

# EOSC EU Node Web Portal Front Office User Guide

Version 1.1 – 10/12/2024

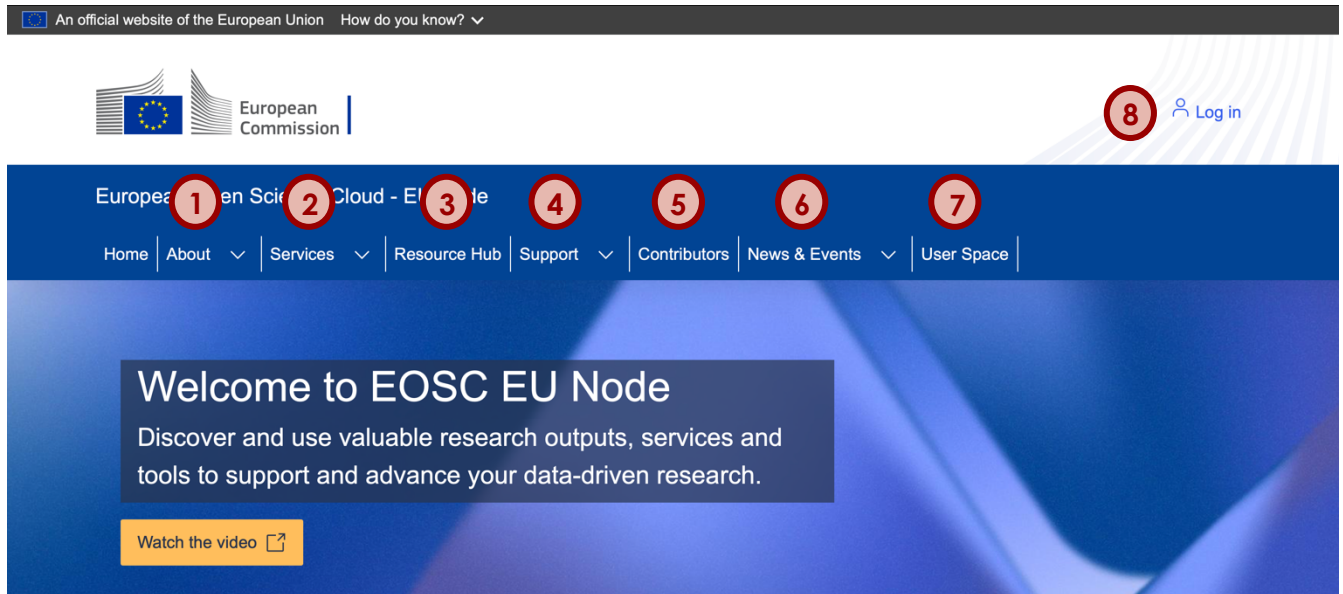
## Table of Contents

<b>1. EOSC EU Node Website .....</b>	<b>3</b>
1.1. Navigate Through the Website .....	3
1.2. Register & Login.....	4
<b>2. Resource Hub .....</b>	<b>5</b>
2.1. Search Resource by Name.....	5
2.2. Filter Results .....	6
2.3. Access All Resources of a Specific Type .....	7
2.4. Viewing a Resource .....	8
<b>3. User Space.....</b>	<b>9</b>
3.1. Overview .....	9
3.1.1. Navigate Through the User Space .....	9
3.1.2. Check the Status of Services .....	9
3.2. Notifications.....	10
3.2.1. View All Notifications .....	10
3.3. Tools Hub .....	11
3.3.1. Search Existing Tools.....	11
3.3.2. Create a Tool.....	12
3.3.3. Deploy a Tool.....	13
3.4. Services.....	14
3.4.1. File Sync & Share .....	14
3.4.2. Interactive Notebooks .....	15
3.4.3. Large File Transfer .....	17
3.4.4. Cloud Container Platform .....	18
3.4.5. Virtual Machines.....	20
3.4.6. Bulk Data Transfer.....	22
3.5. Groups .....	23
3.5.1. Create a New Group Project .....	23

3.5.2.	View and Manage Existing Groups.....	24
<b>3.6.</b>	<b>Orders .....</b>	<b>25</b>
3.6.1.	View All Existing Orders .....	25
<b>3.7.</b>	<b>Credits.....</b>	<b>26</b>
3.7.1.	View Available Credits .....	26
3.7.2.	Request More Credits .....	27
<b>3.8.</b>	<b>Favourites .....</b>	<b>28</b>
3.8.1.	View All Favourites .....	28
<b>3.9.</b>	<b>Settings.....</b>	<b>29</b>
3.9.1.	Adjust Profile Settings .....	29
<b>3.10.</b>	<b>Helpdesk .....</b>	<b>30</b>
3.10.1.	Contact Helpdesk .....	30
<b>3.11.</b>	<b>Monitoring .....</b>	<b>31</b>
3.11.1.	Monitor the Status of Services.....	31

# 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, Helpdesk** and **FAQs** - (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

Terms of Use   Contact us   Privacy Policy

### European Open Science Cloud EU Node

Access your account and take advantage of the free resources, perform research and collaborate.

#### Log in

Find your home institution

Search for your home institution and use your existing credentials to login

Example: Athena Research Center   Q Search (1)

OR

If you have EU Login credentials, you may click on the link below

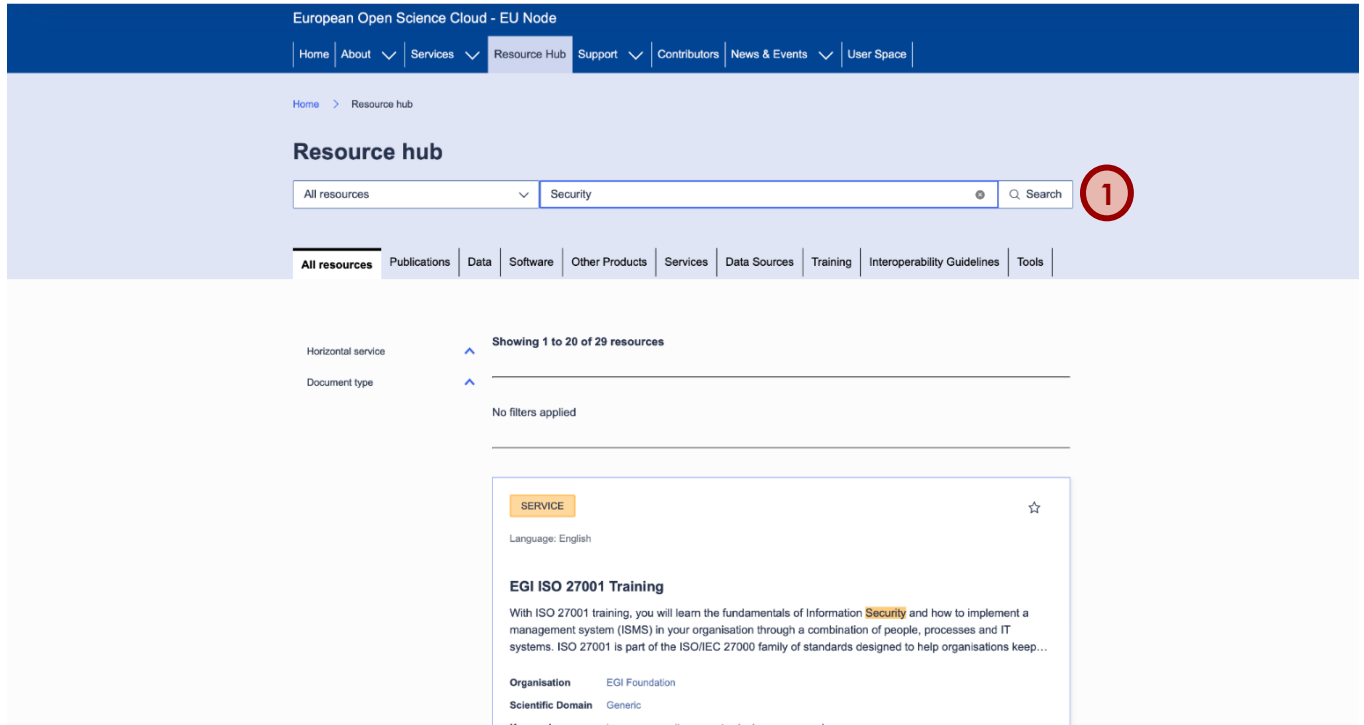
(2) EU Login

If you do not have an EU Login, you can click [HERE](#) and create one (3)

