myOLCF

Self Service Web Portal

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User Assistance – Production

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

U.S. DEPARTMENT OF ENERGY

What is **my**OLCF ?

- 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)

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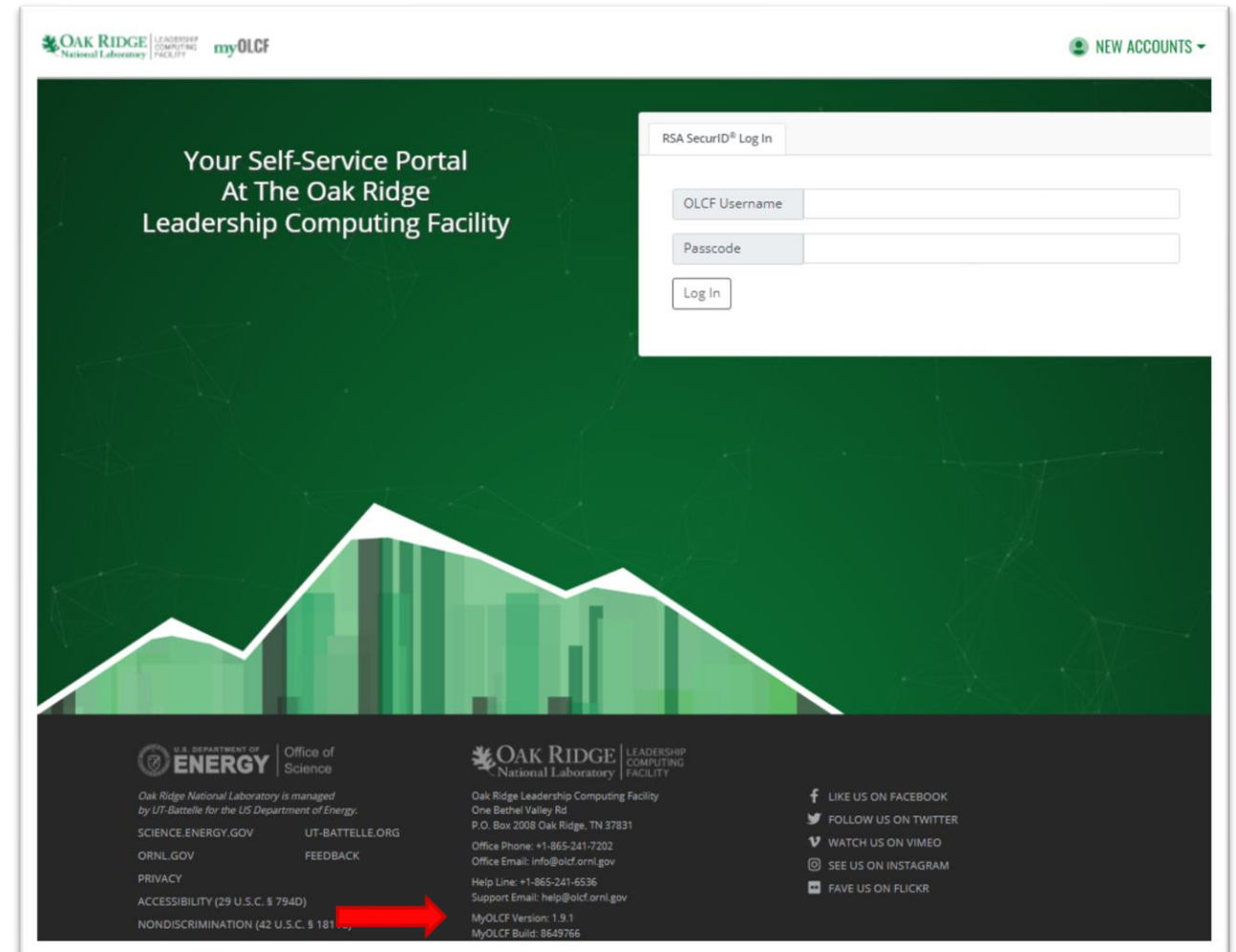
What can you do with myOLCF?

