

# EOSC EU Node Web Portal Front Office User Guide

Version 2.4 – 21/4/2026

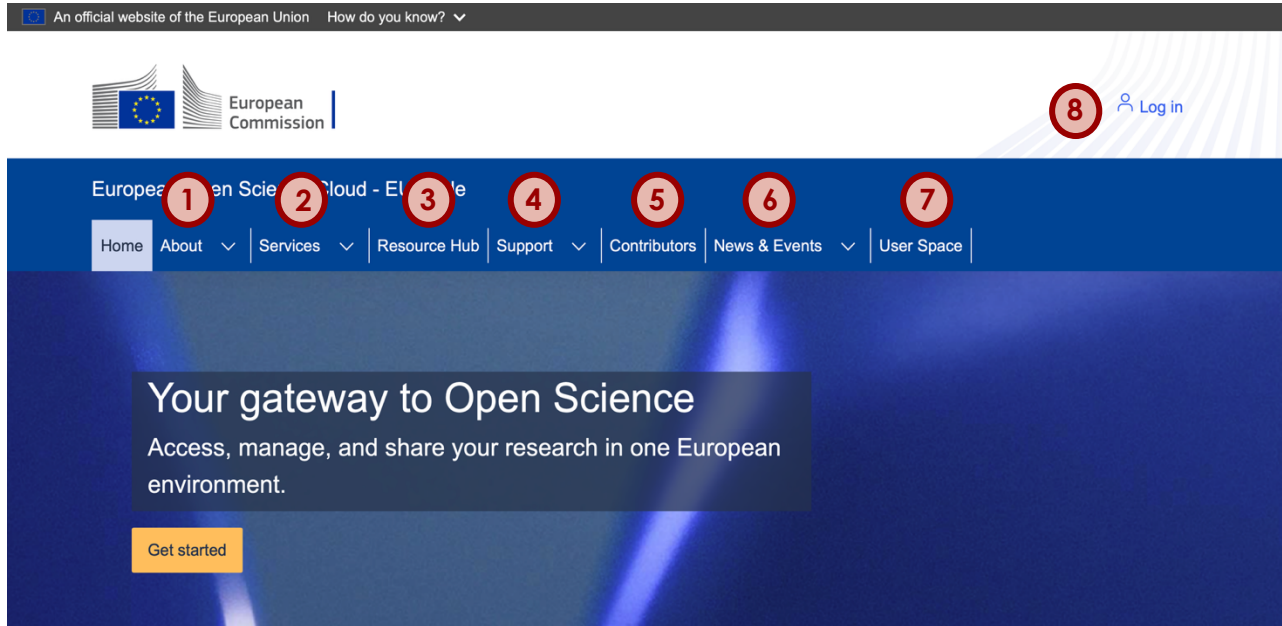
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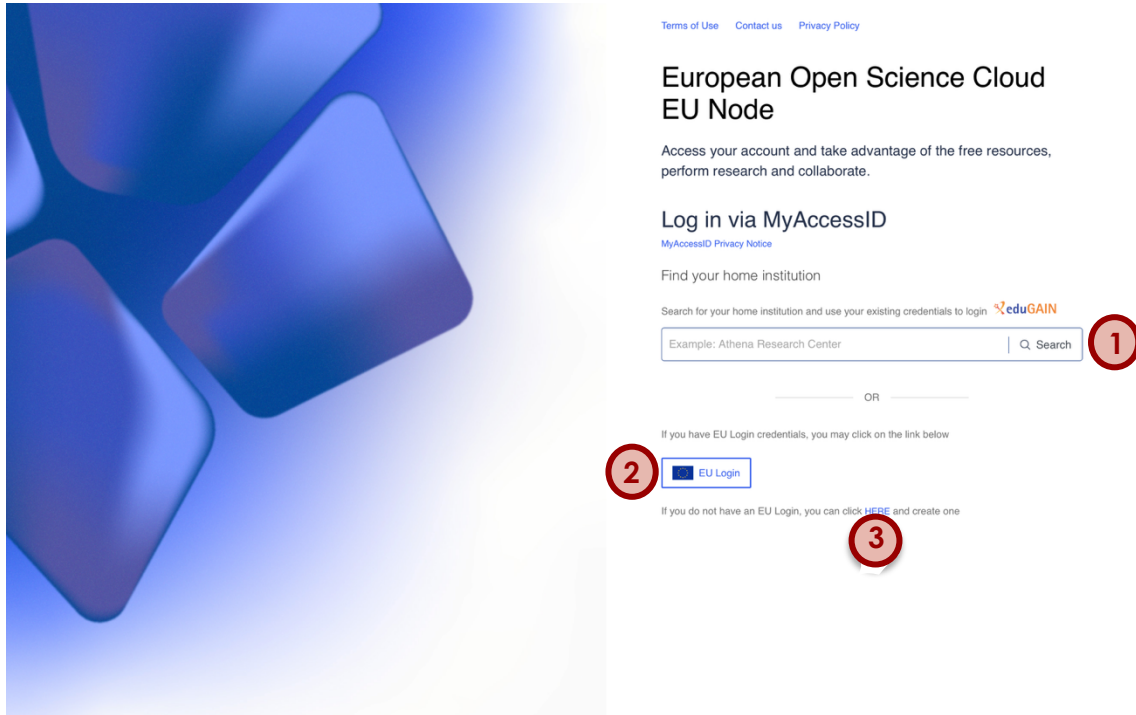
# 1. EOSC EU Node Website