- 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 a 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



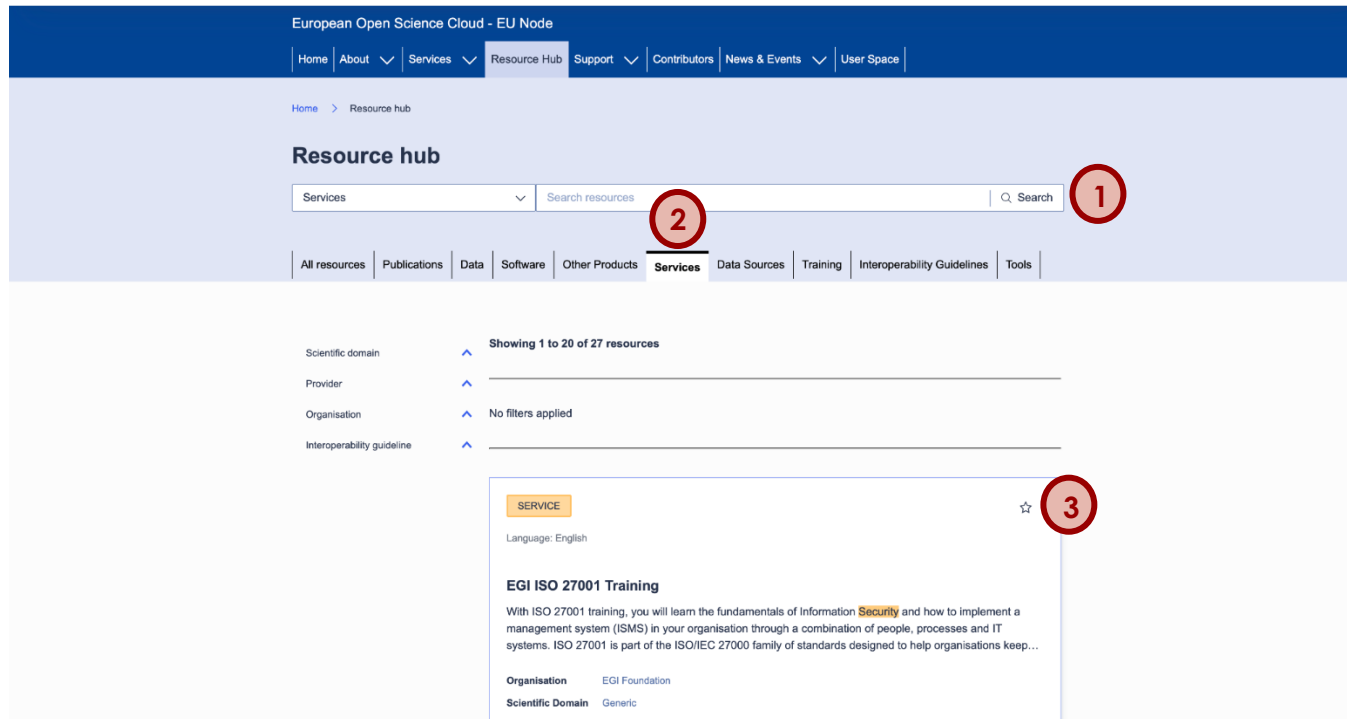
- From the **Home Page**, click on **Resource Hub**
- In **Resource Hub** you have access to all EOSC EU Node resources
- To search for a specific keyword, enter it in the search box and click **Search** - (1)
- All the results whose metadata contain the provided keyword are listed

## 2.2. Filter Results

The screenshot shows the 'European Open Science Cloud - EU Node' website. The top navigation bar includes links for Home, About, Services, Resource Hub (selected), Support, Contributors, News & Events, and User Space. Below the navigation bar, the 'Resource hub' section features a search bar with 'All resources' selected and a search button. A horizontal menu below the search bar lists categories: All resources (selected), Publications, Data, Software, Other Products, Services, Data Sources, Training, Interoperability Guidelines, and Tools. On the left side, there are two filter sections. The first, 'Horizontal service', has a red circle with the number '1' next to it, indicating the filter to be used. It includes checkboxes for 'False (10)' and 'True (16)'. The second filter section, 'Document type', includes checkboxes for 'Datasource (1)', 'Interoperability record (1)', and 'Service (27)'. The main content area shows 'Showing 1 to 20 of 29 resources' and 'No filters applied'. A single resource is displayed: 'EGI ISO 27001 Training', which is a 'SERVICE' in English, provided by the 'EGI Foundation' in the 'Generic' Scientific Domain. The resource description mentions learning the fundamentals of Information Security and implementing a management system (ISMS).

- 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

## 2.3. Access All Resources of a Specific Type



- To access the resources of a specific type, you may select it from the list 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 may set a resource as favourite, by clicking on the star on the top right of its card - (3)

## 2.4. Viewing a Resource

European Open Science Cloud - EU Node

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

Home > Services > EGI ISO 27001 Training

SERVICE

### EGI ISO 27001 Training

Language: English

Order

2 3

Description Metadata

With ISO 27001 training, you will learn the fundamentals of Information Security and how to implement a management system (ISMS) in your organisation through a combination of people, processes and IT systems. ISO 27001 is part of the ISO/IEC 27000 family of standards designed to help organisations keep information assets secure. ISO 27001 offers a systematic approach to managing and securing information such as intellectual property, finances, personal data, both internal and data entrusted to you by third parties. The training programme is structured in two levels: Foundation and Professional. A formal ISO 27001 certification is offered to all participants of the training after successfully passing a final exam. ### The ISO 27001 Training helps you to 1. Ensure that security risks are appropriately managed and prioritised 2. Protect your organisation against information security threats and vulnerabilities 3. Protect the data entrusted to you by your organisation 4. Guarantee fulfilment of legal responsibilities 5. Increase confidence in your organisation ### EGI offers two types of training: 1. Open Registration: organised at a pre-determined date/location open for individual registrations 2. In-House: for organisations needing several members of staff to be trained. The date and location of the training are mutually agreed.