- 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)
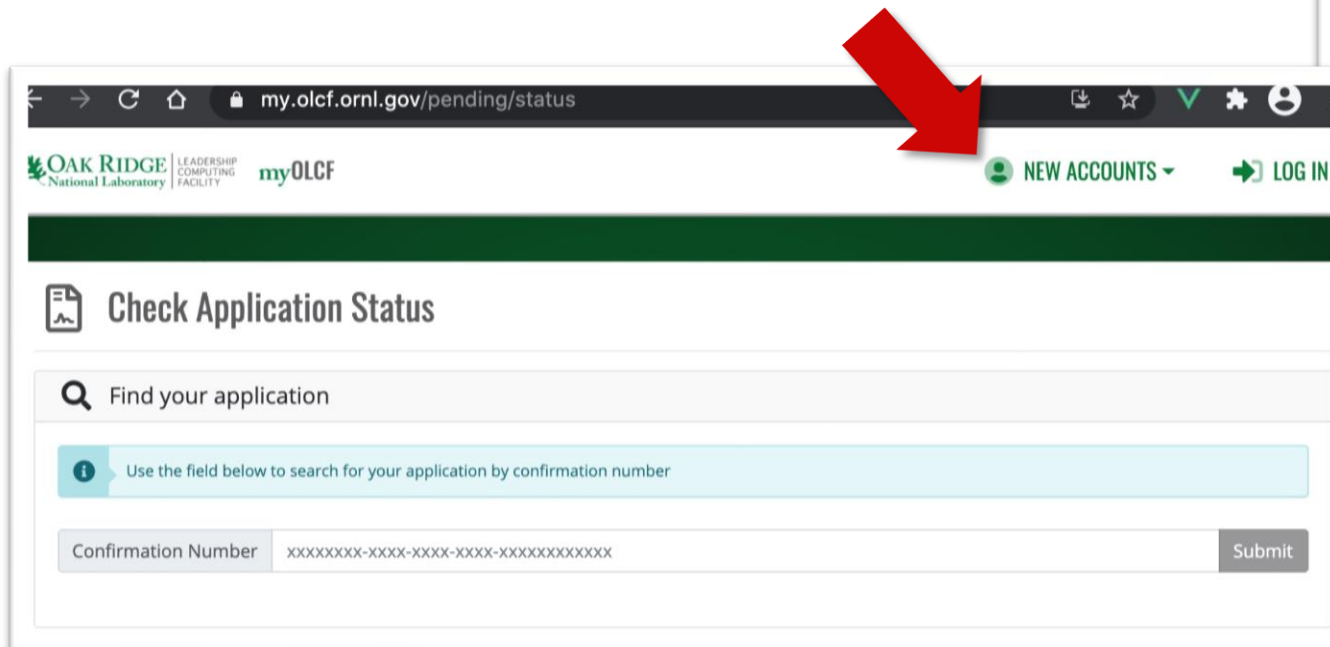
- **NEW: View tickets open with the HelpDesk team**