## 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, the navigation bar includes 'Home', 'About', 'Services', 'Resource Hub', 'Support', 'Contributors', and 'News & Events'. The 'Resource Hub' menu item is highlighted with a red circle labeled '4'. Below the navigation bar, the 'Advanced Search' section features a search input field containing 'time series' and a search button, both highlighted with a red circle labeled '1'. The main content area shows a list of resources, with the first result highlighted by a red circle labeled '2'. This result is 'Bermuda Atlantic Time-Series Study (BATS) Pigment Data', which includes metadata such as 'Year: 2023', 'Views: 0', 'Downloads: 0', and 'Citations: 0'. A 'Recommended for you' dropdown menu is visible on the left side, highlighted with a red circle labeled '3'. The page also includes a 'Showing 1 to 20 of 963,424 resources' indicator and a 'Relevance' dropdown menu.

- 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 'Access right' section is expanded, showing three options: 'Closed (96,580)', 'Embargo (3,328)', and 'Open access (4,154,993)'. A red circle with the number '1' is drawn around the 'Open access' option. Below this, the 'Scientific domain' and 'Document type' sections are also visible, with 'Research data (4,154,993)' selected under 'Document type'. On the right side, the main content area shows search results. At the top, there are buttons for 'Access right: Open access' and 'Document type: Research data'. Below this, it says 'Showing 1 to 20 of 4,154,993 resources' and a dropdown menu set to 'Relevance'. The first result is titled 'Ortofoto Kinn og Midtre Sogn 2021' and includes a 'Cite' button. The second result is titled 'MicroRNA-223-3p downregulates the inflammatory response in preeclampsia placenta via targeting NLRP3'.

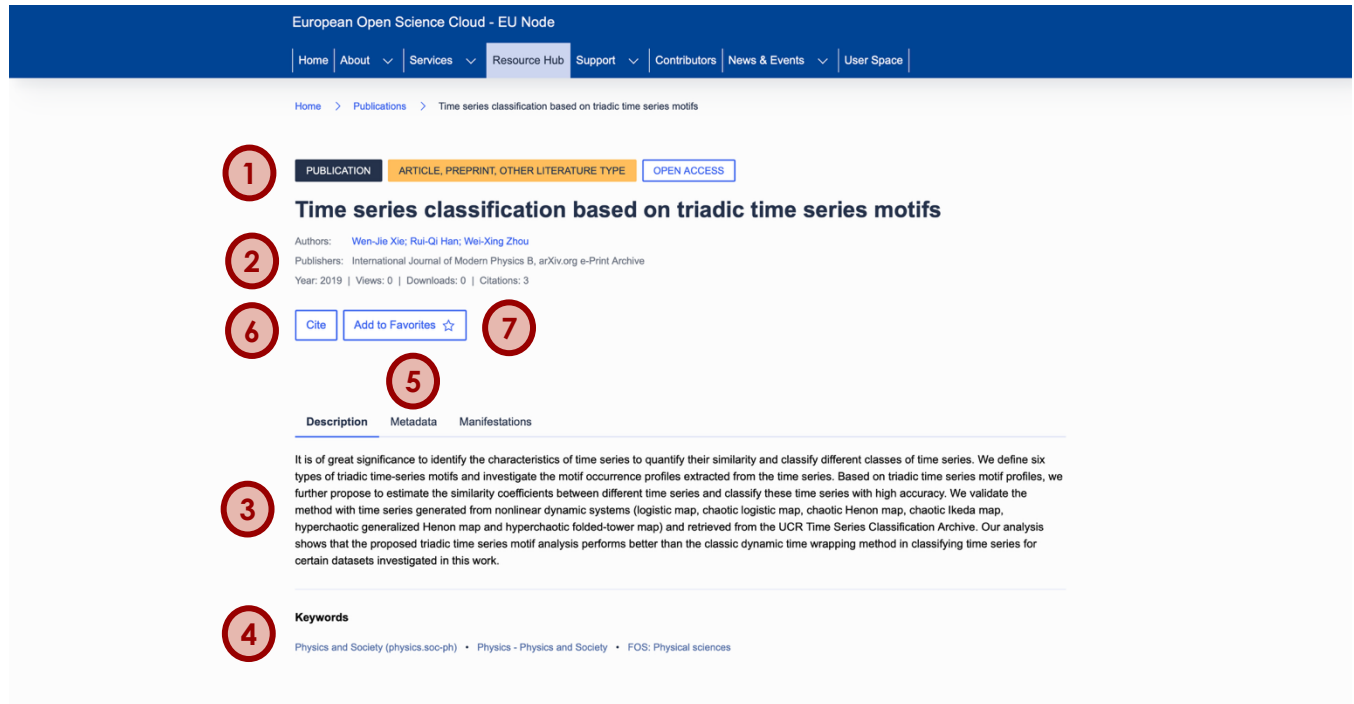
- To further filter the results, use one of the available filters on the left part of the image - (1)
- You may select more than one filters
- The results are refreshed automatically as you select filters

## 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' highlights the search bar, and another red circle labeled '2' highlights 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 visible. The first card is for 'Large File Transfer' and the second is for 'Bulk Data Transfer'. Both cards have a 'SERVICE' tab and an 'OPEN ACCESS' tab. A red circle labeled '3' highlights the star icon on the top right of the first card, indicating it can be set as a favorite.

