

EOSC EU Node Web Portal Front Office User Guide

Version 1.2 – 21/01/2025

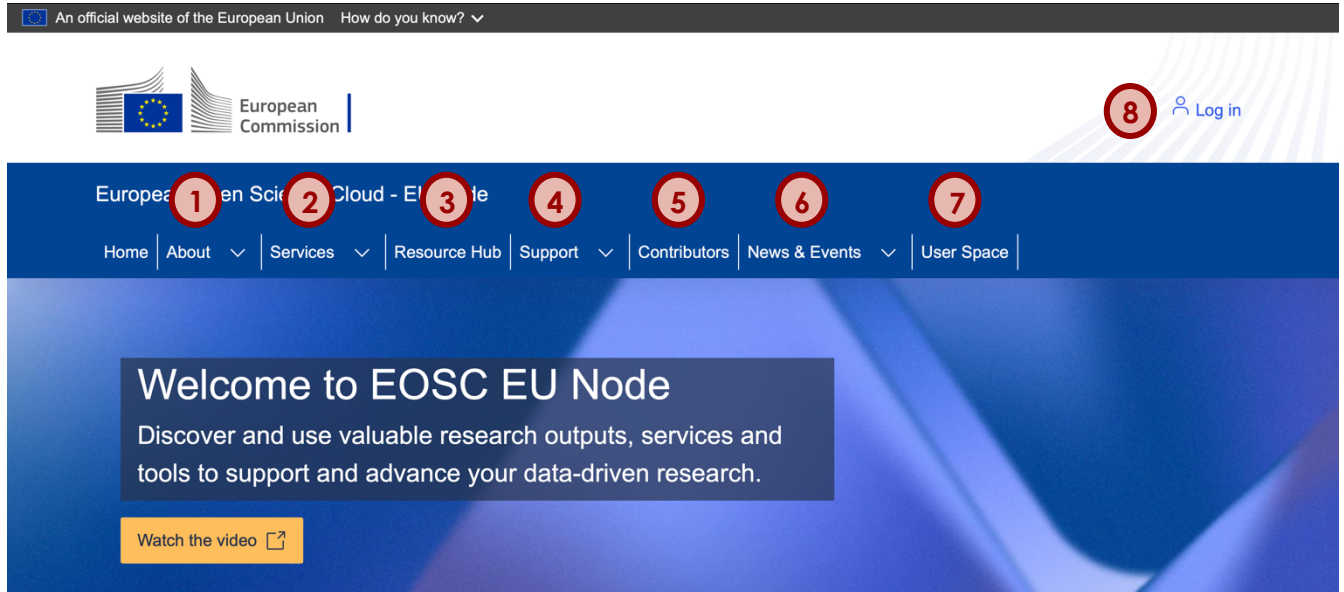
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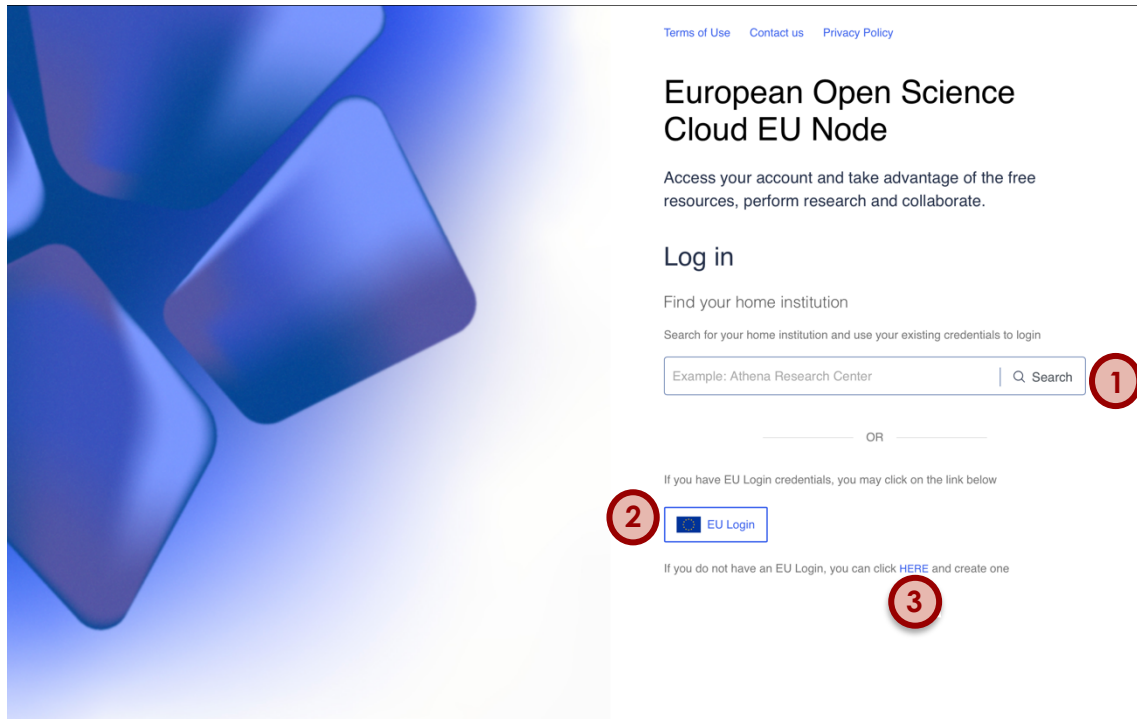
1. EOSC EU Node Website

1.1. Navigate Through the Website



- From the EOSC EU Node **Home** page you can:
 - Visit the **About** page and access information about EOSC EU Node - (1)
 - Visit the **Services** page and discover all necessary details regarding the offered services - (2)
 - Visit the **Resource Hub** (more details in a following section) - (3)
 - Access EOSC EU Node's **Training Platform, 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



- 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

European Open Science Cloud - EU Node

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

Home > Resource hub

Resource hub

All resources Security Search **1**

All resources Publications Data Software Other Products Services Data Sources Training Interoperability Guidelines Tools

Horizontal service Document type

Showing 1 to 20 of 29 resources

No filters applied

SERVICE ☆

Language: English

EGE ISO 27001 Training

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...

