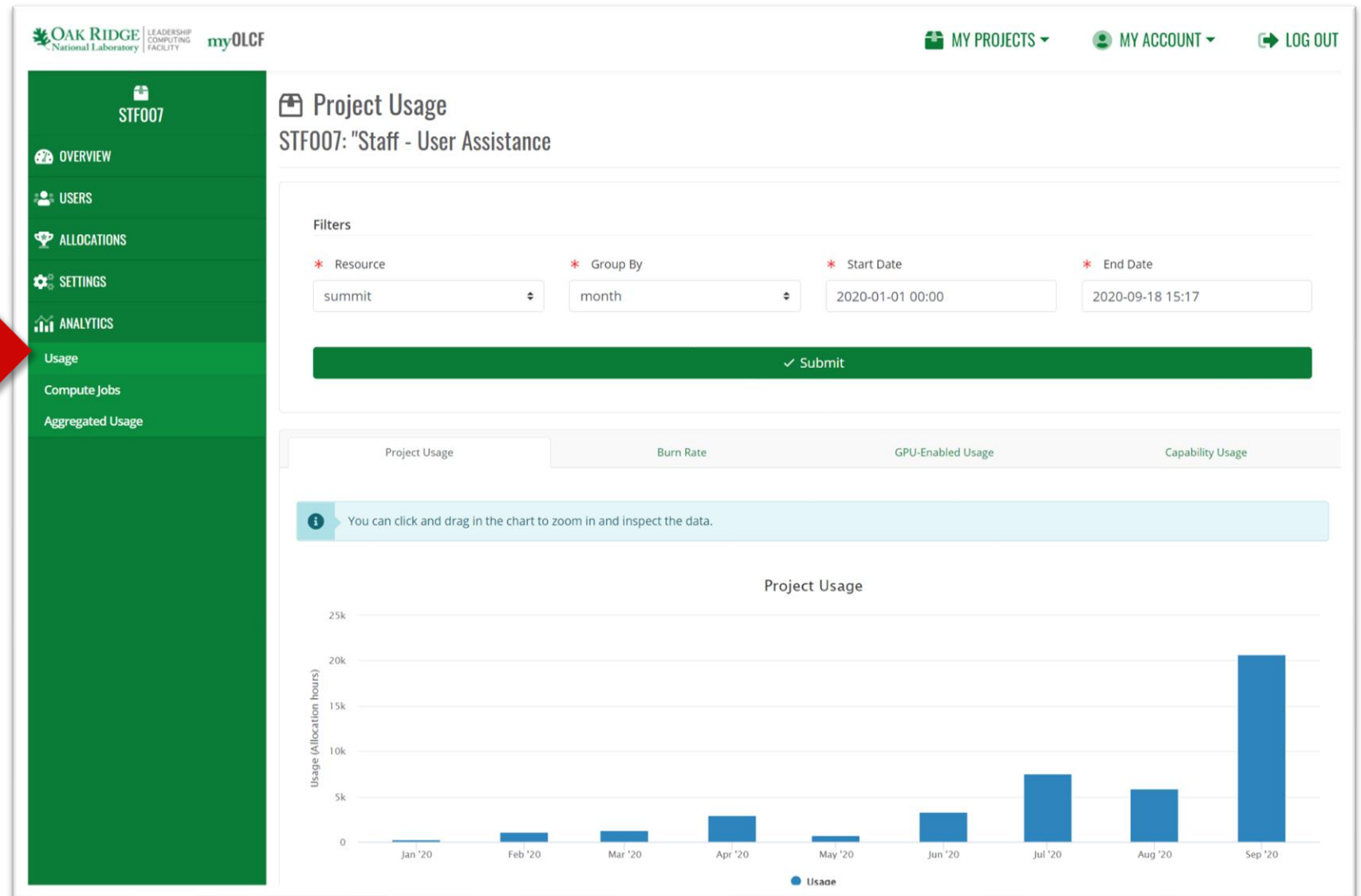
Select/include country code (e.g. '+1')





# Project Analytics - Usage

- Visualize how much of your allocation has been used
- Specify the resource, bin size, and dates



# Project Analytics – Burn Rate

STF007

OVERVIEW

USERS

ALLOCATIONS

SETTINGS

ANALYTICS

Usage

Compute Jobs

Aggregated Usage

Project Usage

STF007: "Staff - User Assistance"

Filters

\* Resource

summit

\* Group By

month

\* Start Date

2020-05-30 00:00

\* End Date

2022-04-18 15:57

Submit

Project Usage

Burn Rate

GPU-Enabled Usage

Capability Usage

You can click and drag in the chart to zoom in and inspect the data.

