

Getting Help & Useful Links

Submitting a Jira Ticket

[Jira Ticket Submission How-To](#)

Help! (Escalation Process, including phone numbers & email addresses)

[LCLS Instrument Support Escalation Tree \(ECS & DS\).pdf](#)

Hands-on Help for PCDS Staff

If you need hands-on-help (power-cycling, switch flipping), or need someone to go somewhere to check on something.

Day or Swing Shift (0700-2300):

1. Try pcds-help in Slack.
2. Call duty-tech:

[LCLS Duty Technician](#) **Phone:** 650-926-6267

Owl Shift (2300-0700):

1. Call ACR, 650-926-2151

LCLS Schedules

- [Live calendars for all hutches \(super useful\)](#)
- [Short Term Schedule](#)
- [MD Schedule](#)
- [All LCLS Schedules](#)

Operations Staff Roles

[LCLS Operations Staff Roles Sheet](#) (requires G-suite account)

Electronic Logbook

The [eLog](#) is the main tool for users to access an experiments information. A user is allowed to view and edit only the experiments they belong to.

Outage Information

Information regarding scheduled and unscheduled outages can be found here:

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

Other useful pages

- [Hutch Phone Numbers](#)
- [Jira Ticket Submission How-To](#)
- [Submit a ticket](#)

PCDS IT Space