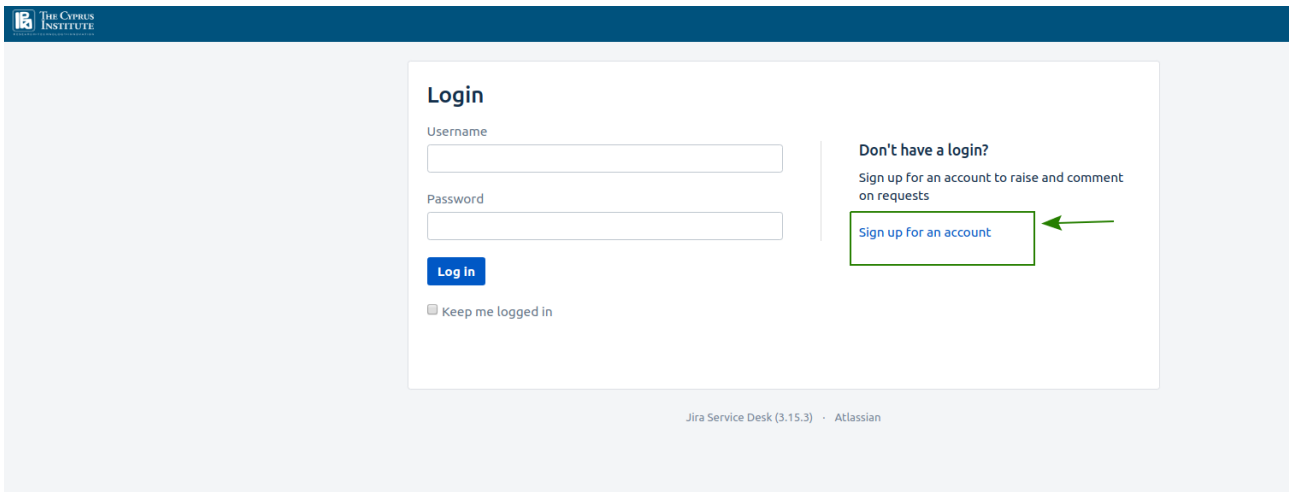


# HPC Facility Helpdesk System Instructions

The HPC Facility helpdesk system's user portal is accessible through the below address:

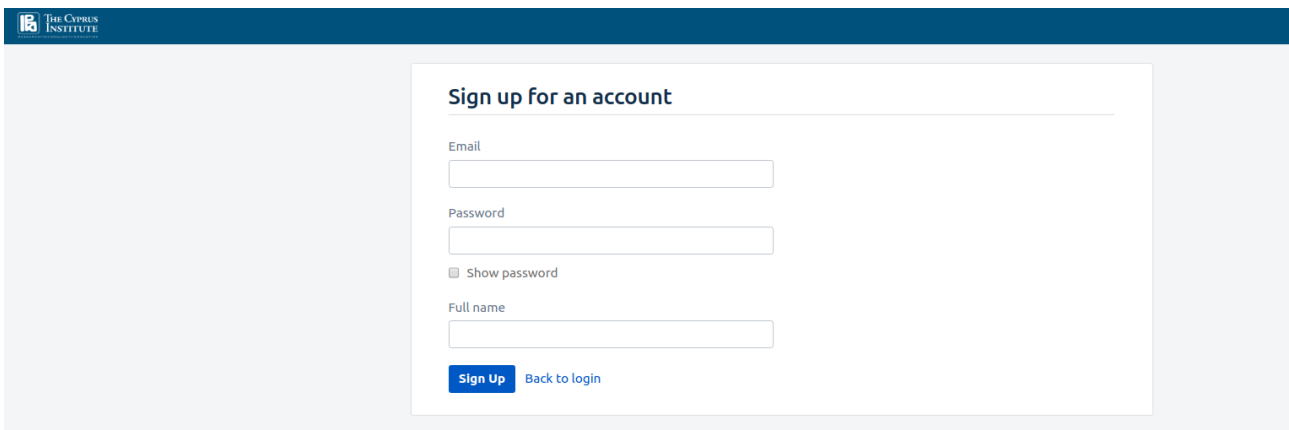
<https://hpcsupport.cyi.ac.cy/servicedesk>

