How SubMIT Provides User Support

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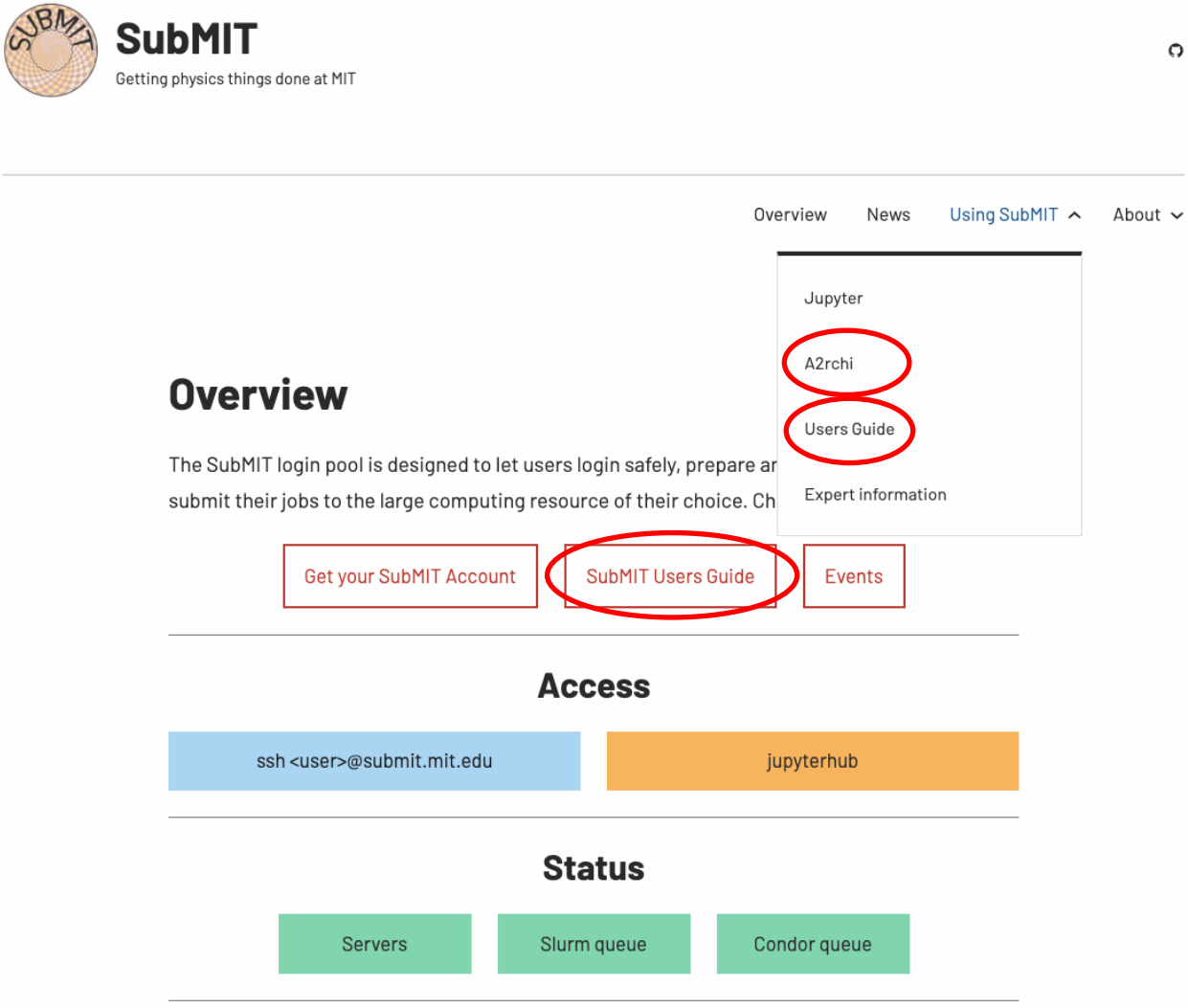
2026/06/03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Overview
The SubMIT login pool is designed to let users login safely, prepare ar
submit their jobs to the large computing resource of their choice. Ch
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User's Guide - subMIT