Organisation: EGI Foundation

Scientific Domain: Generic

Keywords: iso • security • standard • personal

- 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 displays the 'Resource hub' page of the European Open Science Cloud - EU Node. At the top, there is a navigation bar with links for Home, About, Services, Resource Hub, Support, Contributors, News & Events, and User Space. Below the navigation bar, the page title 'Resource hub' is followed by a search bar and a dropdown menu set to 'All resources'. A horizontal menu below the search bar lists various resource categories: All resources, Publications, Data, Software, Other Products, Services, Data Sources, Training, Interoperability Guidelines, and Tools. On the left side, there are two filter sections. The first is 'Horizontal service' with a dropdown arrow and a red circle containing the number '1' next to it. It has two options: 'False (10)' and 'True (16)'. The second is 'Document type' with a dropdown arrow and three options: 'Datatype (1)', 'Interoperability record (1)', and 'Service (27)'. To the right of the filters, it says 'Showing 1 to 20 of 29 resources' and 'No filters applied'. Below this, a search result is shown for 'EGE ISO 27001 Training'. The result includes a 'SERVICE' tag, the language 'English', the title 'EGE ISO 27001 Training', a brief description, and the organization 'EGE Foundation' with the scientific domain 'Generic'.

- 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

European Open Science Cloud - EU Node

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

Home > Resource hub

Resource hub

Services Search resources Search

All resources | Publications | Data | Software | Other Products | **Services** | Data Sources | Training | Interoperability Guidelines | Tools

Scientific domain ↑ Showing 1 to 20 of 27 resources

Provider ↑

Organisation ↑ No filters applied

Interoperability guideline ↑

SERVICE ☆

Language: English

EGI ISO 27001 Training

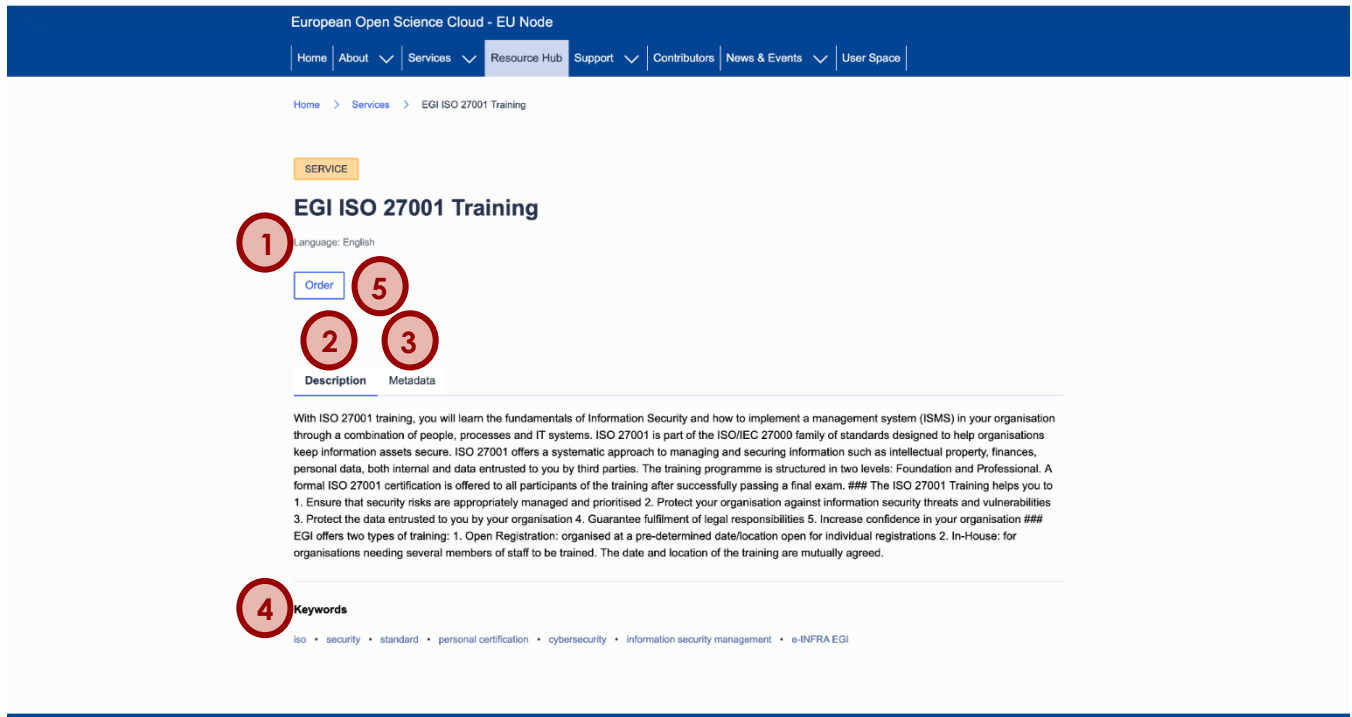
With ISO 27001 training, you will learn the fundamentals of Information Security and how to implement a management system (ISMS) in your organisation through a combination of people, processes and IT systems. ISO 27001 is part of the ISO/IEC 27000 family of standards designed to help organisations keep...

Organisation EGI Foundation

Scientific Domain Generic

- 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.

