

# EOSC EU Node Web Portal Front Office User Guide

Version 2.0 – 31/10/2025

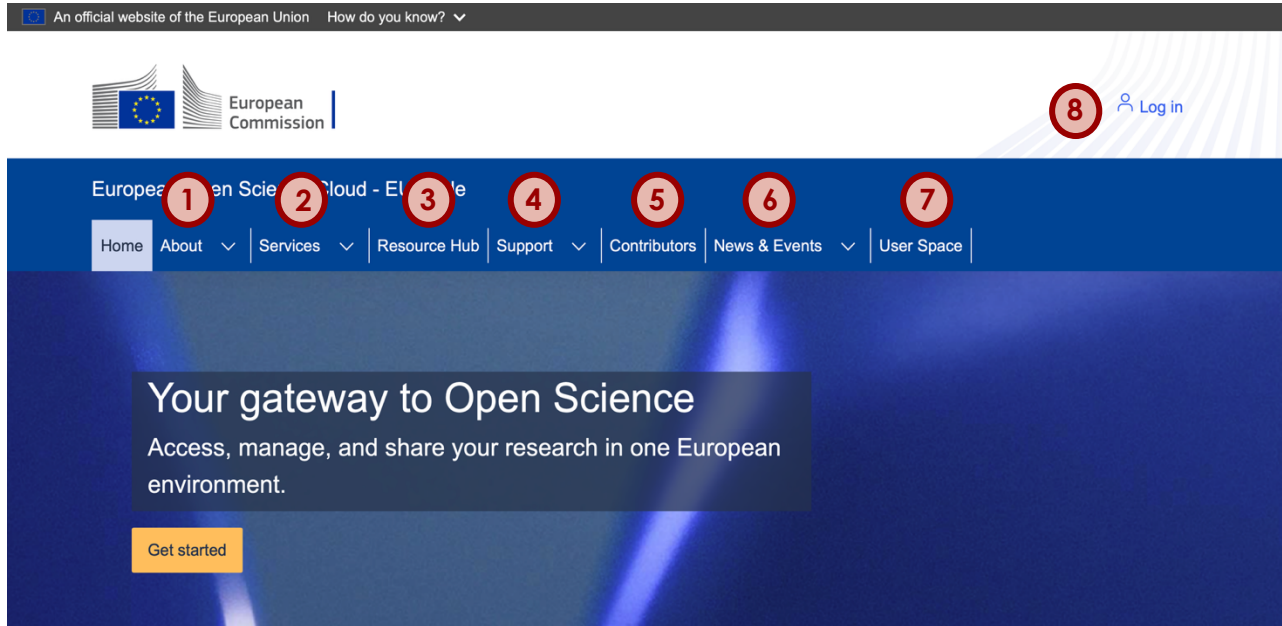
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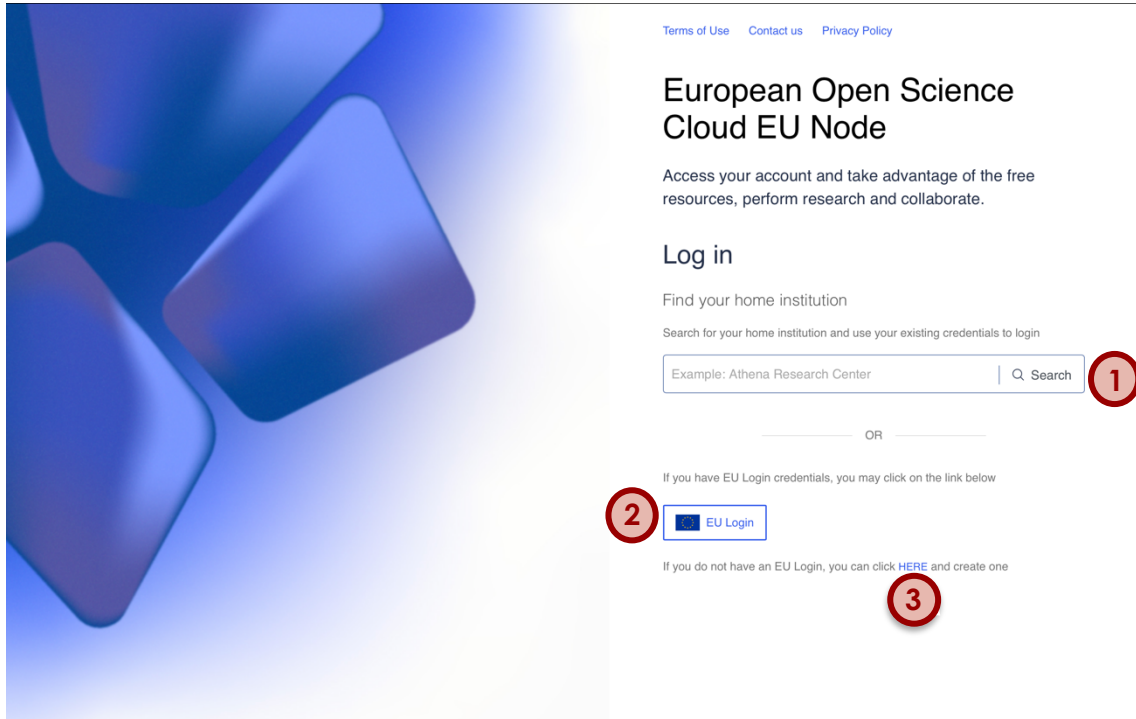
# 1. EOSC EU Node Website

## 1.1. Navigate Through the Website



- From the EOSC EU Node **Home** page you can:
  - Visit the **About** page and access information about EOSC EU Node - (1)
  - Visit the **Services** page and discover all necessary details regarding the offered services - (2)
  - Visit the **Resource Hub** (more details in a following section) - (3)
  - Access EOSC EU Node's **Training Platform, Documentation, Helpdesk, FAQs** and **Supporting Materials** - (4)
  - Access information on becoming a **Contributor** in EOSC EU Node - (5)
  - Visit the **News & Events** page - (6)
  - Visit your **User Space** (more details in a following section) - (7)
  - Login to your account - (8)

## 1.2. Register & Login



- From EOSC EU Node **Home** page, click on **Log In**
- You will be redirected to the **Login** page
- You have 3 options to login/register to the EOSC EU Node
  - Search your institution from the search bar - **(1)**
  - Login using your EU Login credentials - **(2)**
  - Create an EU Login and register to EOSC EU Node - **(3)**
- If it's the first time you are visiting EOSC EU Node, you will be asked to confirm your name, surname and email and accept the following:
  - EOSC EU Node Terms of Use
  - EOSC EU Node Data Processing
  - MyAccessID Acceptable Use Policy
  - MyAccessID Data Processing
- You are now registered to EOSC EU Node, and you can access your User Space

## 2. Resource Hub

### 2.1. Search Resource by Name

The screenshot displays the European Open Science Cloud - EU Node Resource Hub interface. At the top, there is a navigation bar with 'Resource Hub' highlighted. Below this, a search bar contains the text 'time series' and a search button. A dropdown menu for 'Recommended for you' is visible on the left. The main content area shows search results for 'Bermuda Atlantic Time-Series Study (BATS) Pigment Data', including details like authors, publisher, and identifiers. A 'Cite' button is also present. Red circles with numbers 1-4 are overlaid on the image to highlight specific UI elements: 1. Search button, 2. Search results list, 3. Recommended for you section, 4. Resource Hub menu item.