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Tutorials and Examples

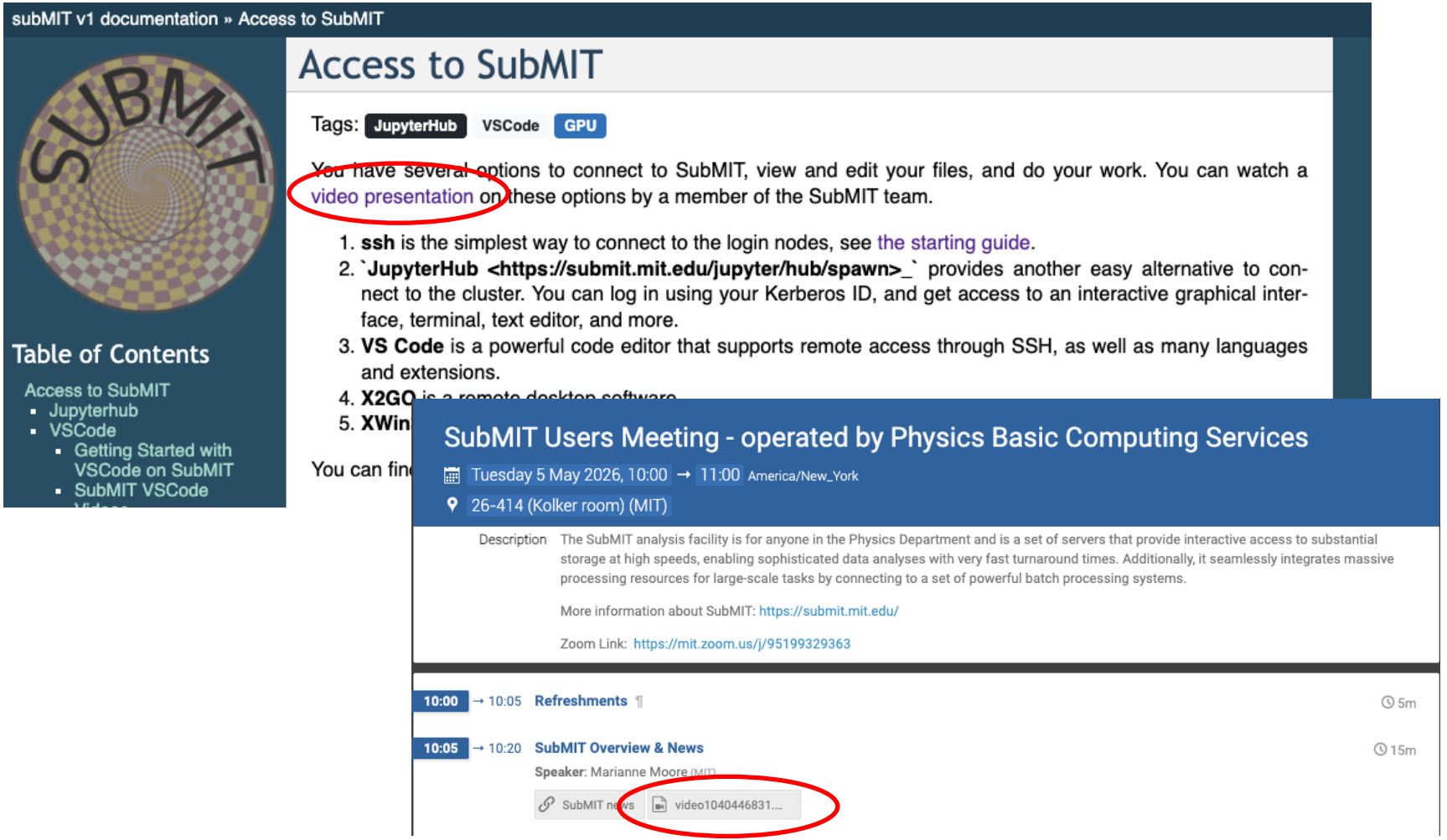
Tutorials:

- Tutorial 0: Introduction to the UNIX terminal
- Tutorial 1: Common software packages (python, Julia, MATLAB)
- Tutorial 2: Batch Job (HTCondor and Slurm)
- Tutorial 3: Containers (Podman and Singularity)
- Tutorial 4: Source Control (Git/Github) with Visual Studio Code (VSCode)
- Tutorial 5: Debugging Fortran code with Visual Studio Code (VSCode)
- Tutorial 6: Introduction to Pytorch Lightning
- Tutorial 7: Introduction to Snakemake

Examples of scripts can be found on our submit-examples GitHub repository.

Videos

- Fast Code / File Navigation in VSCode
- Debugging on SubMIT with VSCode
- We have recorded sessions from our 2026 workshop on the different methods to access and interact with SubMIT, as well as how to use containers (Docker and Podman), OpenMPI, Globus, Conda, Snakemake, Slurm, and HTCondor with SubMIT.


subMIT v1 documentation » Access to SubMIT
Access to SubMIT
Tags: JupyterHub VSCode GPU
You have several options to connect to SubMIT, view and edit your files, and do your work. You can watch a video presentation on these options by a member of the SubMIT team.
1. ssh is the simplest way to connect to the login nodes, see the starting guide.
2. `JupyterHub <https://submit.mit.edu/jupyter/hub/spawn>_` provides another easy alternative to connect to the cluster. You can log in using your Kerberos ID, and get access to an interactive graphical interface, terminal, text editor, and more.
3. VS Code is a powerful code editor that supports remote access through SSH, as well as many languages and extensions.
4. X2GO is a remote desktop software
5. XWin
You can fin
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Getting Started with VSCode on SubMIT
SubMIT VSCode
SubMIT Users Meeting - operated by Physics Basic Computing Services
Tuesday 5 May 2026, 10:00 → 11:00 America/New_York
26-414 (Kolker room) (MIT)
Description The SubMIT analysis facility is for anyone in the Physics Department and is a set of servers that provide interactive access to substantial storage at high speeds, enabling sophisticated data analyses with very fast turnaround times. Additionally, it seamlessly integrates massive processing resources for large-scale tasks by connecting to a set of powerful batch processing systems.
More information about SubMIT: https://submit.mit.edu/
Zoom Link: https://mit.zoom.us/j/95199329363
10:00 → 10:05 Refreshments 5m
10:05 → 10:20 SubMIT Overview & News 15m
Speaker: Marianne Moore (MIT)
SubMIT news
video1040446831....