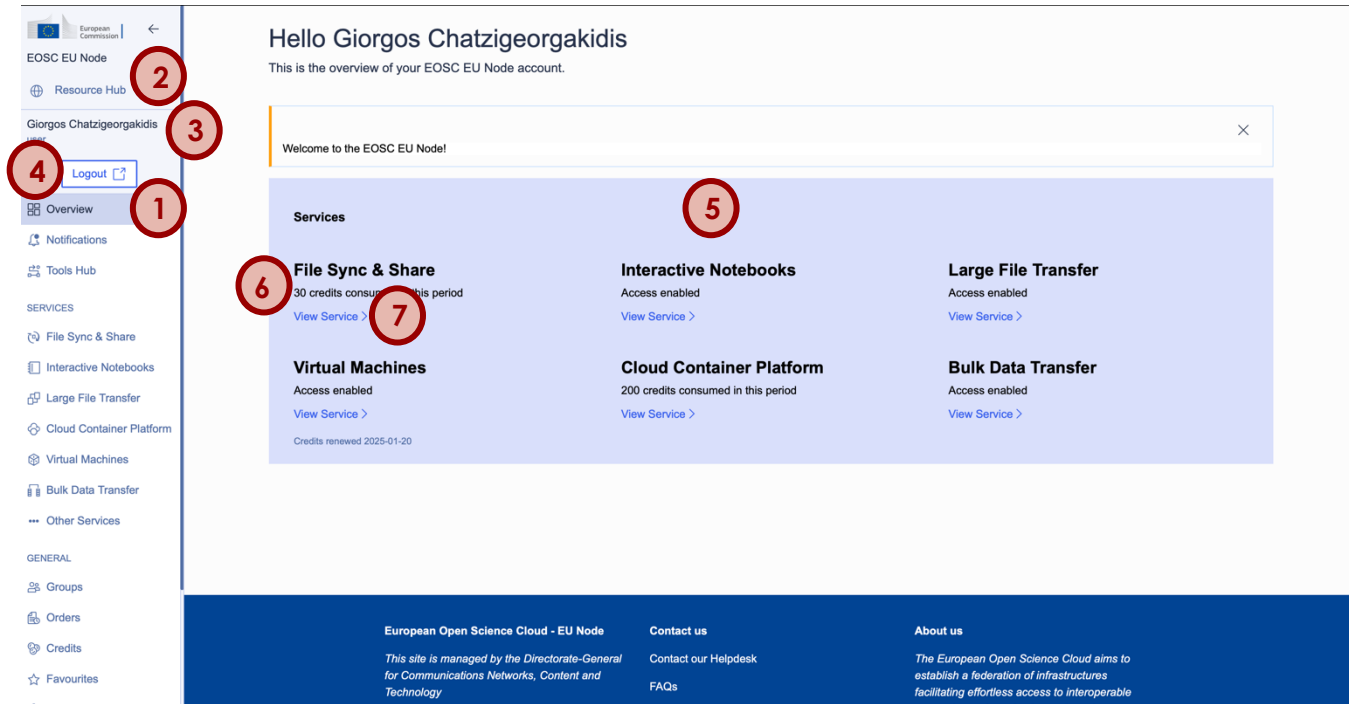
4 Keywords

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

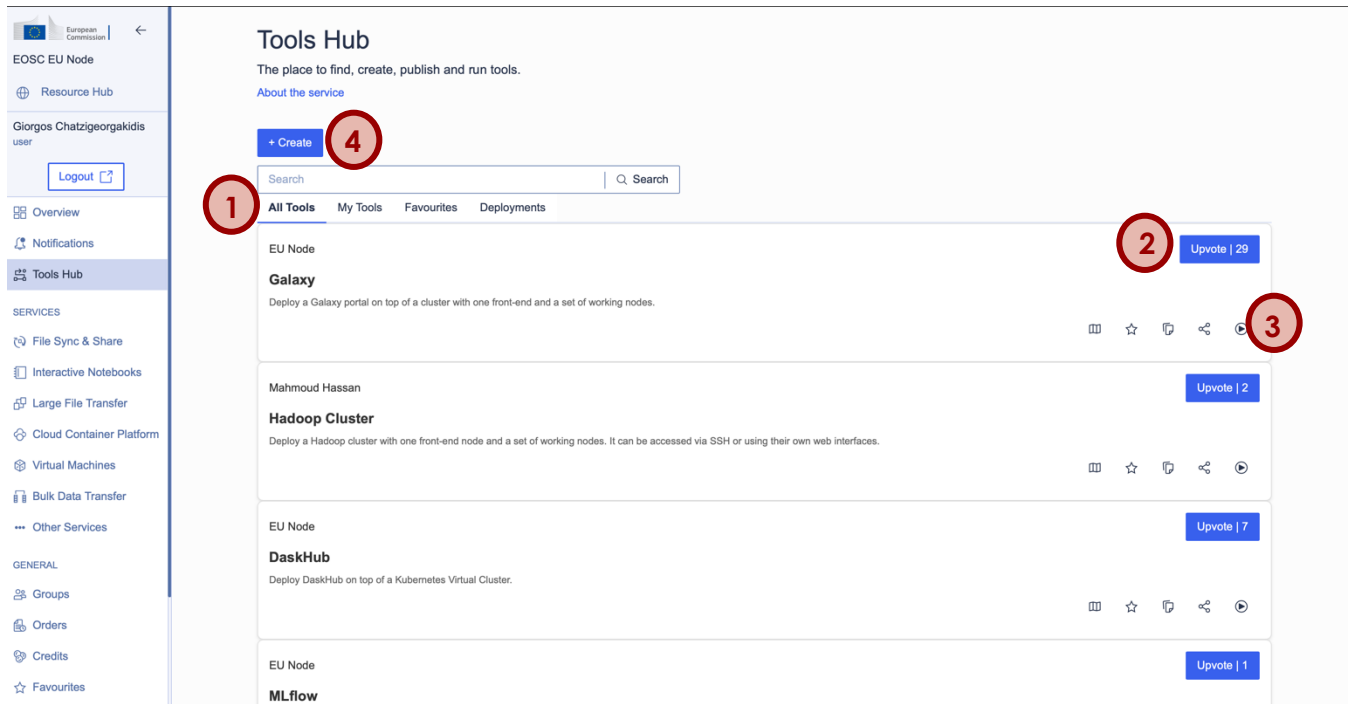
3.2.1. View All Notifications

The screenshot displays the 'Notifications' page in the EOSC EU Node interface. The sidebar on the left contains a 'Logout' button and a list of navigation items: Overview, Notifications (highlighted with a red bubble '4'), 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 'Notifications' and includes the text 'Access all your notifications.' Below this is a list of notifications, each with a title, date, and time, and a description. The first notification, 'Resources reserved', has its title in blue font and is annotated with a red bubble '1'. The second notification, 'Group project created', has its title in grey font and is annotated with a red bubble '2'. A floating notification box in the top right corner, titled 'Resources reserved', is annotated with a red bubble '3'. A red bubble '4' is also placed on the 'Notifications' tab icon in the sidebar.