- 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

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

2 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

3 Description Metadata Manifestations

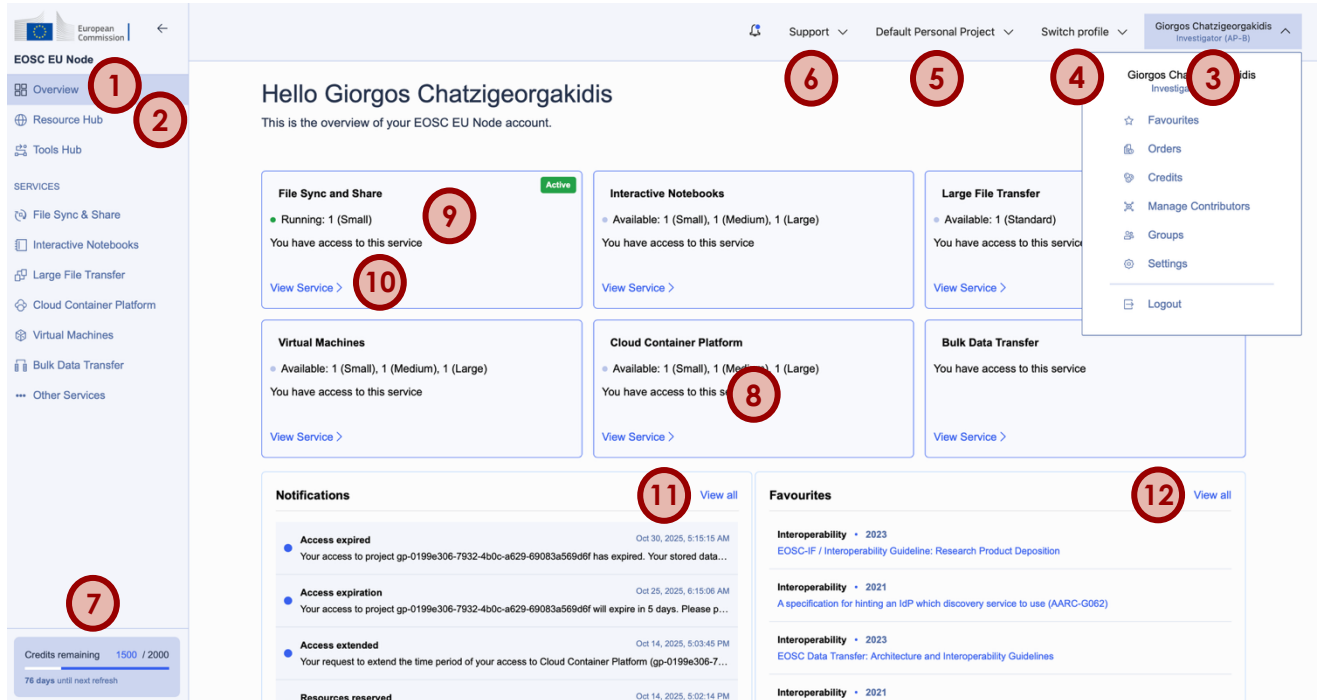
3 It is of great significance to identify the characteristics of time series to quantify their similarity and classify different classes of time series. We define six types of triadic time-series motifs and investigate the motif occurrence profiles extracted from the time series. Based on triadic time 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 shows the 'File Sync and Share' service page. The page title is 'File Sync and Share' with the subtitle 'Your personal cloud storage for collaborative research.' Below the title is a 'Get access' button, which is circled in red with the number '1'. To the right of the main content area, there is a table titled 'Credits used on this service' with the following data:

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

The table is circled in red with the number '2'. The page also features a sidebar with navigation options, a top navigation bar with user information, and a footer with contact information and accessibility details.

- 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

The screenshot displays the 'File Sync and Share' interface. At the top, there's a navigation bar with 'Support', 'Default Personal Project', 'Switch profile', and the user's name 'Giorgos Chatzigeorgakidis'. The left sidebar lists services like 'File Sync & Share', 'Interactive Notebooks', etc. The main area shows a 'Small' storage plan (50 GB) with a 'View externally' button (5). Below, there are tabs for 'Personal' and 'Shared with me' (6). Under 'Personal', there are 'Create folder' (3) and 'Upload file' (4) buttons. A table lists files, with the first row highlighted (1) and its action buttons (2).