When you first visit the user portal you have to sign up for an account by clicking the "Sign up for an account" option as below:



The screenshot shows the login interface of the HPC Facility Helpdesk System. At the top left, there is a logo for 'THE CYPRUS INSTITUTE'. The main content area is titled 'Login' and contains two input fields: 'Username' and 'Password'. Below these fields is a blue 'Log In' button and a checkbox labeled 'Keep me logged in'. To the right of the login fields, there is a section titled 'Don't have a login?' with the text 'Sign up for an account to raise and comment on requests'. A green box highlights the 'Sign up for an account' link, with a green arrow pointing to it from the right. At the bottom of the page, it says 'Jira Service Desk (3.15.3) · Atlassian'.

You will be directed to the below page where you should fill in the requested information:









The screenshot shows the 'Sign up for an account' page of the HPC Facility Helpdesk System. At the top left, there is a logo for 'THE CYPRUS INSTITUTE'. The main content area is titled 'Sign up for an account' and contains three input fields: 'Email', 'Password', and 'Full name'. Below the 'Password' field is a checkbox labeled 'Show password'. At the bottom of the form, there is a blue 'Sign Up' button and a link labeled 'Back to login'.

Once you click the "Sign up" button you will be automatically logged in and directed to the helpdesk system's user portal home page. The email you will provide will be your username for accessing the portal:

### HPCF Helpdesk







Welcome! You can raise a HPCF request from the options provided.

-  [Raise a request](#)
-  [Request a new account](#)
-  [Add existing user account to project](#)
-  [Report a problem](#)
-  [Request new software](#)
-  [Request Educational Access](#)

To create a new ticket you need to select one of the request types provided and fill in the requested fields. For example, to raise a general request you need to select the “Raise a request” option:

### HPCF Helpdesk

Welcome! You can raise a HPCF request from the options provided.

-  [Raise a request](#)
-  [Request a new account](#)
-  [Add existing user account to project](#)
-  [Report a problem](#)
-  [Request new software](#)
-  [Request Educational Access](#)

And proceed with filling in and submitting your request:

**HPCF Helpdesk**  
**Raise a request**

Please create this ticket if you want to raise a support request

System  
Cy-Tera System to which this request is related. If this is a general inquiry leave this blank.

Summary  
General inquiry Request summary

Description  
This is a request for support Description of request

[Create](#) [Cancel](#)

Once you submit your request you will be directed to the page of the request, from where you can add comments on the request, you can cancel or resolve the request etc.

**HPCF Helpdesk / HPCF-8**  
**General inquiry** WAITING FOR SUPPORT

comment on this request...

**Details** Just now  
System  
Cy-Tera  
Description  
This is a request for support

Don't notify me  
 Escalate  
 Resolve this issue  
 Cancel request

**Shared with**  
test user  
Creator

All your requests can be found in the "Requests" menu on the top right corner of the page:

**HPCF Helpdesk**  
Welcome! You can raise a HPCF request from the options provided.

[Raise a request](#)

[Request a new account](#)

[Add existing user account to project](#)

[Report a problem](#)

[Request new software](#)





[Request Educational Access](#)

Requests 7  
My requests 7  
All requests

You can also modify your profile details such as change your password, avatar, language, time zone etc by selecting the "Profile" option on the top right corner of the page:

## HPCF Helpdesk

Welcome! You can raise a HPCF request from the options provided.

 Raise a request Request a new account Add existing user account to project Report a problem Request new software Request Educational Access

Finally, please be reminded that you can also create a request by sending an email to [hpc.support@cyi.ac.cy](mailto:hpc.support@cyi.ac.cy). Requests directly sent via email will still be received through the helpdesk system and also will be visible under the “Requests” menu as long as the email from which you have sent the request is the same with the one associated with your account in the helpdesk system’s user portal.