- 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



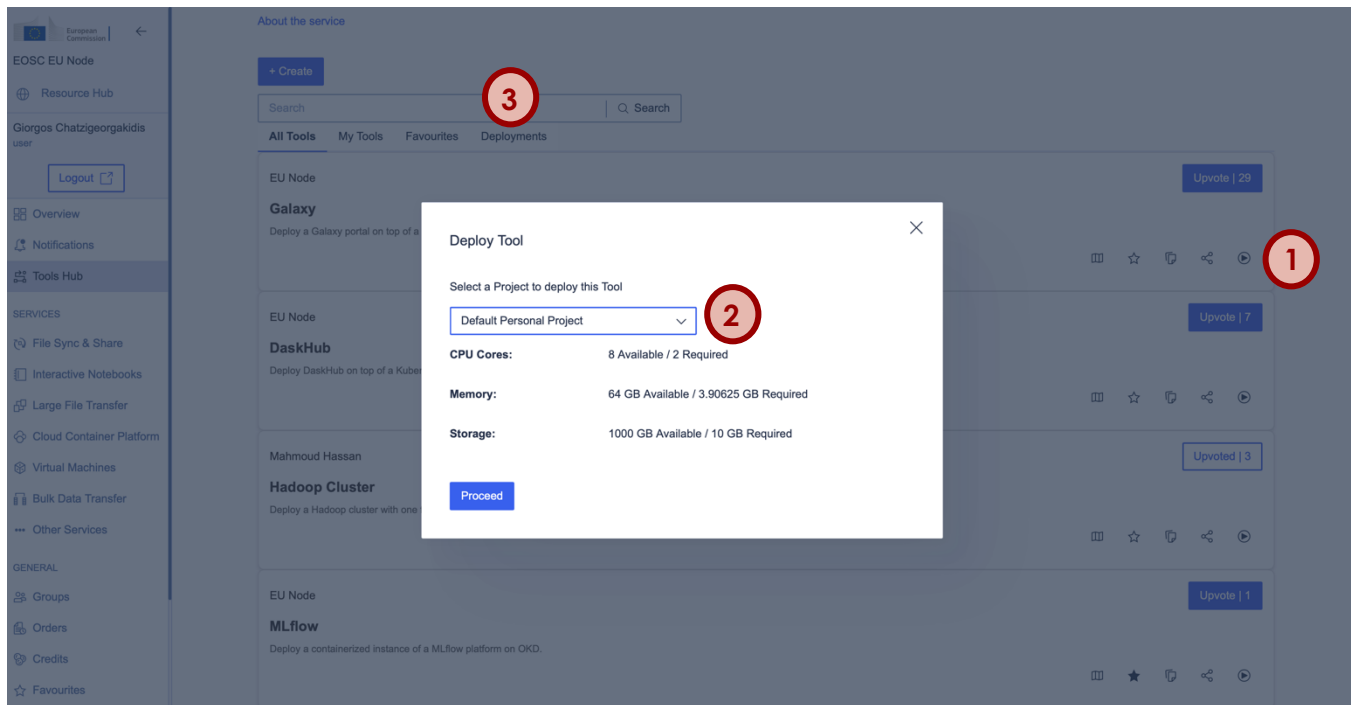
- While in the **Tools Hub** tab, you may search for a specific tool by entering a keyword to the search box - (1)
- You may upvote a tool of your preference by clicking on the **Upvote** button. The number of upvotes for all published tools is available to all users - (2)
- For each tool in the list, 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. The 'Metadata' step is currently active and highlighted with a red circle '1'. It contains fields for 'Name of the Tool', 'Description', 'Resource Organisation', 'License', and 'Version Date'. The 'Content' step is highlighted with a red circle '2', and the 'Review' step is highlighted with a red circle '3'. A progress bar at the bottom indicates '0/2 required steps complete' and '0%'. The interface includes a sidebar with navigation options and a user profile section.

- 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 in the EOSC EU Node interface. The sidebar on the left includes navigation for 'Overview', 'Notifications', 'Tools Hub', and various services like 'Interactive Notebooks' and 'Large File Transfer'. The main content area features a 'Get access' button for a 'Small Personal File Sync & Share Space (50 GB)'. A red circle with the number '1' is placed over this 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

Manage Files

The screenshot shows the 'File Sync & Share' interface. On the left is a navigation sidebar with sections: EOSC EU Node, Resource Hub, user profile (Giorgos Chatzigeorgakidis), and 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 'File Sync & Share' and includes a description, a 'Credits' section showing 500 credits, an 'Open in OwnCloud' button, and tabs for 'Personal' and 'Shared with me'. Below the tabs are 'Create folder' and 'Upload file' buttons, and a table listing files. A table with 5 columns: Name, Size, Owner, and two action icons (share and delete). The file 'notebooks_service' is listed with size 1.67 kb and owner Giorgos Chatzigeorgakidis. At the bottom are links for 'European Open Science Cloud - EU Node', 'Contact us', and 'About us'.

Name	Size	Owner	Actions
notebooks_service	1.67 kb	Giorgos Chatzigeorgakidis	Share, Delete

- 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 **Open in OwnCloud** - (5)
- You can view your remaining credits from this period - (6)
- To extend the timeframe of your access to the **File Sync & Share** service, you may click on the corresponding button - (7)
- You can view your files and folders shared with other EOSC EU Node users by navigating on the **Shared with me** tab - (8)