Name	Size	Owner	
notebooks_service	266.74 mb	Giorgos Chatzigeorgakidis	

- 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

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 SERVICES. The main content area features a 'Running servers (1)' section with a 'Small' server card (2 vCPUs, 4 GB RAM, 0.04 credits/hour) and an 'Available EOSC EU Node servers (2)' section with 'Medium' (4 vCPUs, 8 GB RAM, 0.5 credits/hour) and 'Large' (8 vCPUs, 16 GB RAM, 50 credits/hour) server cards. A 'View externally' button is circled in red with a '3', a 'Stop' button with a '2', a 'Get access' button with a '1', and another 'View externally' button with a '5'. A 'Credits used on this service' box shows usage for last week (0.61), current period (0.70), and lifetime (0.87). A 'Credits remaining' box shows 5962.30 credits and 9 days until next refresh.

- 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

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, Cloud Container Platform, Virtual Machines, Bulk Data Transfer, Other Services), and a status bar at the bottom showing 'Credits remaining 1000 / 1000' and '87 days until next refresh'. The main content area is titled 'Large File Transfer' with the subtitle 'Fast and secure file transfers.' and a link 'About the service'. A 'Standard' service card is displayed with 'Size (GB): 1000', 'More info', and '7 credits / month'. A blue 'Get access' button is highlighted with a red circle containing the number '1'. To the right, a table shows 'Credits used on this service' with columns for 'Last week', 'Current period', and 'Lifetime', all showing '0'. Below the service card, there is a paragraph of text describing FileSender and a section for 'Documentation / Useful links' with links to 'User guide' and 'Documentation'.

- 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

European Commission

EOOSC EU Node

Support Default Personal Project Cameron Moore Collaborator (AP-A1)

### Large File Transfer

Fast and secure file transfers.  
[About the service](#)

Credits used on this service	
Last week	7
Current period	7
Lifetime	7

**Standard**

Size (GB): 1000

[More info](#)

7 credits / month Access expiration: 2026-03-10

[View externally](#) [Extend timeframe](#)

**1** **2**

[FileSender](#) is an open-source web application optimized for the secure and efficient transfer of files of any size. It utilizes HTML5 and the FileAPI to bypass traditional browser upload limits, allowing multi-gigabyte file uploads. Security is paramount, with SSL/TLS encryption for data in transit and optional client-side end-to-end encryption for added protection. Users can control file access and retention periods, ensuring files are accessible only to intended recipients and for a specified duration. Notifications are sent both to senders and recipients, confirming file uploads and downloads. Sharing an uploaded file just via a download link is possible, as well FileSender's scalable architecture supports high performance and reliability, making it suitable for academic, corporate, and media environments.

Documentation / Useful links

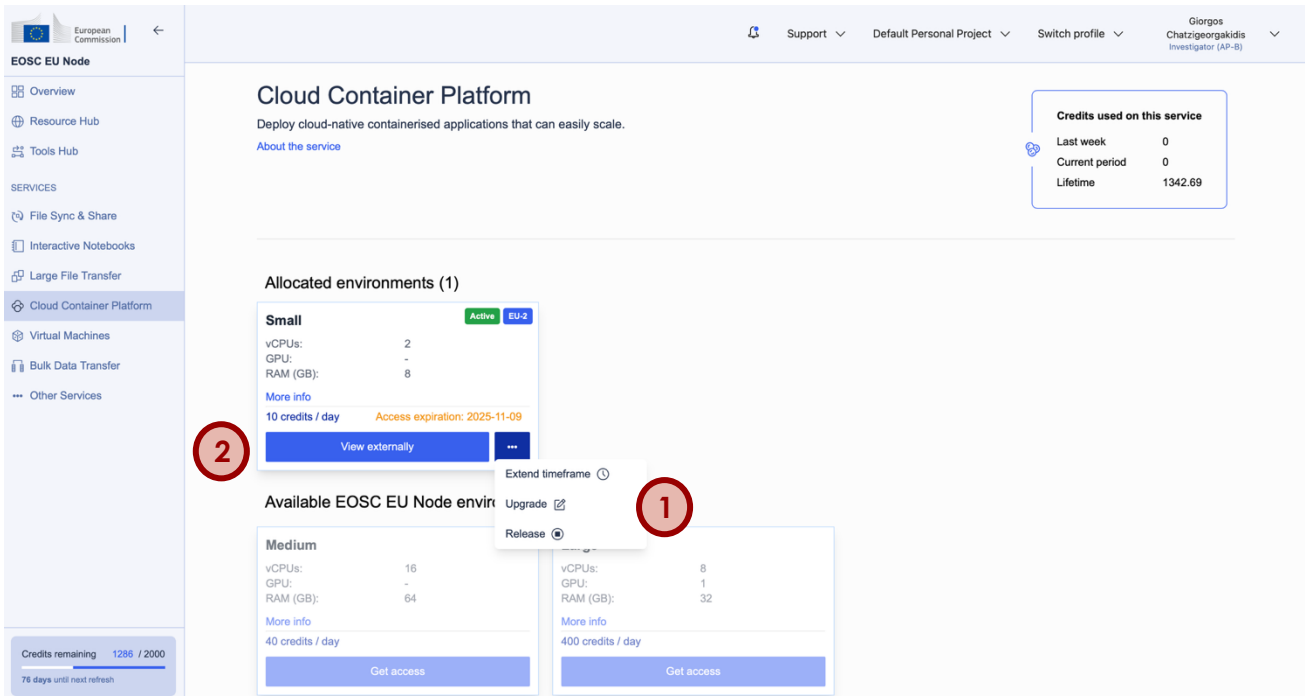
- [User guide](#)
- [Documentation](#)