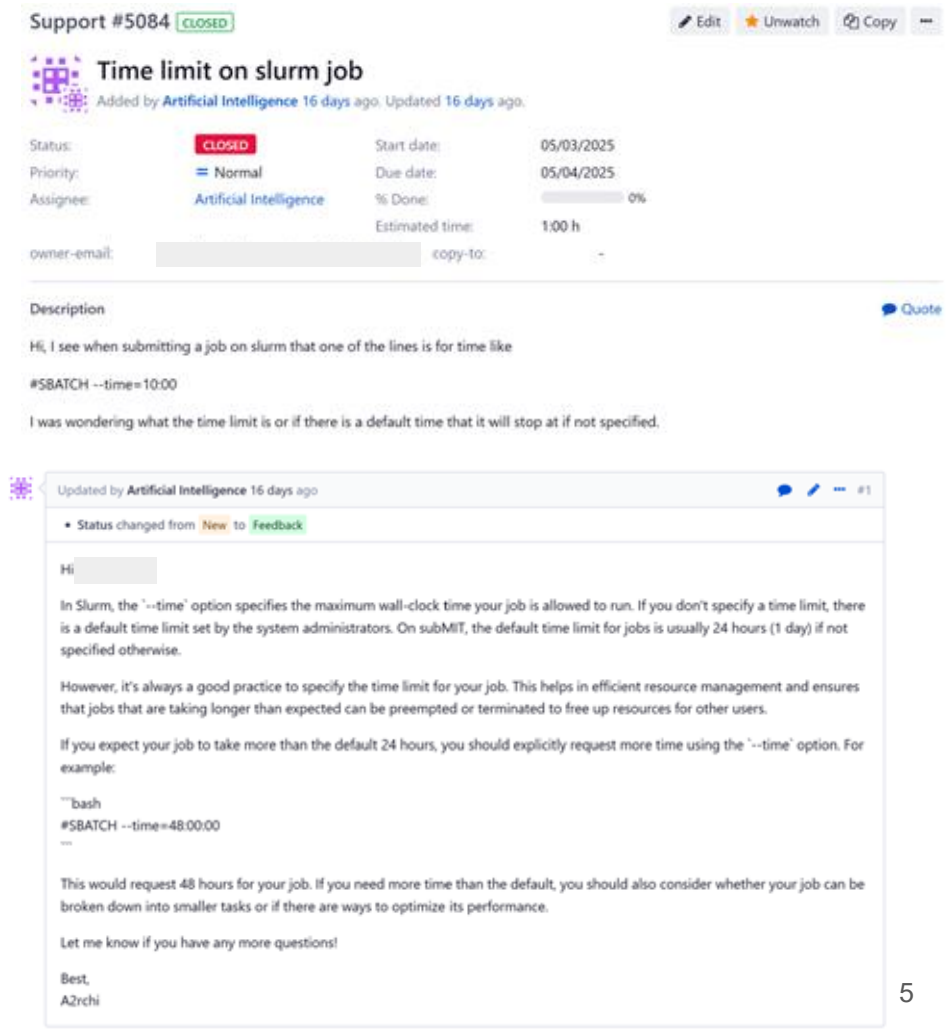
A2rchi

A2rchi converts email into tickets in Cleo and drafts a preliminary answer, based on its training of our User's Guide.

SubMIT directly hosts the LLM, ensuring data privacy, with an open-source model.

A2rchi is used in 2 ways:

- user can ask questions, link to A2rchi from our website.
- A2rchi provides draft responses to tickets from users to help the assist project team



SubMIT

Getting physics things done at MIT

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Overview

The SubMIT login pool is designed to let users login safely, prepare and test their [illegible], and submit their jobs to the large computing resource of their choice. Check it out!

Get your SubMIT Account | SubMIT Users Guide | Events

Access

ssh <user>@submit.mit.edu | jupyterhub

Status

Servers | Slurm queue | Condor queue

Contact

The SubMIT project team is available through several channels:

- **General questions and support**: submit-help@mit.edu
- **Slack**: Join the SubMIT Slack workspace for more interactive discussions
- **Anonymous feedback**: Submit anonymous comments
- **In-person office hours**: Please email submit-help@mit.edu to schedule a time

In addition to our User Guide and A2rchi

SubMIT

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Expert information

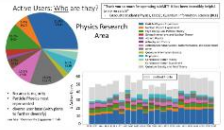
Expert information

On SubMIT we want to provide full transparency while kee
page, interested users can find inside information of the s
touch if you find something missing.

User support

When users send us a mail to submit-help@mit.edu a ticket is created in our redmine system. Here you can find a meta data analysis of our tickets.