Burn Rate

Usage

60k

50k

40k

30k

20k

10k

0

Jul '20

Sep '20

Nov '20

Jan '21

Mar '21

May '21

Jul '21

Sep '21

Nov '21

Jan '22

Mar '22

May '22

Jul '22

Allocation Target

Usage

OAK RIDGE  
National Laboratory

Open slide master to edit

# General Site Navigation – Account navigation

Current Account

Account Actions

DR. LEAH NICOLE HUK

MY ACCOUNT

My Profile

For My Approval

My Account Applications

Join Another Project

Tickets **\*NEW\***

My Profile

Contact

Name: Dr. Leah Nicole Huk

Email:

Alternative Email: --

Phone:

Shipping Address:

Personal

Citizenships:

Employer: Oak Ridge National Laboratory (ORNL)

Employment Status:

ORCID:

Vision Impairments:

Account Navigation

MY ACCOUNT

MY PROFILE

FOR MY APPROVAL

MY ACCOUNT APPLICATIONS

JOIN ANOTHER PROJECT

TICKETS

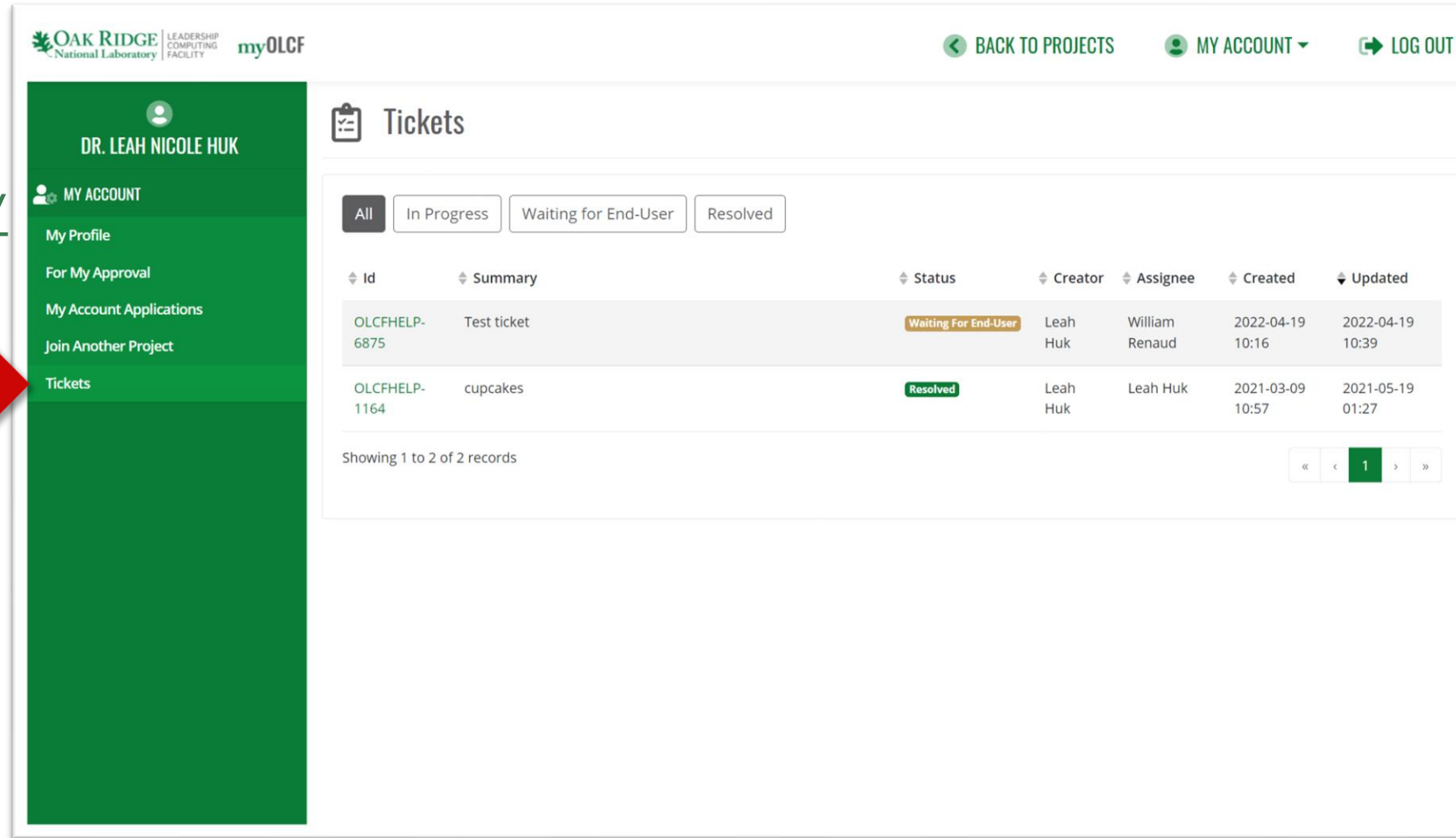
LOG OUT

OAK RIDGE  
National Laboratory

Open slide master to edit

# Accounts – View your helpdesk tickets

- Open a ticket by emailing:  
[help@olcf.ornl.gov](mailto:help@olcf.ornl.gov)
- View the status of your tickets
- “Waiting for End-User” means the assignee has responded!



The screenshot displays the myOLCF helpdesk interface. On the left is a green sidebar with the user's name "DR. LEAH NICOLE HUK" and a "MY ACCOUNT" menu containing options like "My Profile", "For My Approval", "My Account Applications", "Join Another Project", and "Tickets". A red arrow points to the "Tickets" option. The main content area is titled "Tickets" and features filter buttons: "All", "In Progress", "Waiting for End-User", and "Resolved". Below these is a table of tickets with columns for Id, Summary, Status, Creator, Assignee, Created, and Updated. Two tickets are listed: one with ID OLCFHELP-6875 (status: Waiting For End-User) and another with ID OLCFHELP-1164 (status: Resolved). The bottom of the interface shows "Showing 1 to 2 of 2 records" and a pagination control with the number 1 highlighted.