Credits remaining 953 / 1000  
87 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

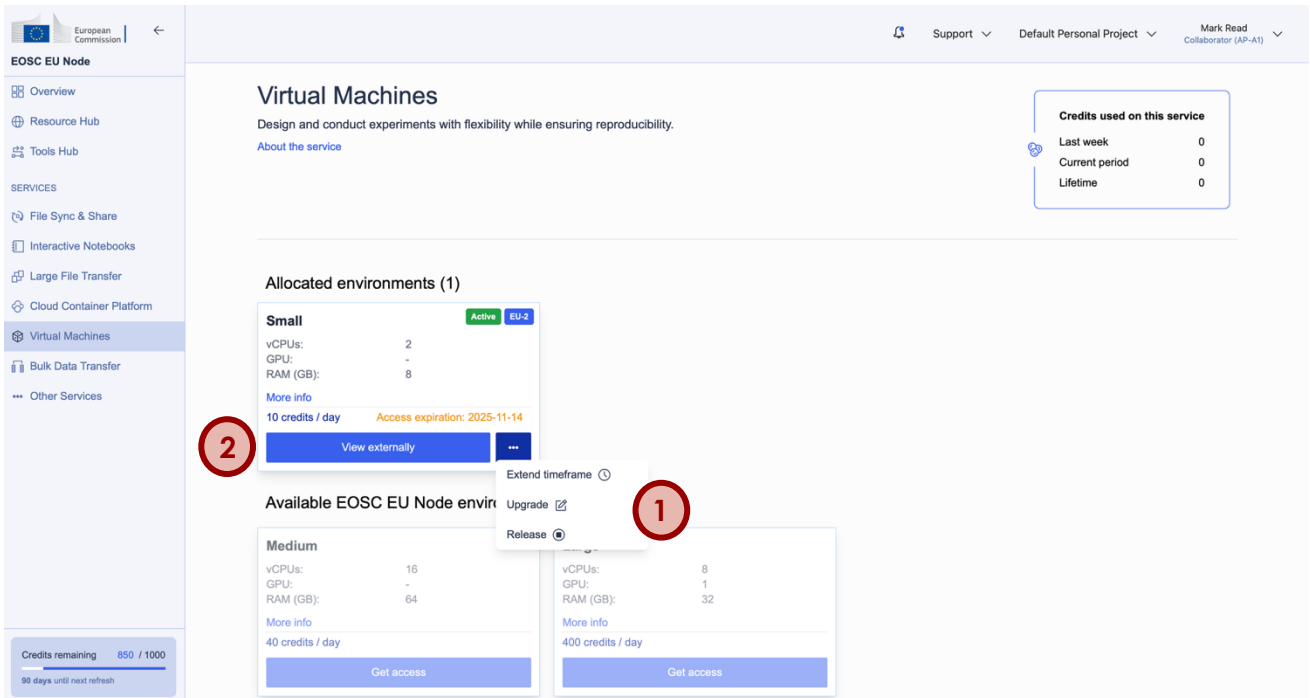
#### Run a Small/Medium Environment and Access It



- 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 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)

## 3.3.6. Bulk Data Transfer

### Request Access to the Service and Access It

The screenshot shows the EOSC EU Node interface for the Bulk Data Transfer service. The left sidebar contains navigation options like Overview, Resource Hub, Tools Hub, and various services. The main content area features the service title, a description, and a prominent blue 'Request access' button. A red circle with the number '1' is overlaid on the button. Below the button, there is a paragraph of text explaining the service and a list of documentation links.

**Bulk Data Transfer**  
Smooth high-volume data transfers.  
[About the service](#)

**Offering**  
Move data between different compute infrastructure back-ends.

[Request 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](#).