System metrics

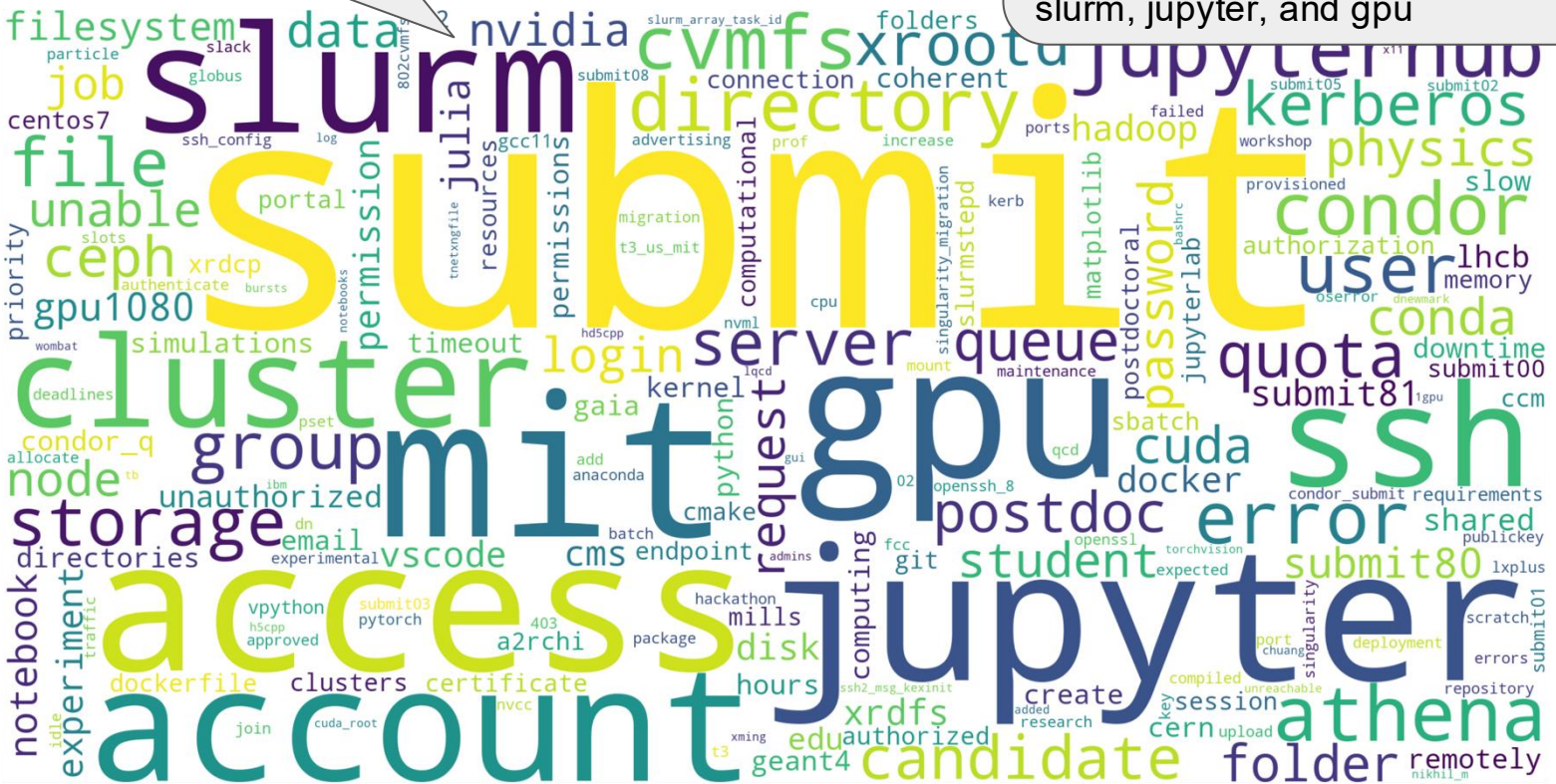


Are wondering who are the people you share the system with? Have a look at our users, what career stage, center and department they are. You can also find the information from the poll you filled when creating the account. And which resources are used.

Backups

All home directories on SubMIT are daily backed up incrementally, and fully each weekend. Have a look if your home directory got backed up correctly and how much space it consumes!

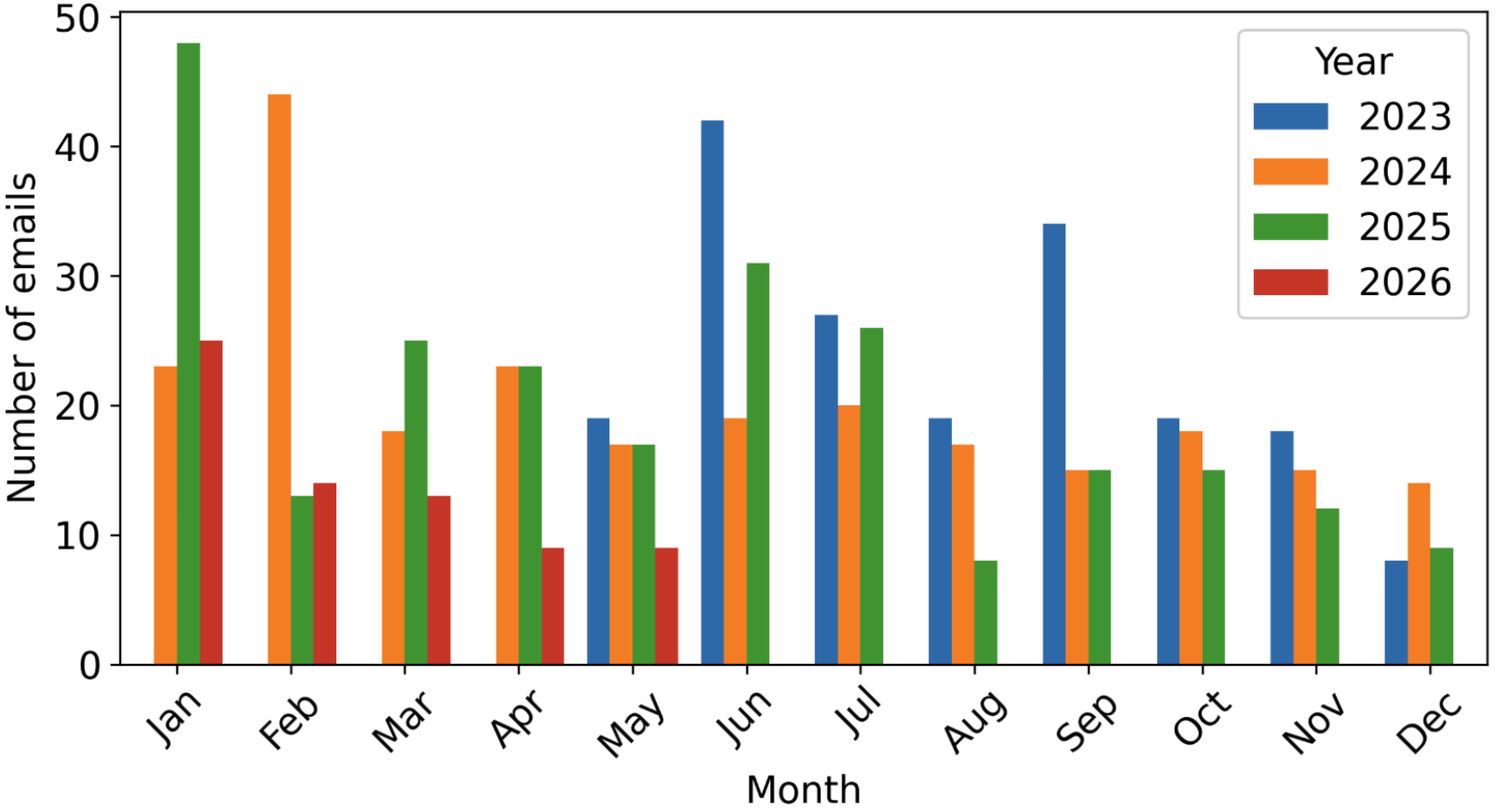
Most common words appearing in the email subject users send us



