ORNL Services for Users

ORNL is on Eastern Standard Time (EST)

SNS and HFIR Operating Status Alerts

Notification of beam status changes including beam start, shutdown, outages and schedule changes is available through our SMS message service.

To subscribe to SNS operating status alerts, text "SNSINFO" to 333-111. To stop receiving SNS alerts, text "STOP SNSINFO" to 333-111.

Scan to sign up for SNS status alerts

To subscribe to HFIR operating status alerts, text "HFIRINFO" to 333-111. To stop receiving HFIR alerts, text "STOP HFIRINFO" to 333-111.

Scan to sign up for HFIR status alerts

ORNL Emergency Notification Alerts

Laboratory Shift Superintendent (LSS) notifications of emergencies, traffic and road conditions, inclement weather, protective actions, security situations and other important information about the ORNL area.

To subscribe to Emergency Alerts, such as ORNL emergencies and what protective action you should take to stay safe, text "ORNLLSSALERT" to 333-111. To stop receiving alerts, text "STOP" to 333-111.

To subscribe to General Information, such as important conditions affecting traffic and delayed work schedules, text "ORNLLSSINFO" to 333-111. To stop receiving alerts, text "STOP" to 333-111.

Ridge Runner Shuttle and Taxi (Monday – Friday, excluding Holidays)

For transportation between facilities within the lab, the ORNL Ridge Runner shuttle and taxi services are available. The shuttle system consists of three routes: **Plasma**, **Spark**, and **Infinity**. The **Plasma** loop rotates from the Main Campus Visitor Center to the Spallation Neutron Source (SNS) and the High Flux Isotope Reactor (HFIR) facilities. The **Infinity** and **Spark** loops cover stops from central to west campus (Bldg. 5600 to Bldg. 1506). To go to SNS or HFIR from the **Infinity** or **Spark** loop shuttle, go to Stop A and walk to the shuttle/taxi designated stop in front of the Main Campus Visitor Center (Stop O) to catch the **Plasma** loop shuttle. See attached map for designated stops.

Shuttle routes and operating hours:

- **Plasma** Loop – Operating Hours: 7:00am – 3:00pm
- **Spark** Loop – Operating Hours: 7:00am – 3:00pm
- **Infinity** Loop – Operating Hours: 7:00am – 5:00pm

Taxi operating hours:

Between 7:00am – 5:00pm, for any destination within the lab not included in the loop routes, call the taxi line at 865-680-2303

Between 3:00pm – 5:00pm, if you need a ride to or from SNS or HFIR, call the taxi line at 865-680-2303. Tell the driver your location and destination, then wait at the designated stop.

DOWNLOAD THE APP. TRACK THE RIDGE RUNNER.

Food Service

ORNL Cafeterias			
	SNS Building 8600	*HFIR* Building 7910	*Main Campus* Building 5200
Breakfast	7:00am - 9:30am	N/A	7:00am - 9:30am
Lunch	10:45am - 1:15pm	10:45am - 12:30pm	10:45am - 1:15pm
Evenings/Weekends: Prepackaged meals and snacks are available to purchase using the check-out kiosk or cash app at the SNS Cafeteria and HFIR Canteen. Vending machines are available at both SNS and HFIR.			

Food Deliveries

Food deliveries from restaurants outside ORNL can be made to the **ORNL Guest House.** From Monday – Friday, 8:00am – 4:00pm, notify the Main Campus Visitor Center by calling 865-574-7199 and let them know you are expecting a food delivery to the Guest House. They will notify the security guards to expect the delivery.

After-hours/weekends, inform the restaurant that the delivery driver must be a US Citizen and that they will need to provide your name to the security guard to verify you are on site to receive the delivery. Note: Only drivers that are US Citizens, or non-US citizens with an ORNL badge, can pass the ORNL security check point to deliver food.

Printing

Email your file to be printed as an attachment to PUBprint@ornl.gov You will then receive an email with a "Release Key" that will be valid for 2 hours at any of the ORNL Public Printers that has one of these screens:

Press the "Release Key" button and enter the key code that was emailed to you.

SNS Printers: Bldg. 8600, printer *8600-J205-C400*, located behind the lockers in the User Office User Lounge. Bldg. 8700, printer *8700-TA206-2000,* located at the Instrument Hall entrance across from the Instrument Hall Coordinator's Office.
HFIR Printer: Bldg. 7964K, printer *7964K-C31-C2000,* located in the printer cubicle behind the User Workstation area, towards the backside of the trailer.

WellOne Clinic

The WellOne Clinic provides medical services to all employees, subcontractors and visitors. Services for primary, acute, wellness, and preventative care are available. Insurance plans are accepted; non-insured patients are billed in full for services provided. **All patients should call the WellOne clinic before coming into the clinic.**

- Location: Building 4500 North, Room I-112 (next to the ORNL Library)
- Hours: Monday – Friday, 7:00am – 4:00pm (7:00am – 8:00am by appointment only)
- Phone: 865-574-9355
- Parking: Nearby parking lots. Alternatively, you can have the ORNL Ridge Runner shuttle or taxi drop you off at the building entrance.

ORNL Logo Store

The ORNL Logo Store has shirts, hats, mugs and more available on the Main Campus in Building 5200 (next to the Main Campus Cafeteria). Store hours are Tuesday and Thursday from 11:00am – 1:00pm.

Visitor Wireless Network

The ORNL Visitor Network is available to visitors and employees. It is easy to connect and use. Instructions:

1. Select and join the wireless network "ornl-visitor".
2. Open any window in a web browser. You should be redirected to the Visitor Registration page.
3. Enter your Name, Contact Number, and Email.
4. Review and accept the "Accepted Use Policy".
5. Click **Connect**.

ORNL Login and Password

Users will need to know and remember their ORNL login and password at the beamline. Check your login and troubleshoot to prevent any delays. Instructions:

- Go to https://ipts.ornl.gov and login
- If you forgot your password, click "Forgot your password"
    - Once you create a new password, login
- Ensure you have a successful login attempt