EOSC EU Node Web Portal Front Office User Guide

Version 3.2 – 12/10/2026

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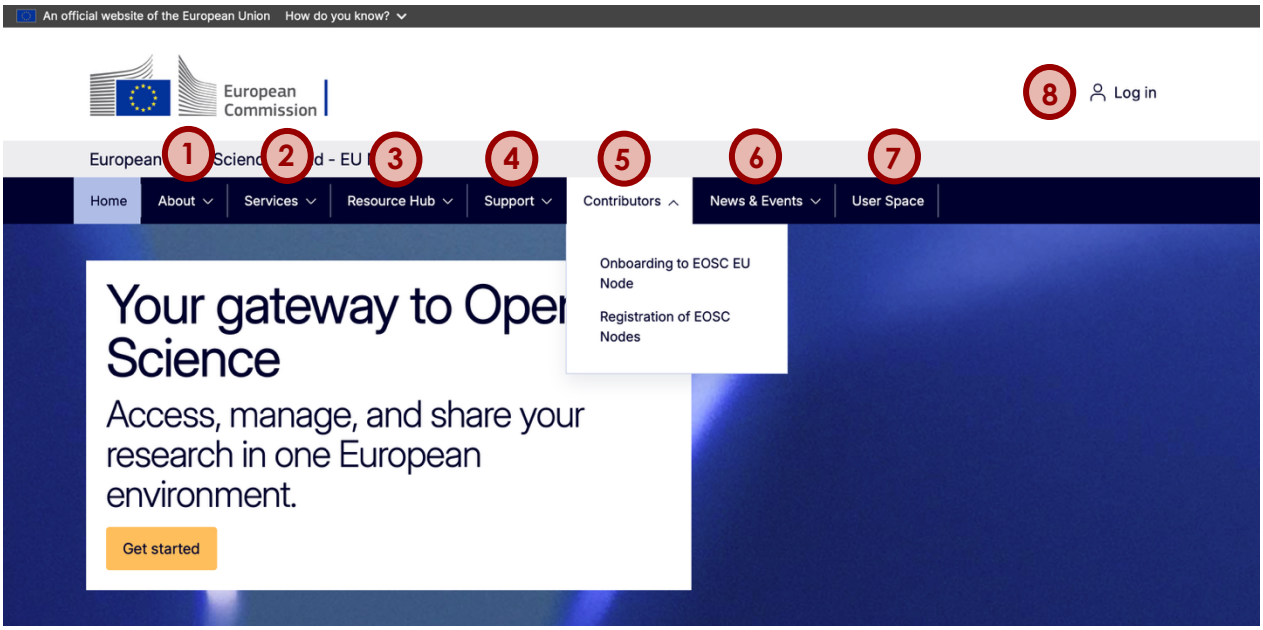
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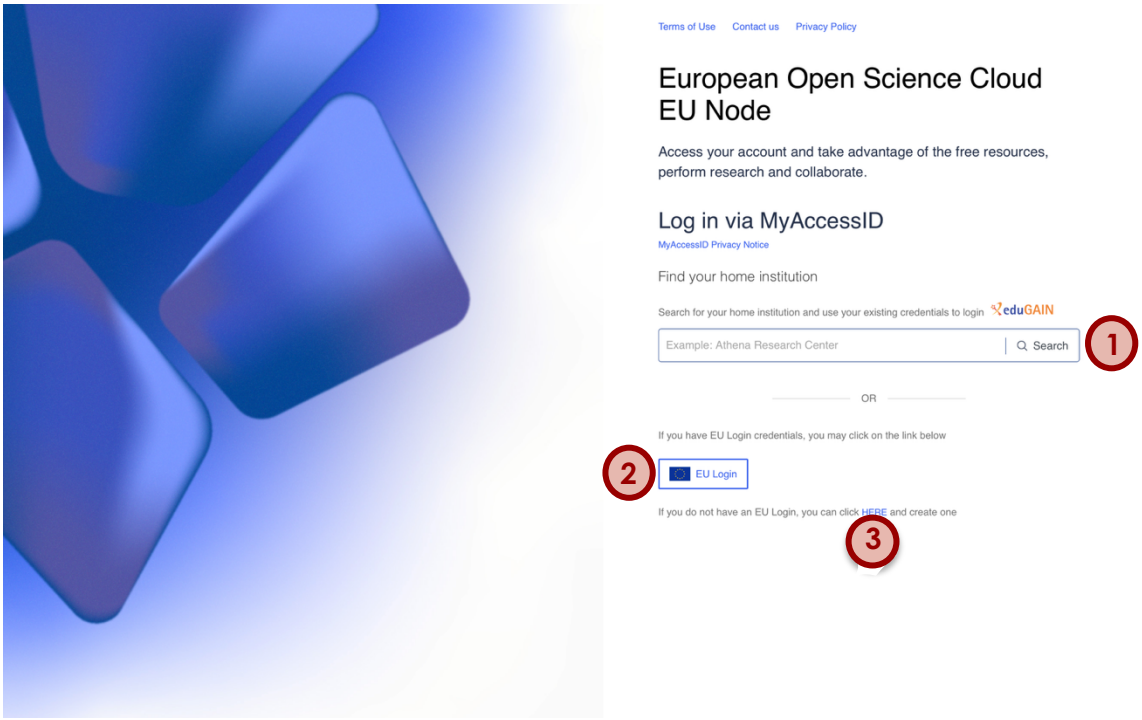
1. EOSC EU Node Website

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 onboarding your **Contributor** or registering your **Node** organisation on the 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

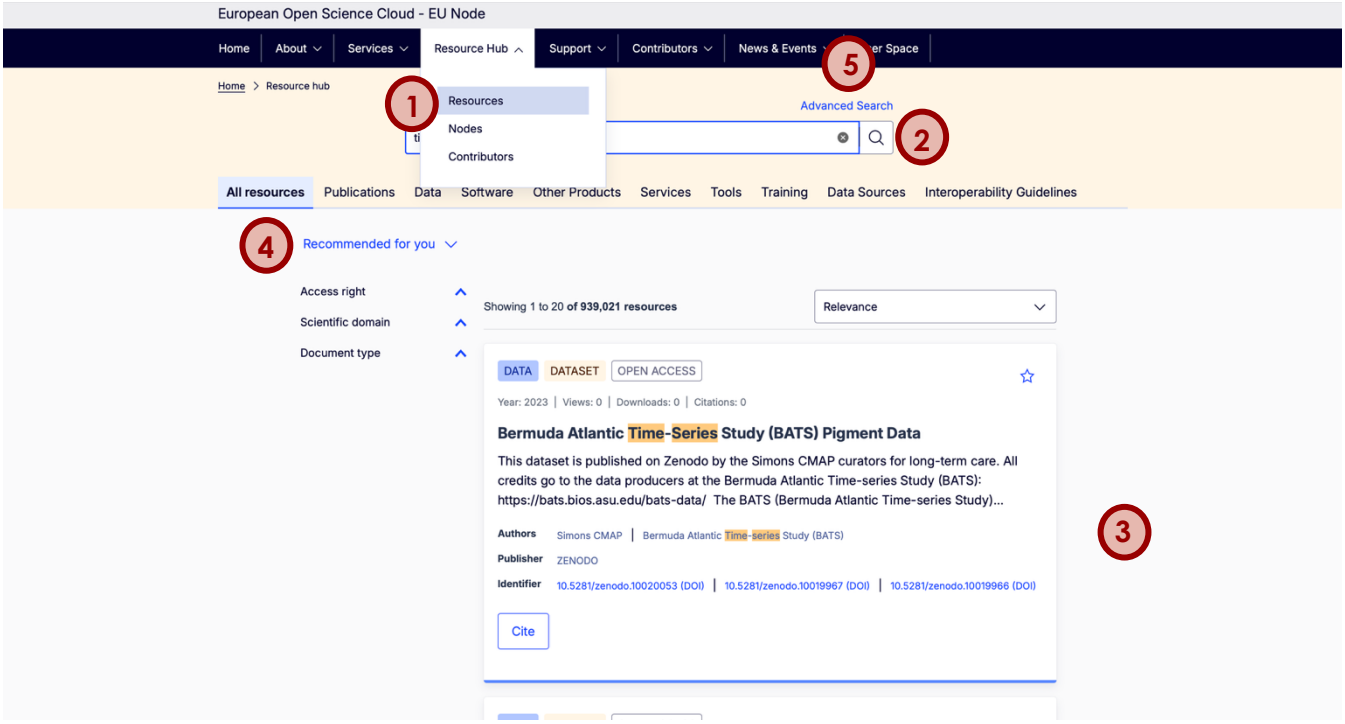


- From EOSC EU Node **Home** page, click on **Log In**
- You will be redirected to the **Login** page
- You have 3 options to login/register to the EOSC EU Node
    - Search your institution from the search bar - **(1)**
    - Login using your EU Login credentials - **(2)**
    - Create an EU Login and 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

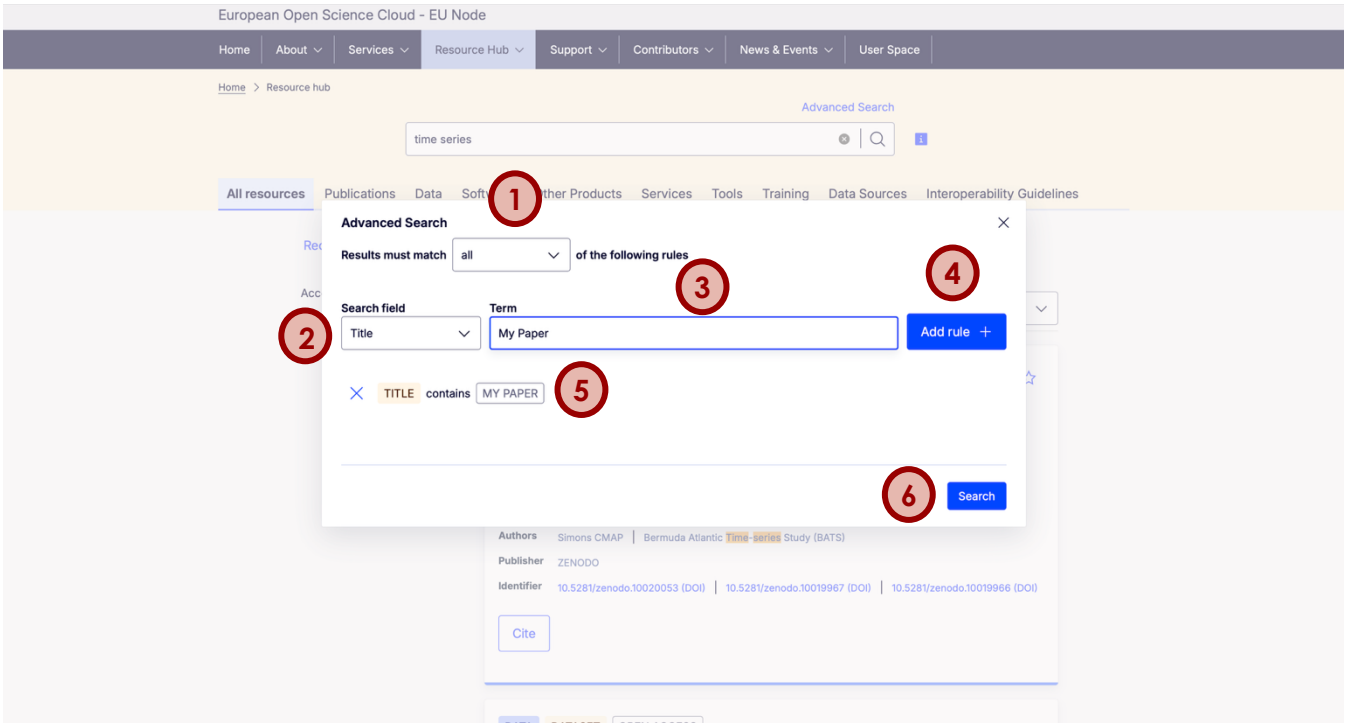
2.1. Resources

2.1.1.Search Resource by Name



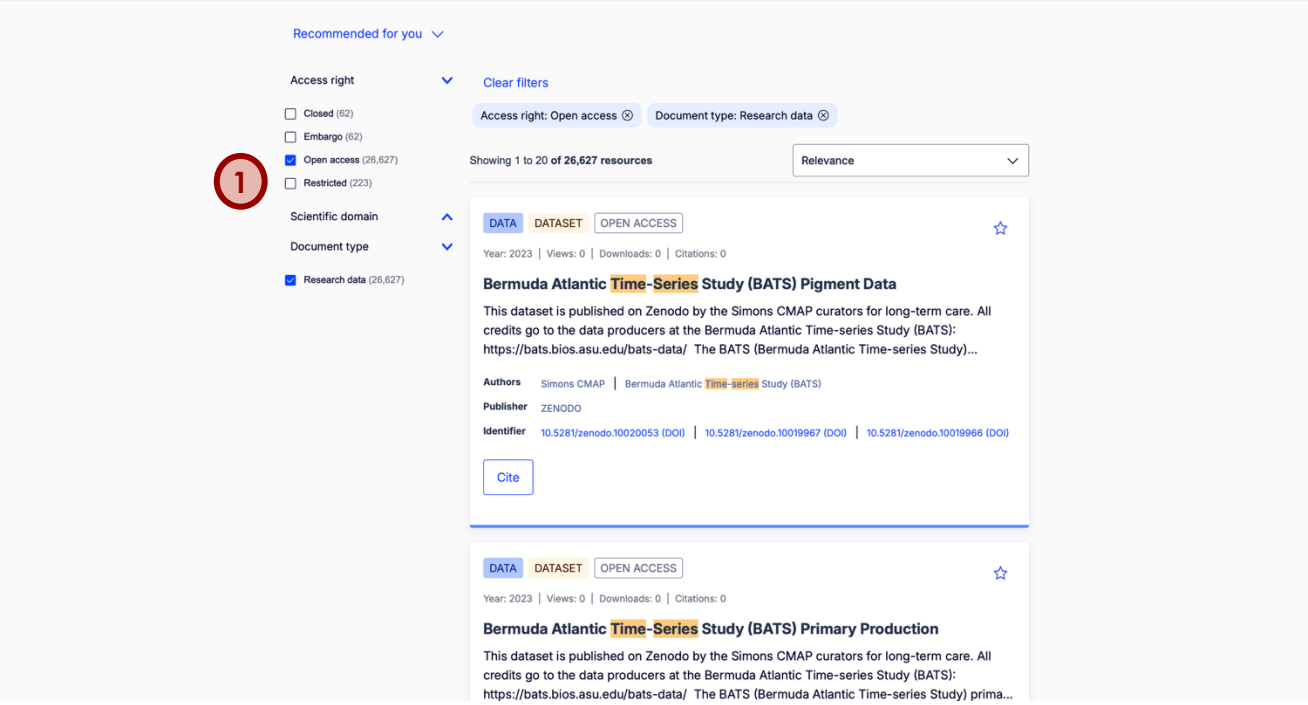
- To visit the **Resources** section of the **Resource Hub**, once in the EOSC EU Node **Home Page**, hover your pointer on **Resource Hub** and click on **Resources** - (1)
- In the **Resources** section you have access to all EOSC EU Node resources
- To search for a specific keyword, enter it in the search box and click **Search** - (2)
- All the results whose metadata contain the provided keyword are listed here in a paginated manner - (3)
- 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 - (4)
- To perform an advanced search, click here - (5)