- From the **Home Page**, click on **Resource Hub**
- In **Resource Hub** you have access to all EOSC EU Node resources
- To search for a specific keyword, enter it in the search box and click **Search** - (1)
- All the results whose metadata contain the provided keyword are listed here in a paginated manner - (2)
- If you have the recommendations enabled in your [Settings](#), you will be presented with personalized suggestions tailored to your interests and preferences. Click on **Recommended for you** to view them - (3)
- To perform an advanced search click here - (4)

## 2.2. Advanced Search



- In the **Advanced Search** modal window, you can add one or more rules to use for advanced searching. You have the option to match *any*, or *all* the rules - (1)
- You can select the search field on which each rule will be applied - (2)
- The terms to be matched for each rule must be filled in the **Term** field - (3)
- To add more rules, click on the **Add rule** button - (4)
- You can view all your added rules here - (5)
- To perform the advanced search, click on the **Search** button - (6)

## 2.3. Filter Results

The screenshot displays a research database interface. On the left, there is a sidebar with filter options under the heading "Recommended for you". The filters include:

- Access right:  Closed (96,580),  Embargo (3,328),  Open access (4,154,993),  Restricted (4,960)
- Scientific domain: (expanded)
- Document type:  Research data (4,154,993)

A red circle with the number "1" highlights the "Open access" filter option. The main content area shows search results for "Research data". The top result is "Ortofoto Kinn og Midtre Sogn 2021" with a "Cite" button. The second result is "MicroRNA-223-3p downregulates the inflammatory response in preeclampsia placenta via targeting NLRP3".

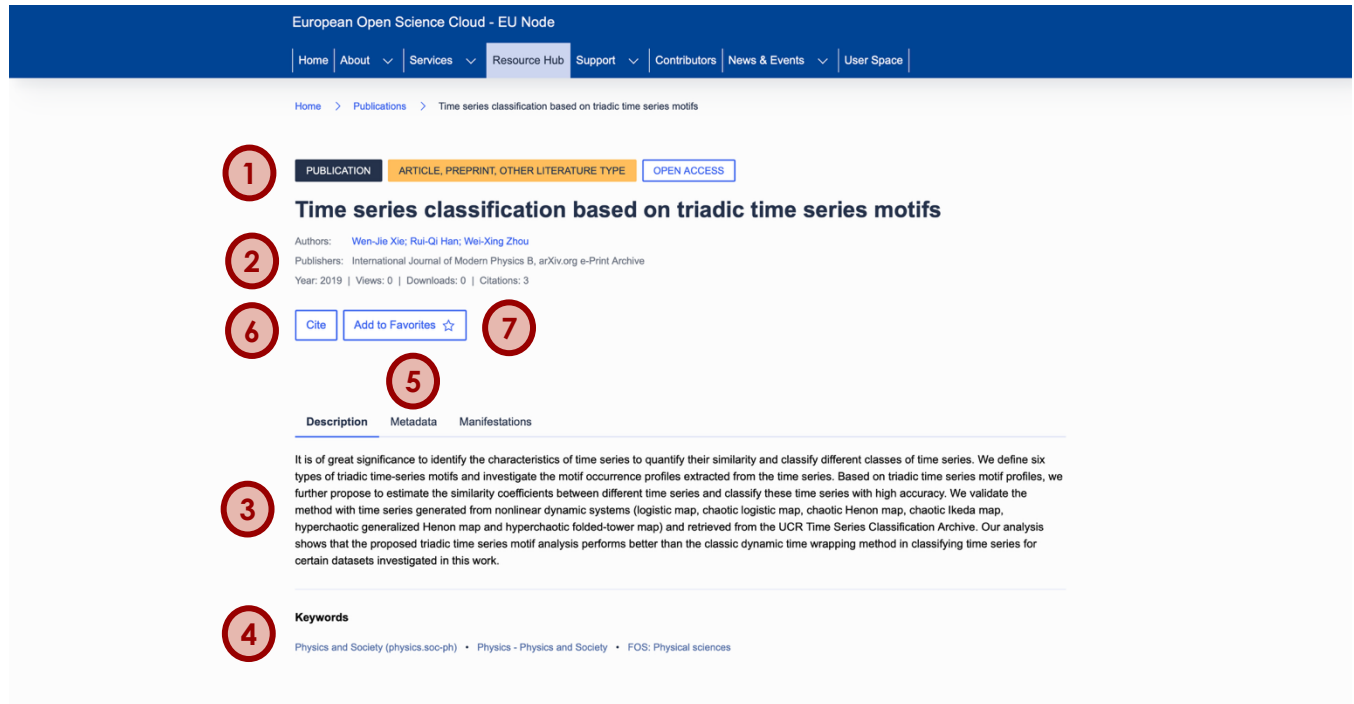
- To further filter the results, use one of the available filters on the left part of the image - (1)
- You may select more than one filters
- The results are refreshed automatically as you select filters

## 2.4. Access All Resources of a Specific Type

The screenshot displays the European Open Science Cloud - EU Node website. At the top, there is a navigation bar with links for Home, About, Services, Resource Hub, Support, Contributors, News & Events, and User Space. Below this, a search bar is visible with the text 'Search in services' and a search button. A red circle labeled '1' is placed over the search bar, and another red circle labeled '2' is placed over the search button. Below the search bar, there are several tabs: All resources, Publications, Data, Software, Other Products, Services, Tools, Training, Data Sources, and Interoperability Guidelines. The 'Services' tab is selected. Below the tabs, there are filters for Scientific domain and Contributor. A dropdown menu shows 'Showing 1 to 6 of 6 resources' and a 'Relevance' dropdown. Two resource cards are displayed. The first card is for 'Large File Transfer' and the second is for 'Bulk Data Transfer'. Both cards have a 'SERVICE' tab selected and an 'OPEN ACCESS' button. A red circle labeled '3' is placed over the star icon on the top right of the first card.