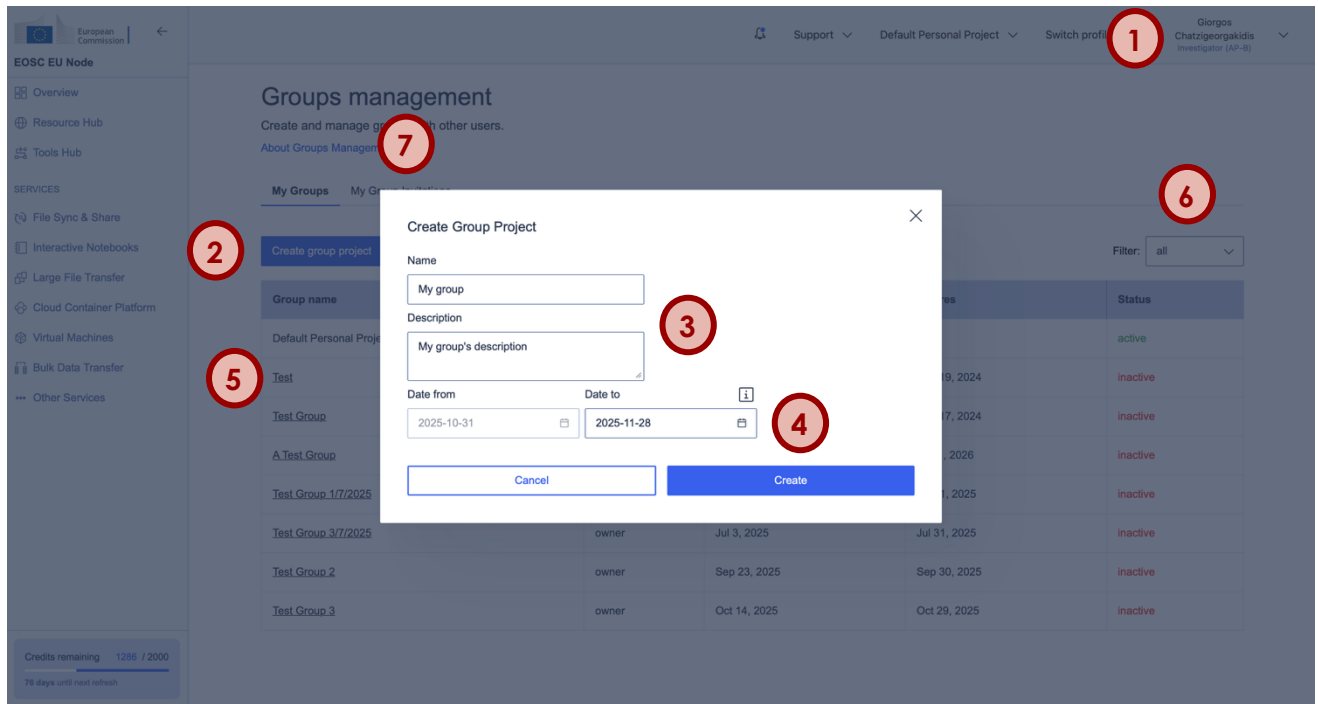
- [FTS3](#)
- [GridFTP](#)
- [FTS rest API](#)

Credits remaining: 993 / 2000  
87 days until next refresh

- 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

## 3.4. 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

The screenshot displays the 'My group' management page in the EOSC EU Node. The interface includes a sidebar with navigation options like 'Overview', 'Resource Hub', and 'Tools Hub'. The main content area shows the group name 'My group' and three action buttons: 'Invite member +', 'Extend duration', and 'Delete'. Below these buttons is a table listing group members. The table has columns for 'Member name', 'Created at', 'Role', and 'Invitation status'. One member is listed: 'Giorgos Chatzigeorgakidis' with the role 'owner'. The bottom of the page features a footer with 'European Open Science Cloud - EU Node' information, contact details, and policy statements.

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

- 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, you may click on the **Extend duration** button - (4)

## 3.5. Orders

### 3.5.1. View All Existing Orders

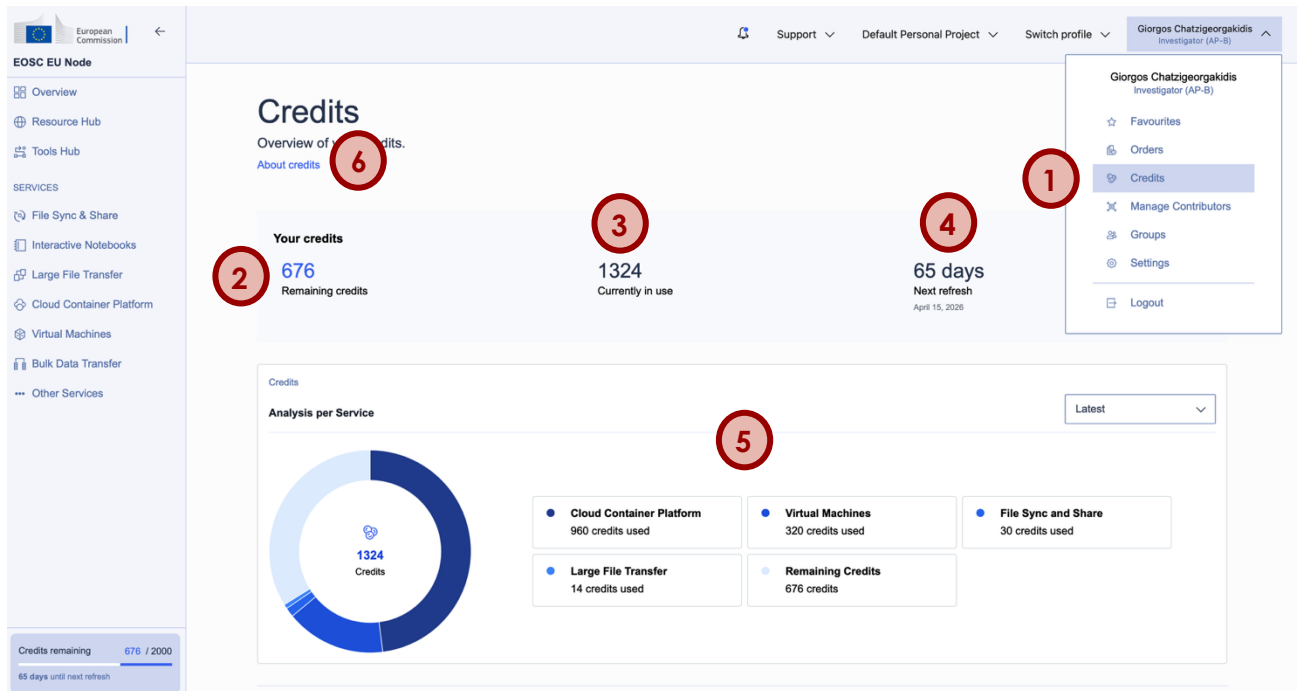
The screenshot displays the EOSC EU Node interface. The left sidebar contains navigation options like Overview, Resource Hub, Tools Hub, and various services. The main area is titled 'Orders' and shows a list of 'Standard Orders (42)'. A table lists individual orders with columns for ID, Service(s), Project type, Latest activity, and Status. A search box is located above the table. Red circles with numbers 1-4 highlight specific UI elements: 1. User profile dropdown in the top right; 2. Search box above the table; 3. 'Standard Orders' tab; 4. 'Special Orders' tab.