4 Keywords

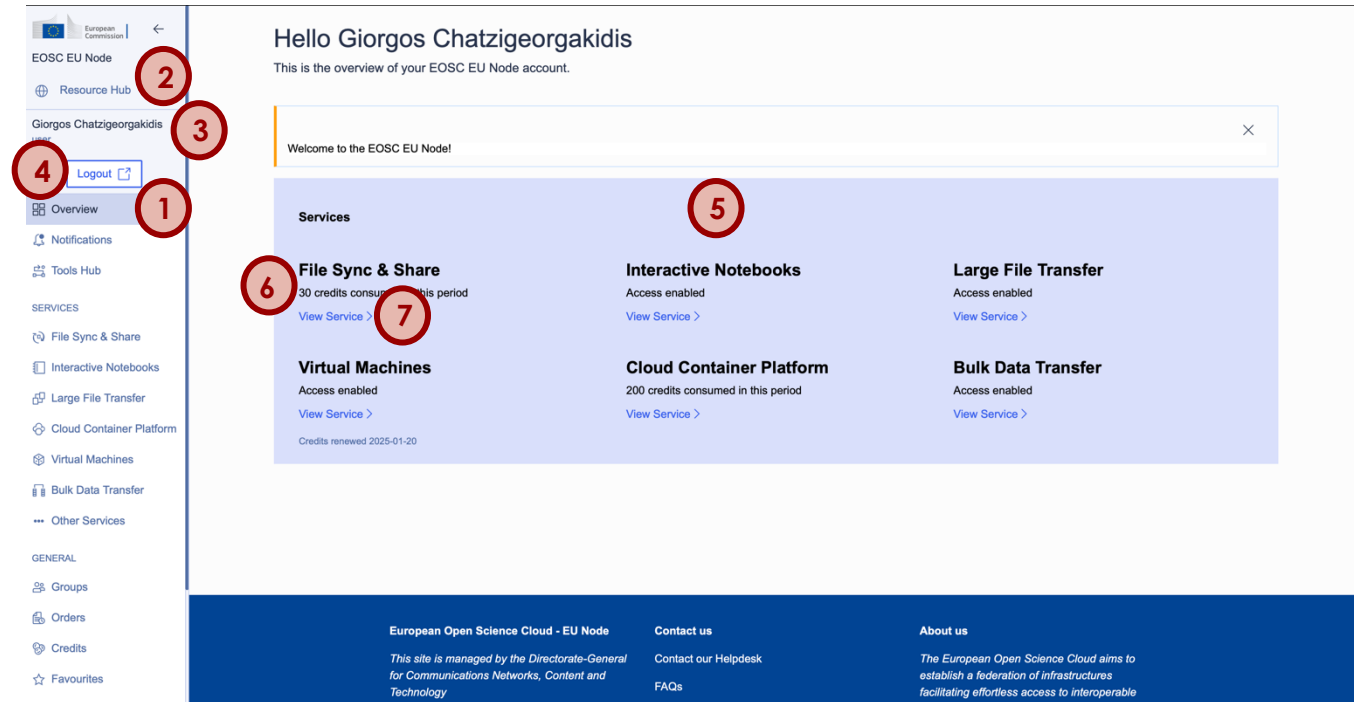
iso • security • standard • personal certification • cybersecurity • information security management • e-INFRA EGI

- 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, language, description, related keywords and metadata - (1), (2), (3), (4)
- If the resource in question is a service, you may order it by clicking on the **Order** button - (5)



## 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 profile image are shown in the sidebar - (3)
- You can switch to your **Contributor** page by clicking on the arrow next to your name and selecting one of your Contributor profiles - (3)
- To logout from your account, you may click on the **Logout** button - (4)

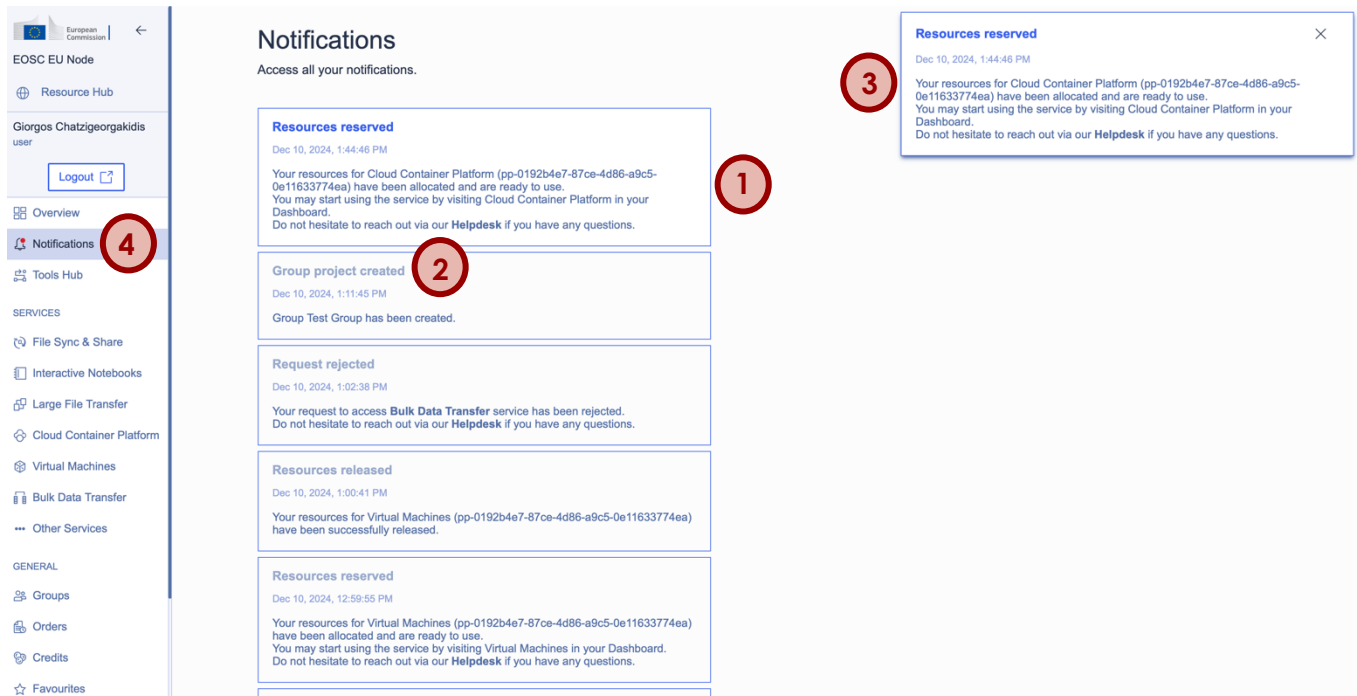
#### 3.1.2. Check the Status of Services

- While in the Overview tab of your User Space, you have access to the status of all services - (5)

- Information regarding whether you have access to this service or not (i.e., based on our Access Policy) is provided for each service - (6)
- You can visit the tab of each service by clicking on **View Service** - (7)

## 3.2. Notifications

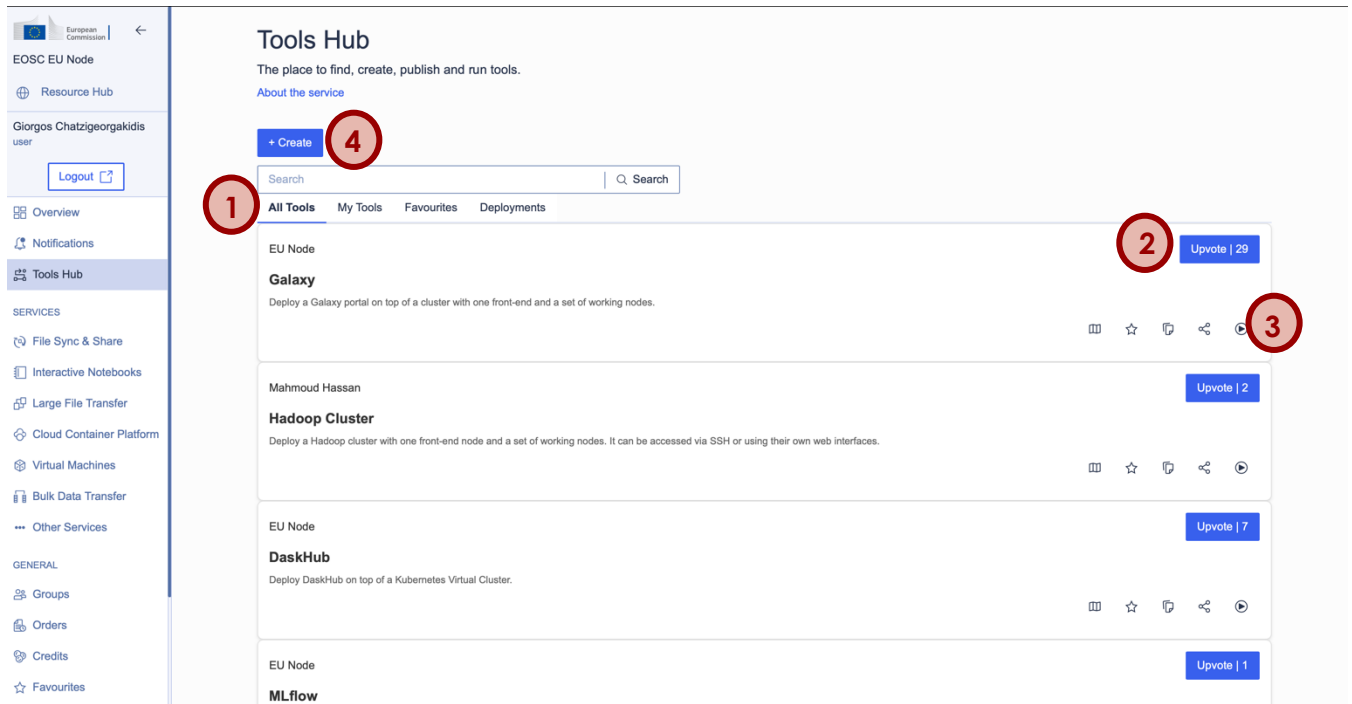
### 3.2.1. View All Notifications



- 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)
- Unread notifications are annotated using grey font in their title - (2)
- 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 - (3)
- When there are unread notifications, a red bubble appears on top of the **Notifications** tab icon in the sidebar - (4)