2.1.2. Advanced Search



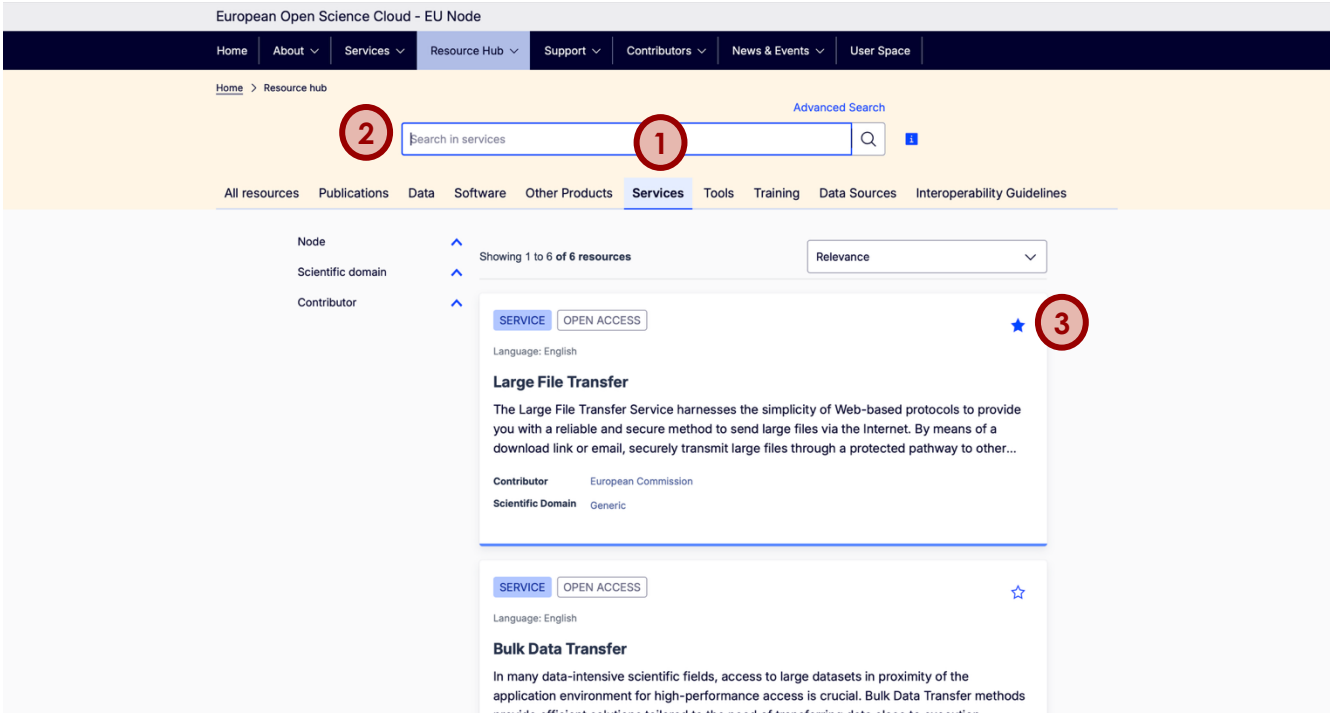
- In the **Advanced Search** modal window, you can add one or more rules to use for advanced searching. You have the option to match *any*, or *all* the rules - (1)
- You can select the search field on which each rule will be applied - (2)
- The terms to be matched for each rule must be filled in the **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)

2.1.3. Filter Results



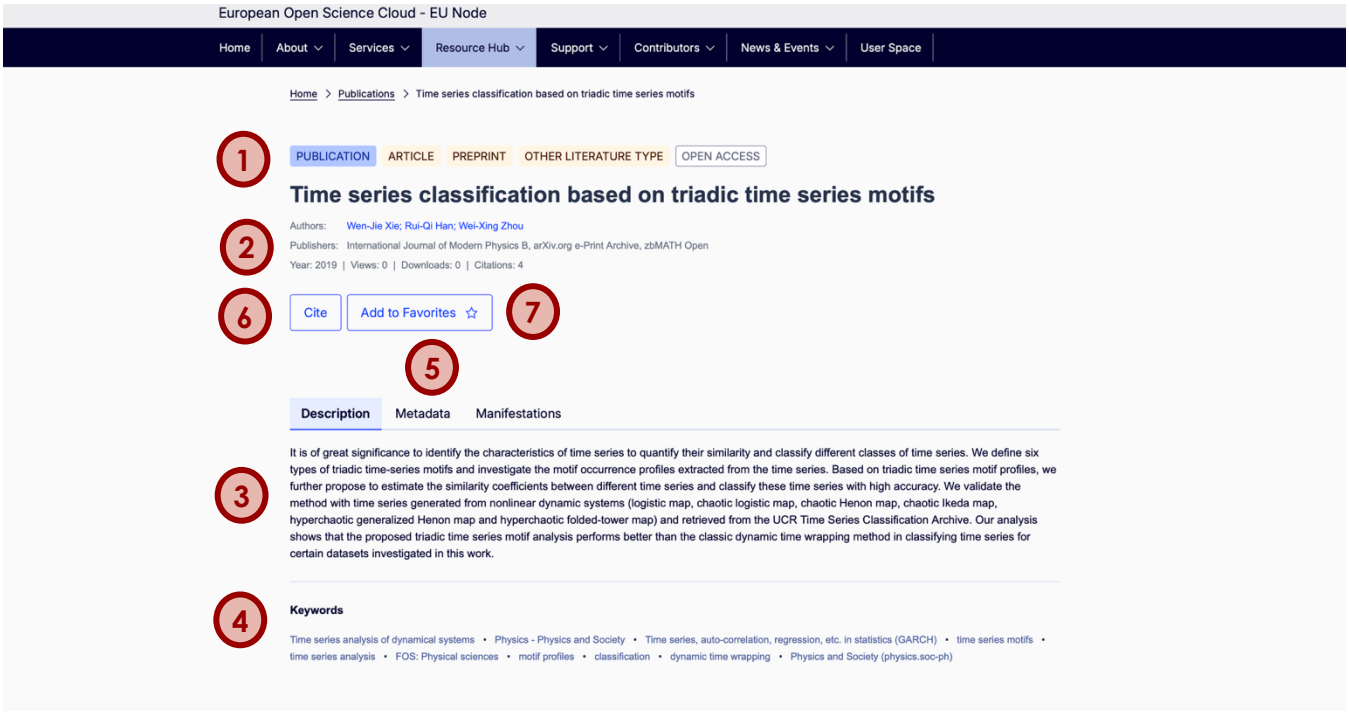
- To further filter the results, use one of the available filters on the left part of the image - (1)
- You may select more than one filters
- The results are refreshed automatically as you select filters

2.1.4. Access All Resources of a Specific Type



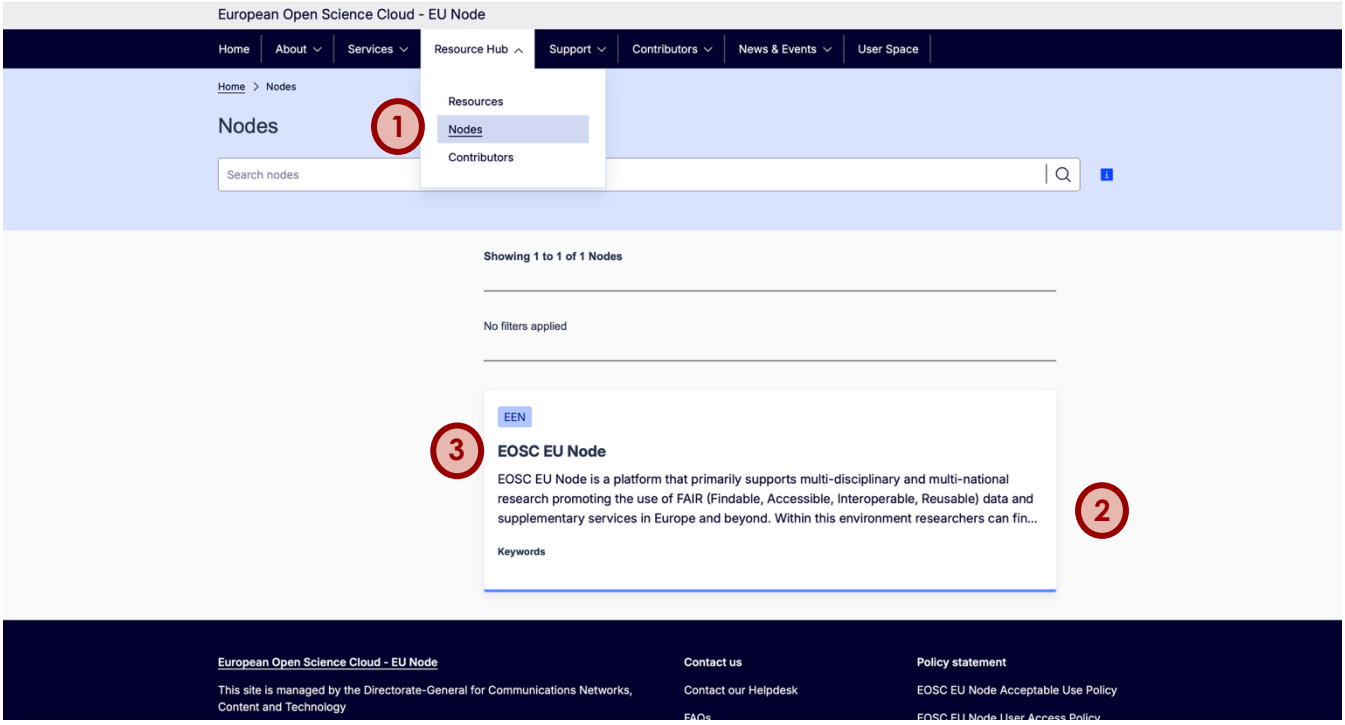
- To access the resources of a specific type, you may select the corresponding tab below the search box - (1)
- All resources of the selected type are listed
- You may use the search bar to search for resources of the selected type - (2)
- You can set a resource as favourite, by clicking on the star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

2.1.5. Viewing a Resource



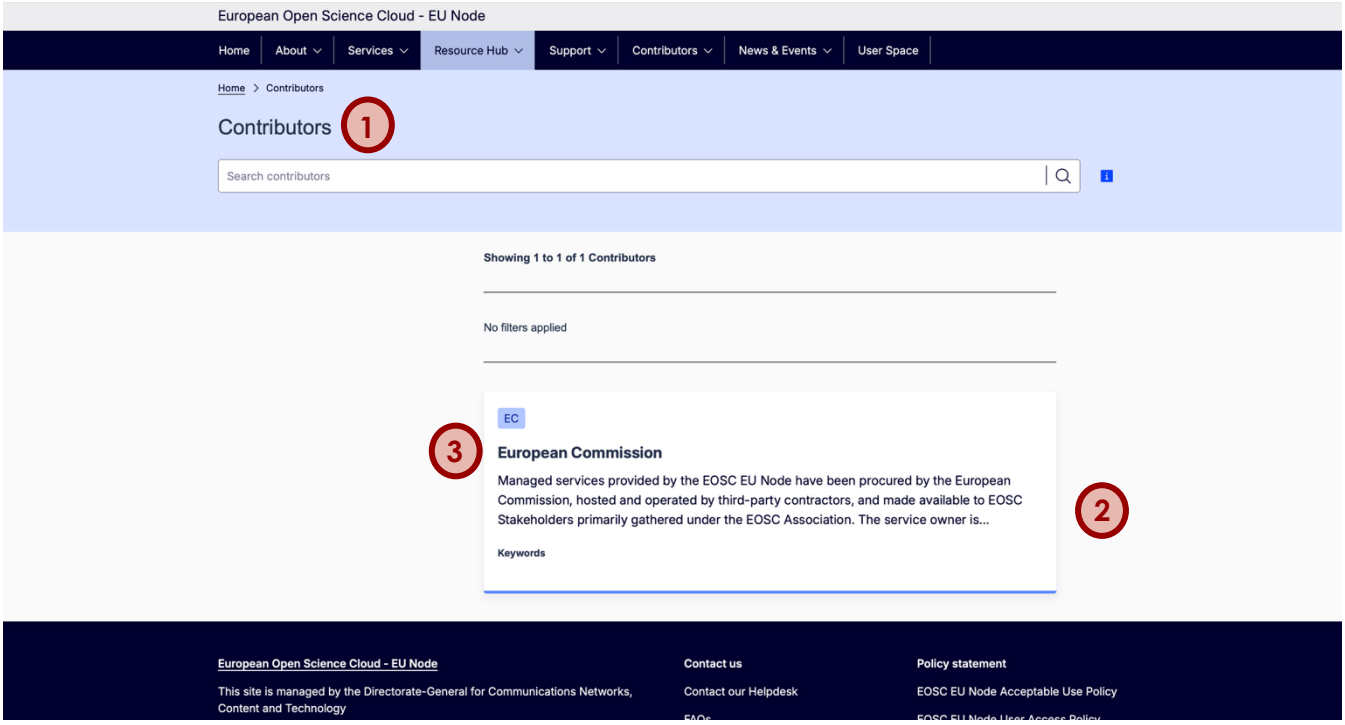
- When a resource of interest is detected, you may visit its **View Page** by clicking on its title
- The **View Page** contains all necessary information about the resource, such as its type, authors, description, related keywords and metadata - (1), (2), (3), (4), (5)
- If the resource in question 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)