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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
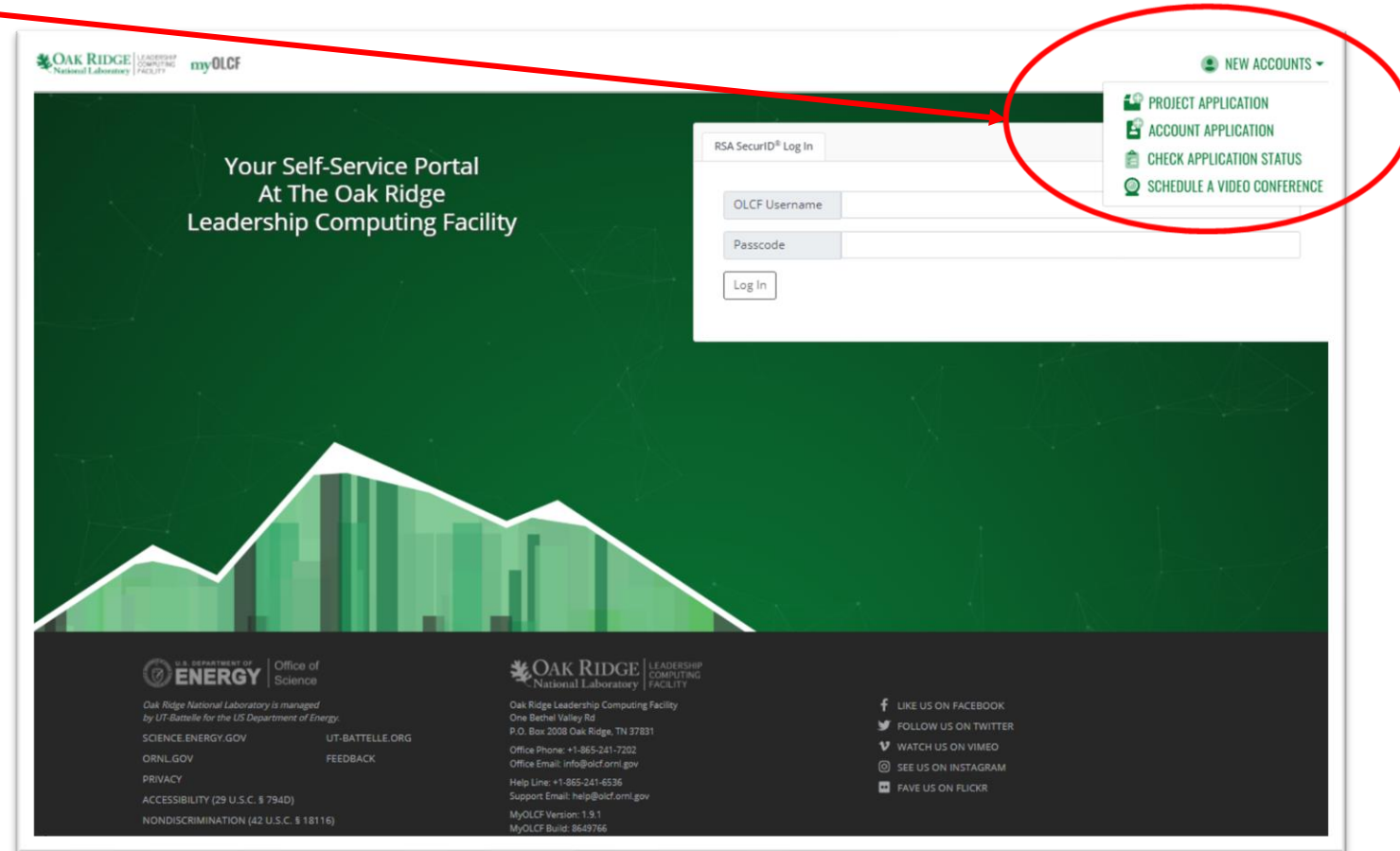
Check your application status

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

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 for replacement tokens

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General Site Navigation – Projects List

Renew Project Membership

Projects – Current Allocations

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Project Analytics - Usage

- Visualize how much of your allocation has been used

- Specify the resource, bin size, and dates

Project Analytics – Burn Rate

General Site Navigation – Account navigation

Account Navigation

Current Account

Account Actions

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BACK TO PROJECTS   MY ACCOUNT ▾   LOG OUT

DR. LEAH NICOLE HUK

MY ACCOUNT
My Profile
For My Approval
My Account Applications
Join Another Project
Tickets   *NEW*