- To access the resources of a specific type, you may select the corresponding tab below the search box - (1)
- All resources of the selected type are listed
- You may use the search bar to search for resources of the selected type - (2)
- You can set a resource as favourite, by clicking on the star on the top right of its card - (3)

## 2.5. Viewing a Resource



European Open Science Cloud - EU Node

Home | About | Services | Resource Hub | Support | Contributors | News & Events | User Space

Home > Publications > Time series classification based on triadic time series motifs

1 PUBLICATION ARTICLE, PREPRINT, OTHER LITERATURE TYPE OPEN ACCESS

### 2 Time series classification based on triadic time series motifs

3 Authors: Wen-Jie Xie; Rui-Qi Han; Wei-Xing Zhou  
Publishers: International Journal of Modern Physics B, arXiv.org e-Print Archive  
Year: 2019 | Views: 0 | Downloads: 0 | Citations: 3

6 Cite Add to Favorites ☆ 7

5 Description Metadata Manifestations

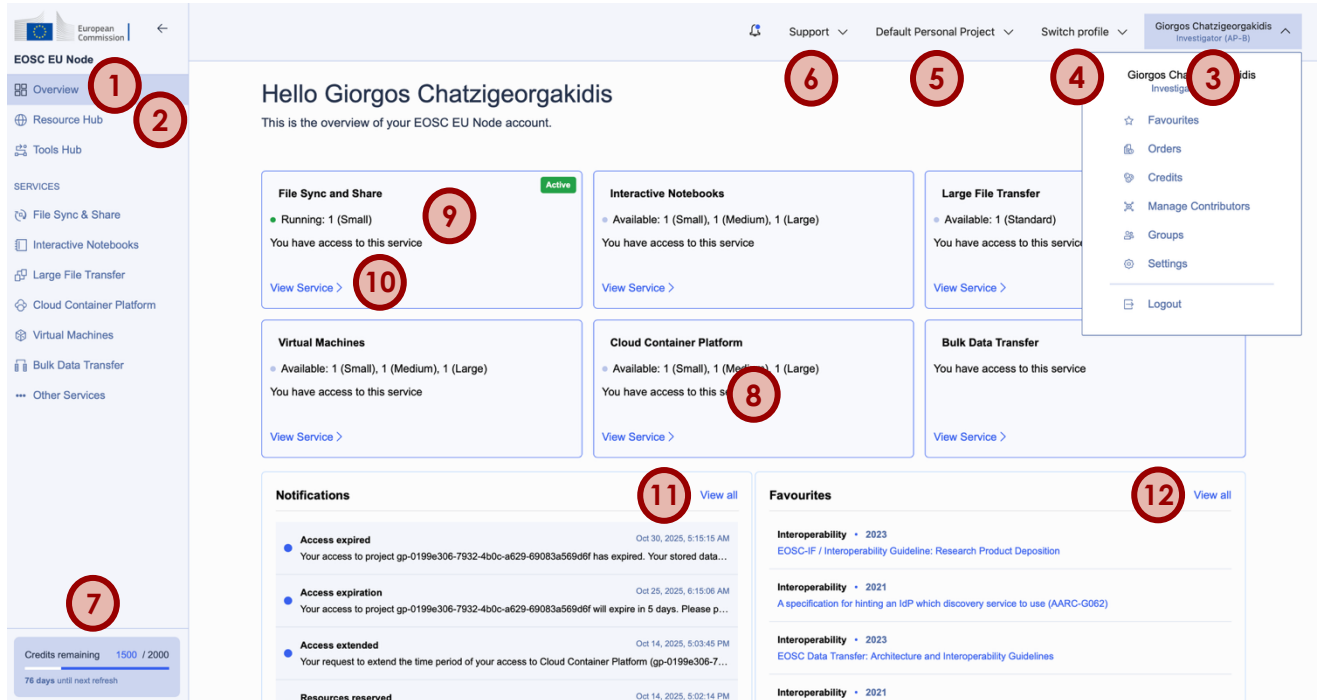
3 It is of great significance to identify the characteristics of time series to quantify their similarity and classify different classes of time series. We define six types of triadic time-series motifs and investigate the motif occurrence profiles extracted from the time series. Based on triadic time series motif profiles, we further propose to estimate the similarity coefficients between different time series and classify these time series with high accuracy. We validate the method with time series generated from nonlinear dynamic systems (logistic map, chaotic logistic map, chaotic Henon map, chaotic Ikeda map, hyperchaotic generalized Henon map and hyperchaotic folded-tower map) and retrieved from the UCR Time Series Classification Archive. Our analysis shows that the proposed triadic time series motif analysis performs better than the classic dynamic time wrapping method in classifying time series for certain datasets investigated in this work.

4 Keywords  
Physics and Society (physics.soc-ph) • Physics - Physics and Society • FOS: Physical sciences

- When a resource of interest is detected, you may visit its **View Page** by clicking on its title
- The **View Page** contains all necessary information about the resource, such as its type, authors, description, related keywords and metadata - (1), (2), (3), (4), (5)
- If the resource in question is a publication, you may access its citing information by clicking on the **Cite** button - (6)
- You can also add the resource to your favourites through the **View Page** - (7)

# 3. User Space

## 3.1. Overview



- To visit your **User Space**, you may click on the corresponding link in the **Home Page**
- Upon visiting your **User Space**, you are redirected to the **Overview** tab - (1)

### 3.1.1. Navigate Through the User Space

- While in your **User Space**, you may visit the various available functionalities from the sidebar on the left
- You can go to the **Resource Hub** by clicking the corresponding button - (2)
- Your name and access level are shown on the top right. By clicking on your name, you can access your **Favourites**, **Orders**, **Settings** pages and more - (3)
- You can switch to your **Contributor** or **Node** page by clicking on **Switch profile** and selecting one of the available profiles - (4)
- To switch between your personal and group projects, click here - (5)
- To access the support options, click on **Support** - (6)
- You can view your remaining credits here - (7)

### 3.1.2. Overview Page Content

- While in the Overview tab of your User Space, you have access to the status of all services, your **Notifications** and **Groups** - (8)
- Information regarding whether you have access to this service or not (i.e., based on our Access Policy) is provided for each service - (8)
- You can visit the tab of each service, or your Notifications and Groups pages by clicking on the corresponding buttons - (10), (11), (12)

## 3.2. Notifications

### 3.2.1. View All Notifications

The screenshot displays the 'Notifications' page in the EO SC EU Node interface. The page title is 'Notifications' and it includes the subtitle 'Access all your notifications.' Below this, there are tabs for 'User Notifications' and 'System Notifications'. A table lists several notifications, each with a title, a description, and a date. The first notification, 'Resources reserved', is highlighted in blue, indicating it is unread. Red circles with numbers 1, 2, and 3 are overlaid on the image to indicate key features: (1) points to the notification title, (2) points to the bell icon in the top right, and (3) points to the blue bubble above the bell icon.