3.4.2. Interactive Notebooks

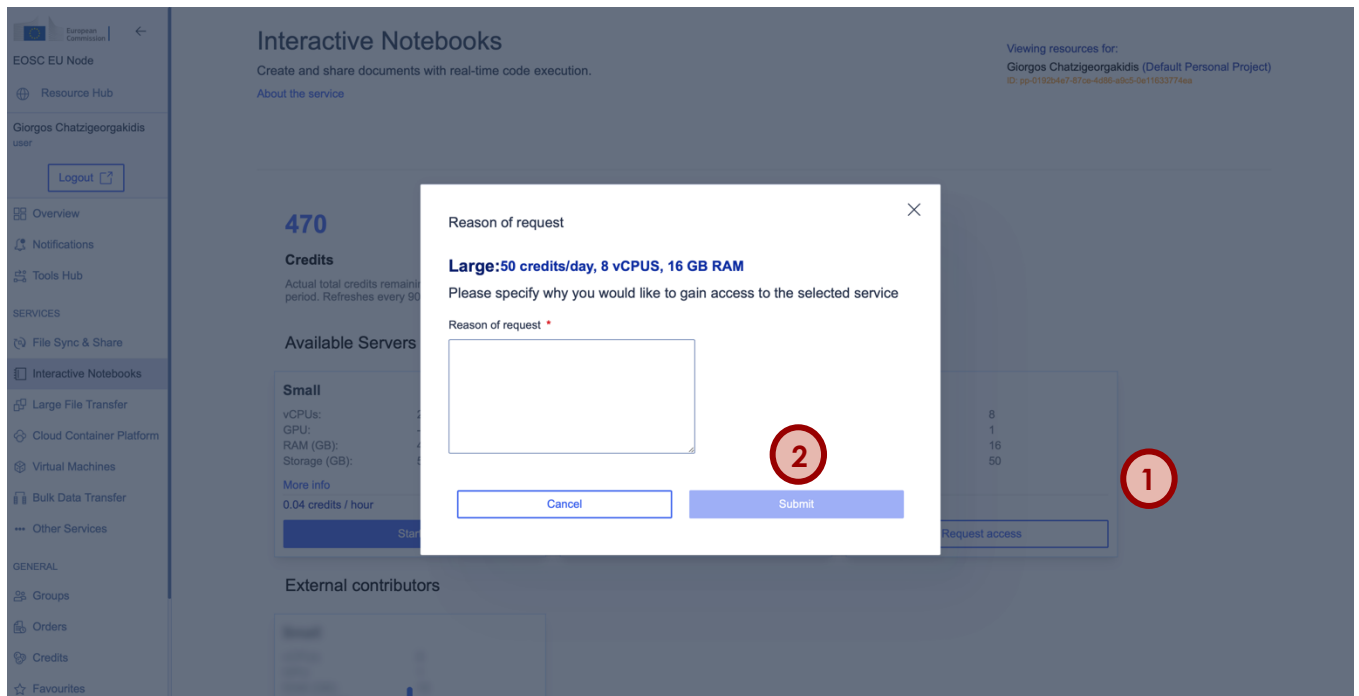
Start a Small/Medium Notebooks Kernel and Access JupyterHub

The screenshot displays the EOSC EU Node Resource Hub interface. On the left is a navigation sidebar with the user 'Giorgos Chatzigeorgakidis' and a 'Logout' button. The main content area shows a 'Credits' section with a balance of 470. Below this, there are three server configuration cards: 'Running Servers (1)' (Small), 'Other Servers (2)' (Medium and Large). The 'Small' server card has a 'Stop' button (circled 2) and a 'View externally' link (circled 3). The 'Medium' and 'Large' server cards each have a 'Request access' button (circled 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 EOOSC 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 displays the 'Large File Transfer' service page. On the left is a navigation sidebar with the user's name and a 'Logout' button. The main content area shows a '500 Credits' balance and a 'Standard sharing of large files with Large File Transfer (1000 GB)' service card. The card indicates '7 credits / month' and 'Time period required', with a blue 'Get access' button highlighted by a red circle with the number 1. Below the card, there is a description of FileSender and a 'Documentation / Useful links' section 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 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

EOSC EU Node

Resource Hub

Giorgos Chatzigeorgakidis user

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

Large File Transfer

Streamline large file transfers online with added security and integrity.

Viewing resources for:
Giorgos Chatzigeorgakidis (Default Personal Project)
ID: pp-0192b4e7-87ce-4d96-a9c5-0e11633774ea

493

Credits
Actual total credits remaining in this period. Refreshes every 90 days.

Access Service

Extend Large File Transfer timeframe

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](#)

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

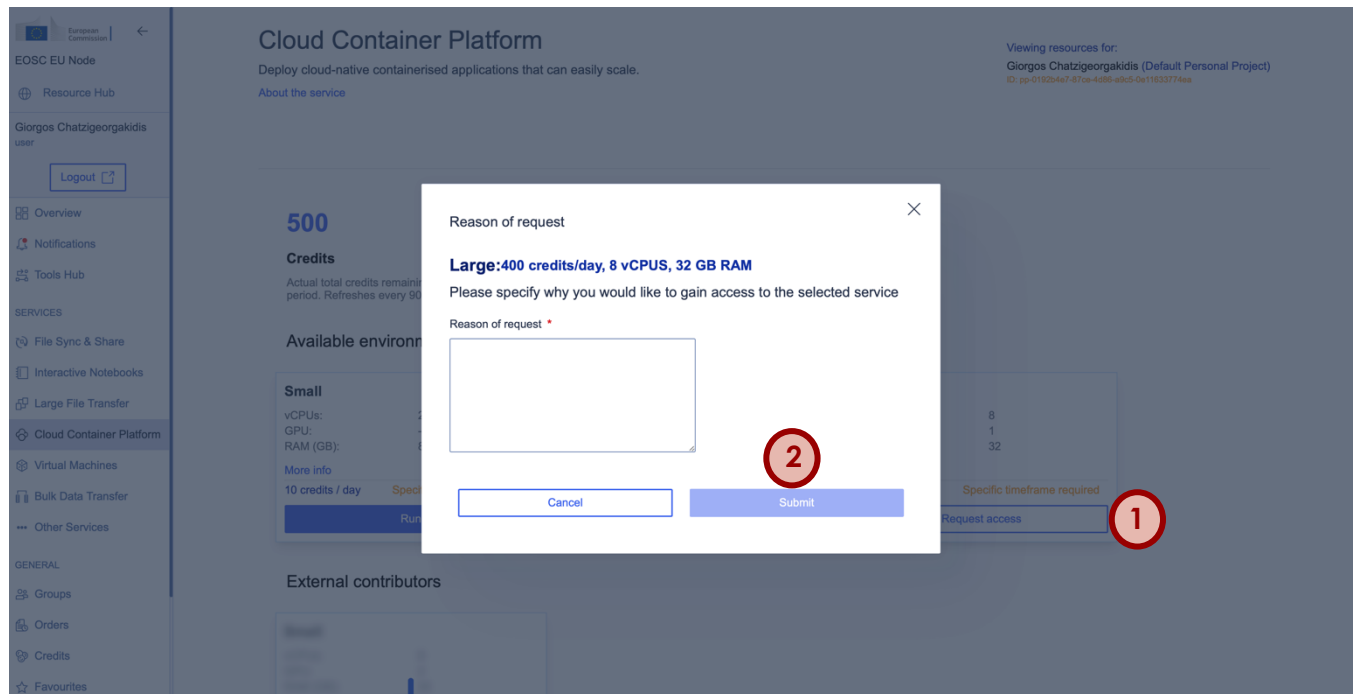
3.4.4. Cloud Container Platform

Run a Small/Medium Environment and Access It

The screenshot displays the 'Cloud Container Platform' interface. On the left is a navigation sidebar with options like Overview, Notifications, Tools Hub, and various services. The main content area shows a 'Credits' section with a balance of 470. Below this, 'Allocated environments (1)' is shown, featuring a 'Medium' environment with 8 vCPUs, 64 GB RAM, and 40 credits/day. A 'Release' button (1) is visible. A modal window is open over the 'Medium' environment, showing options to 'View externally' (3), 'Extend timeframe', and 'Upgrade environment' (2). Below the modal, 'Other EOSC EU Node environments (2)' are listed, including 'Small' (2 vCPUs, 8 GB RAM) and 'Large' (8 vCPUs, 32 GB RAM).