## 3.3. Tools Hub

### 3.3.1. Search Existing Tools



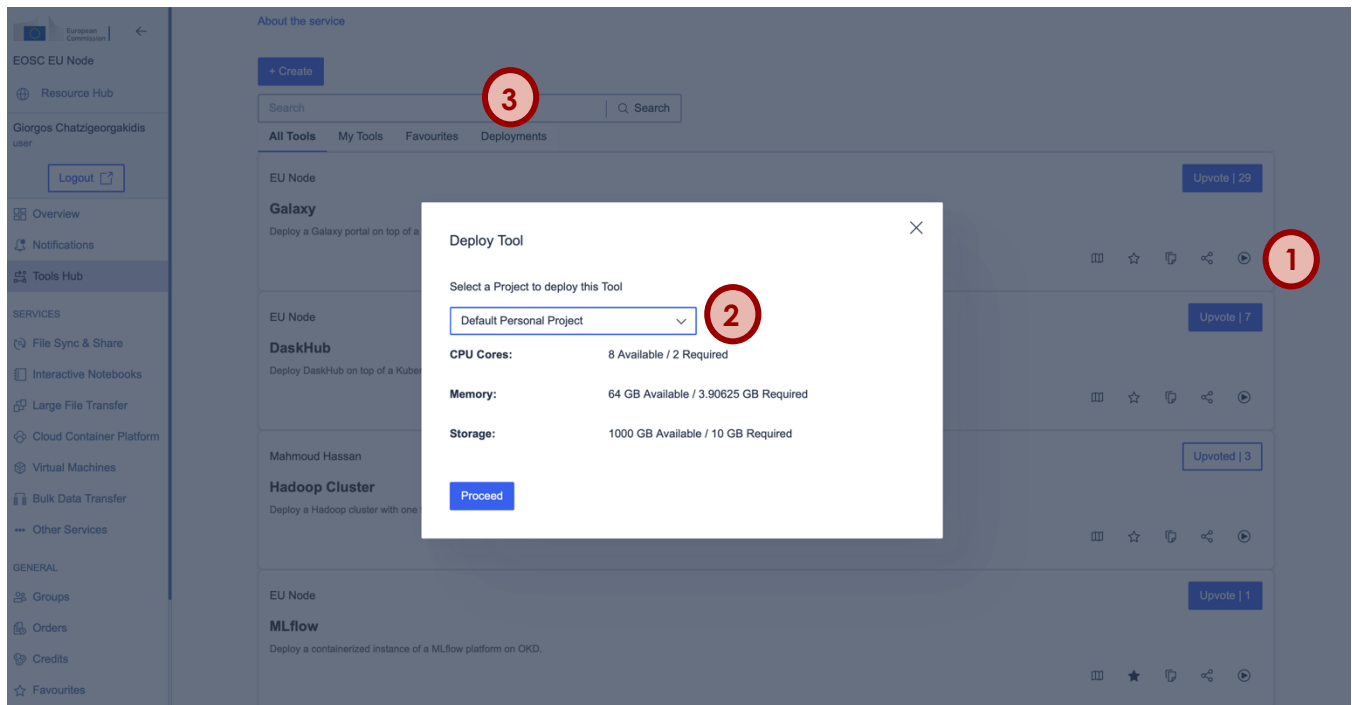
- While in the **Tools Hub** tab, you may search for a specific tool by entering a keyword to the search box - (1)
- You may upvote a tool of your preference by clicking on the **Upvote** button. The number of upvotes for all published tools is available to all users - (2)
- For each tool in the list, you may click one of the action icons to view its details, add it to your **Favourites**, copy it to **My Tools**, or deploy it - (3)
- To create a new tool, you may click on the **Create** button - (4)

### 3.3.2. Create a Tool

The screenshot shows the 'Tool Details' wizard in the EOSC EU Node interface. The wizard is divided into three steps: 1. Metadata, 2. Content, and 3. Review. Step 1 is highlighted with a red circle and the number 1. Step 2 is highlighted with a red circle and the number 2. Step 3 is highlighted with a red circle and the number 3. The 'Metadata' step includes fields for Name, Description, Resource Organisation, License, Version Date, and Keywords. The 'Content' step includes a field for the TOSCA template. The 'Review' step includes a field for the tool's name. The interface also shows a sidebar with navigation options and a progress bar at the bottom indicating 0/2 required steps complete.

- To create your tool, you must complete all the steps of the wizard.
- First, in the **Metadata** step, provide all necessary metadata, such as name, description and license - (1)
- Then, provide the content of the tool, by uploading a TOSCA template in the **Content** step - (2)
- Finally, review the provided information and confirm in the **Review** step - (3)
- Your new tool will be listed under **My Tools**

### 3.3.3. Deploy a Tool



- To deploy a tool, click on the **Deploy** button - (1)
- On the dialog that appears, select an available **Personal** or **Group** project to deploy the tool - (2)
- If the resources are sufficient, deploy the tool
- It will be available under **Deployments** - (3)
- You may stop it at any time

## 3.4. Services

### 3.4.1. File Sync & Share

#### Reserve Storage Space

The screenshot displays the 'File Sync & Share' service page within the EOSC EU Node interface. The left sidebar contains navigation links for 'Overview', 'Notifications', 'Tools Hub', and a 'SERVICES' section with options like 'File Sync & Share', 'Interactive Notebooks', 'Large File Transfer', 'Cloud Container Platform', 'Virtual Machines', 'Bulk Data Transfer', and 'Other Services'. The main content area is titled 'File Sync & Share' and includes a description of the service and a 'Get access' button. A red circle with the number '1' highlights the 'Get access' button. The footer contains information about the European Open Science Cloud - EU Node, contact details, and a policy statement.

- To reserve space in the **File Sync & Share** service, click on **Get Access** - (1)
- On the dialog that appears, select the period for reserving your space and accept. You will be charged with the corresponding amount of credits
- Once your storage space is ready, you will be notified, and you can start using it