Title	Date
<b>Resources reserved</b> Your resources for Virtual Machines (pp-0192b4e7-87ce-4d86-a9c5-0e1163374ea) have been allocated and are ready to use. You may start using the service by visiting Virtual Machines in your Dashboard. Do not hesitate to reach out via our <b>Helpdesk</b> if you have any questions.	Oct 31, 2025, 12:21:55 PM
<b>Access expired</b> Your access to project gp-0199a306-7932-4b0c-a629-69083a569d6f has expired. Your stored data will be retained for 10 days, after which, it will be deleted. Do not hesitate to reach out via our <b>Helpdesk</b> if you have any questions.	Oct 30, 2025, 5:15:15 AM
<b>Access expiration</b> Your access to project gp-0199a306-7932-4b0c-a629-69083a569d6f will expire in 5 days. Please proceed to backup any critical data from the allocated resources. Do not hesitate to reach out via our <b>Helpdesk</b> if you have any questions.	Oct 25, 2025, 6:15:06 AM
<b>Access extended</b> Your request to extend the time period of your access to Cloud Container Platform (gp-0199a306-7932-4b0c-a629-69083a569d6f) has been approved.	Oct 14, 2025, 5:03:45 PM
<b>Resources reserved</b> Your resources for Cloud Container Platform (gp-0199a306-7932-4b0c-a629-69083a569d6f) have been allocated and are ready to use. You may start using the service by visiting Cloud Container Platform in your Dashboard. Do not hesitate to reach out via our <b>Helpdesk</b> if you have any questions.	Oct 14, 2025, 5:02:14 PM
<b>Group project created</b> Group Test Group 3 has been created.	Oct 14, 2025, 5:01:18 PM
<b>Resources reserved</b> Your resources for Interactive Notebooks (pp-0192b4e7-87ce-4d86-a9c5-0e1163374ea) have been allocated and are ready to use. You may start using the service by visiting Interactive Notebooks in your Dashboard.	Oct 13, 2025, 6:30:50 PM

- In the **Notifications** tab you may view all your notifications. Each notification box contains its title, date and time and description. Unread notifications are annotated using blue font in their title - (1)
- When a new notification arrives, it briefly appears in the top right corner of the screen. This notification box is visible in all tabs of the User Space - (2)
- You can also access your notifications by clicking on the bell button. When there are unread notifications, a blue bubble appears on top of it - (3)

## 3.3. Services

### 3.3.1. File Sync & Share

#### Reserve Storage Space

The screenshot displays the 'File Sync and Share' service page in the EO SC EU Node interface. The page includes a sidebar with navigation options, a main content area with a 'File Sync and Share' heading and a 'Get access' button, and a 'Credits used on this service' table. Red circles highlight the 'Get access' button (1) and the 'Credits used on this service' table (2).

**File Sync and Share**  
Enable automatic file syncing and secure sharing across locations and teams.  
[About the service](#)

**Small Personal File Sync & Share Space (50 GB)**  
10 credits / month    Perpetual subscription  
[Get access](#)

Credits used on this service	
Last week	0
Current period	0
Lifetime	0

Credits remaining: 1000 / 1000  
90 days until next refresh

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This site is managed by the Directorate-General for Communications Networks, Content and Technology

Contact us  
Contact our Helpdesk  
FAQs  
Security Team

About us  
The European Open Science Cloud aims to establish a federation of infrastructures facilitating effortless access to interoperable research assets and enhanced services respecting geographical boundaries and diverse

- To access the **File Sync & Share** service, click on **Get Access** - (1)
- **File Sync & Share** is a perpetual subscription service. Once subscribed, your subscription will refresh at the beginning of each credits refresh period and the corresponding amount of credits will be deducted from your account
- Once your storage space is ready, you will be notified, and you can start using it
- You can access credits usage statistics in *all* services pages here - (2)

## Manage Files

The screenshot displays the 'File Sync and Share' interface. The top navigation bar includes the European Commission logo, a back arrow, and user information: 'Support', 'Default Personal Project', 'Switch profile', and 'Giorgos Chatzigeorgakidis Investigator (AP-B)'. The left sidebar lists 'EOOSC EU Node' services: Overview, Resource Hub, Tools Hub, File Sync & Share (selected), Interactive Notebooks, Large File Transfer, Cloud Container Platform, Virtual Machines, Bulk Data Transfer, and Other Services. The main content area is titled 'File Sync and Share' and includes a sub-header 'Enable automatic file syncing and secure sharing across locations and teams.' and a link 'About the service'. A 'Credits used on this service' box shows: Last week: 0, Current period: 0, Lifetime: 50. Below this is a 'Small Personal File Sync & Share Space (50 GB)' card with '10 credits / month' and a 'Perpetual subscription' link, and a 'View externally' button (5). The interface has two tabs: 'Personal' (selected) and 'Shared with me' (6). Under 'Personal', there are 'Create folder' (3) and 'Upload file' (4) buttons. A table lists files under the 'Root' directory:

	Name	Size	Owner	
(1)	notebooks_service	266.74 mb	Giorgos Chatzigeorgakidis	(2)

At the bottom left, a 'Credits remaining' bar shows 1400 / 2000 and '76 days until next refresh'.

- Once your space is reserved, you will gain access to your personal file system. All your file and folders, along with useful information such as the size and the owner of the file will be listed here - (1)
- You may select to delete a file or folder, or share it with other users by clicking on the corresponding buttons - (2)
- You can create new folders by clicking on the **Create Folder** button - (3)
- You can upload files from by clicking on the **Upload File** button - (4)
- To view your files and folders in OwnCloud's environment, click on **View externally** - (5)
- You can view your files and folders shared with other EOOSC EU Node users by navigating on the **Shared with me** tab - (6)

## 3.3.2. Interactive Notebooks

### Start a Small/Medium Notebooks Kernel and Access JupyterHub

The screenshot displays the EOSC EU Node Interactive Notebooks interface. The sidebar on the left includes navigation options like Overview, Resource Hub, Tools Hub, and various services. The main content area is titled 'Interactive Notebooks' and provides instructions on creating and sharing documents. A 'Credits used on this service' box in the top right shows usage statistics. The 'Running servers (1)' section features a 'Small' server card with specifications (2 vCPUs, 4 GB RAM) and a 'Stop' button. The 'Available EOSC EU Node servers (2)' section shows 'Medium' and 'Large' server options with their respective specifications and 'Get access' buttons. Red circles with numbers 1-4 highlight key interactive elements: 1 (Get access for Medium), 2 (Stop for Small), 3 (View externally for Small), and 4 (Active EU-2 status for Small).

- To get access to a **Small** or **Medium Interactive Notebooks** server you may simply click on the **Get access** button - (1)
- Once request has been granted, you may start or stop an **Interactive Notebooks** server by clicking on the **Start/Stop** button - (2)
- To visit the JupyterHub environment, you may click on **View Externally** - (3)
- Your credits will be subtracted as you use the service with a per hour cost
- The status and name of the site where the server is running is indicated here - (4)

### 3.3.3. Large File Transfer

#### Request Access to The Service and Access FileSender

The screenshot shows the EOSC EU Node interface. The sidebar on the left contains navigation options: Overview, Resource Hub, Tools Hub, SERVICES, File Sync & Share, Interactive Notebooks, Large File Transfer (highlighted), Cloud Container Platform, Virtual Machines, Bulk Data Transfer, and Other Services. The main content area is titled 'Large File Transfer' and includes the text 'Streamline large file transfers online with added security and integrity.' and a link 'About the service'. A blue 'Get access' button is prominently displayed, with a red circle containing the number '1' next to it. To the right, a table titled 'Credits used on this service' shows: Last week: 0, Current period: 0, Lifetime: 14. Below the button, there is a section titled 'Standard sharing of large files with Large File Transfer (1000)' with '7 credits / month' and the 'Get access' button. A paragraph of text describes FileSender as an open-source web application. At the bottom, there is a 'Documentation / Useful links' section with links to 'User guide' and 'Documentation'. A status bar at the bottom left shows 'Credits remaining 1400 / 2000' and '76 days until next refresh'.