2.2. Nodes



- To visit the **Nodes** section of the **Resource Hub**, once in the EOSC EU Node **Home Page**, hover your pointer on **Resource Hub** and click on **Nodes** - (1)
- In the **Nodes** section you will presented with a list of all the **Node** organisations that have been registered on the **EOSC Federation** - (2)
- As with the **Resources**, you may visit a **Node**'s **View Page** by clicking on its title - (3)

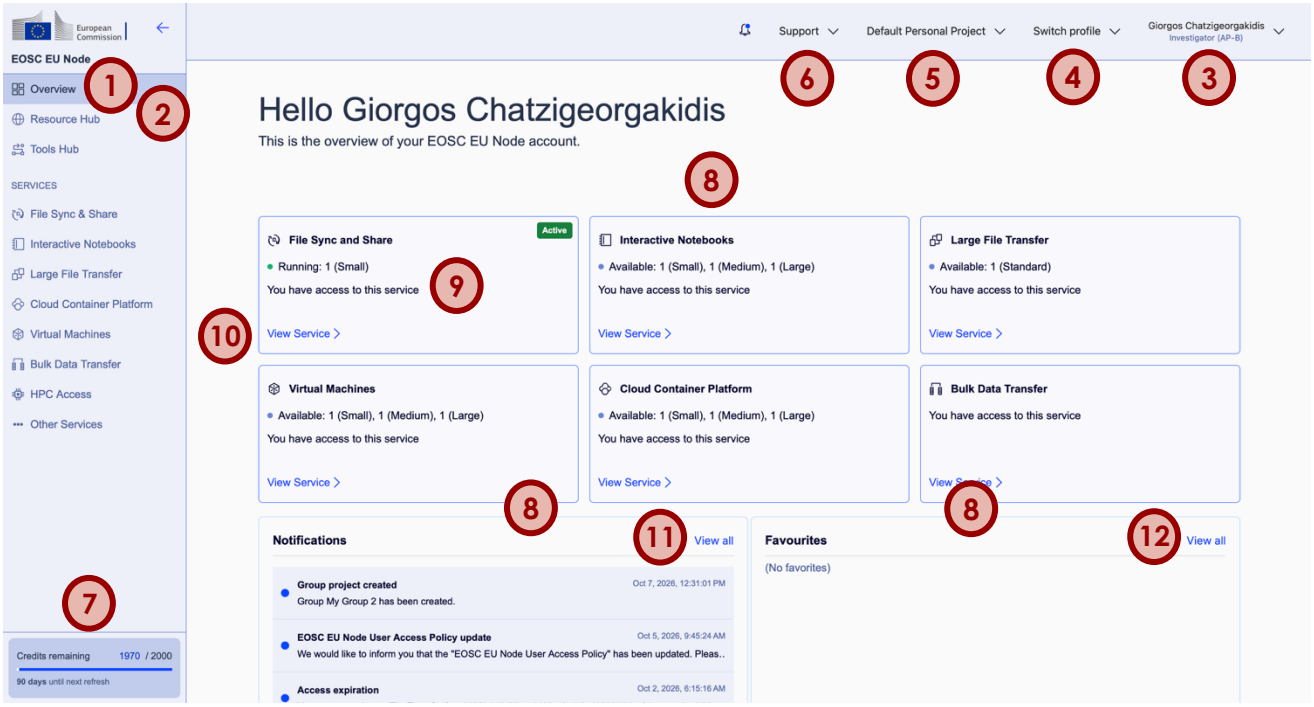
2.3. Contributors



- To visit the **Contributors** section of the **Resource Hub**, once in the EOSC EU Node **Home Page**, hover your pointer on **Resource Hub** and click on **Contributors** - (1)
- In the **Contributors** section you will presented with a list of all the **Contributor** organisations that have been onboarded on the EOSC EU Node- (2)
- As with the **Resources** and **Nodes**, you may visit a **Contributor**'s **View Page** by clicking on its title - (3)

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

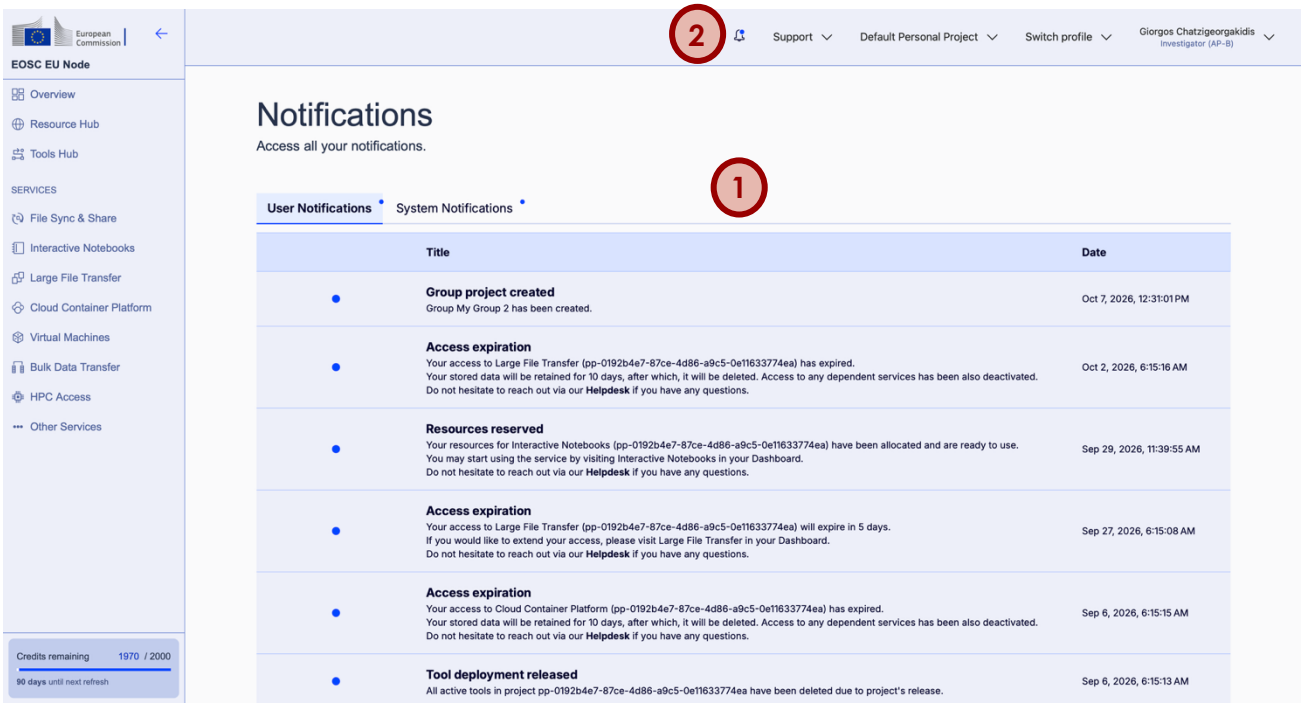
- While in your **User Space**, you may visit the various available functionalities from the sidebar on the left
- You can go to the **Resource Hub** by clicking the corresponding button - (2)
- Your name and access level are shown on the top right. By clicking on your name, you can access your **Favourites**, **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 **Favourites** - (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

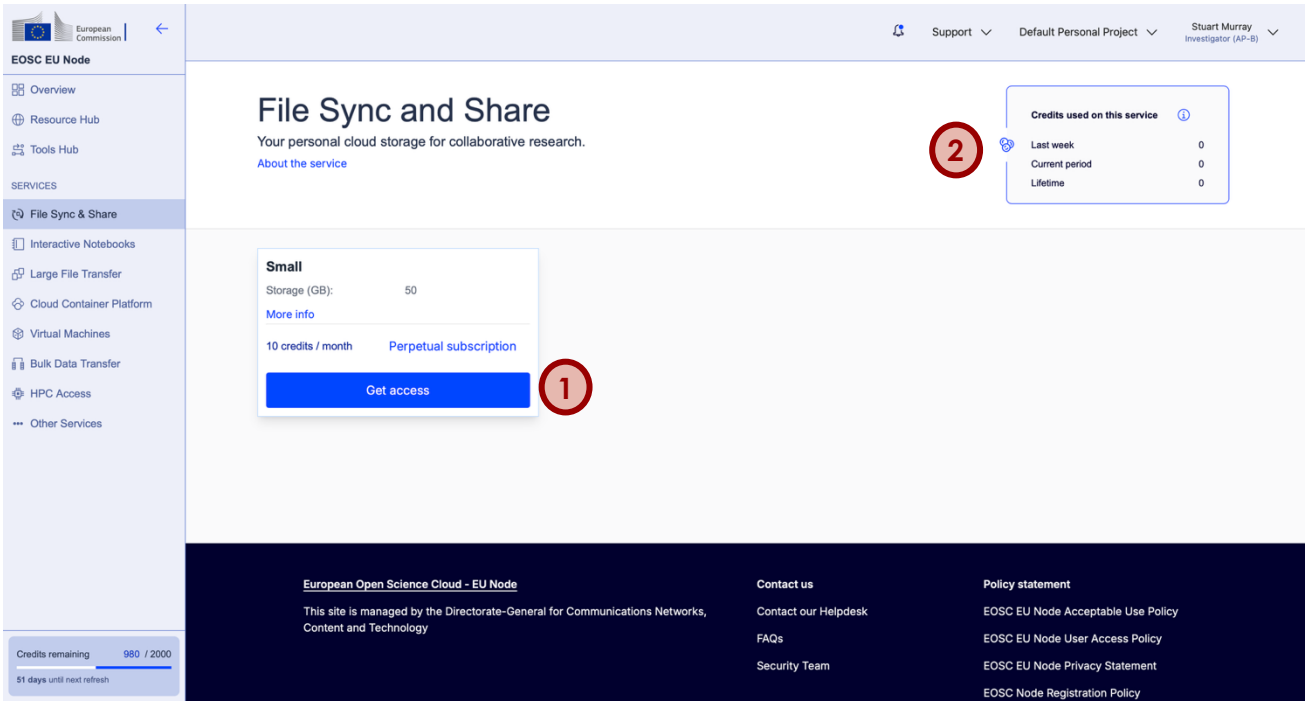


- In the **Notifications** tab you may view all your notifications. Each notification box contains its title, date and time and description. Unread notifications are annotated using blue font in their title - (1)
- When a new notification arrives, it briefly appears in the top right corner of the screen.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

3.3. Services

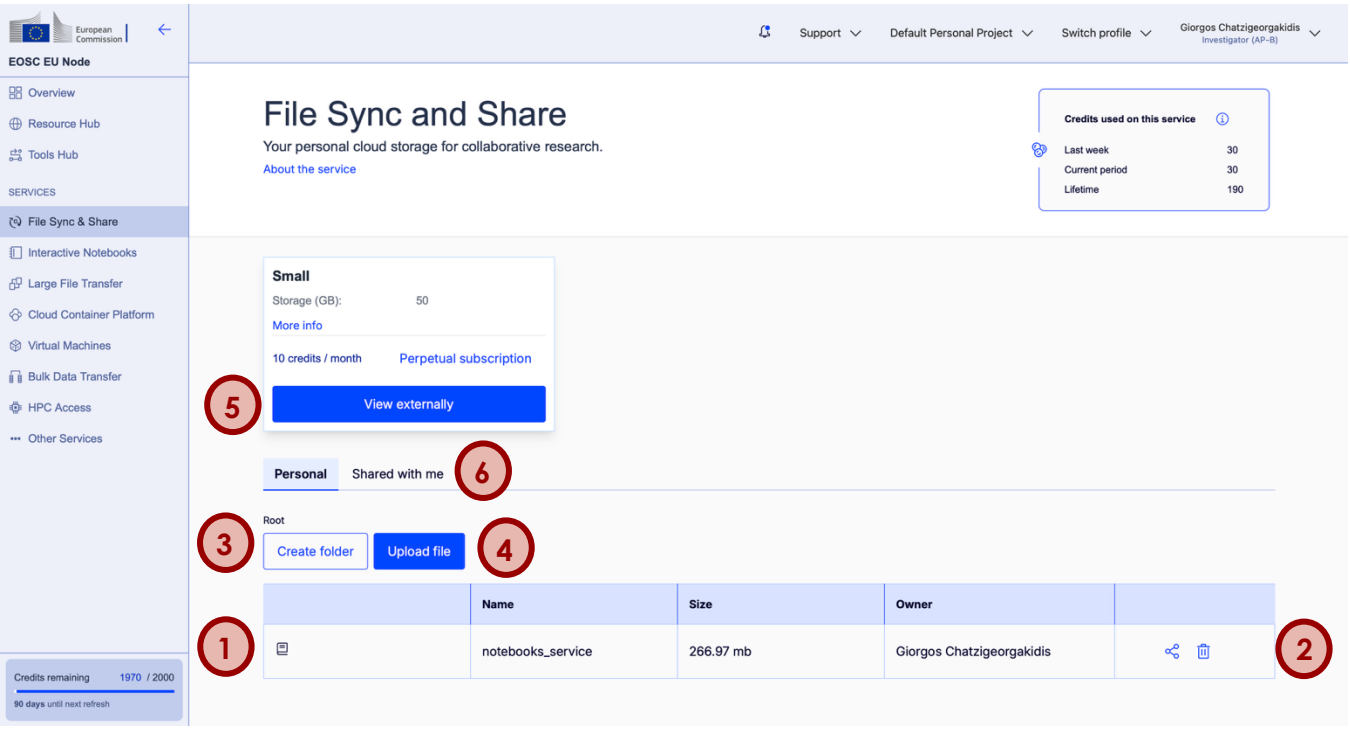
3.3.1. File Sync & Share

Reserve Storage Space



- 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 number 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)