## 3.4.2. Interactive Notebooks

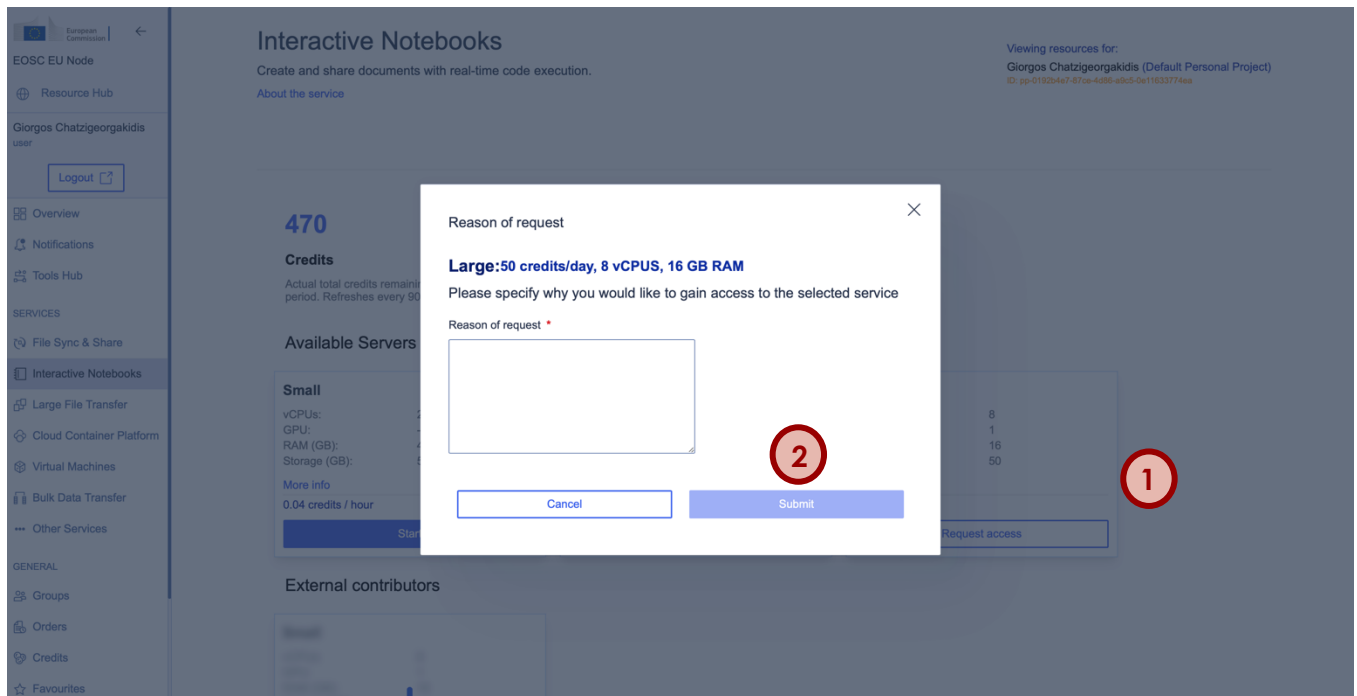
### Start a Small/Medium Notebooks Kernel and Access JupyterHub

The screenshot displays the EOSC EU Node Resource Hub interface. On the left is a sidebar with navigation links: Overview, Notifications, Tools Hub, SERVICES, File Sync & Share, Interactive Notebooks (highlighted), Large File Transfer, Cloud Container Platform, Virtual Machines, Bulk Data Transfer, Other Services, GENERAL, Groups, Orders, Credits, and Favourites. The main content area shows the user's profile (Giorgos Chatzigeorgakidis) and a 'Logout' button. Below this, the 'Credits' section shows 470 credits remaining. The 'Running Servers (1)' section displays a 'Small' server configuration (2 vCPUs, 4 GB RAM, 50 GB Storage) with a 'Stop' button (labeled 3) and a 'View externally' link (labeled 2). The 'Other Servers (2)' section shows 'Medium' and 'Large' server configurations, each with a 'Request access' button (labeled 1).

Server Type	vCPUs	GPU	RAM (GB)	Storage (GB)	Cost / hour
Small	2	-	4	50	0.04 credits / hour
Medium	4	-	8	50	0.5 credits / hour
Large	8	1	16	50	50 credits / hour

- To get access to a **Small** or **Medium Interactive Notebooks** server you may simply click on the **Request access** button - (1)
- Once request has been granted, you may start an **Interactive Notebooks** server by clicking on the **Start/Stop** button - (2)
- Once a server is started, you may stop it at any time 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

## Request Access to a Large Kernel



- To request access to the **Large** environment of **Interactive Notebooks** that also provides access to a GPU, you may click on the **Request access** button - (1)
- In the modal that appears, you may provide with a reason of your request and click on **Submit** - (2)
- Your request will be reviewed by the EOSC EU Node **Back Office** and you will be notified upon acceptance or rejection
- If accepted, you may use your environment as described previously



### 3.4.3.Large File Transfer

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

The screenshot shows the 'Large File Transfer' page within the European Open Science Cloud (EOSC) EU Node interface. On the left is a sidebar with navigation options: Overview, Notifications, Tools Hub, SERVICES (File Sync & Share, Interactive Notebooks, Large File Transfer, Cloud Container Platform, Virtual Machines, Bulk Data Transfer, Other Services), and GENERAL (Groups, Orders, Credits, Favourites). The main content area is titled 'Large File Transfer' with the subtitle 'Streamline large file transfers online with added security and integrity.' In the top right corner, it says 'Viewing resources for: Giorgos Chatzigeorgakidis (Default Personal Project)' with an ID. A box highlights 'Standard sharing of large files with Large File Transfer (1000 GB)' with '7 credits / month' and a 'Time period required' label. A blue 'Get access' button is present, with a red circle containing the number '1' next to it. Below this, a paragraph describes FileSender as an open-source web application. At the bottom, there are links for 'Documentation / Useful links' including 'User guide' and 'Documentation'. The footer contains 'European Open Science Cloud - EU Node', 'Contact us', and 'About us'.

- To access the **Large File Transfer** service, click on the **Get Access** button - (1)
- Select the period for using the service and click 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

### 3.4.4. Cloud Container Platform

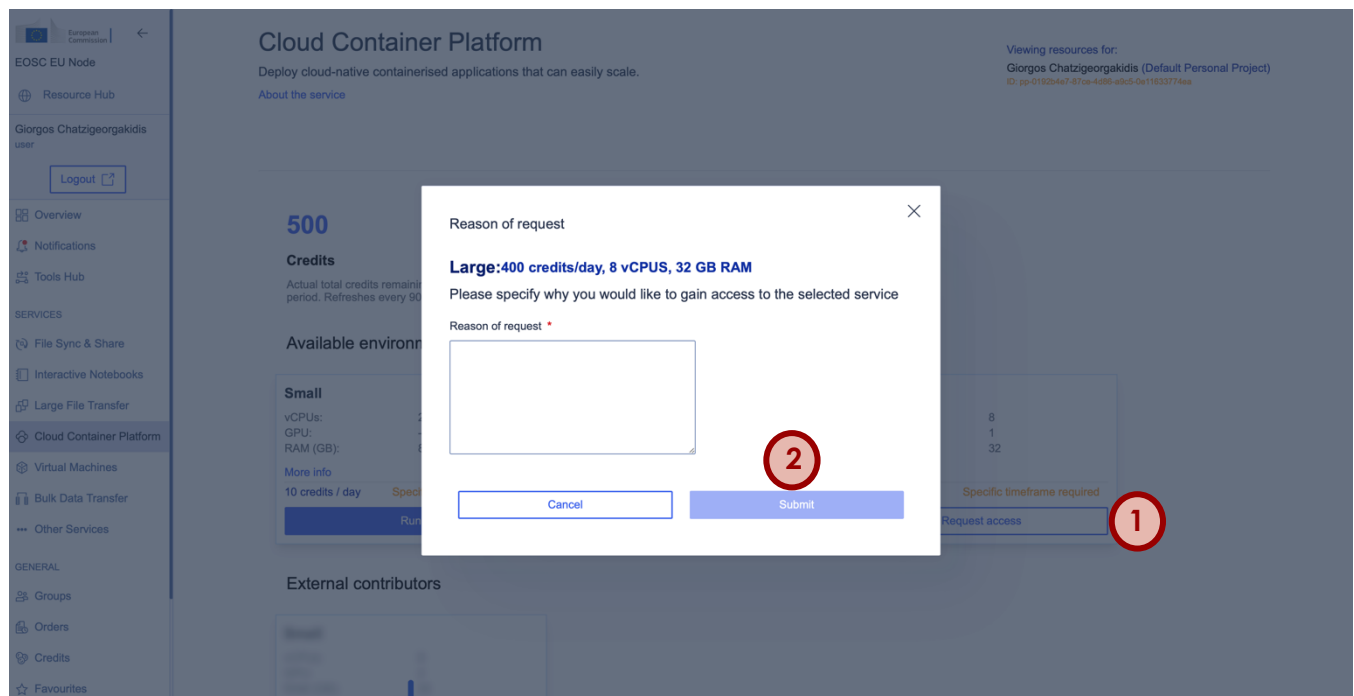
#### Run a Small/Medium Environment and Access It