- To gain access the **Large File Transfer** service, you may click on the **Get Access** button - (1)
- Select the period for using the service and click on **Submit**. The corresponding credits will be automatically subtracted from your balance
- Once ready you will receive a notification. You can then click on the **Access Service** button to be redirected to the **FileSender** environment and use the service

## Access The Service and Extend Period

The screenshot shows the EOSC EU Node interface. The sidebar on the left contains navigation options: Overview, Resource Hub, Tools Hub, SERVICES, File Sync & Share, Interactive Notebooks, Large File Transfer (highlighted), Cloud Container Platform, Virtual Machines, Bulk Data Transfer, and Other Services. The main content area is titled "Large File Transfer" and includes a description: "Streamline large file transfers online with added security and integrity." Below this is a service card for "Standard sharing of large files with Large File Transfer (1000)" with "7 credits / month" and "Access expiration: 2025-12-01". Two buttons are highlighted with red circles: "View externally" (1) and "Extend timeframe" (2). A table in the top right corner shows "Credits used on this service": Last week (14), Current period (14), and Lifetime (28). At the bottom left, a status bar shows "Credits remaining 1386 / 2000" and "78 days until next refresh".

Credits used on this service	
Last week	14
Current period	14
Lifetime	28

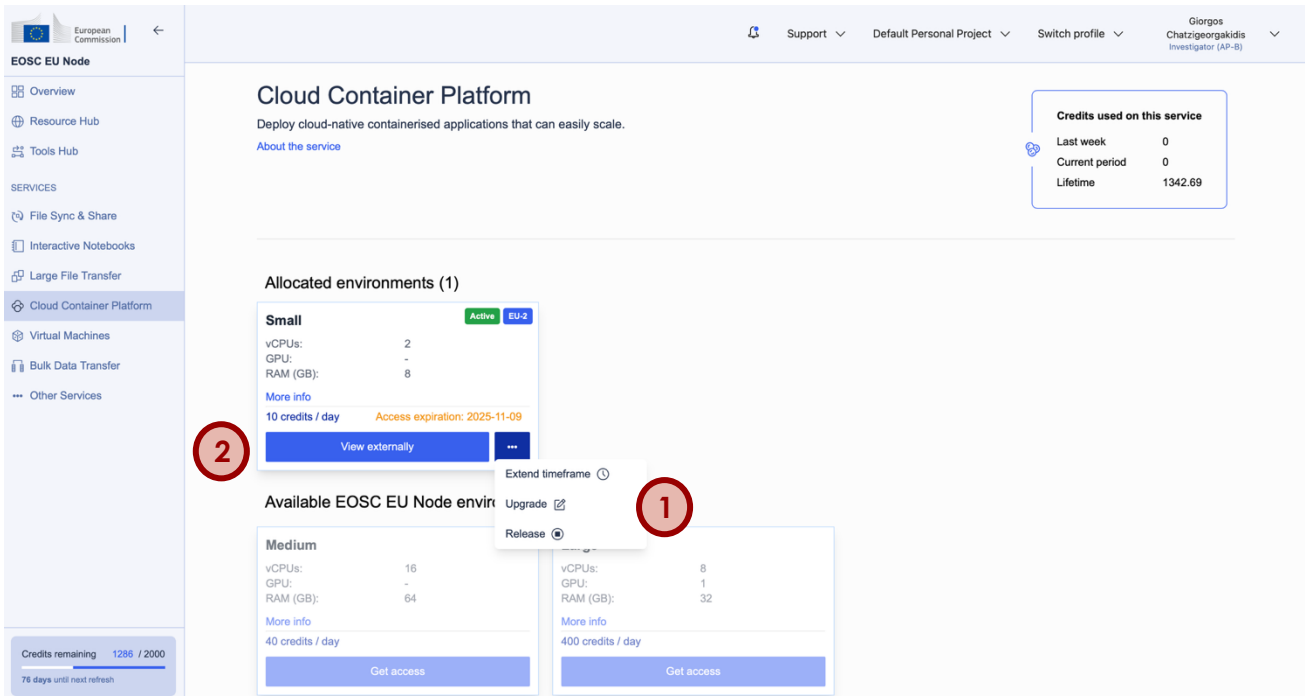
Credits used on this service	
Last week	14
Current period	14
Lifetime	28

Credits remaining 1386 / 2000  
78 days until next refresh

- Once access to the **Large File Transfer** service is provided, click on the **View externally** button to use the service - (1)
- You may extend your access period to the Large File Transfer service by clicking on the **Extend timeframe** button - (2)

### 3.3.4. Cloud Container Platform

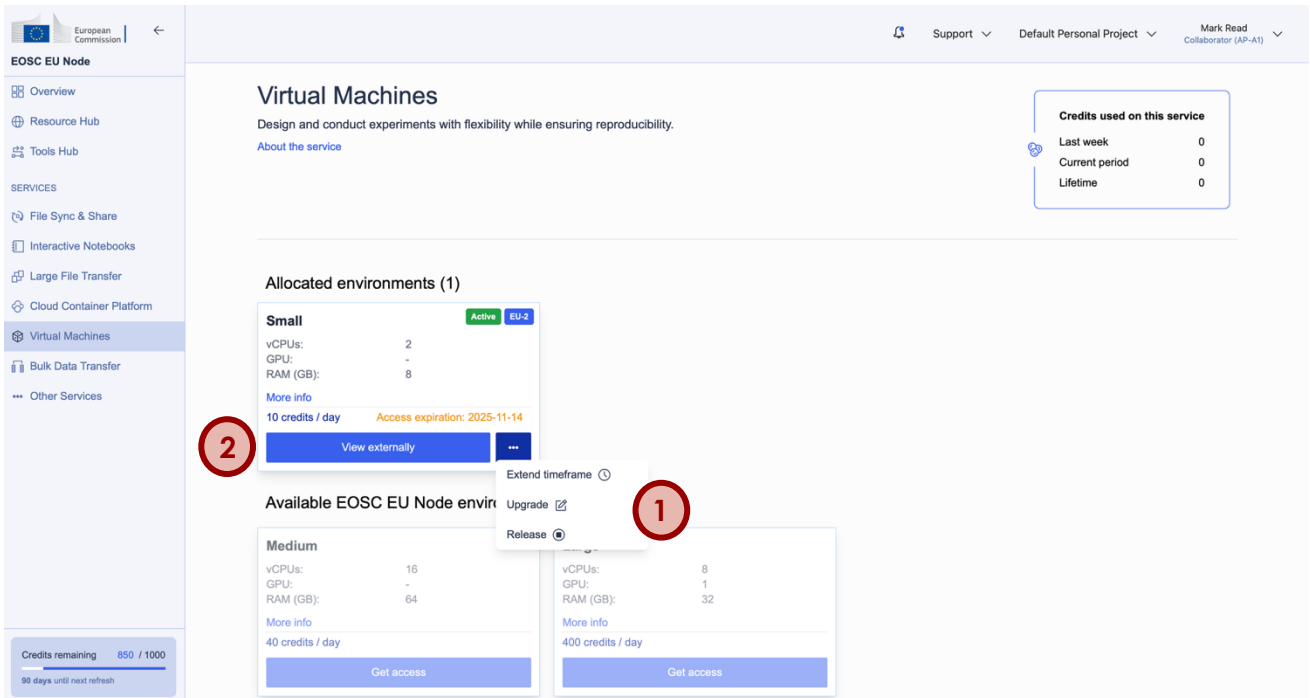
#### Run a Small/Medium Environment and Access It