- 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 EOOSC EU Node **Back Office** and you will be notified upon acceptance or rejection
- If accepted, you may use your environment as described previously

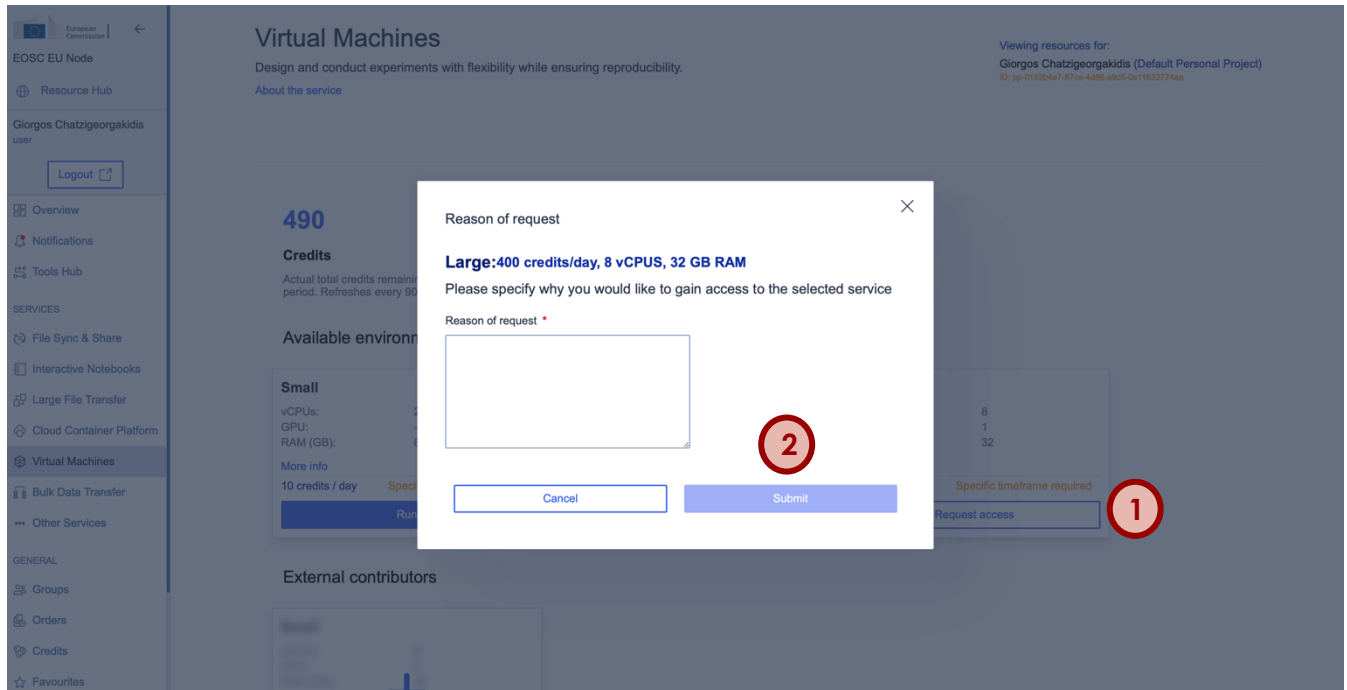
3.4.5. Virtual Machines

Run a Small/Medium Environment and Access It

The screenshot displays the 'Virtual Machines' page in the EOSC EU Node. The left sidebar contains navigation links such as 'Overview', 'Notifications', 'Tools Hub', and 'Virtual Machines'. The main content area shows the user's credit balance of 450 and a table of allocated environments. The 'Small' environment is currently allocated, with 10 credits per day and an access expiration of 2024-12-15. A 'Release' button is highlighted with a red circle (1). A 'View externally' button is highlighted with a red circle (3). A 'Release' button is highlighted with a red circle (2). Below the 'Small' environment, there is a section for 'Other EOSC EU Node environments (2)' with 'Medium' and 'Large' options. The 'Medium' environment has 8 vCPUs, 64 GB RAM, and the 'Large' environment has 8 vCPUs, 1 GPU, and 32 GB RAM.