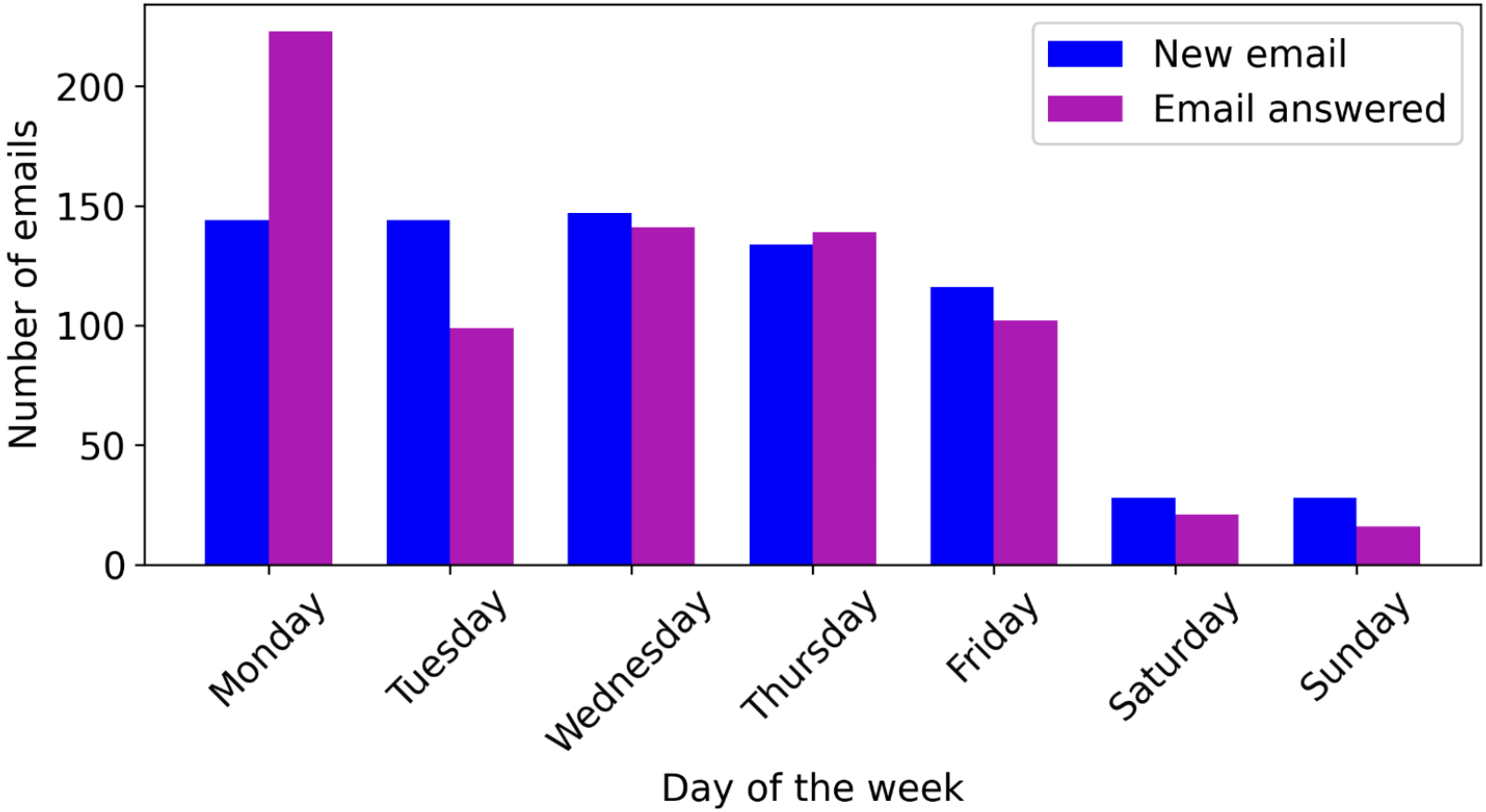
“mit”, “access”, “account”, “request” most likely refer to creating an account