The screenshot displays the 'Cloud Container Platform' interface. On the left is a sidebar with navigation options: Overview, Notifications, Tools Hub, SERVICES (File Sync & Share, Interactive Notebooks, Large File Transfer, Cloud Container Platform, Virtual Machines, Bulk Data Transfer, Other Services), and GENERAL (Groups, Orders, Credits, Favourites). The main content area shows the 'Cloud Container Platform' header with a description: 'Deploy cloud-native containerised applications that can easily scale.' and a link 'About the service'. Below this, it shows '470 Credits' and a note: 'Actual total credits remaining in this period. Refreshes every 90 days.' The 'Allocated environments (1)' section features a 'Medium' environment card with specifications: vCPUs: 8, GPU: -, RAM (GB): 64. It also shows '40 credits / day' and 'Access expiration: 2024-12-20'. Three red circles with numbers 1, 2, and 3 highlight specific actions: (1) the 'Release' button, (2) the 'Upgrade environment' button (indicated by a three-dot menu), and (3) the 'View externally' button. Below the 'Medium' card, there are sections for 'Other EOSC EU Node environments (2)' showing 'Small' and 'Large' environment specifications.

Environment Type	vCPUs	GPU	RAM (GB)
Medium	8	-	64
Small	2	-	8
Large	8	1	32

- To run a **Small/Medium** environment in the **Cloud Container Platform** 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 clicking on the **Release** button at any time. 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 - (2)
- To externally access the console of the allocated environment and use it, you may click on the **View externally** button - (3)

## Request Access to a Large Environment



- To request access to the **Large** environment of **Cloud Container Platform**, you may click on the **Request access** button - (1)
- In the modal that appears, you may provide with a reason of your request and click on **Submit** - (2)
- Your request will be reviewed by the EOSC EU Node **Back Office** and you will be notified upon acceptance or rejection
- If accepted, you may use your environment as described previously

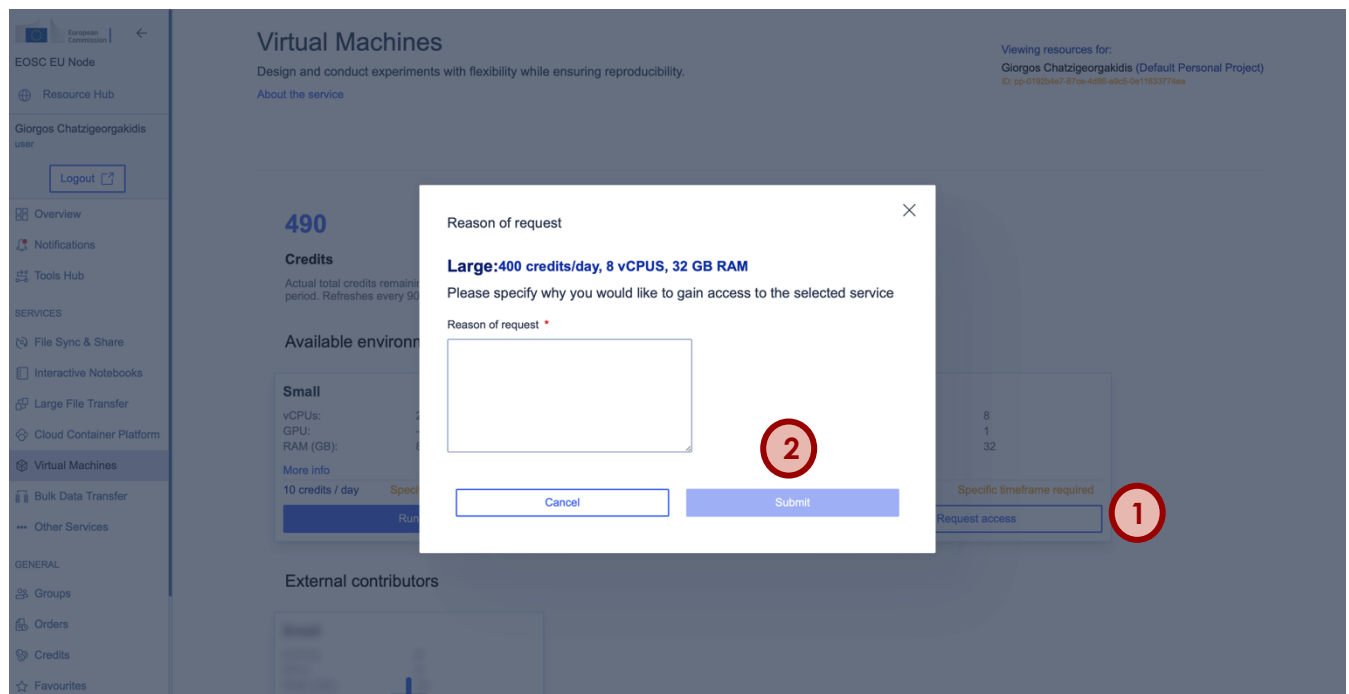
### 3.4.5. Virtual Machines

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

The screenshot displays the 'Virtual Machines' section of the EOSC EU Node portal. The sidebar on the left contains navigation links such as 'Overview', 'Notifications', 'Tools Hub', 'SERVICES', 'File Sync & Share', 'Interactive Notebooks', 'Large File Transfer', 'Cloud Container Platform', 'Virtual Machines' (highlighted), 'Bulk Data Transfer', 'Other Services', 'GENERAL', 'Groups', 'Orders', 'Credits', and 'Favourites'. The main content area features a 'Virtual Machines' header with a description: 'Design and conduct experiments with flexibility while ensuring reproducibility.' Below this, it shows '450 Credits' and 'Allocated environments (1)'. A modal window for the 'Small' environment is open, displaying its specifications (2 vCPUs, 8 GB RAM) and a 'Release' button (circled 1). Other buttons in the modal include 'View externally' (circled 3), 'Extend timeframe', and 'Upgrade environment' (circled 2). Below the modal, there are sections for 'Other EOSC EU Node environments (2)' showing 'Medium' and 'Large' options.

- 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 clicking on the **Release** button at any time. 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 - (2)
- To externally access the console of the allocated environment and use it, you may click on the **View externally** button - (3)

## Request Access to a Large Environment



- To request access to the **Large** environment of **Virtual Machines**, you may click on the **Request access** button - (1)
- In the modal that appears, you may provide with a reason of your request and click on **Submit** - (2)
- Your request will be reviewed by the EOSC EU Node **Back Office** and you will be notified upon acceptance or rejection
- If accepted, you may use your environment as described previously

