



## How to submit a service request in the ALTO Users Group (AUG) portal ?



Once you login in the AUG, go to:  
**Service request / New request**



ALTO  
Users Group

Access Procedure ▾ Beam time request for PAC ▾ Service request ▾ Admin ▾

## Service

Additional information to the request reference +

SPACE\_ALTO\_YEAR\_MM\_DD

SPACE\_ALTO\_2026-05-28

← On top of the default name you can add more information.

### Customer identification :

Company name

Address

Phone number

Email

Contact person

### Objects to be irradiated :

Nature

Quantity

Surface

### Equipment and set-up in the irradiation chamber :

Indicate here whether any specific equipment, instrumentation or acquisition system is required from ALTO, or if you will bring your own equipment: targets, chambers, detectors, detector supports, electronics, preamplifications, bias supplies, etc.

Equipment to be supplied by Space ALTO? click on label 'Yes' or 'No'

Yes  No

### Sample assembly/disassembly :

Anyone wishing to enter the ALTO restricted area must send the following documents at least 2 weeks before the planned operation: <https://alto.jldab.in2p3.fr/en/user-information/access-procedure/> - Badge request: Complete the form "trame\_demande\_badge\_V0X" - Medical certificate less than 2 years old with ability to work under ionizing radiation - Prevention plan signed by all parties - Follow and validate the "Safety and radiation protection @ALTO" training

### Treatment of irradiated objects :

Without activation : The customer can collect the items after a check from the SPR  With activation : Object remains in zone for decay  With activation : Object leaves the area after a check depending on the activity, either in an exempt package with the customer, or in class 7 transport at the customer's expense.

Additional information concerning the request: [indicate here any information that you consider necessary for the proper consideration of your request, for example: fluence, LET (deposited energy), penetration in %, temperature, current density, power.]

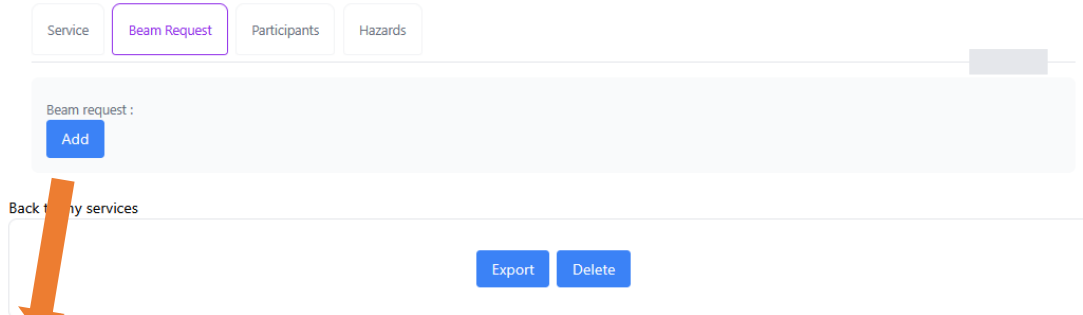
no additional information

Cancel Save

All of the fields are mandatory. After you pressed the "Save" button you will still be able to change all details you have filled.



## Beam time request form by manufacturers (irradiation service)



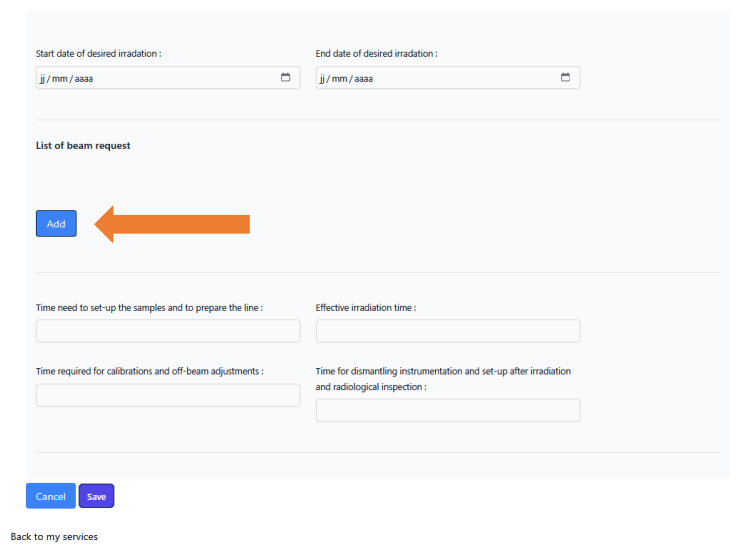
Service **Beam Request** Participants Hazards

Beam request :  
**Add**

Back to my services

Export Delete

### Beam Request



Start date of desired irradiation :  End date of desired irradiation :

List of beam request

**Add**

Time need to set-up the samples and to prepare the line :

Effective irradiation time :

Time required for calibrations and off-beam adjustments :

Time for dismantling instrumentation and set-up after irradiation and radiological inspection :

Cancel Save

Back to my services

In the tab “Beam request” you can add all the different type of beam you request, you just need to use the button add.

Once you save, the details will be summarized in a table.

### General point :

- Remember to press the button « Save » before moving to another tab.
- You will always be able to edit a tab as many times as you need.
- You can come back to the preparation of your service request at any time, you just need to go to “Service request/My services”.



## Beam time request form by manufacturers (irradiation service)

Service   Beam Request   **Participants**   Hazards

Number of people participating with or without entry into the requested area :

Last name	First name	Badge request	Risk training@ALTO	Medical certificate	Prevention plan
[redacted]	[redacted]	ok	ok	ok	ok

Edit

[Back to my services](#)

Export   Delete

In the tab “Participants” you can add all the participants from your company who will be present during the service request.

You will be able to add them only if they have an account in the Alto Users Group.

In the form, the 4 questions are there to remember which additional documents you have to provide (according to the area you need to access). You only need to indicate which documents will be provided (in a second step)



## Beam time request form by manufacturers (irradiation service)

Service   Beam Request   Participants   **Hazards**

**As part of the analysis of your service requests on ALTO, can you answer the following questions? If not, indicate what arrangements are planned?**

Add



Back to my services

Export

Delete

In the tab “Hazards” you must answer several questions associated to the potential hazards associated to your service request. **You must answer to all the questions, it’s mandatory for the Risk Prevention Service of IJCLAB.** You need to press the button “Add” to see all the fields.



Back to my services

Submit

Export

Delete

If all the tabs have been correctly filled, the button “submit” will appear.

The button “Export” will create a pdf of your service request.

Once you press the button “submit” your service request will be analysed. You will no longer be able to modify it.