- 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

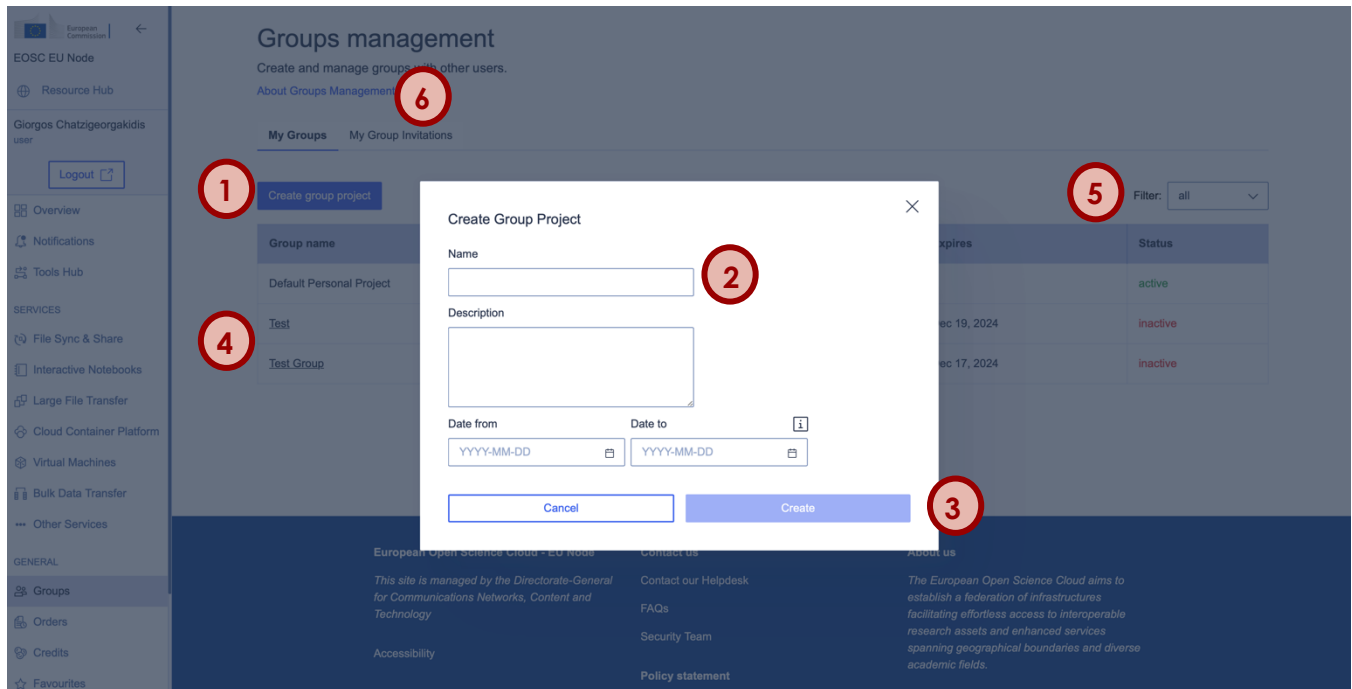
Request Access to the Service and Access It

The screenshot shows the user interface for the Bulk Data Transfer service. On the left is a navigation sidebar with the EOSC EU Node logo and user information for Giorgos Chatzigeorgakidis. The main content area features the service title, a 'Get Access' button (highlighted with a red circle and the number 1), and a detailed description of the service. Below the description is a 'Documentation / Useful links' section with links to FTS3, GridFTP, and FTS rest API. 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)
- 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)

3.5.2. 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 main content area shows the 'Test Group' header with a 'Back' link and three buttons: 'Invite member +', 'Extend duration', and 'Delete'. Below this is a table of group members with columns for Member name, Created at, Role, and an action column. The table lists two members: Giorgos Chatzigeorgakidis (owner) and Antonis Bermpis (member). The footer contains information about the European Open Science Cloud - EU Node, including contact details, policy statements, and an about section.

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

- 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 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 left sidebar contains navigation links such as '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 'Orders' header with tabs for 'Standard Orders' and 'Special Orders'. A search box is located in the top right. Below the header is a table titled 'Standard Orders (1)' with columns for ID, Service(s), Project type, Latest activity, and Status. The table contains one entry: ID #Z1DAFC36, Service(s) Virtual Machines, Project type Personal, Latest activity Dec 10, 2024, and Status Completed. The footer contains information about the European Open Science Cloud - EU Node, contact details, and policy statements.

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

- 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

Credits
Overview of your credits.

Viewing resources for:
Giorgos Chatzigeorgakidis (Default Personal Project)
ID: pp-0192b4e7-87ce-4d88-a9c5-0e11633774ea

Your credits

1 **490**
Remaining credits

2 **41 days**
Next refresh

Services

3

File Sync & Share
30 credits consumed in this period
[View Service >](#)

Interactive Notebooks
Access enabled
[View Service >](#)

Large File Transfer
Access enabled
[View Service >](#)

Virtual Machines
50 credits consumed in this period
[View Service >](#)

Cloud Container Platform
600 credits consumed in this period
[View Service >](#)

Bulk Data Transfer
Access enabled
[View Service >](#)

4 **What are credits?**
Credits are your virtual currency within the EOSC EU Node which you can spend to consume select services according to your needs.
Credits have no monetary value and are used exclusively in the EOSC EU Node to

- 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 shows the EOSC EU Node user interface. On the left is a navigation sidebar with the following items: European Commission logo, EOSC EU Node, Resource Hub, user profile for Giorgos Chatzigeorgakidis, Logout button, 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). The main content area has a heading '- Credits for Groups: When you create a group, a separate Group Wallet will automatically be generated. This wallet is independent of your personal wallet and comes pre-allocated with additional credits, which you can manage and spend in collaboration with your group members.' Below this is a link 'For more information on credits, click [here](#).' A horizontal line separates this from a section that says 'Need more credits? [Make a request!](#)' with a red circle containing the number '1' next to the link. The footer is a dark blue bar with three columns: 'European Open Science Cloud - EU Node' (managed by the Directorate-General for Communications Networks, Content and Technology, with an Accessibility link), 'Contact us' (Contact our Helpdesk, FAQs, Security Team), and 'About us' (mission statement). A 'Policy statement' section lists 'EOSC EU Node Acceptable Use Policy', 'EOSC EU Node User Access Policy', and 'EOSC EU Node Privacy Statement'. At the bottom are links for 'Contact the European Commission', 'Follow the European Commission on social', '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