### 3.4.6. Bulk Data Transfer

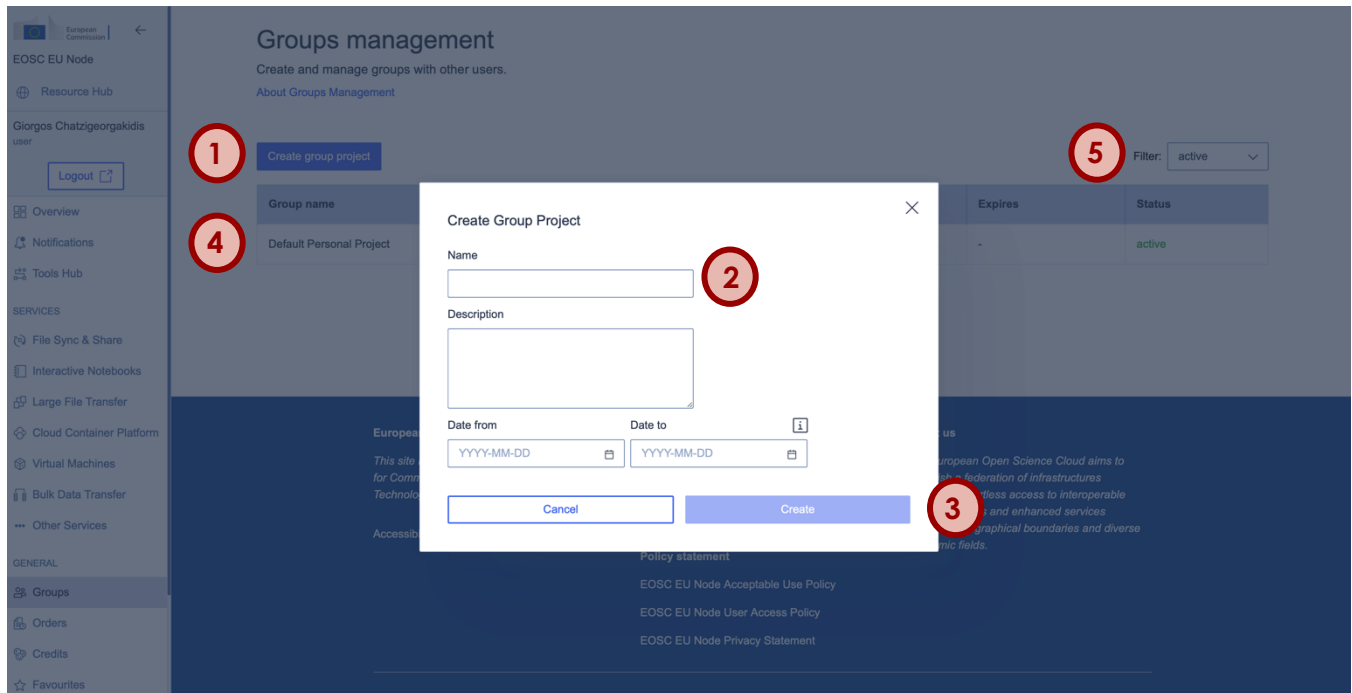
#### Request Access to the Service and Access It

The screenshot shows the 'Bulk Data Transfer' page in the EOSC EU Node interface. On the left is a sidebar with navigation links: Overview, Notifications, Tools Hub, SERVICES (File Sync & Share, Interactive Notebooks, Large File Transfer, Cloud Container Platform, Virtual Machines, Bulk Data Transfer, Other Services), and GENERAL (Groups, Orders, Credits, Favourites). The main content area is titled 'Bulk Data Transfer' with the subtitle 'Move data effortlessly to data-intensive execution environments.' A blue 'Get Access' button is prominently displayed, with a red circle and the number '1' next to it. Below the button, there is a paragraph describing BDT as an extension of compute services. Further down, under 'Documentation / Useful links', there are links to FTS, GridFTP, and FTS rest API. In the top right corner, it says 'Viewing resources for: Giorgos Chatzigeorgakidis (Default Personal Project)' with an ID. The footer contains information about the European Open Science Cloud - EU Node, contact details, and a mission statement.

- 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

## 3.5. Groups

### 3.5.1. Create a New Group Project



- To create a new group, click on the **Create group project** button - (1)
- Enter the required group details, such as its name and a short description - (2)
- Click on the **Create** button to create the group - (3)
- To view the details of your created group, you may click on its name in the list of available groups - (4)
- You can filter your groups based on their status - (5)

## 3.5.2. View and Manage Existing Groups

The screenshot displays the 'Test Group' management interface. The sidebar on the left contains navigation links for Overview, Notifications, Tools Hub, SERVICES (File Sync & Share, Interactive Notebooks, Large File Transfer, Cloud Container Platform, Virtual Machines, Bulk Data Transfer, Other Services), and GENERAL (Groups, Orders, Credits, Favourites). The top navigation bar shows the user's name 'Giorgos Chatzigeorgakidis' and a Logout button. The main content area features a 'Test Group' header with three buttons: 'Add member +', 'Extend duration', and 'Delete'. Below this is a table with columns: Member name, Created at, Role, and an action column. The table lists two members: 'Giorgos Chatzigeorgakidis' (owner) and 'Antonis Bermperis' (member). The action column for the member row contains a delete icon. The footer contains information about the European Open Science Cloud - EU Node, contact details, and policy statements.

Member name	Created at	Role	
Giorgos Chatzigeorgakidis	Dec 10, 2024	owner	
Antonis Bermperis	Dec 10, 2024	member	

- To add a new member to the group, click on the **Add member** button. In the modal that appears, you may enter the email of any EOSC 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 a member, you may click on the delete icon next to the role of a member - (3)
- To delete the group, you may click on the **Delete** button - (4)
- To extend the duration of the group, you may click on the **Extend duration** button - (5)



## 3.6. Orders

### 3.6.1. View All Existing Orders

The screenshot displays the 'Orders' page in the EOSC EU Node interface. The sidebar on the left contains navigation links for Overview, Notifications, Tools Hub, SERVICES (File Sync & Share, Interactive Notebooks, Large File Transfer, Cloud Container Platform, Virtual Machines, Bulk Data Transfer, Other Services), and GENERAL (Groups, Orders, Credits, Favourites). The main content area has a header with 'Orders' and a link to 'View all orders' (circled 3). Below this are tabs for 'Standard Orders' (circled 2) and 'Special Orders'. A search bar (circled 1) is located to the right of the tabs. The 'Standard Orders (1)' section shows a table with one order:

ID	Service(s)	Project type	Latest activity	Status
#Z1DAFC36	Virtual Machines	Personal	Dec 10, 2024	Completed

The footer contains information about the European Open Science Cloud - EU Node, contact details, and a policy statement.

- 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** - (1)
- In **Standard Orders** you may find all your orders for any of the six EOSC EU Node services - (2)
- 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) - (3)

## 3.7. Credits

### 3.7.1. View Available Credits

The screenshot shows the 'Credits' page in the EOSC EU Node interface. The left sidebar contains navigation links: Overview, Notifications, Tools Hub, SERVICES (File Sync & Share, Interactive Notebooks, Large File Transfer, Cloud Container Platform, Virtual Machines, Bulk Data Transfer, Other Services), and GENERAL (Groups, Orders, Credits, Favourites). The main content area is titled 'Credits' and 'Overview of your credits.' It displays 'Your credits' as 490 remaining credits, with a next refresh in 41 days. Below this, a grid shows the status of six services: File Sync & Share (30 credits consumed), Interactive Notebooks (Access enabled), Large File Transfer (Access enabled), Virtual Machines (50 credits consumed), Cloud Container Platform (600 credits consumed), and Bulk Data Transfer (Access enabled). At the bottom, a section titled 'What are credits?' explains that credits are a virtual currency used to consume services within the EOSC EU Node.