- To run an environment in the **Cloud Container Platform** service, you may click on the corresponding **Get Access** button
- In the modal that appears, select the time period for using the service, and click on **Submit**. The corresponding credits will be deducted from your balance
- You can release your running environment by first clicking on the three dots button at the allocated environment's card and then on the **Release** button. You will be reimbursed with the corresponding amount of credits - (1)
- Once running, you may change the time period of the environment or upgrade it to a larger one by clicking on the three dots and selecting the corresponding option - (1)
- To externally access the console of the allocated environment and use it, you may click on the **View externally** button - (2)

### 3.3.5. Virtual Machines

#### Run a Small/Medium Environment and Access It



- To run a **Small/Medium** environment in the **Virtual Machines** service, you may click on the corresponding **Run** button
- In the modal that appears, select the time period for using the service, and click on **Submit**. The corresponding credits will be deducted from your balance
- You can release your running environment by first clicking on the three dots button at the allocated environment's card and the on the **Release** button. You will be reimbursed with the corresponding amount of credits - (1)
- Once running, you may change the time period of the environment or upgrade it to a larger one by clicking on the three dots and selecting the corresponding option - (1)
- To externally access the console of the allocated environment and use it, you may click on the **View externally** button - (2)

## 3.3.6. Bulk Data Transfer

### Request Access to the Service and Access It

European Commission

EOSC EU Node

Support | Default Personal Project | Daniel Kelly Investigator (AP-B)

## Bulk Data Transfer

Move data effortlessly to data-intensive execution environments.

[About the service](#)

[Get access](#) 1

Bulk Data Transfer (BDT) is an extension of compute services provided by the EOSC EU Node. It provides data transfer mechanics that help end-users and projects in handling stage-in and stage-out transfers of their massive (TB-PB range) datasets to and from the compute infrastructure back-ends. Participants of R&D projects holding large data sets can use BDT service in order to store data directly into Virtual Machine Service and Container Platform service storage back-ends. This data can be accessed by user's VMs and containers for computations and data analytics. BDT supports multi-threaded, highly-efficient data transfer protocols, implements transfer progress tracking, restarting and performance tuning in order to deal with efficient and reliable data transfers among physically distant sites (e.g. project's data repository and EOSC EU Node sites).

### Documentation / Useful links

Currently, the Bulk Data Transfer services are based on [FTS](#) and [GridFTP](#).

- [FTS3](#)
- [GridFTP](#)
- [FTS.rest API](#)

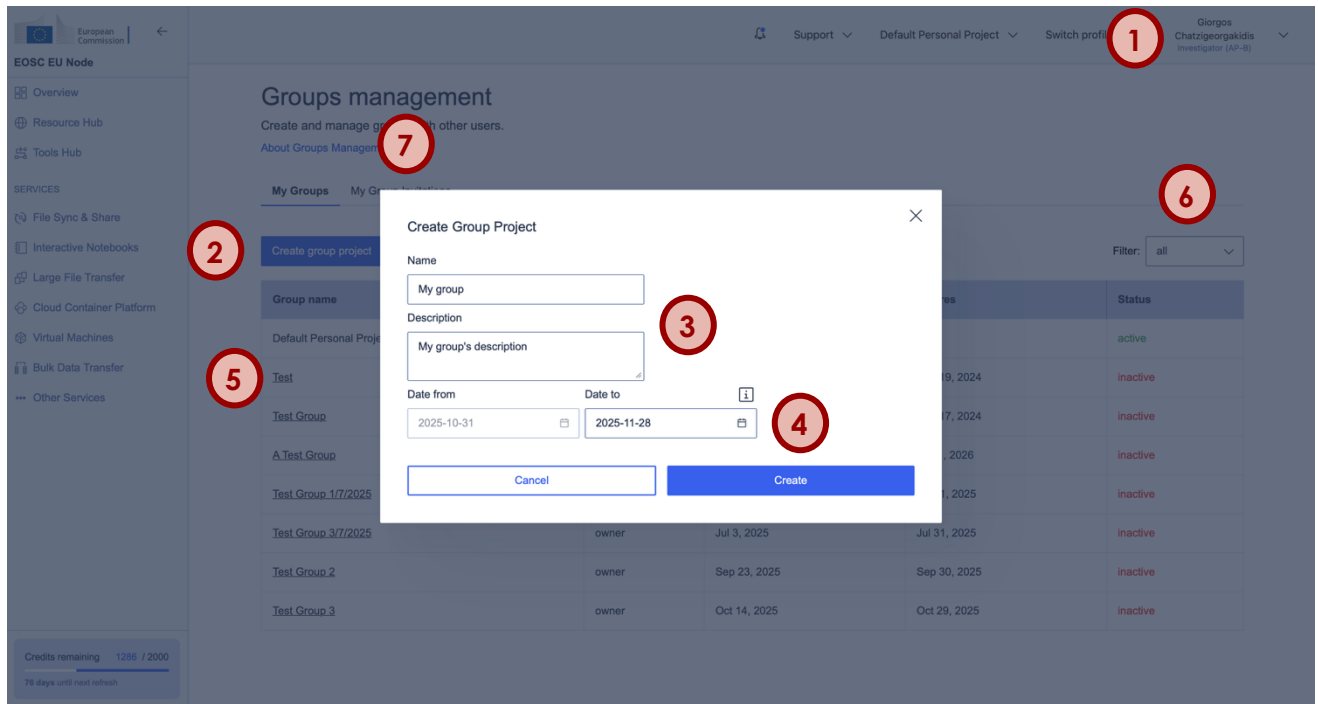
Credits remaining 1500  
22 days until next refresh

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- To access the **Bulk Data Transfer** service, click on the **Get Access** button - (1)
- Your request will be reviewed by the EOSC EU Node **Back Office**, and you will be notified upon acceptance or rejection
- If accepted, you can then click on the **Access Service** button to use the service

## 3.4. Groups

### 3.4.1. Create a New Group Project



- You can access your groups by clicking on your name on the top part of the page from anywhere in the User Space and selecting **Groups** - (1)
- To create a new group, click on the **Create group project** button - (2)
- Enter the required group details, such as its name and a short description - (3)
- Click on the **Create** button to create the group - (4)
- To view the details of your created group, you may click on its name in the list of available groups - (5)
- You can filter your groups based on their status - (6)
- In case other EOSC EU Node users invite you to their group, you will receive an invitation. You can access all your group invitations via the **My Group Invitations** tab - (6)

## 3.4.2. View and Manage Existing Groups

European Commission

EOOSC EU Node

Overview

Resource Hub

Tools Hub

SERVICES

File Sync & Share

Interactive Notebooks

Large File Transfer

Cloud Container Platform

Virtual Machines

Bulk Data Transfer

Other Services

Support

Default Personal Project

Switch profile

Giorgos Chatzigeorgakidis Investigator (AP-B)

← Back

My group

1 Invite member +

4 Extend duration

3 Delete

Member name	Created at	Role	Invitation status
2 Giorgos Chatzigeorgakidis	Oct 31, 2025	owner	

European Open Science Cloud - EU Node

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Accessibility

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FAQs

Security Team

Policy statement

EOOSC EU Node Acceptable Use Policy

EOOSC EU Node User Access Policy

EOOSC EU Node Privacy Statement

About us

The European Open Science Cloud aims to establish a federation of infrastructures facilitating effortless access to interoperable research assets and enhanced services spanning geographical boundaries and diverse academic fields.