Id	Summary	Status	Creator	Assignee	Created	Updated
OLCFHELP-6875	Test ticket	Waiting For End-User	Leah Huk	William Renaud	2022-04-19 10:16	2022-04-19 10:39
OLCFHELP-1164	cupcakes	Resolved	Leah Huk	Leah Huk	2021-03-09 10:57	2021-05-19 01:27

# Active/Known Issues

- Asked PIs to approve their own account applications [fixed]
- Mobile-device styling and layout not optimal [fixed]
- Account Application error/warning when Organization and Security Enclave aren't correctly toggled [fixed]
- Time zone translation issues with video conference scheduling form [pending]
- OLCF “Open Enclave” projects not yet supported [pending]
- Can currently only support (1) PI per project for transactional/automated emails [pending]
- Can only submit Project Applications from “outside”



# Development Roadmap

## COMPLETED

- Smarter project and account application forms
- Help ticket visibility

## UNDER DEVELOPMENT

- File system utilization metrics for HPSS & Alpine
- Per-User Usage Charts
- Quarterly and end-of-project report uploads
- Status check for Project Applications
- Support for OLCF “Open Enclave” projects
- Submit project applications while logged in

# Conclusion

- Use myOLCF for administrative tasks: applications, project monitoring, allocation usage, viewing help desk tickets, etc.
- Improvements and changes are driven by the Annual User Survey! Your feedback has a direct impact on myOLCF development
- Check back every few months for new features
- Send us suggestions via the OLCF help center email anytime: [help@olcf.ornl.gov](mailto:help@olcf.ornl.gov) (and view your ticket!)
- Questions?