Other common themes are questions about slurm, jupyter, and gpu

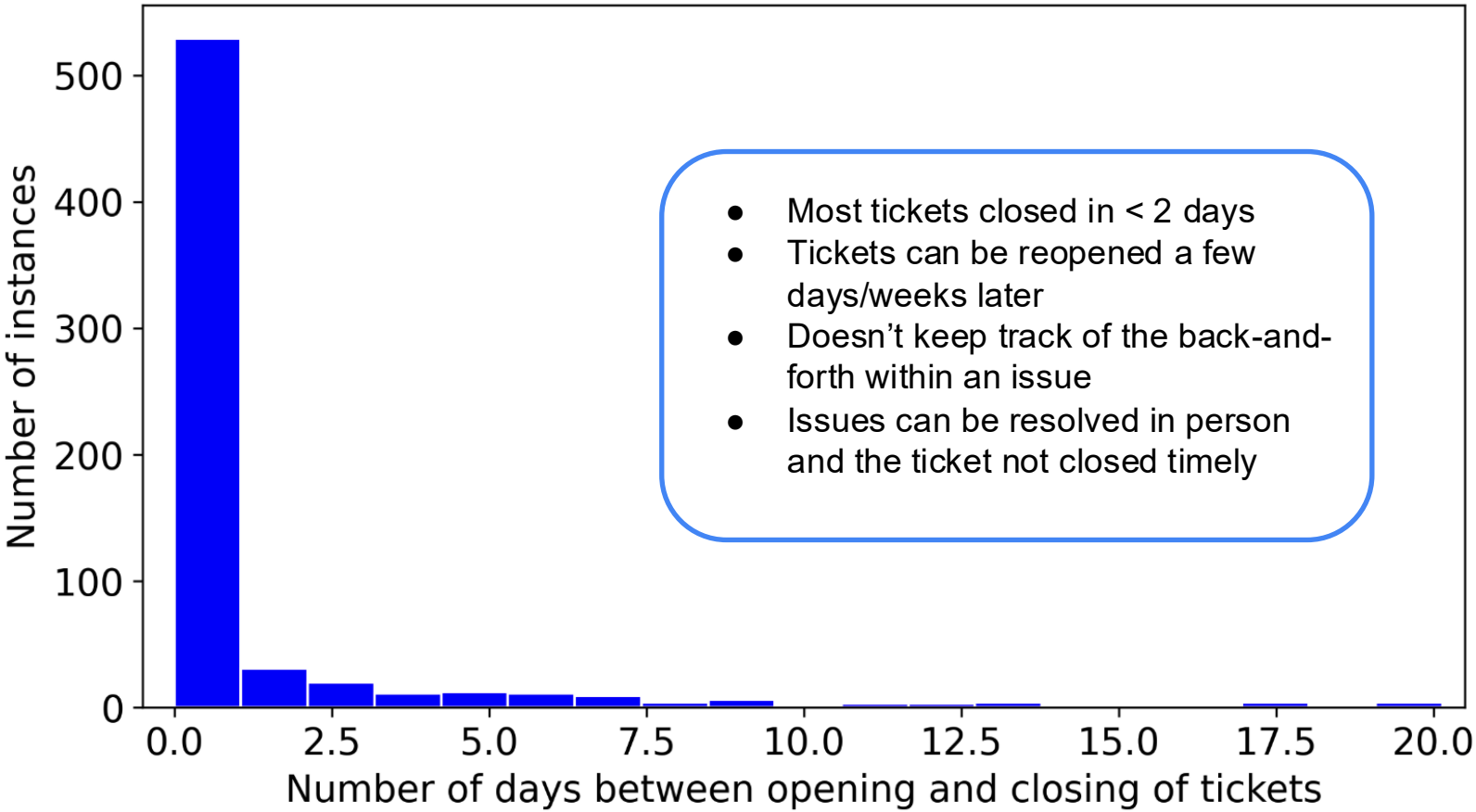
Emails/Tickets: created per month