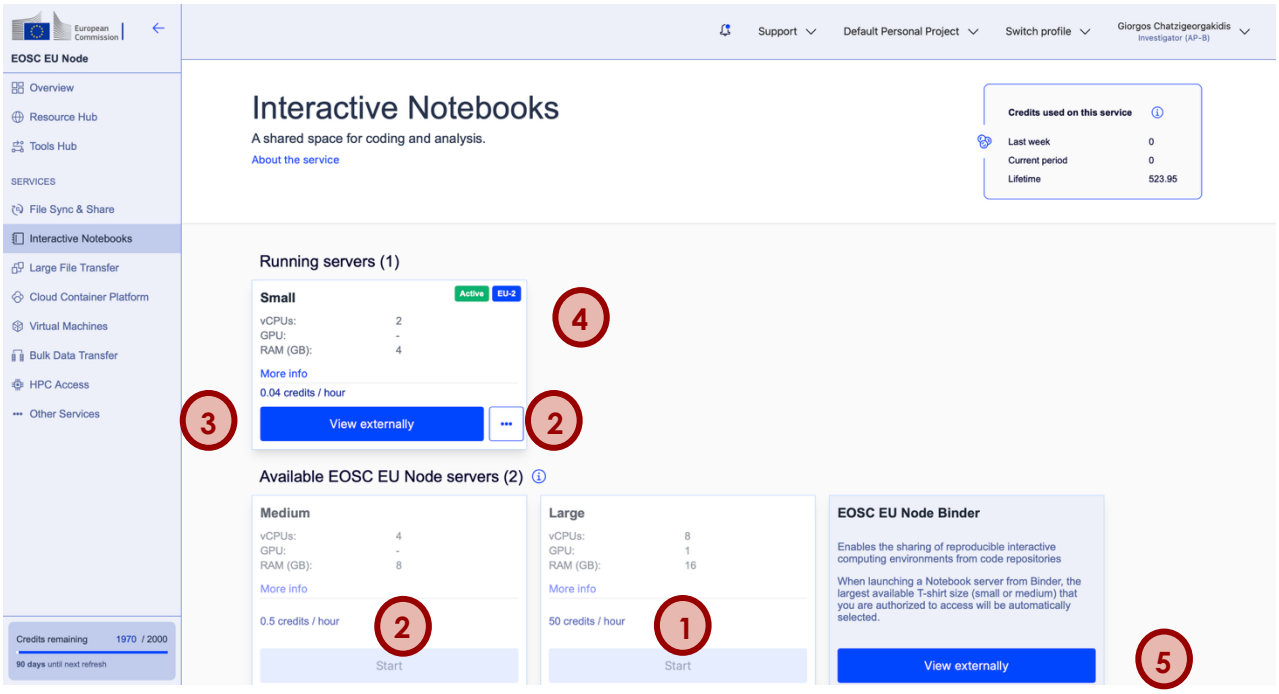
Manage Files



- 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 EOSC EU Node users by navigating on the **Shared with me** tab - (6)

3.3.2. Interactive Notebooks

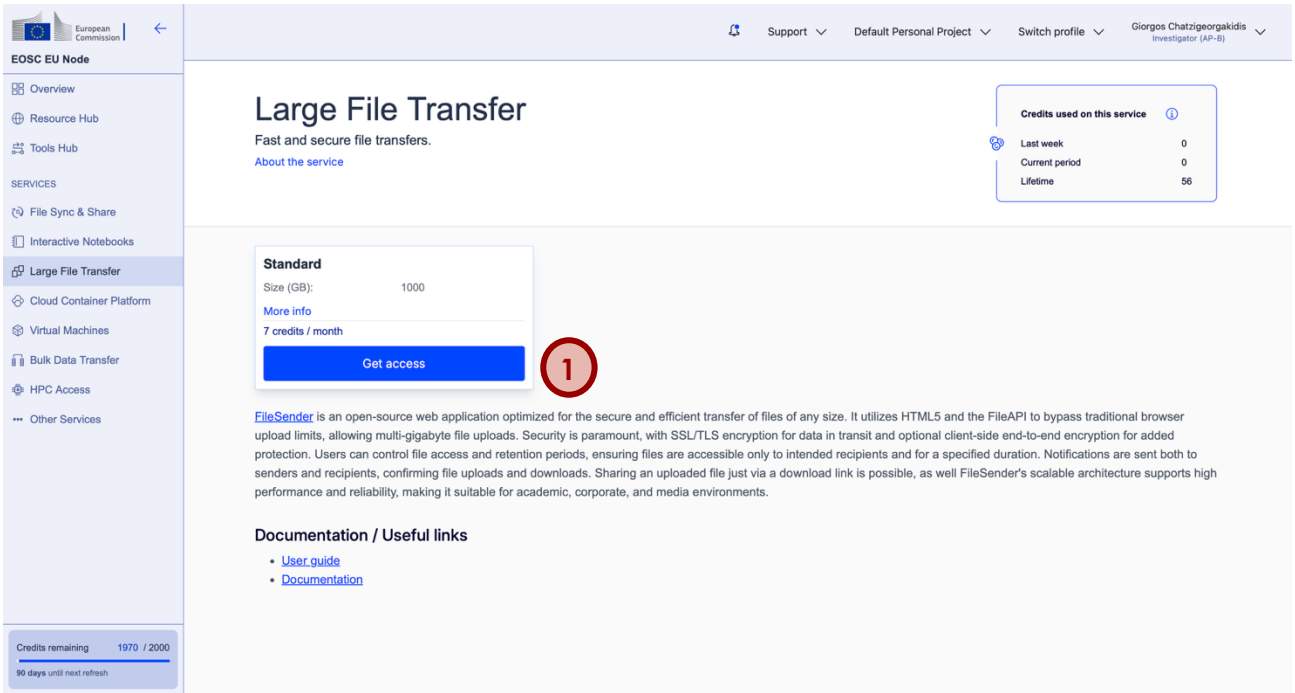
Start a Small/Medium Notebooks Kernel and Access JupyterHub



- 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)
- You can also access the **EOSC EU Node Binder** service from the Interactive Notebooks page by clicking on **View externally**. Binder enables the sharing of reproducible interactive computer environments from code repositories. You may access a related tutorial here. Please note that accessing Binder requires a prior access acquisition for either the **Small** or **Medium** server. This can be initiated by clicking the **Get Access** button. - (1), (5)

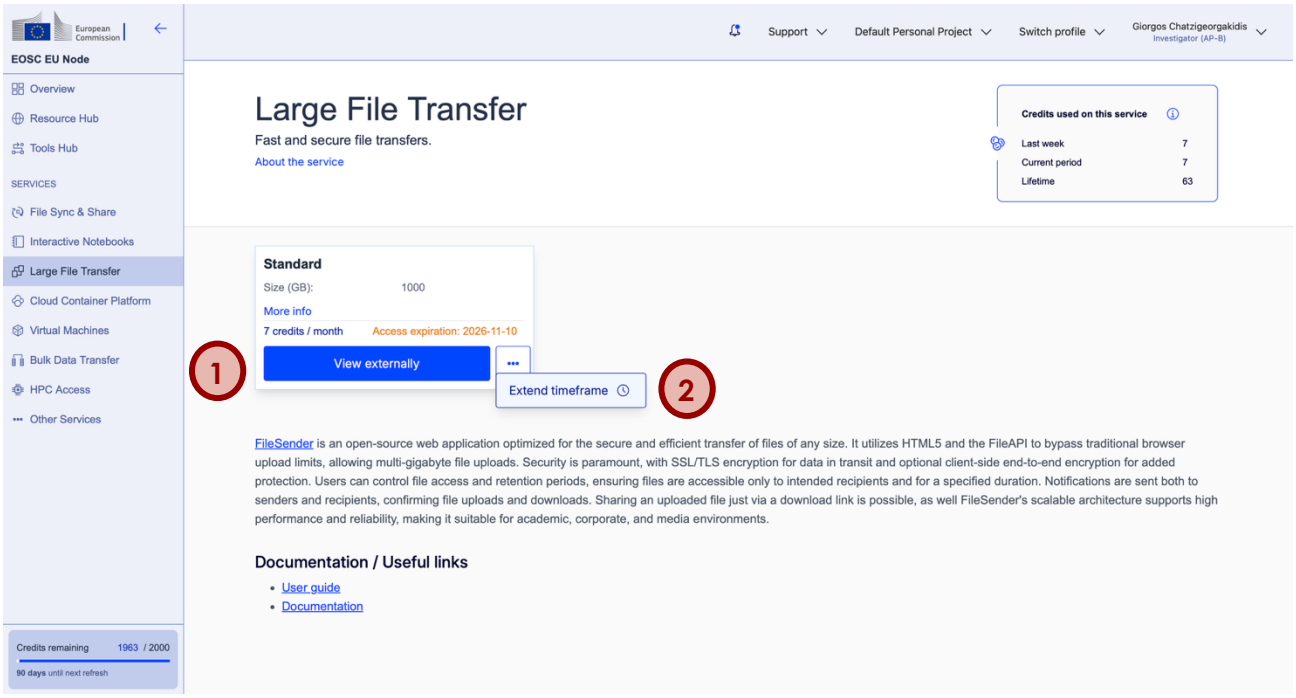
3.3.3. Large File Transfer

Request Access to The Service and Access FileSender



- 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

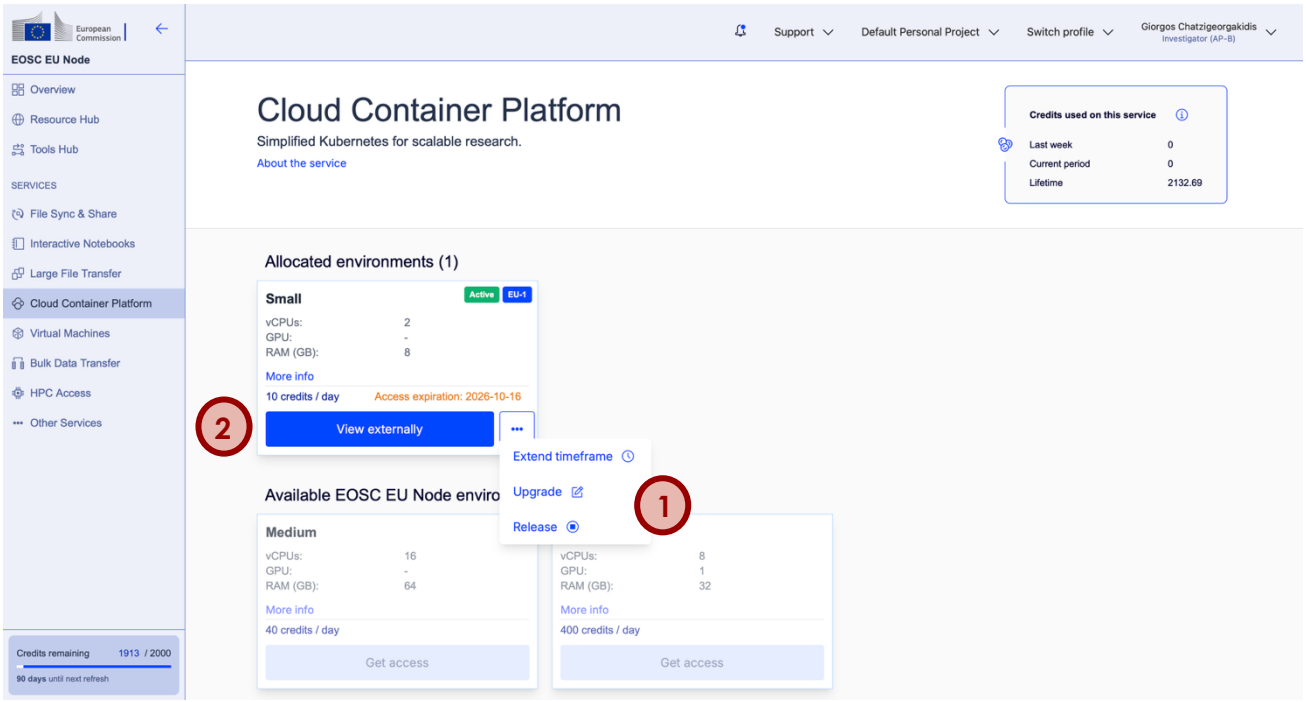
Access The Service and Extend Period



- 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 under the three-dot menu - (2)