Credits remaining 1286 / 2000

76 days until next refresh

- To invite a new member to the group, click on the **Invite member** button. In the modal that appears, you may enter the email of any EOOSC EU Node member to invite them to the group - (1)
- If the group member accepts the invitation, they will be listed to the list of group members - (2)
- To delete the group, you may click on the **Delete** button - (3)
- To extend the duration of the group, you may click on the **Extend duration** button - (4)

## 3.5. Orders

### 3.5.1. View All Existing Orders

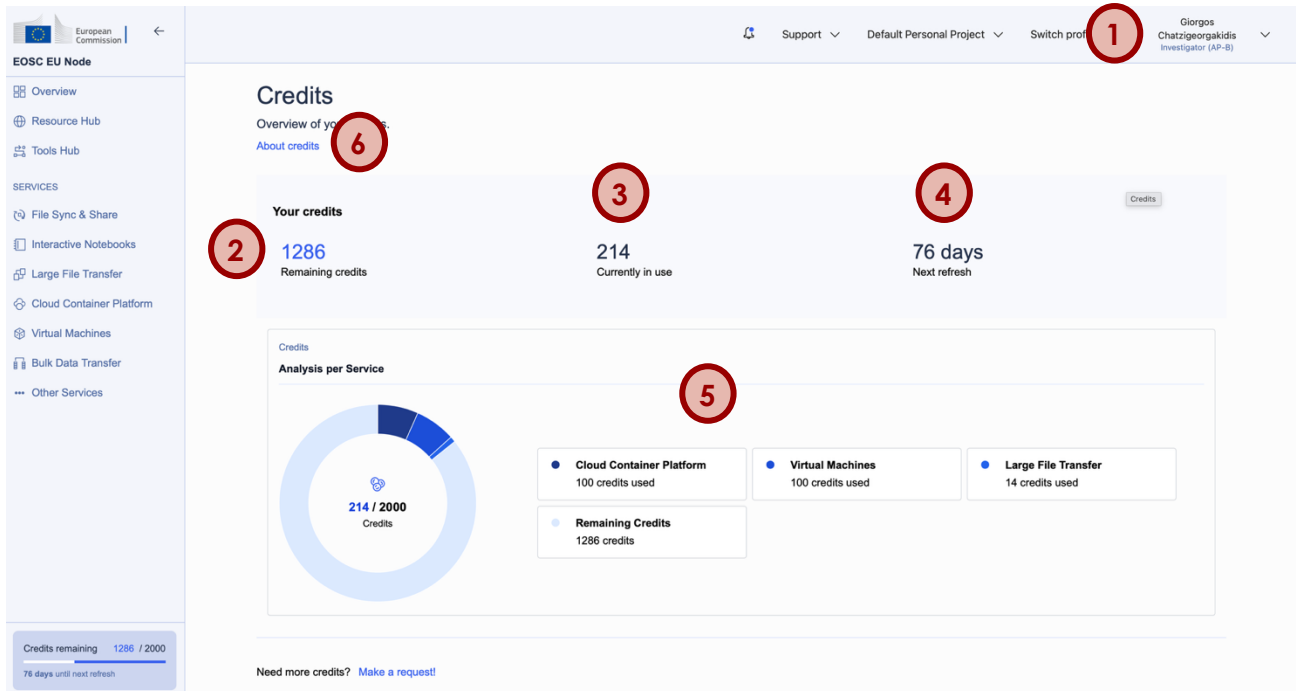
The screenshot displays the EOSC EU Node interface. The left sidebar contains navigation options like Overview, Resource Hub, Tools Hub, and various services. The main area is titled 'Orders' and shows a table of 'Standard Orders (42)'. The table columns are ID, Service(s), Project type, Latest activity, and Status. The status for all listed orders is 'Completed'. A search box is located above the table, and a user profile dropdown is in the top right corner.

ID	Service(s)	Project type	Latest activity	Status
#ZJJA9C4	Cloud Container Platform	Personal	Oct 31, 2025	Completed
#ZJJA8EUJ	Large File Transfer	Personal	Oct 31, 2025	Completed
#ZJ9EF4L	Virtual Machines	Personal	Oct 31, 2025	Completed
#ZIL88Z51	Cloud Container Platform	Group	Oct 14, 2025	Completed
#ZIL86N2Z	Cloud Container Platform	Group	Oct 14, 2025	Completed
#ZJFHZZ6	Interactive Notebooks	Personal	Oct 13, 2025	Completed
#ZJFH62N	File Sync and Share	Personal	Oct 13, 2025	Completed
#ZHF863AU	Virtual Machines	Group	Sep 23, 2025	Completed
#ZGKBBIXF	Interactive Notebooks	Personal	Sep 8, 2025	Completed
#ZGKB1S1E	Cloud Container Platform	Personal	Sep 8, 2025	Completed

- You can access your orders by clicking on your name on the top part of the page from anywhere in the User Space and selecting **Orders** - (1)
- In the **Orders** tab you have access to all your orders in EOSC EU Node, along with useful information for each one, such as the service name and status
- You may search for existing orders by entering any keywords of preference in the search box and clicking on **Search** - (2)
- In **Standard Orders** you may find all your orders for any of the six EOSC EU Node services - (3)
- In **Special Orders** you may find all your orders for any other service from external providers that are onboarded in EOSC EU Node (*not yet available*) - (4)

## 3.6. Credits

### 3.6.1. View Available Credits



- You can access your credits information by clicking on your name on the top part of the page from anywhere in the User Space and selecting **Credits** - (1)
- In the **Credits** tab you may find all necessary information about your credits in the EOSC EU Node
- You can view your remaining credits for this period and the number of credits currently in use - (2), (3)
- You can view the amount of days until the next credit refresh. Keep in mind that any remaining credits are *not* transferred to the next period - (4)
- You can view the number of credits spent in each one of the six EOSC EU Node services - (5)
- You can view more information about credits by clicking on **About credits** - (6)

## 3.6.2. Request More Credits

The screenshot displays the EOSC EU Node dashboard. At the top, the user is identified as 'Giorgos Chatzigeorgakidis, Investigator (AP-B)'. The main content area is titled 'Analysis per Service' and features a donut chart showing '214 / 2000 Credits' used. To the right of the chart, three service boxes are listed: 'Cloud Container Platform' (100 credits used), 'Virtual Machines' (100 credits used), and 'Large File Transfer' (14 credits used). Below these, a box indicates 'Remaining Credits: 1286 credits'. A red circle with the number '1' highlights the 'Make a request!' button located below the chart. The bottom of the dashboard contains a dark blue footer with links for 'European Open Science Cloud - EU Node', 'Contact us', 'About us', 'Accessibility', 'Policy statement', and 'EOOSC EU Node Acceptable Use Policy'. A small status bar at the bottom left shows 'Credits remaining: 1286 / 2000' and '76 days until next refresh'.