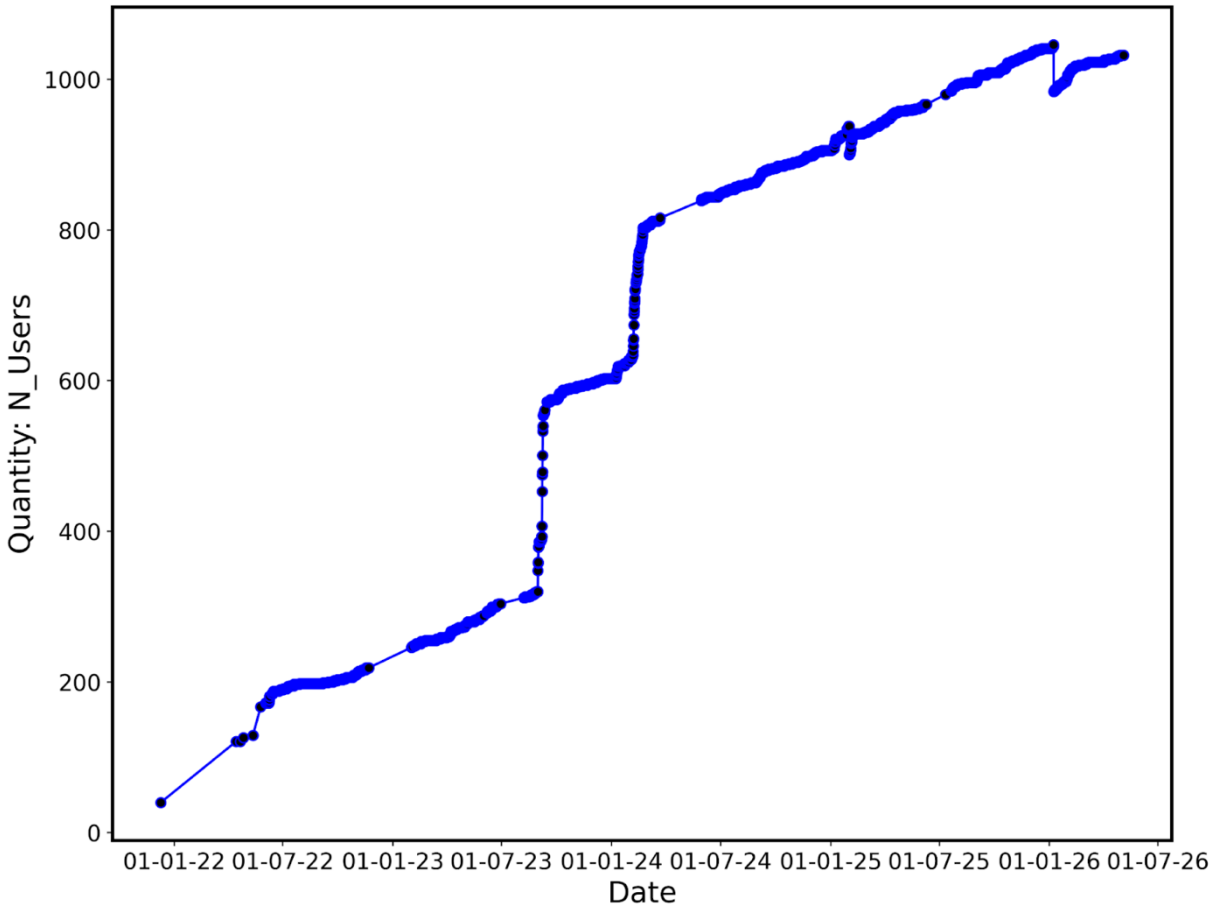
Emails/Tickets: day of the week



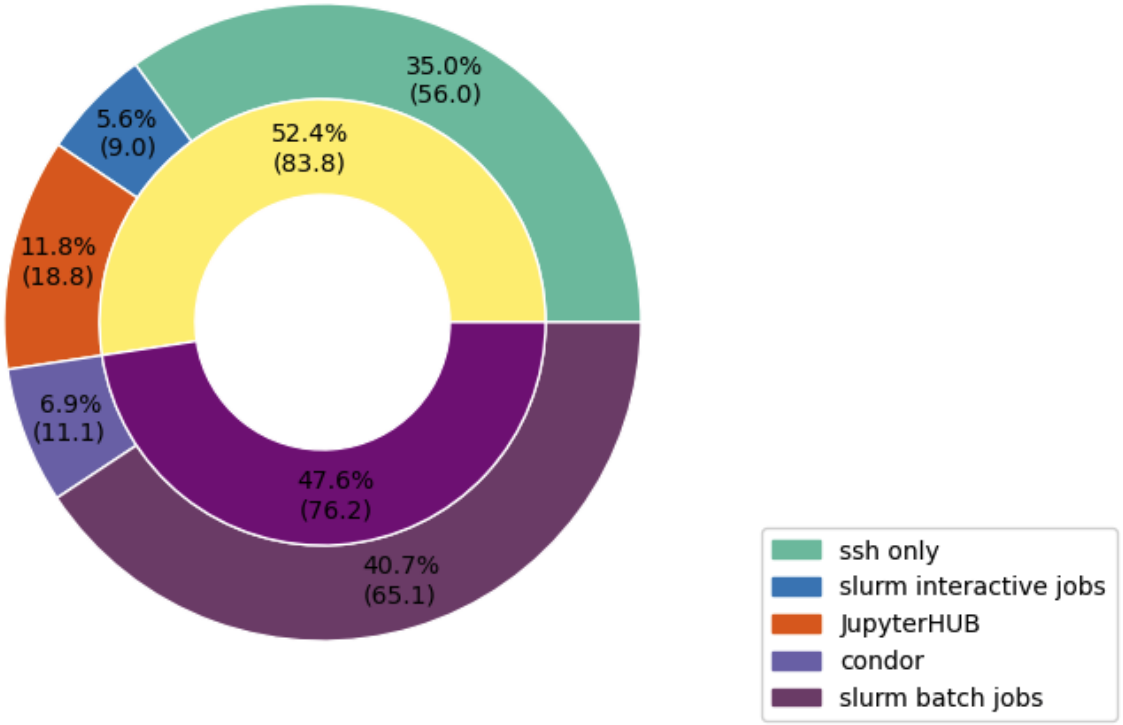
Delay between first opening and last closing of tickets