3.3.4. Cloud Container Platform

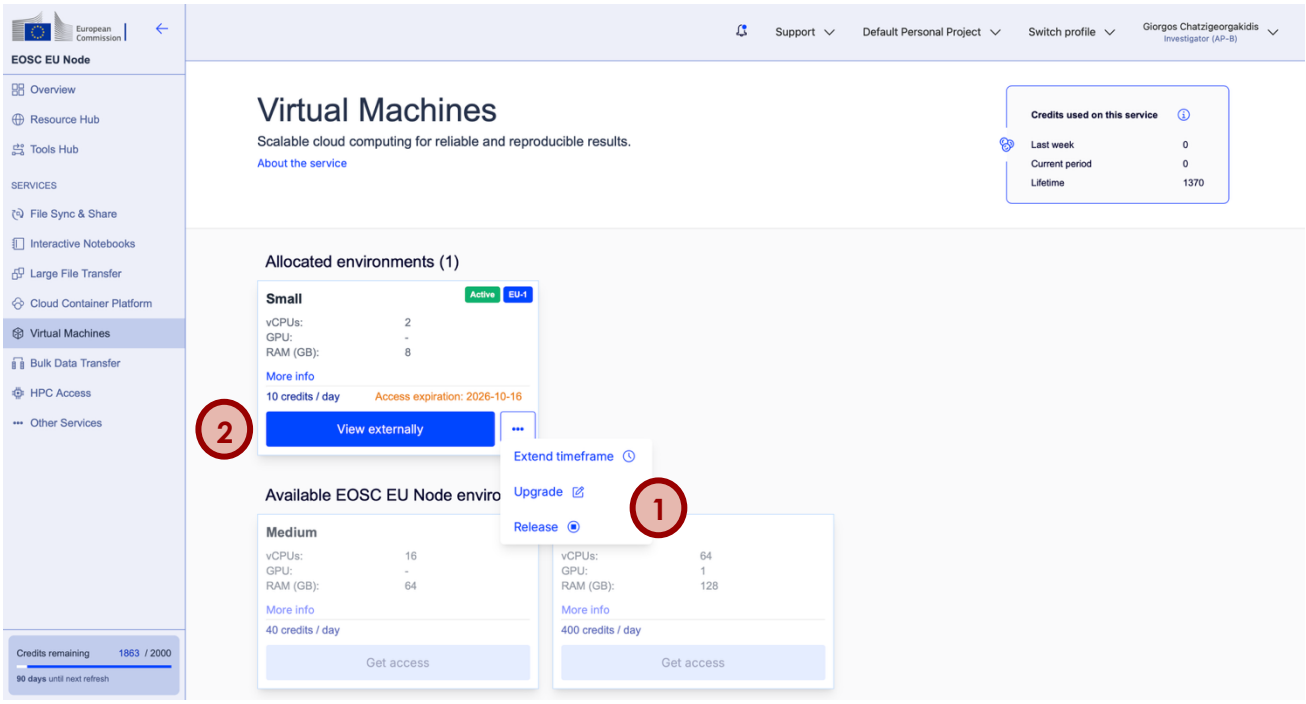
Run a Small/Medium Environment and Access It



- 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 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)

3.3.5. Virtual Machines

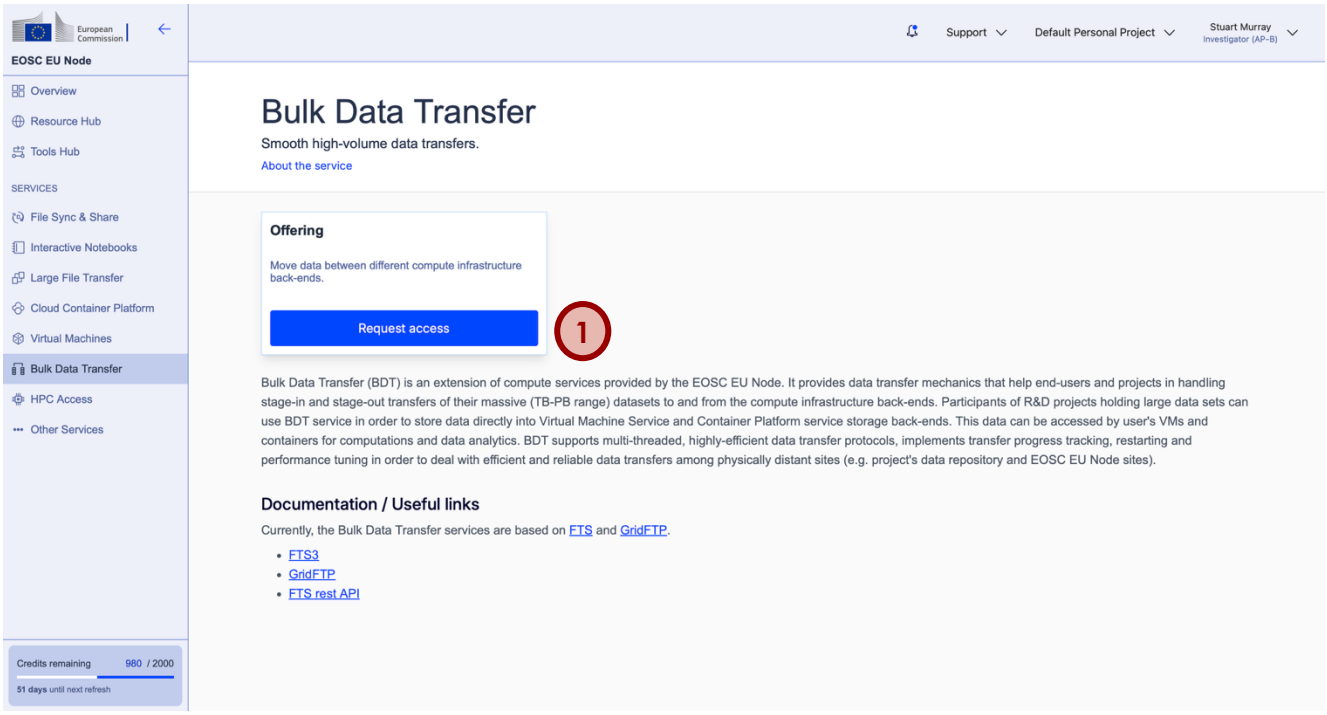
Run a Small/Medium Environment and Access It



- To run a **Small/Medium/Large** environment in the **Virtual Machines** 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 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

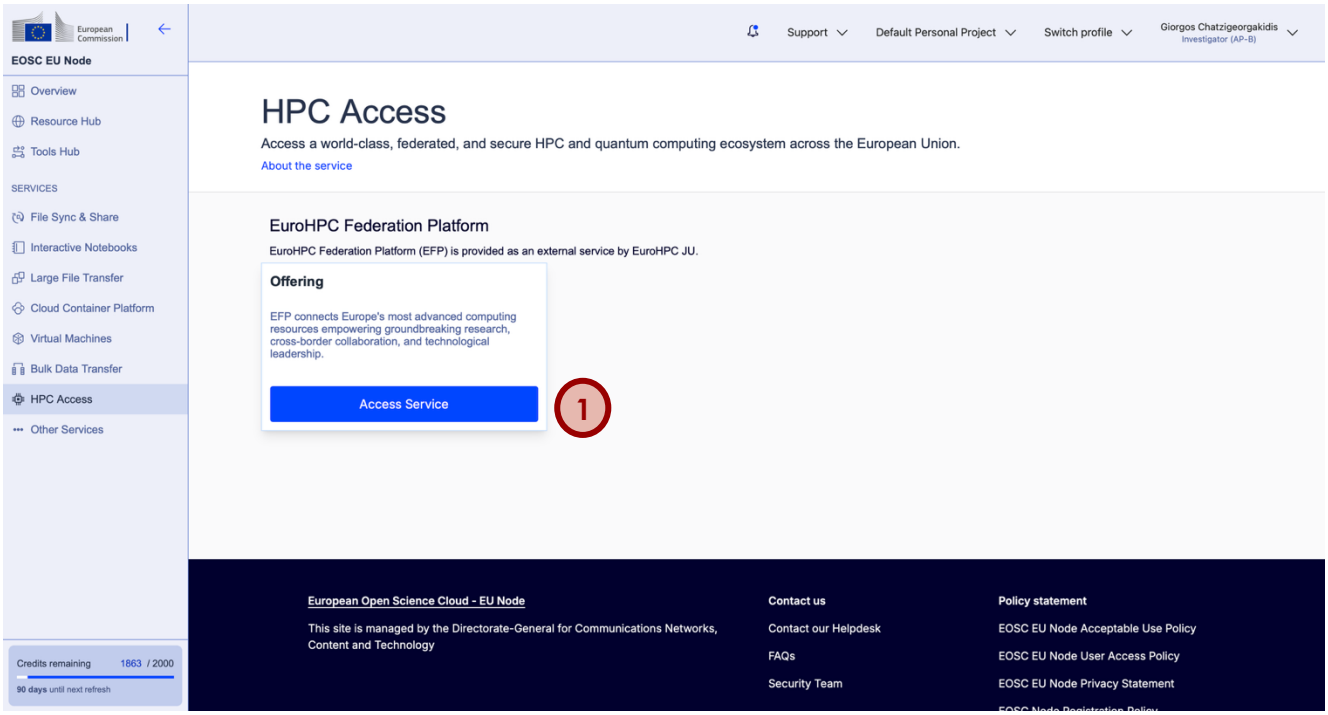
Request Access to the Service and Access It



- To access the **Bulk Data Transfer** service, click on the **Request 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

3.3.7. HPC Access

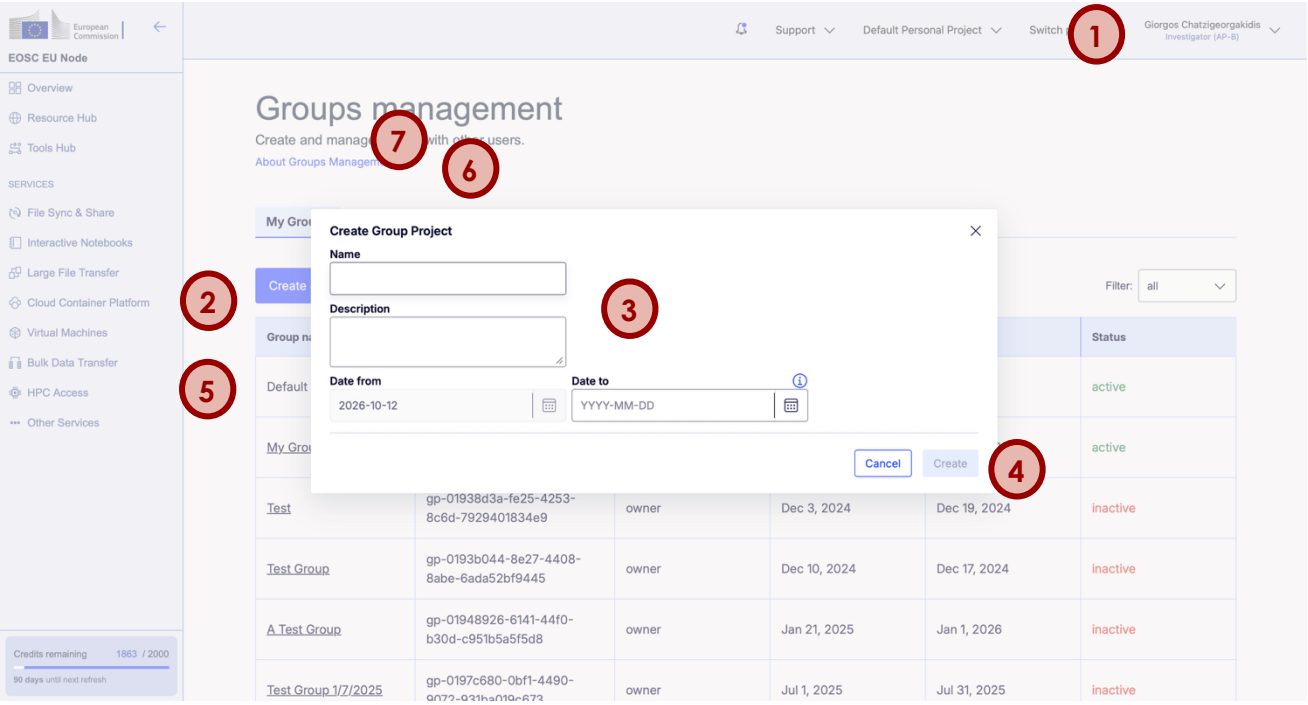
Access the Service



- EOSC EU Node offers access to HPC resources via the EuroHPC Federation Platform (EFP).
- To access the service, visit the HPC Access tab in your User Space and click on the **Access Service** button. You will be redirected to the My-EuroHPC website where you can allocate and use HPC resources - (1)

