Getting Help & Useful Links

**LCLS Schedules**

- Live calendars for all hutches (super useful)
- Run 12 Schedule (October 2015 - March 2016)
- Short Term Schedule
- MD Schedule
- All LCLS Schedules

Help for non-urgent questions will be addressed by sending email to: Ticket System

pcds-help@slac.stanford.edu

The first line of help for problems with the ongoing experiment is available by calling your PCDS on-call person. Please check with your scientific POC that this is a problem that needs to be addressed immediately or if email to pcds-help is the better approach.

**Electronic Logbook**

The experimental elog is accessible through the [Web Portal](#). Each user is allowed to view and edit only the experiments she/he belongs to. The PI, or his/her designees, can add and remove users to/from the experiment group through the Web Portal by clicking on Manage -> POSIX Group under the Experiment tab.

The elog can also be accessed through the experiment shared account if such an account is requested. The PI for the experiment is the custodian of the password of the shared account and he/she can share it with the members of the group. The name of the shared account is the same as the experiment's name.

**Outage Information**

Information regarding scheduled and unscheduled outages can be found here:

https://confluence.slac.stanford.edu/display/PCDS/Outages

Access to this list is restricted. In case of an emergency that affect your data taking ability, please ask the instrument scientist or the floor coordinator and they will take care of calling whichever contact is appropriate for that specific problem.

**Hutch Phone Numbers**