**Annotations:**

- 1: Remaining credits (490)
- 2: Next refresh (41 days)
- 3: Services status grid
- 4: What are credits? section

- In the **Credits** tab you may find all necessary information about your credits in EOSC EU Node
- You can view your remaining credits for this period - (1)
- 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 - (2)
- You can view the status of each of the 6 services and the amount of credits spent in each one - (3)
- You can view more information about credits by scrolling down the page - (4)

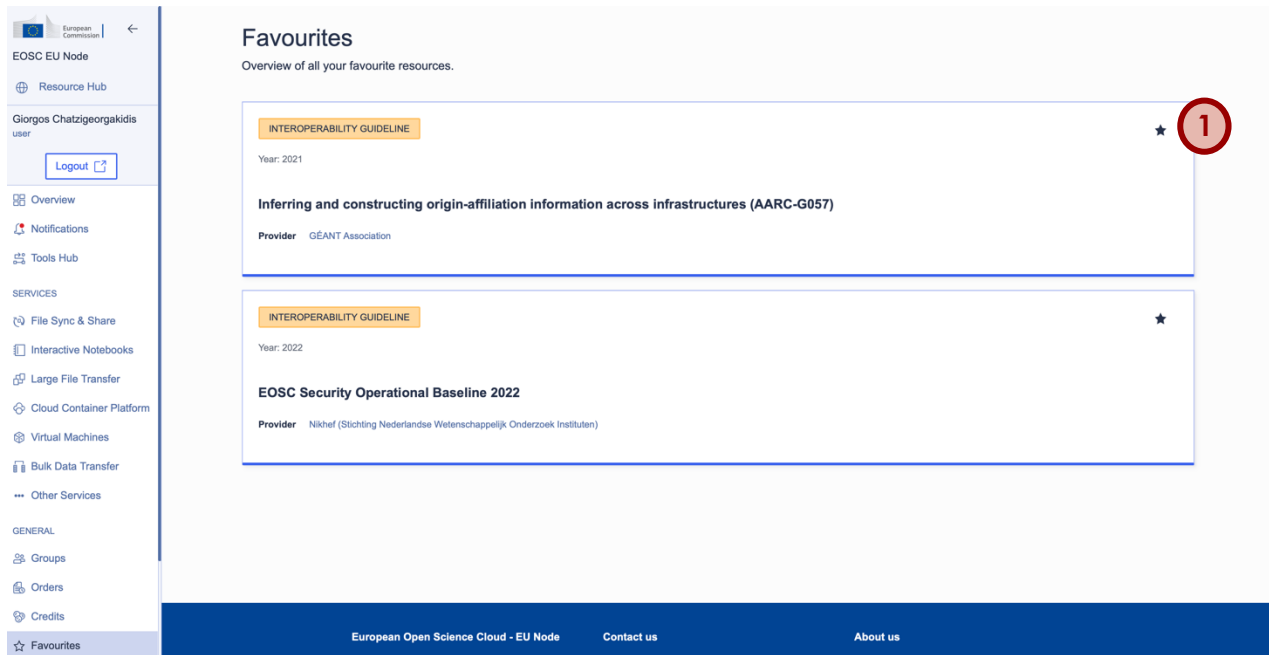
## 3.7.2. Request More Credits

The screenshot displays the EOSC EU Node user interface. On the left is a sidebar with the European Commission logo, the text 'EOSC EU Node', and a 'Resource Hub' link. Below this is the user's name 'Giorgos Chatzigeorgakidis' and a 'Logout' button. The sidebar lists various services and general options, with 'Credits' currently selected. The main content area features a heading '- Credits for Groups' followed by explanatory text about group wallets. A link 'here' is provided for more information. Below this, a red circle with the number '1' highlights the 'Make a request!' button. The footer contains three columns of links: 'European Open Science Cloud - EU Node' (including a description, accessibility, and contact information), 'Contact us' (including a helpdesk, FAQs, security team, and policy statements), and 'About us' (including a description of the cloud's purpose). The bottom of the page includes the European Commission logo and links to contact the commission, follow on social media, cookies, and privacy policy.

- 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

## 3.8. Favourites

### 3.8.1. View All Favourites



- 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 may click on the star in the top right of each card to remove them from your favourites - (1)

## 3.9. Settings

### 3.9.1. Adjust Profile Settings

The screenshot displays the 'Settings' page of the EOSC EU Node. On the left is a navigation sidebar with the user's name 'Giorgos Chatzigeorgakidis' and a 'Logout' button. The main content area is titled 'Settings' and includes the instruction 'Adjust your settings and customize your profile.' Below this, several settings are listed: 'Access policy' (Level 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' (-), and 'Scientific domains' (No selection). A red circle with the number 1 is placed over the 'change' button next to the 'Scientific domains' field.

- In the **Settings** tab, you may view and change your account settings
- To change the settings, you may click on the **change** button - (1)

## 3.10.Helpdesk

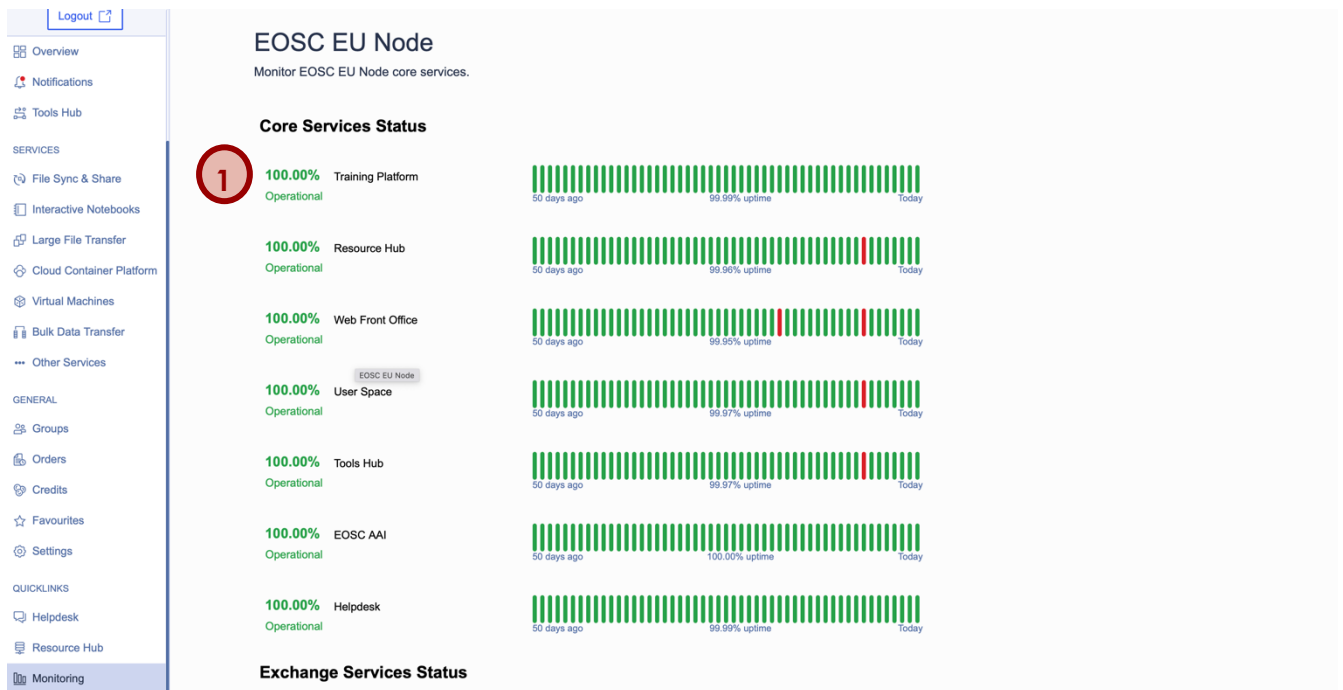
### 3.10.1. Contact Helpdesk

The screenshot shows the 'Helpdesk' page of the European Open Science Cloud (EOSC) EU Node. On the left is a sidebar with navigation links: Logout, Overview, Notifications, Tools Hub, SERVICES (File Sync & Share, Interactive Notebooks, Large File Transfer, Cloud Container Platform, Virtual Machines, Bulk Data Transfer, Other Services), GENERAL (Groups, Orders, Credits, Favourites, Settings), QUICKLINKS (Helpdesk, Resource Hub, Monitoring). The main content area is titled 'Helpdesk' and includes a sub-header: 'Whether you are troubleshooting or seeking guidance, our support team is here to help you.' Below this is a form with four fields: 'Full name' (marked with a red asterisk and a red circle with '1'), 'Email' (marked with a red asterisk), 'Subject of message' (marked with a red asterisk, containing 'EOSC Helpdesk'), and 'Message' (marked with a red asterisk). A 'Privacy Statement' link is above the 'Submit' button, which is also marked with a red circle with '2'. The footer contains 'European Open Science Cloud - EU Node', 'Contact us', and 'About us'.

- 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

## 3.11. Monitoring

### 3.11.1. Monitor the Status of Services



- 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 50 days - (1)