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
#ZGKBIXF	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)

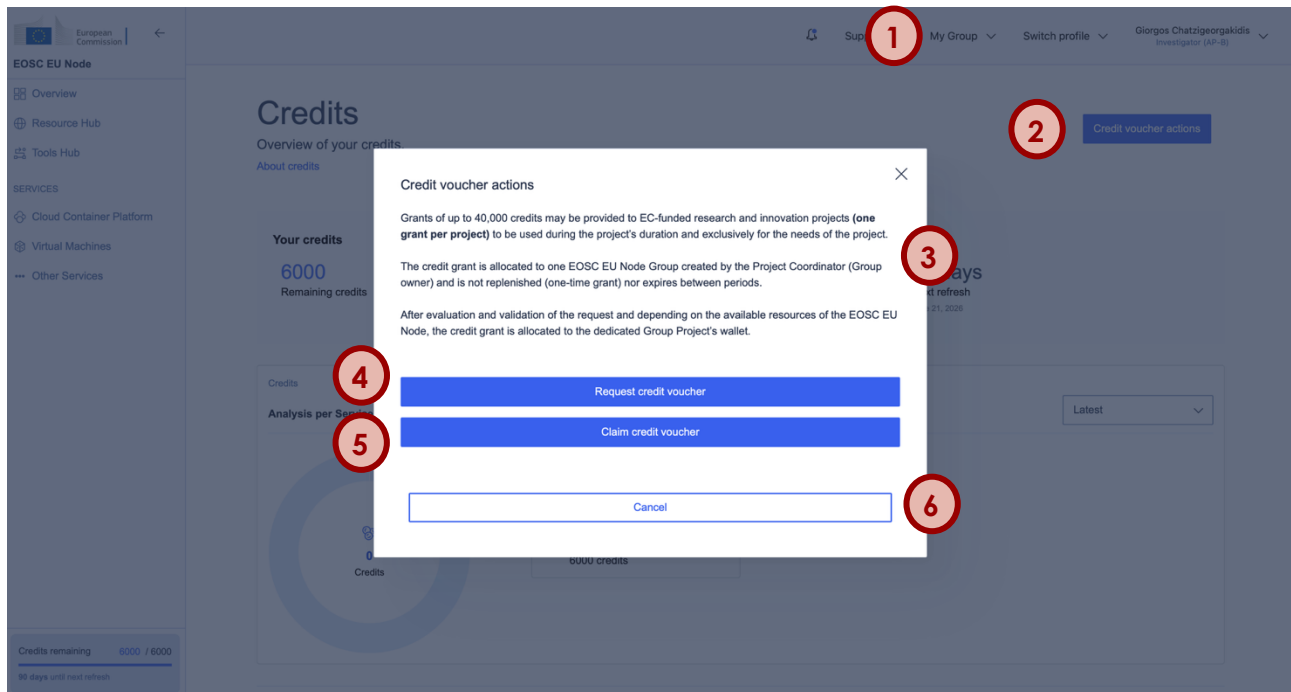
## 3.6.2. Request More Credits

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 'Remaining Credits' box shows '1286 credits'. A red circle with the number '1' highlights the 'Make a request!' button located below the chart. The bottom of the page 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 indicates '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

### 3.6.3. 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)

The screenshot shows the 'Request credit voucher' form in the EOSC EU Node interface. The form is overlaid on a background showing 'Credits' and 'Your credits' information. Four red circles with numbers 1, 2, 3, and 4 are placed over the form fields: 1 over the Campaign Name field, 2 over the Grant Agreement ID field, 3 over the Project DOI field, and 4 over the Description field. The form includes fields for Campaign Name (pre-filled with 'EU Funded Project Campaign (40K)'), Grant Agreement ID (123456789), Project DOI (10.3030/123456789), and a Description field (pre-filled with 'This is the project's description.'). There is also a Project Officer Permanent Link field with a note about the link's purpose. At the bottom are 'Cancel' and 'Submit' buttons.