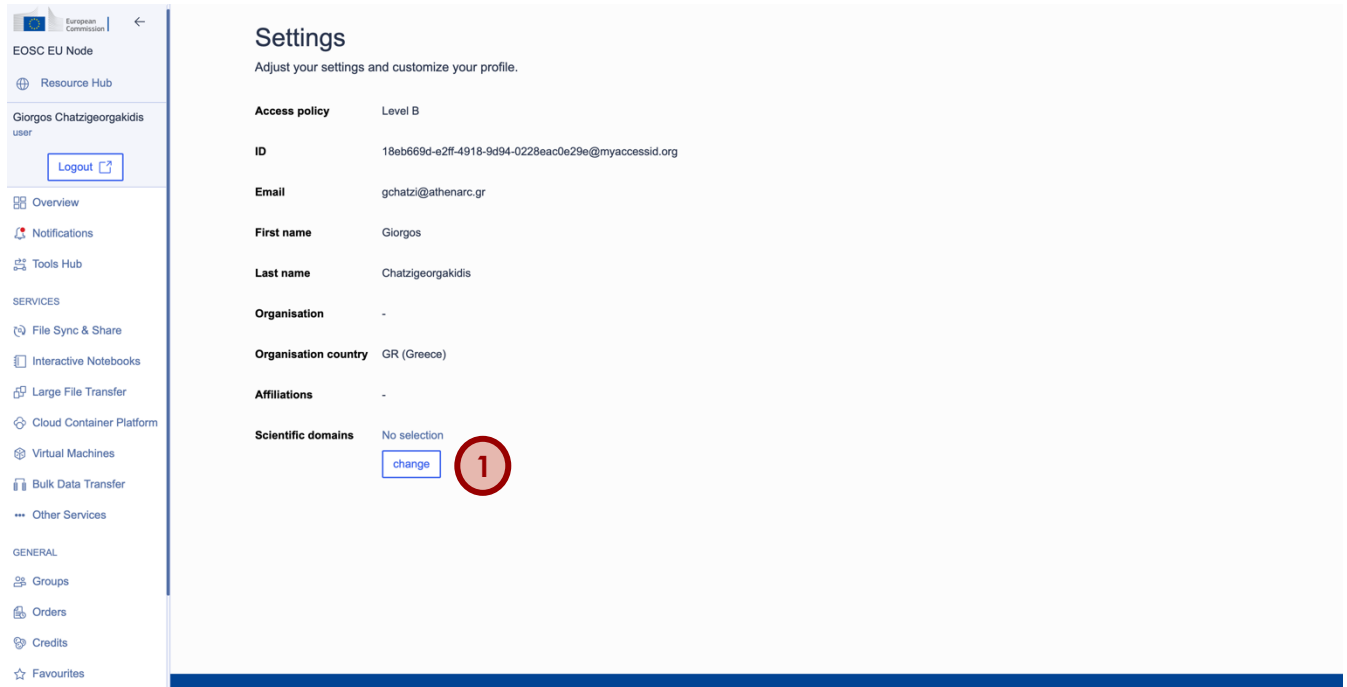
3.8.1. View All Favourites

The screenshot displays the 'Favourites' section of the EOSC EU Node interface. On the left, a navigation sidebar includes the user profile 'Giorgos Chatzigeorgakidis' and various service categories like 'SERVICES' and 'GENERAL'. The main content area, titled 'Favourites', lists two resource cards. Each card features an 'INTEROPERABILITY GUIDELINE' label, a year, a title, and a provider. A star icon in the top right of each card allows for toggling its status as a favourite. A red circle with the number '1' is placed over the star icon of the first card to illustrate this action.

- 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 for the user Giorgos Chatzigeorgakidis. The page is titled 'Settings' and includes the instruction 'Adjust your settings and customize your profile.' The settings are organized into several sections:

- 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:** -
- Scientific domains:** No selection. A 'change' button is visible next to this field, which is highlighted with a red circle containing the number 1.

The left sidebar contains 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). A 'Logout' button is also present in the user profile section.

- 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

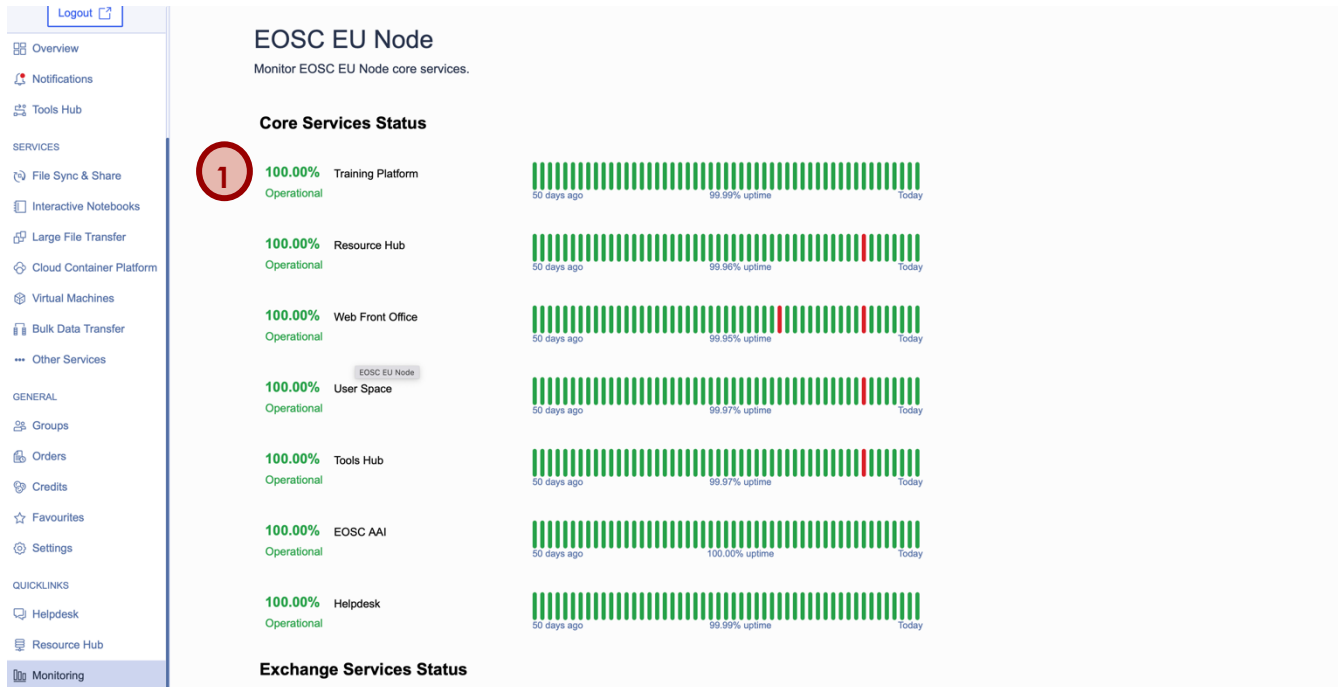
3.10.1. Contact Helpdesk

The screenshot shows the EOSC Helpdesk contact form. The form is titled "Helpdesk" and includes a sub-header: "Whether you are troubleshooting or seeking guidance, our support team is here to help you." The form fields are: "Full name" (with a red circle 1), "Email", "Subject of message" (pre-filled with "EOSC Helpdesk"), and "Message". Below the message field is a "Privacy Statement" link and a blue "Submit" button (with a red circle 2). 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), GENERAL (Groups, Orders, Credits, Favourites, Settings), QUICKLINKS (Helpdesk, Resource Hub, Monitoring). 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)