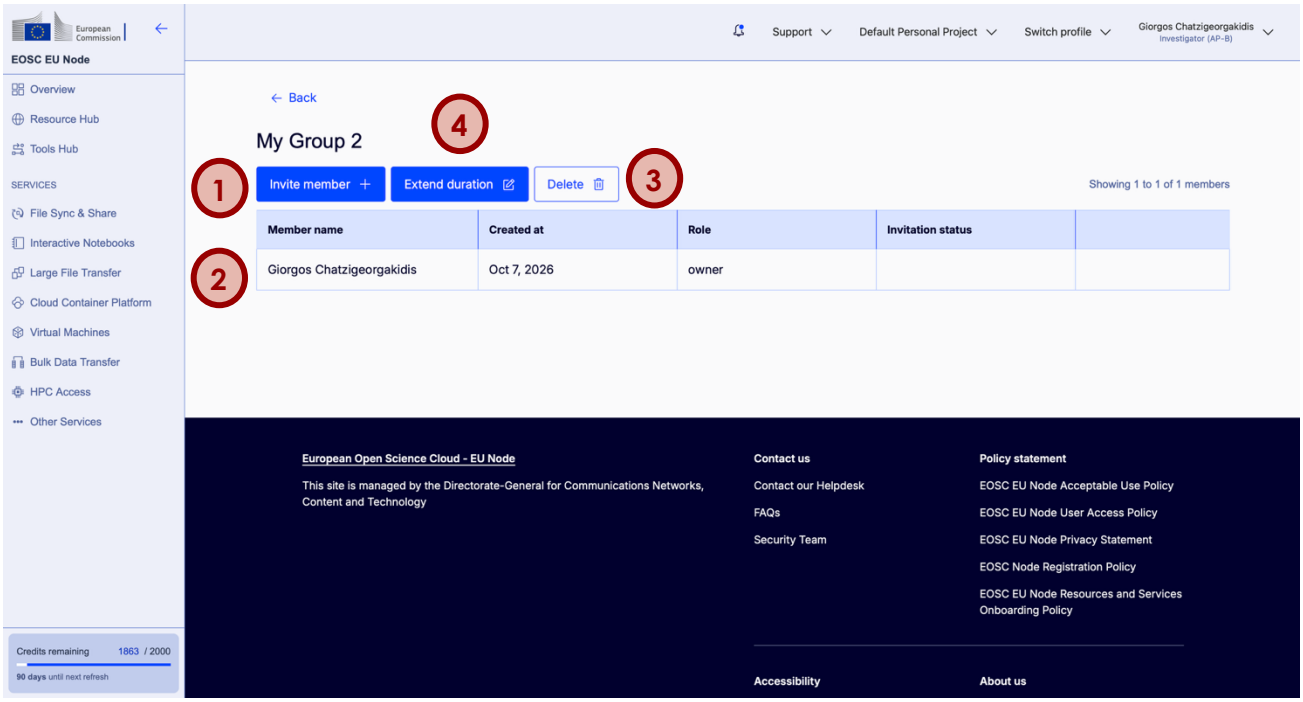
3.4. Groups

3.4.1. Create a New Group Project



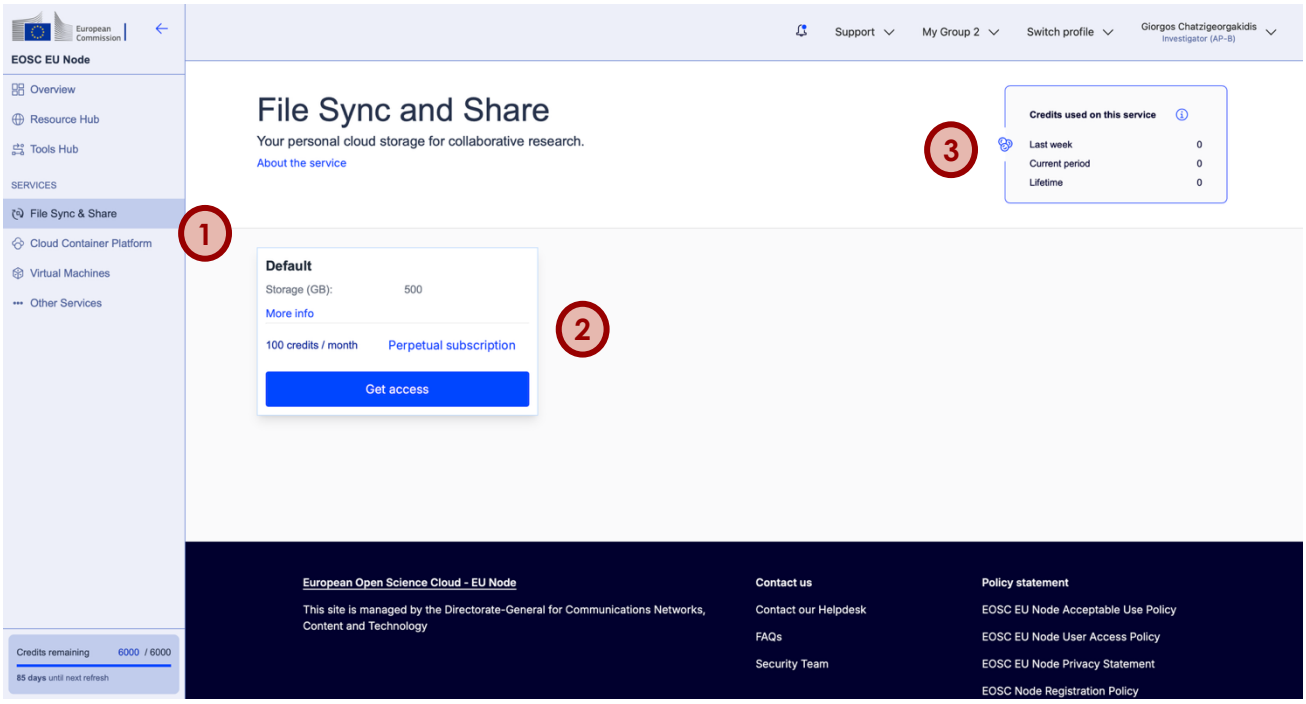
- You can access your groups by clicking on your name on the top part of the page from anywhere in the User Space and selecting **Groups** - (1)
- To create a new group, click on the **Create group project** button - (2)
- Enter the required group details, such as its name and a short description - (3)
- 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



- 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 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 the group, you may click on the **Delete** button - (3)
- To extend the duration of the group, click on the **Extend duration** button - (4)

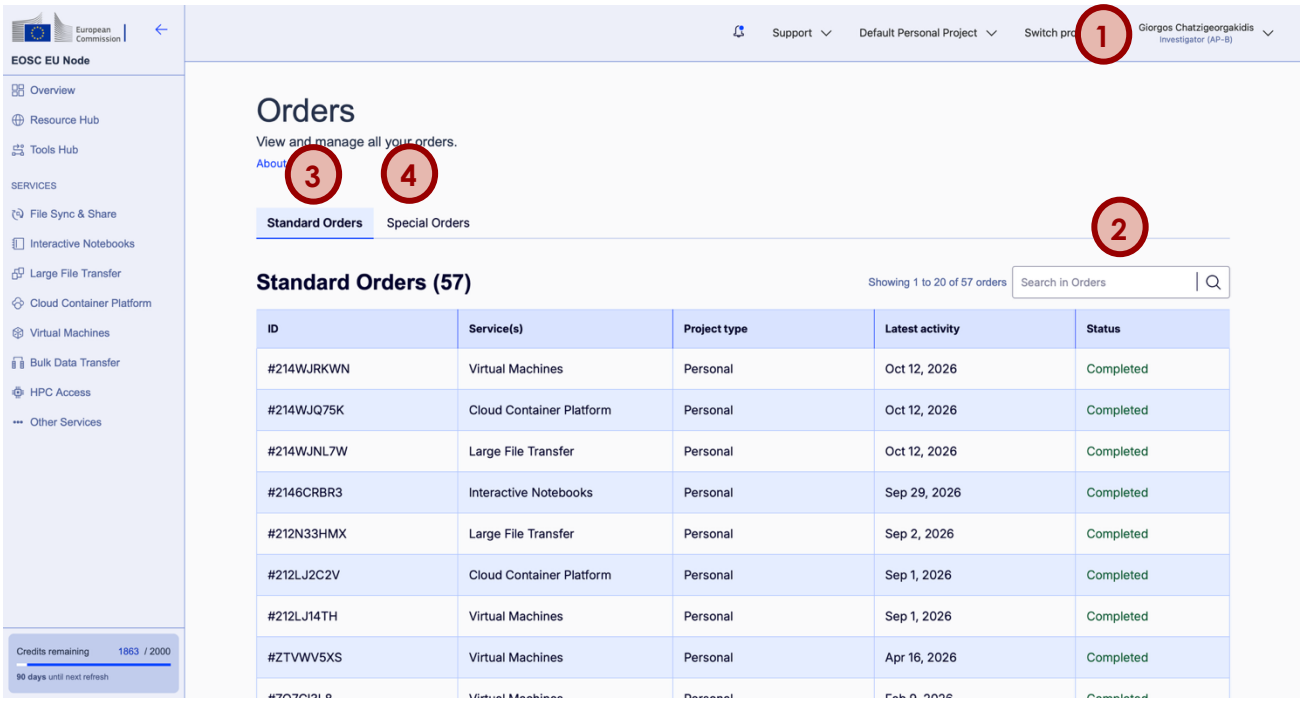
3.4.3. Allocate Resources for Groups



- Group members can access the various EOSC EU Node services that are available to groups from the sidebar (File Sync & Share, Cloud Container Platform and Virtual Machines) - (1)
- Only group owners may allocate and release resources for the group. For the Cloud Container Platform and Virtual Machines services, the offerings are the same as for single users (see Section 3.3.4 and Section 3.3.5). Once the resources are allocated, group members can visit the group and access them
- The **File Sync & Share** service offers a larger environment than the one offered for single users (Section 3.3.1). Specifically, the offering is 500GB for 100 credits/month and is a perpetual subscription service. Once subscribed, the group's subscription will refresh at the beginning of each credits refresh period, and the corresponding number of credits will be deducted from the group's account - (2)
- Once the group's storage space is ready, the group owner will be notified, and all group members can start using it and collectively store files and folders
- The group owner can access credits usage statistics in *all* group services pages here - (3)

3.5. Orders

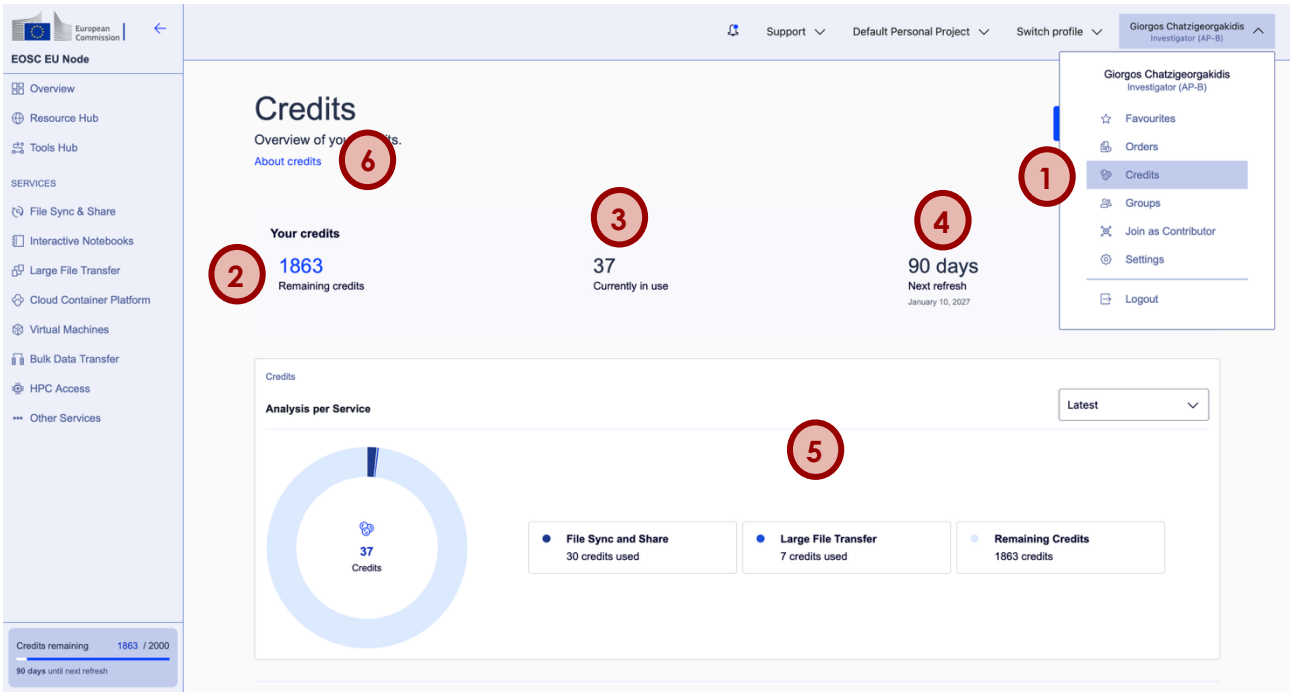
3.5.1. View All Existing Orders



- 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)

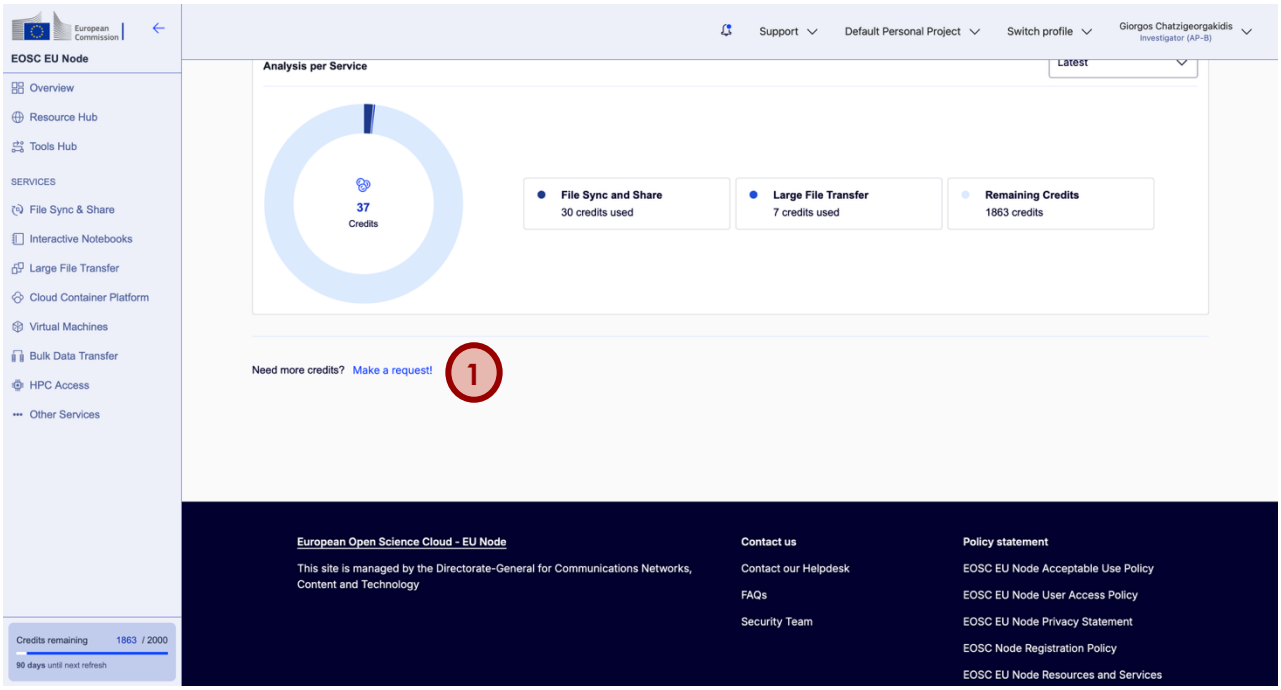
3.6. Credits

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)