My Profile   Edit Profile

Contact

Name: Dr. Leah Nicole Huk
Email:
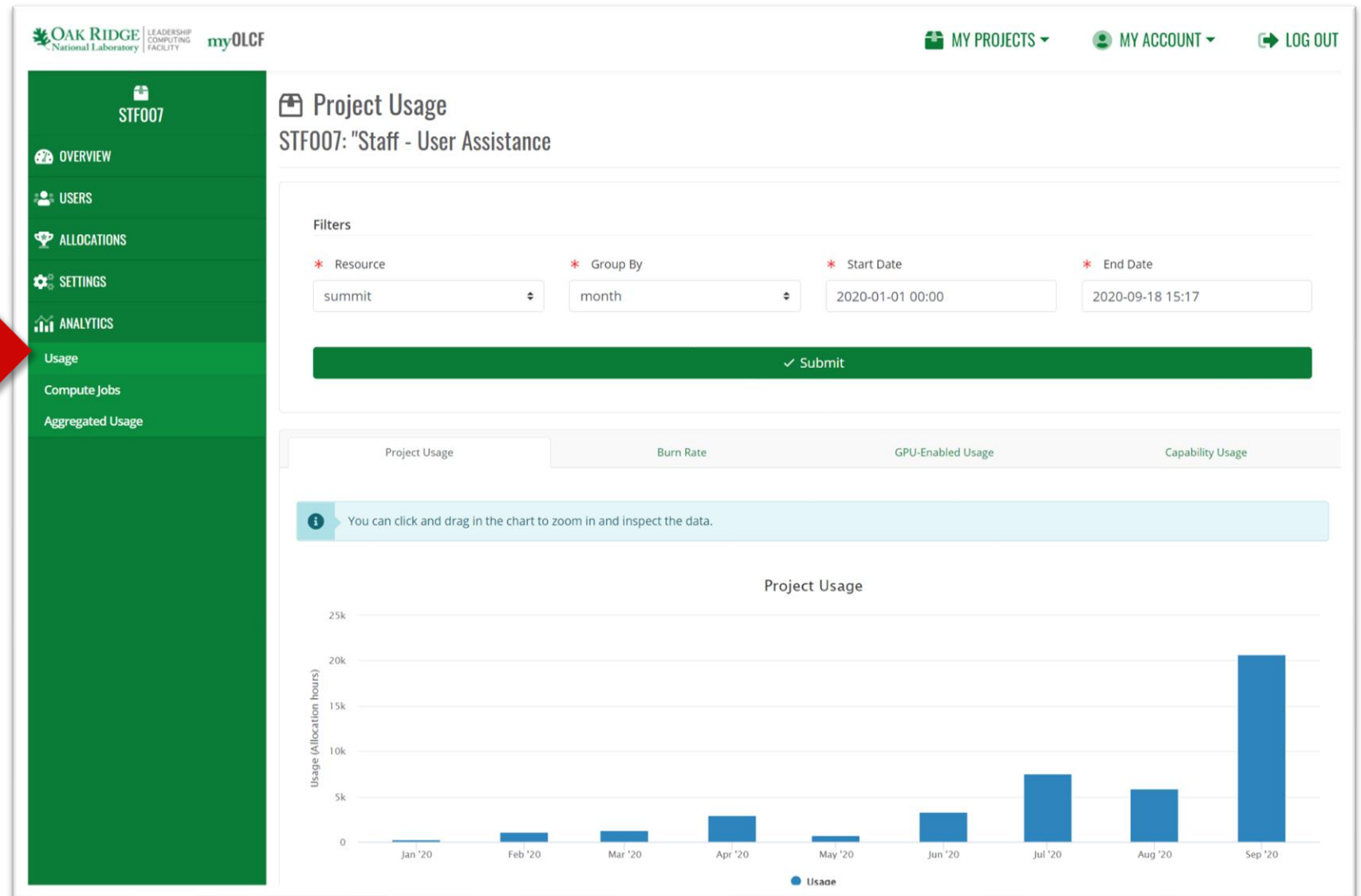Alternative Email: --
Phone:
Shipping Address:

Personal

Citizenships:
Employer: Oak Ridge National Laboratory (ORNL)
Employment Status:
ORCID:
Vision Impairments:

MY ACCOUNT dropdown:
MY PROFILE
FOR MY APPROVAL
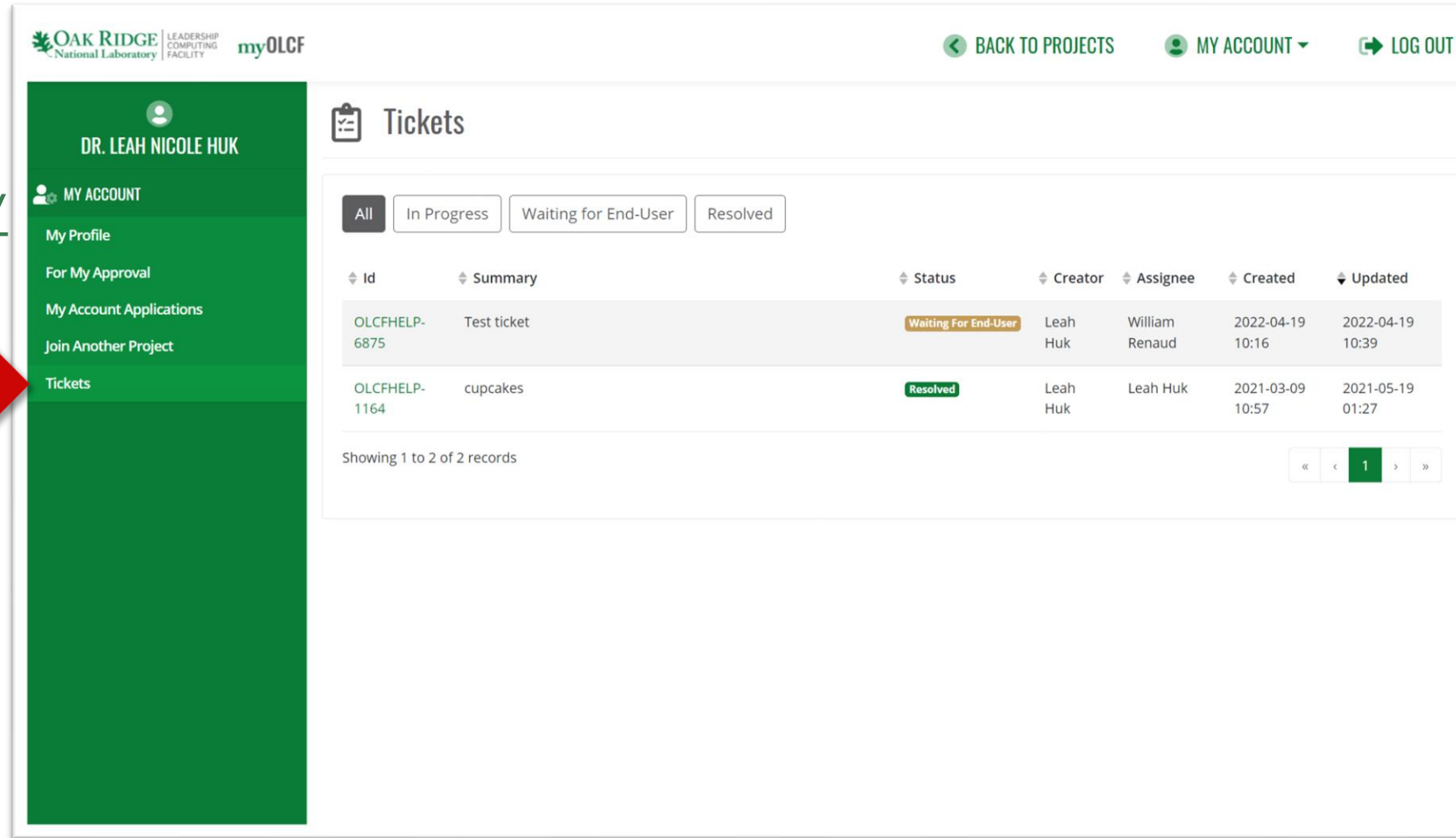MY ACCOUNT APPLICATIONS
JOIN ANOTHER PROJECT
TICKETS

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12   Open slide master to edit

Accounts – View your helpdesk tickets

- Open a ticket by emailing: help@olcf.ornl.gov

- View the status of your tickets

- "Waiting for End-User" means the assignee has responded!

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"

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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

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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 (and view your ticket!)

- Questions?

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