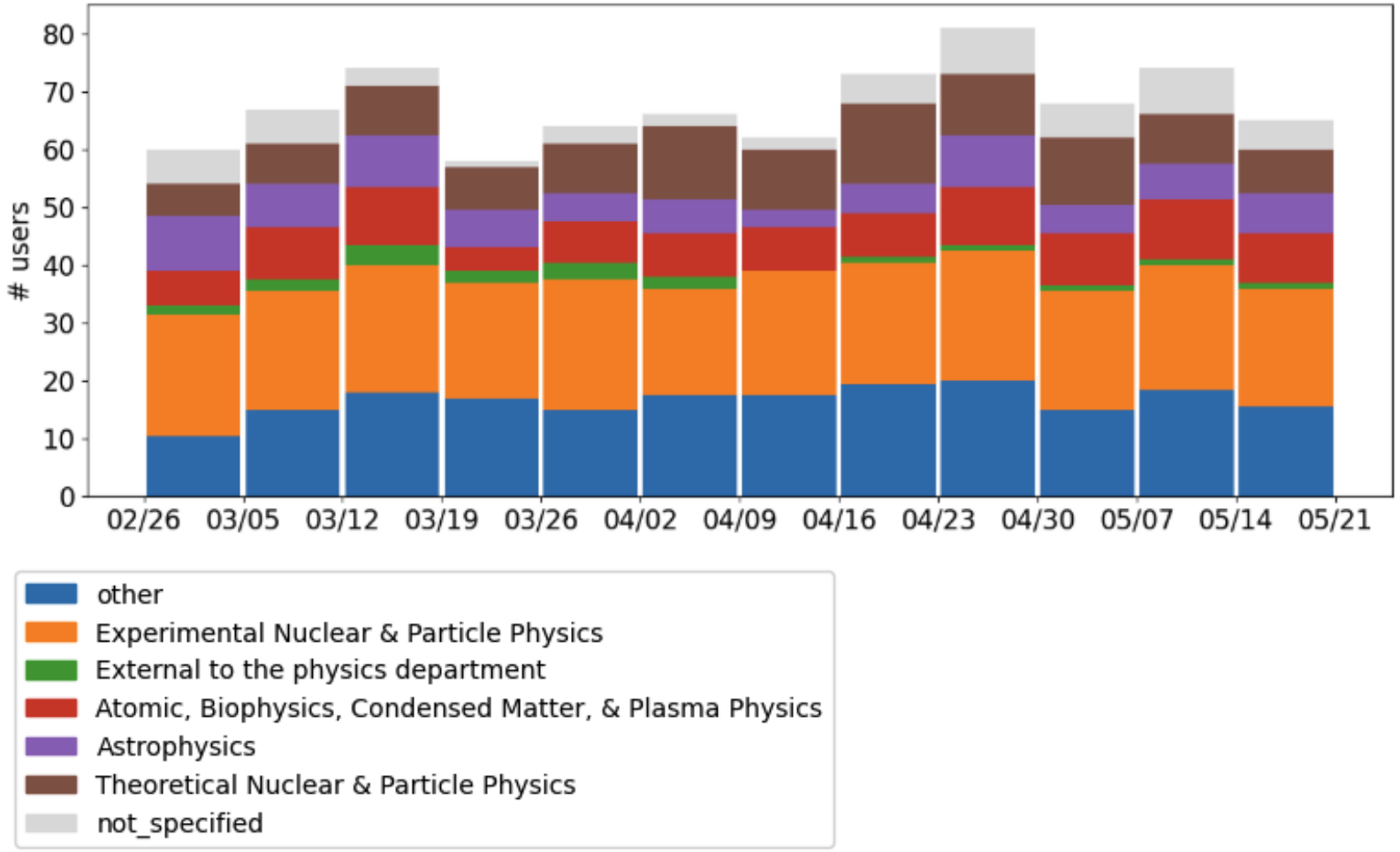


Growth of the User Community



How Users Interact with subMIT

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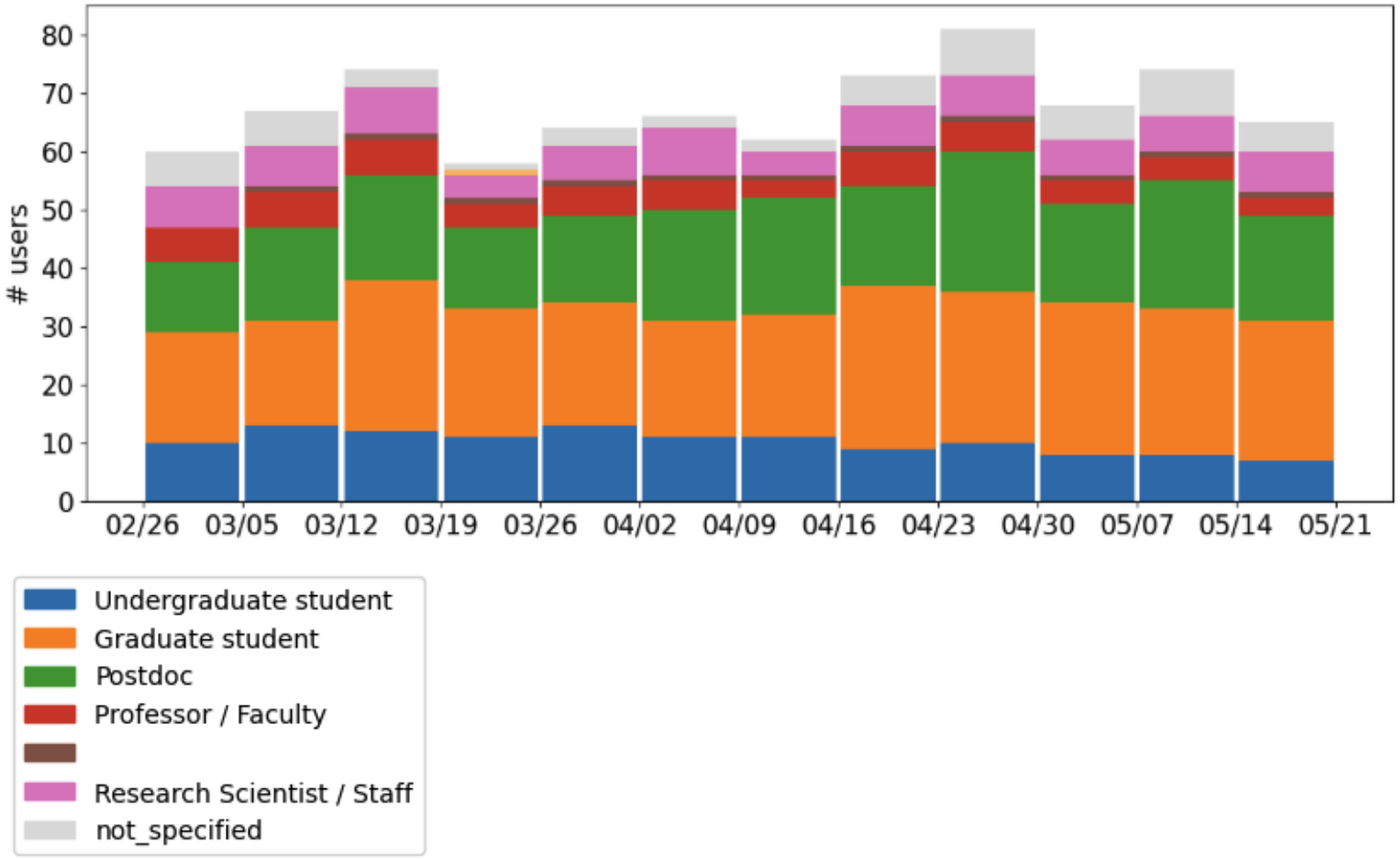
other
Experimental Nuclear & Particle Physics
External to the physics department
Atomic, Biophysics, Condensed Matter, & Plasma Physics
Astrophysics
Theoretical Nuclear & Particle Physics
not_specified


users
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05/21
Undergraduate student
Graduate student
Postdoc
Professor / Faculty
Research Scientist / Staff
not_specified