- 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)

The screenshot shows a web interface for requesting a credit voucher. A modal window titled "Request credit voucher" is open, displaying a form with the following fields and values:

- Project Officer Permanent Link** (1): [https://op.europa.eu/el/web/who-is-who/person/-/person/COM\\_123456789](https://op.europa.eu/el/web/who-is-who/person/-/person/COM_123456789)
- Value in credits** (2): 40000
- User Email** (3): gchatzi@athenarc.gr
- User Subject** (4): 18e70198-b5ce-4e48-bf50-ae7f935ea504@acc.myaccessid.org
- EEN group project ID** (5): gp-019d1a55-e840-4485-97ee-49f27f6b49e7

At the bottom of the form, there are two buttons: "Cancel" (7) and "Submit" (6).

- 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)

The screenshot displays the 'Credits' page in the EOSC EU Node interface. A modal window titled 'Voucher request submitted' is open, containing the text: 'Your credit voucher request has been submitted for evaluation.' and a notice: 'Notice: The duration of the provided EOSC EU Node Group project might be auto-extended to facilitate the credit voucher redeem process. This operation has no effect on the assigned credits.' A 'Close' button is visible in the modal. In the background, the 'Credits' page shows '6000 Remaining credits' and a 'Credit voucher pending evaluation' button, both highlighted with red circles and numbered 1 and 2 respectively. The page also features a sidebar with navigation options and a top navigation bar with user information.

- 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

The screenshot displays the 'Credits' overview page in the EOSC EU Node interface. The page header includes the European Commission logo and user information for Giorgos Chatzigeorgakidis. The main content area shows 'Your credits' with 46000 remaining credits (marked with a red circle '1'), 0 currently in use, and a 90-day refresh period. A 'Credit voucher redeemed' button is visible (marked with a red circle '2'). Below this, there is a section for 'Analysis per Service' with a donut chart showing 0 credits used out of 46000 remaining.

- 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

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 shows the user's profile information, including their access level, ID, email, first and last names, and organization. Below this, there are sections for 'Scientific domains', 'Personalized recommendations', and 'Onboarding walkthroughs'. Red circles with numbers 1 through 4 highlight specific elements: (1) the user's name in the top right corner, (2) the 'change' button under 'Scientific domains', (3) the 'Disable' button under 'Personalized recommendations', and (4) the 'Reset (view again)' button under 'Onboarding walkthroughs'.

- 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 \*

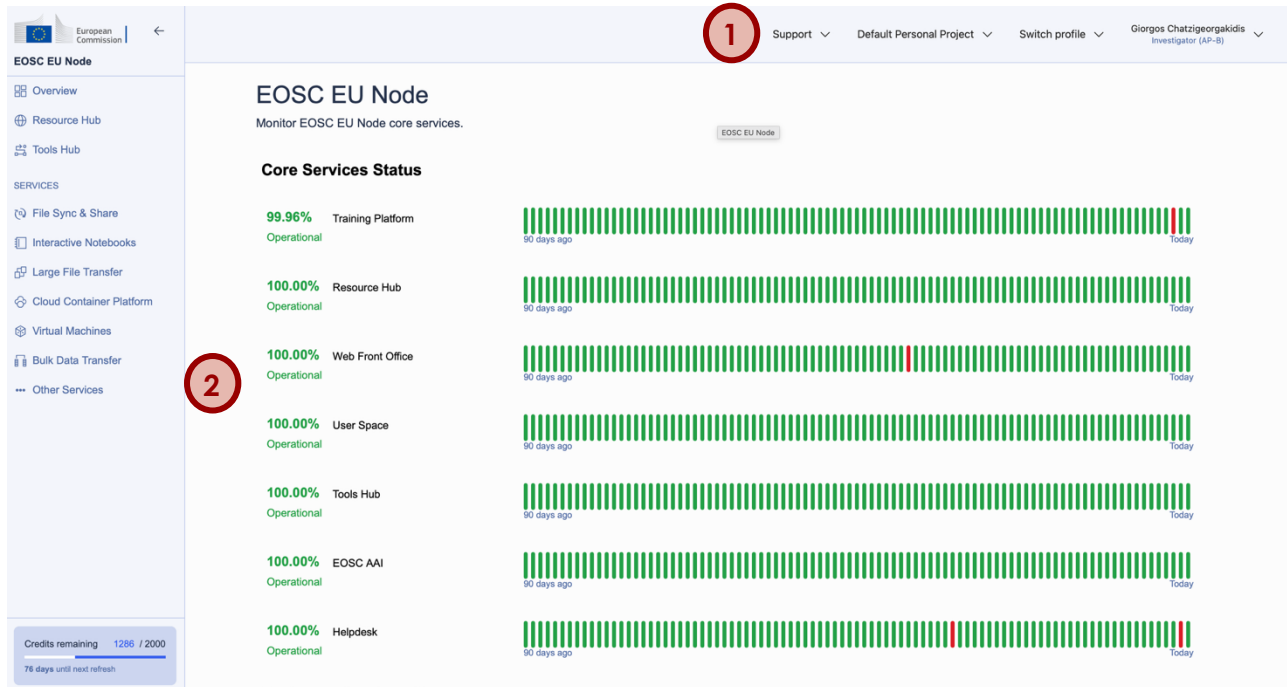
Privacy Statement

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)