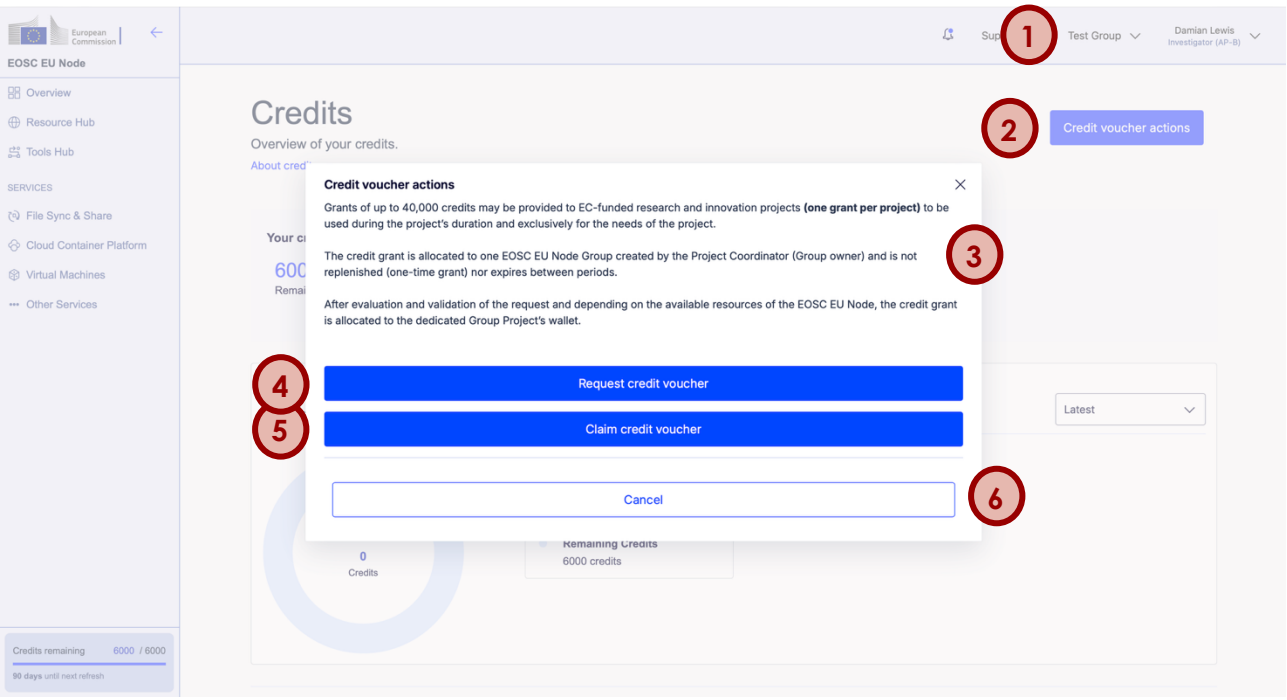
3.6.2. Request More Credits



- 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

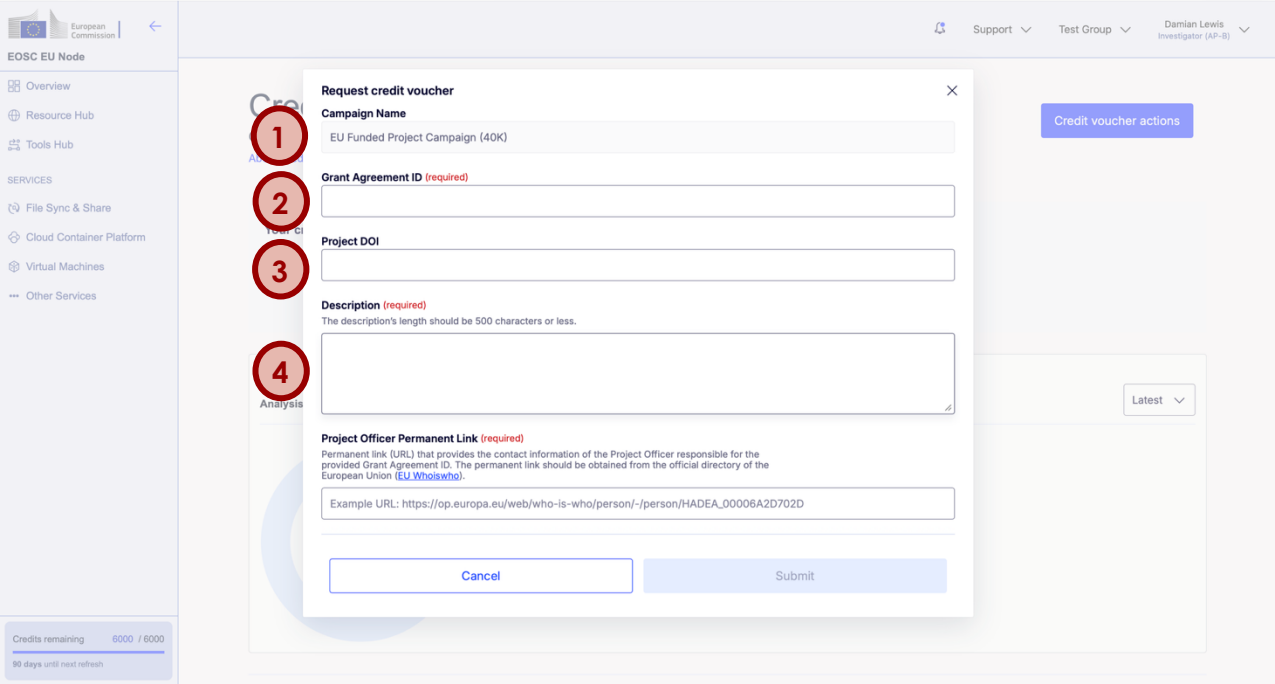
3.6.3. EC-Funded Projects Credits Vouchers

Access Credit Vouchers Actions



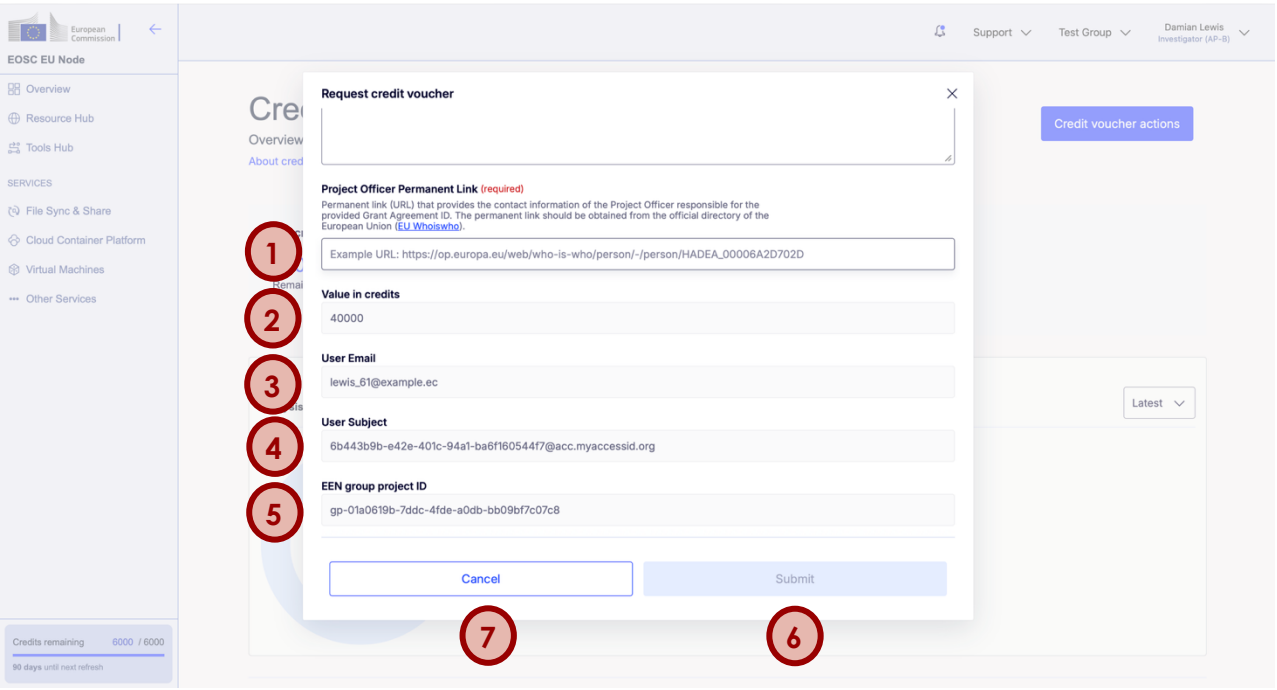
- As defined in EOSC EU Node's Access Policy, grants of up to 40,000 credits may be provided to EC-funded research and innovation projects (one grant per project) to be used during the project's duration and exclusively for its needs
- To request a credit voucher, you must first create a group for your EC-funded project, as described in Section 3.4. Ensure that you switch to your group project before proceeding - (1)
- Next, visit your **Credits** page. There, click on the **Credit voucher actions** button. A modal will appear containing relevant information - (2), (3)
- To request a 40,000 credits voucher for your EC-funded project, click on the **Request credit voucher** button - (4)
- In case the process was initiated by the EOSC EU Node administrators and you have been provided with a credit **Voucher ID**, click on **Claim credit voucher**. A modal will appear with a single field where you can provide the ID and claim the credits - (5)
- To cancel the process, click on the **Cancel** button - (6)

Request Credit Voucher (I/III)



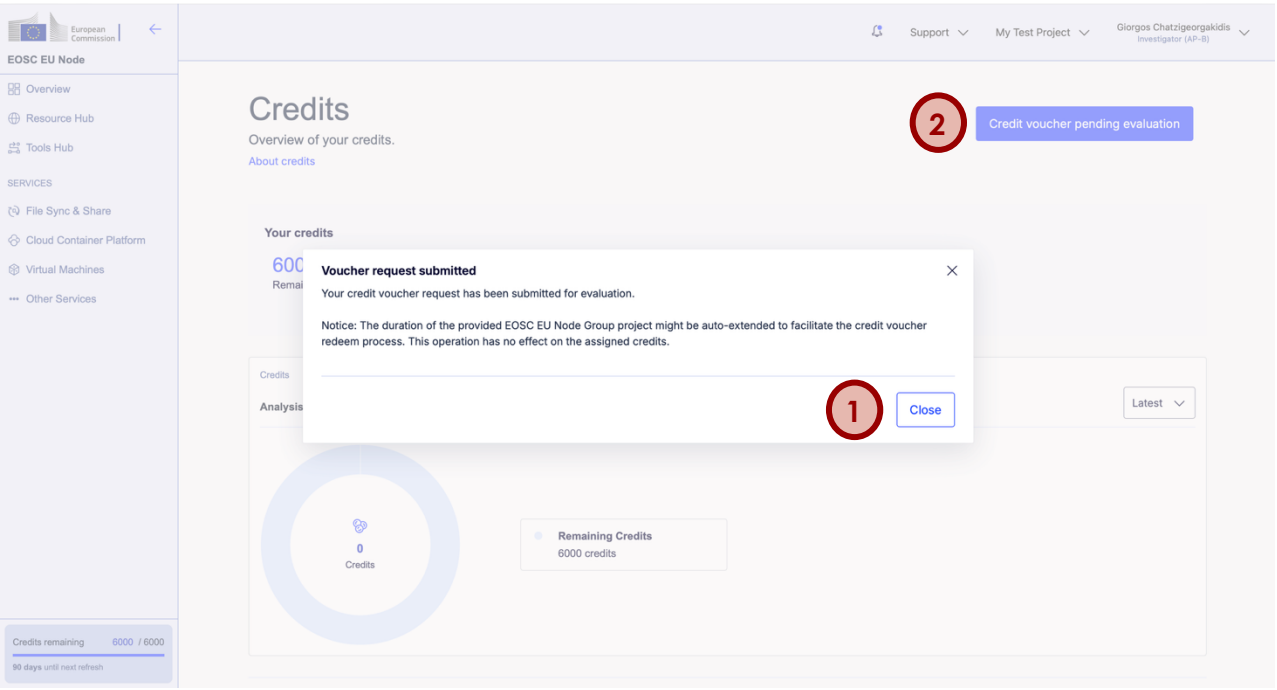
- In the **Request credit voucher** form, provide all the necessary information to apply for the 40,000-credit grant
- Some fields are preselected (e.g., **Campaign Name)** and may be ignored - (1)
- You must provide a *valid* **Grant Agreement ID**. Ensure that the ID is provided correctly. The provided metadata are cross-checked against information available in CORDIS - (2)
- You may optionally provide the DOI of the EC-funded project - (3)
- You must provide an up to 500-character description of the project - (4)

Request Credits Voucher (II/III)