- You may request more credits by clicking on the **Make a request!** Button - (1)
- The **Helpdesk** tab will open, where you can submit your request

## 3.7. Favourites

### 3.7.1. View All Favourites

- You can access your favourite resources by clicking on your name on the top part of the page from anywhere in the User Space and selecting **Favourites** - (1)
- All the resources you have set as favourites via the **Resource Hub** will be listed in the **Favourites** tab
- You may click on their title to access their **View Page**
- You can click on the star in the top right of each card to remove them from your favourites - (2)

## 3.8. Settings

### 3.8.1. Adjust Profile Settings

The screenshot displays the 'Settings' page for a user named Giorgos Chatzigeorgakidis. The page is divided into a left sidebar with navigation options like 'Overview', 'Resource Hub', and 'Tools Hub', and a main content area. The main content area is titled 'Settings' and includes a sub-header 'Adjust your settings and customize your profile.' Below this, there are several sections: 'Access level' (Investigator (AP-B)), 'ID' (18eb669d-e2ff-4918-9d94-0228eac0e29e@myaccessid.org), 'Email' (gchatzi@athenarc.gr), 'First name' (Giorgos), 'Last name' (Chatzigeorgakidis), 'Organisation' (-), 'Organisation country' (GR (Greece)), 'Affiliations' (-), 'Scientific domains' (Data management/Big data, Model theory/Artificial intelligence), 'Personalized recommendations' (Enabled), and 'Onboarding walkthroughs' (Reset (view again)). Red circles with numbers 1, 2, 3, and 4 highlight the user's name in the top right, the 'change' button, the 'Disable' button, and the 'Reset (view again)' button, respectively.

- You can access your profile settings by clicking on your name on the top part of the page from anywhere in the User Space and selecting **Settings** - (1)
- In the **Settings** tab, you may view and change your account settings
- To add one or more scientific domains of your interest, you may click on the **change** button - (2)
- To enable or disable the personalized documentations in the [Resource Hub](#), you may click on the **Enable** or **Disable** button respectively - (3)
- To reset the welcoming onboarding walkthroughs that appear the first time you login the **User Space**, you may click on the **Reset (View again)** button - (4)

## 3.9. Helpdesk

### 3.9.1. Contact Helpdesk

European Commission

EOSC EU Node

Support ▾ Default Personal Project ▾ Switch profile ▾ Giorgos Chatzigeorgakidis Investigator (AP-B) ▾

### Helpdesk

Whether you are troubleshooting or seeking guidance, our support team is here to help you.

Full name \*

Email \*

Subject of message \*

Message \*

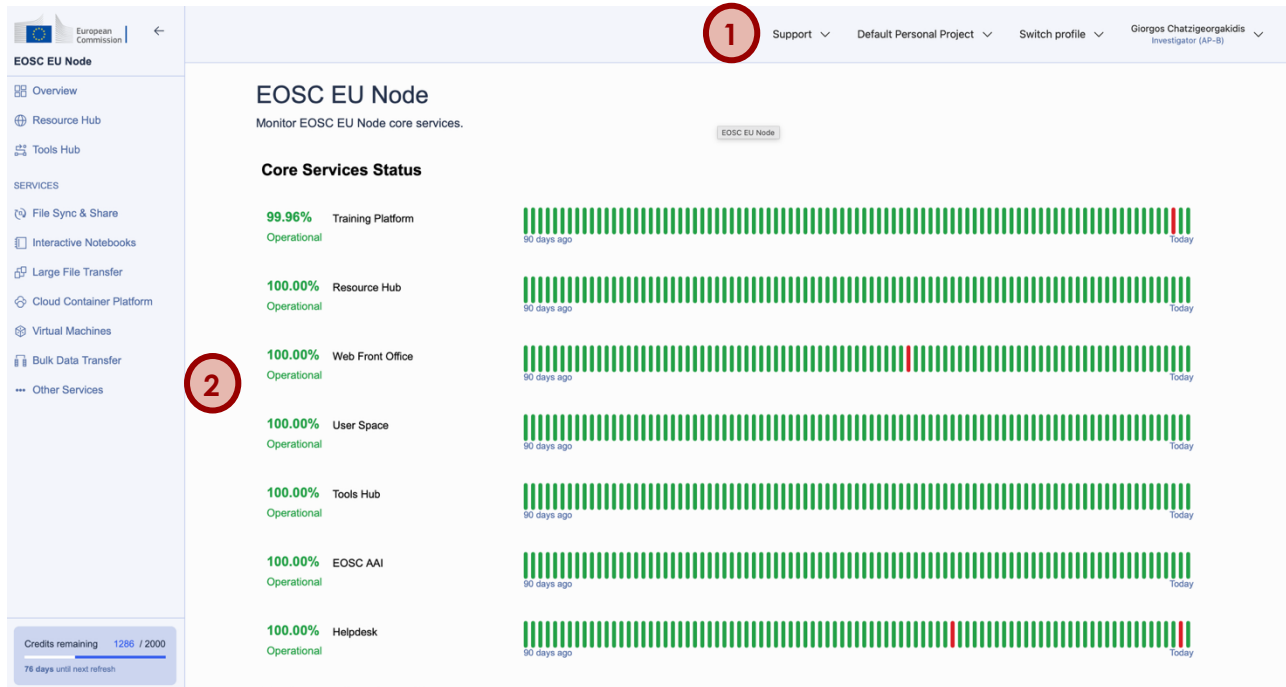
Privacy Statement

Credits remaining 1286 / 2000  
76 days until next refresh

- You can access the EOSC EU Node Helpdesk by clicking on **Support** on the top part of the page from anywhere in the User Space and selecting **Helpdesk** - (1)
- You may submit a message to the EOSC EU Node **Helpdesk** at any time by visiting the **Helpdesk** tab
- You will be asked to provide your full name, email, a subject of the message and the message description - (1)
- To send the message, you may click on the **Submit** button - (2)
- Once a reply for your message is sent, you will be notified via email

## 3.10. Monitoring

### 3.10.1. Monitor the Status of Services



- You can access the service monitoring page by clicking on **Support** on the top part of the page from anywhere in the User Space and selecting **Monitoring** - (1)
- You may view the status of all EOSC EU Node **Core Services** and **Exchange services** via the **Monitoring** tab
- The current operational status is reported along with a bar indicating the downtime and uptime during the past 90 days - (2)