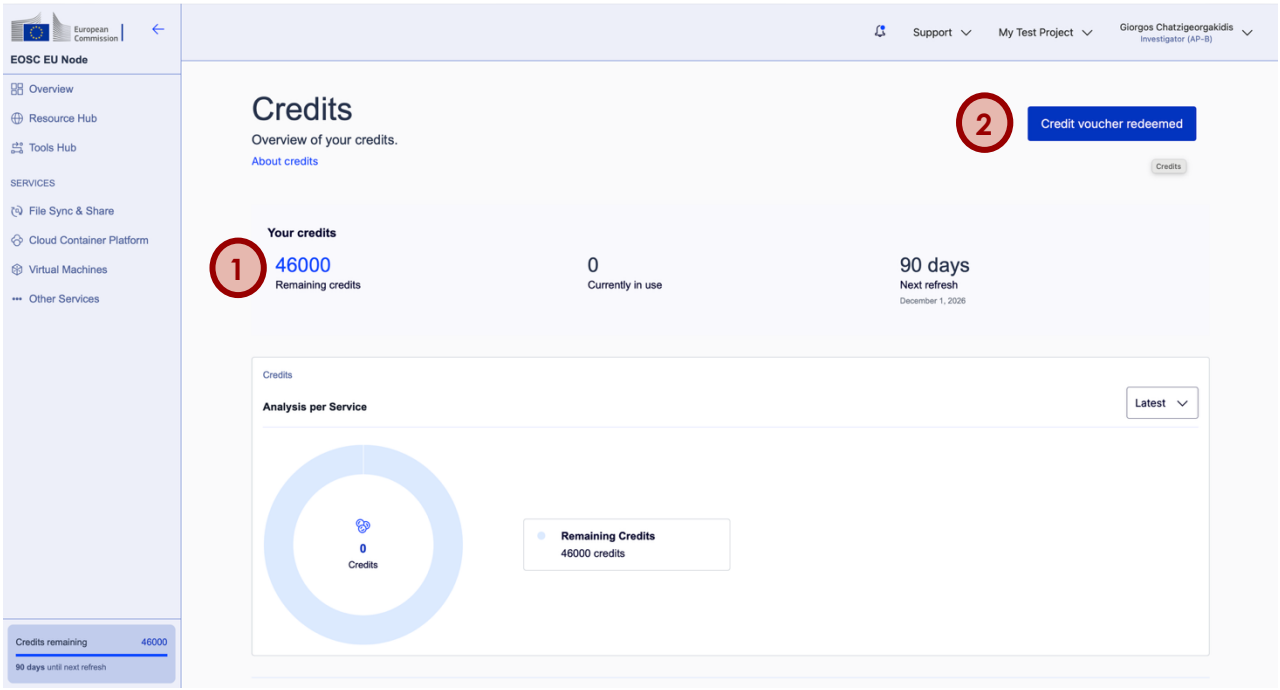
- Further down the **Request credit voucher** form, provide a **Project Officer Permanent Link**. The link must be a valid entry from the EU Whoiswho directory - (1)
- The remaining fields (**Value in credits**, **User Email**, **User Subject** and **EEN group project ID**) are pre-filled for your convenience - (2), (3), (4), (5)
- Finally, click on **Cancel** to exit without action or on **Submit** to send the application for evaluation - (6), (7)

Request Credits Voucher (III/II)



- Upon successful submission, an informational modal will appear; you may close it by clicking on **Close** - (1)
- The **Credit vouchers actions** button is now renamed to **Credit voucher pending evaluation** - (2)

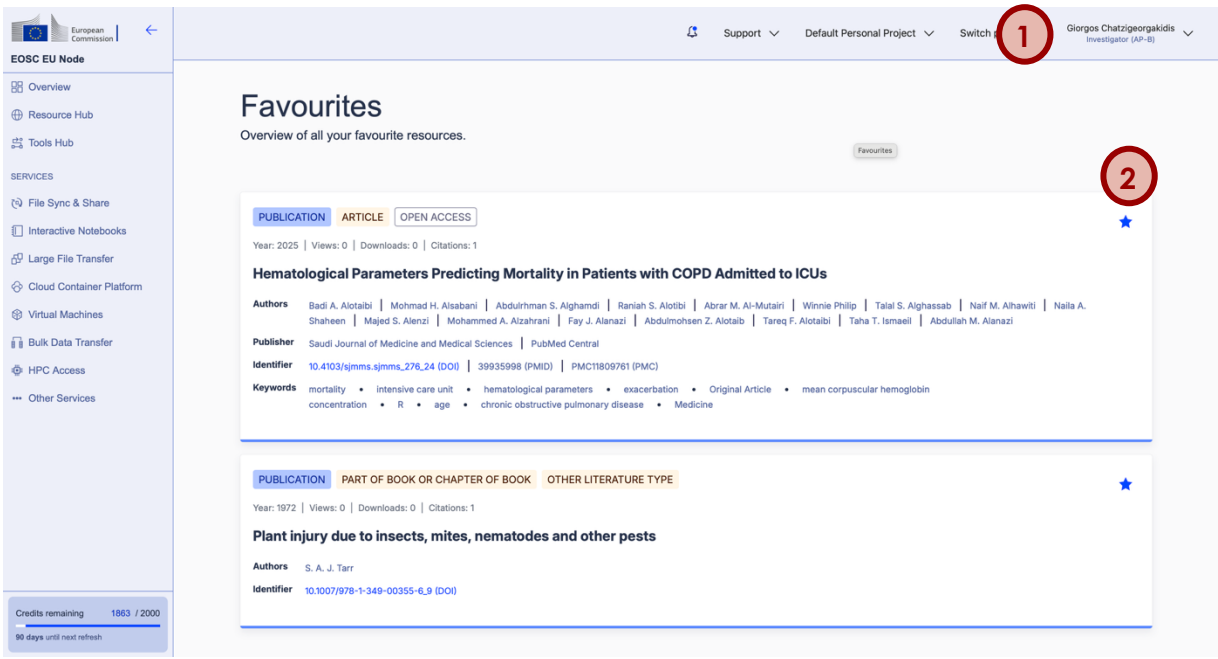
Credits Redeemed



- If your request is approved by the EOSC EU Node administrators, you will receive a notification. The 40.000 credits will be added to your wallet - (1)
- You can access the details of your application at any time by clicking on **Credit voucher redeemed** - (2)

3.7. Favourites

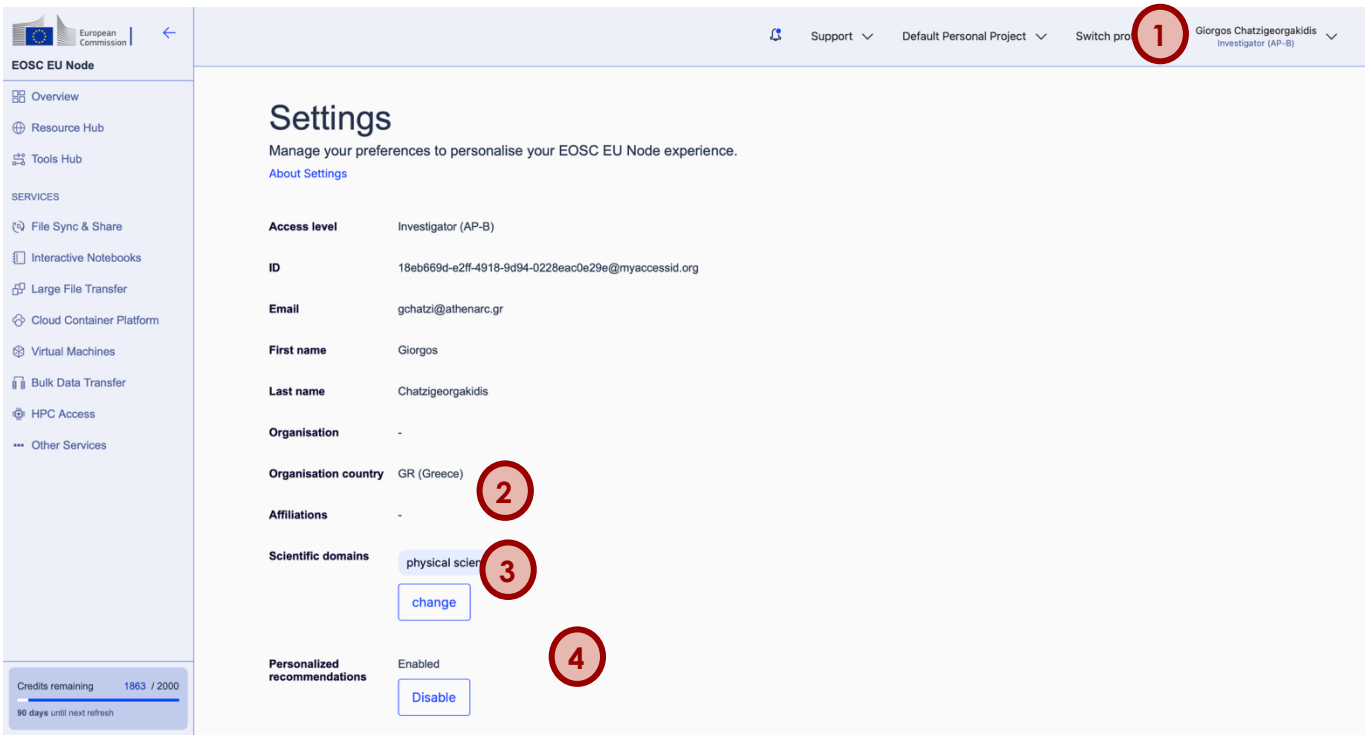
3.7.1. View All Favourites



- 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

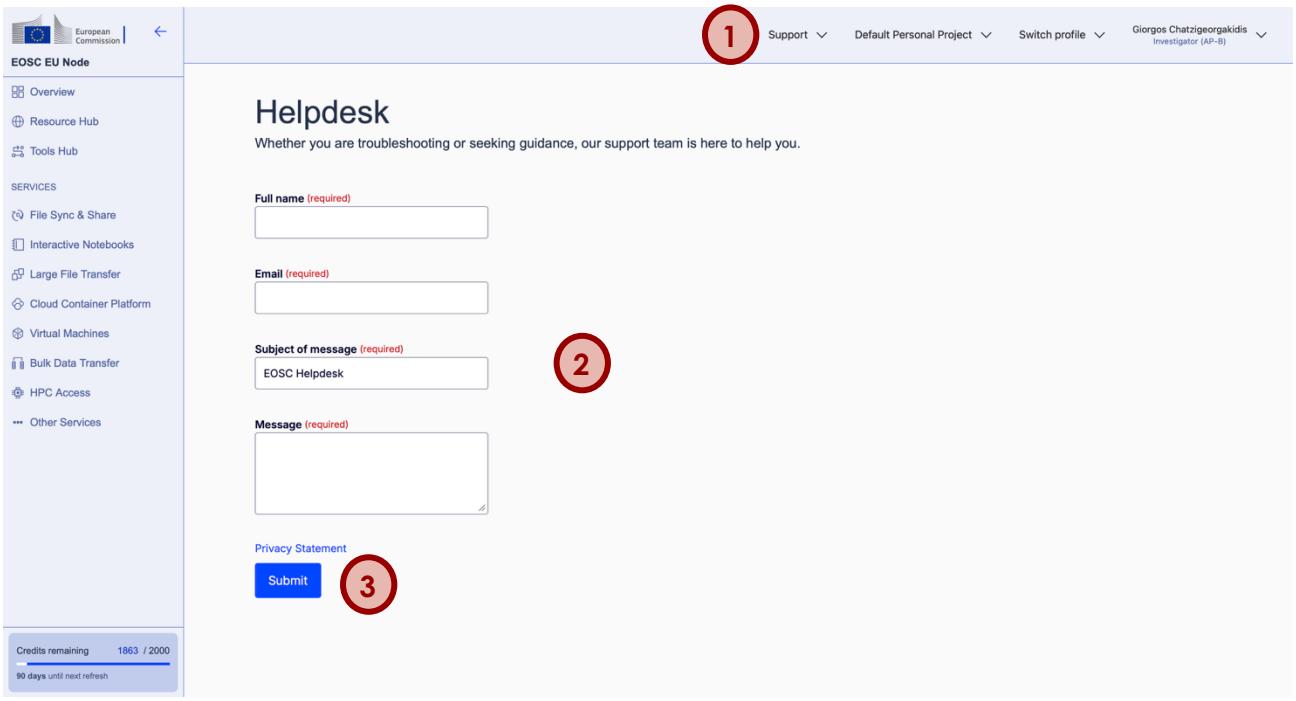
3.8.1. Adjust Profile Settings



- 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

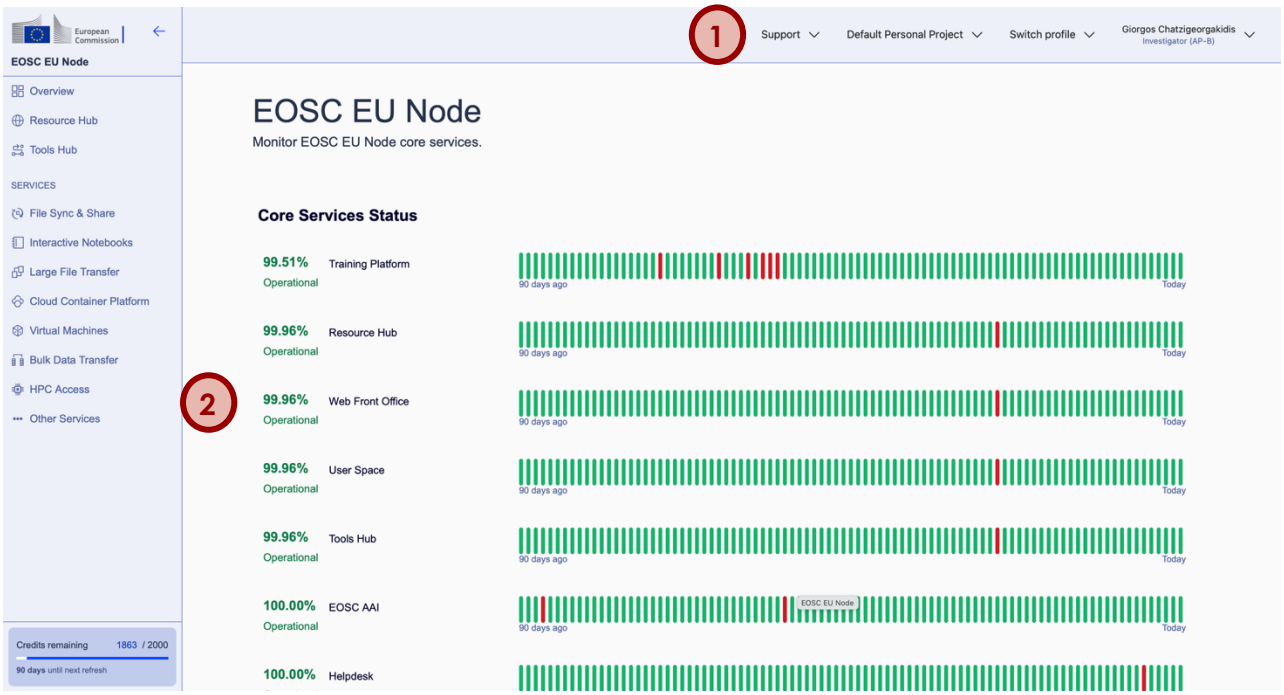
3.9.1. Contact Helpdesk



- 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 Service**s 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)