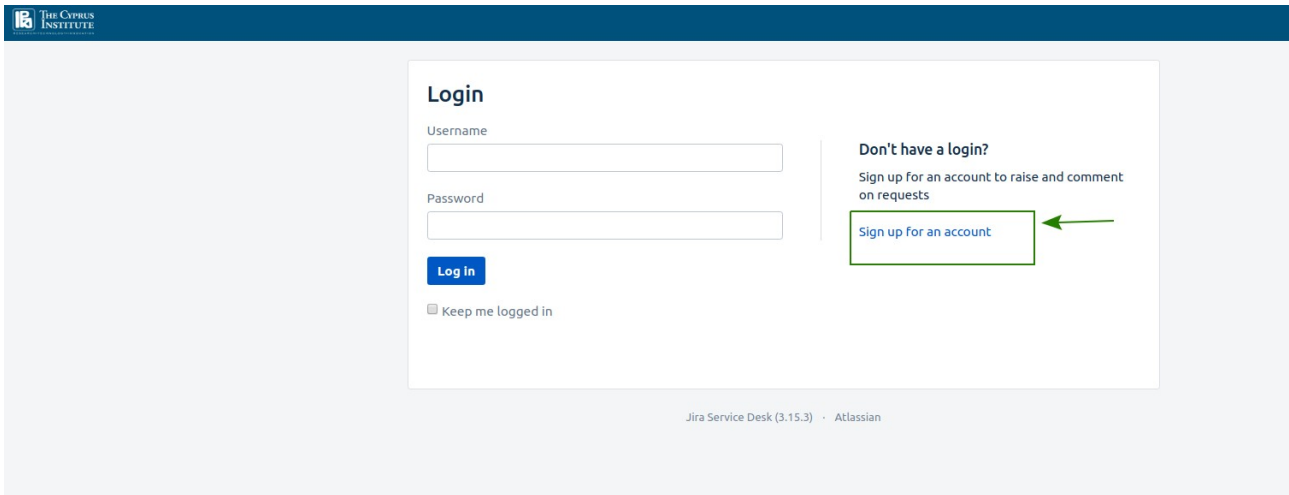


# HPC Facility Helpdesk System Instructions

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

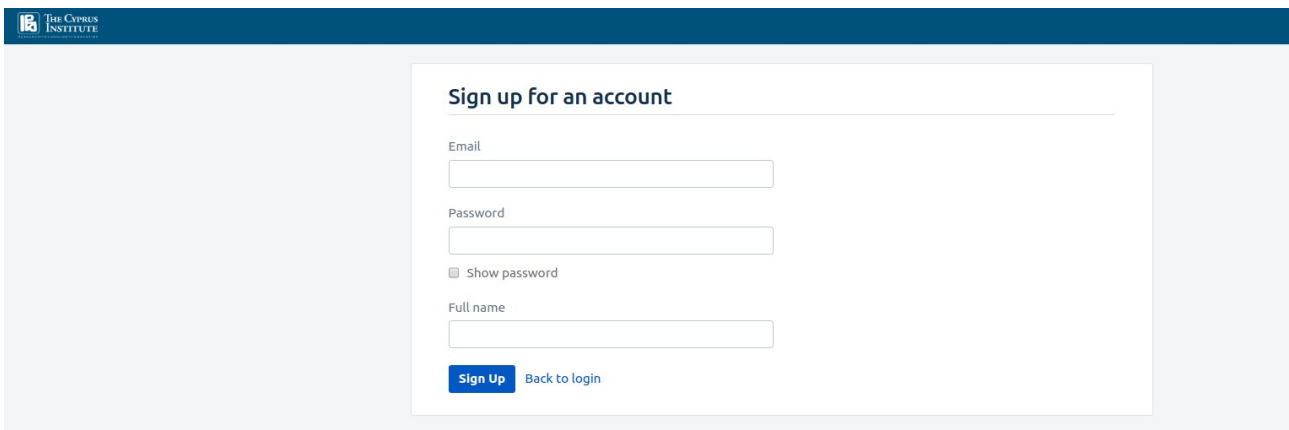
<https://hpcfsupport.atlassian.net/servicedesk/>

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:



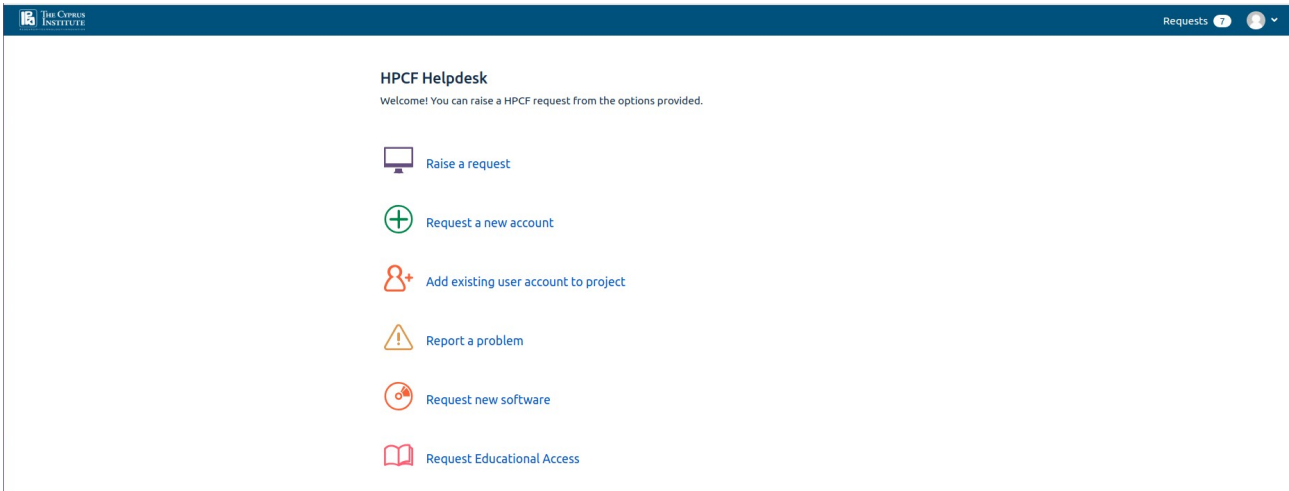
The screenshot shows the login interface for the HPC Facility Helpdesk System. It includes a header for 'THE CYPRUS INSTITUTE'. The main content area is titled 'Login' and contains two input fields: 'Username' and 'Password'. Below these fields is a blue 'Log In' button and a checkbox labeled 'Keep me 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, the text 'Jira Service Desk (3.15.3) · Atlassian' is visible.

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

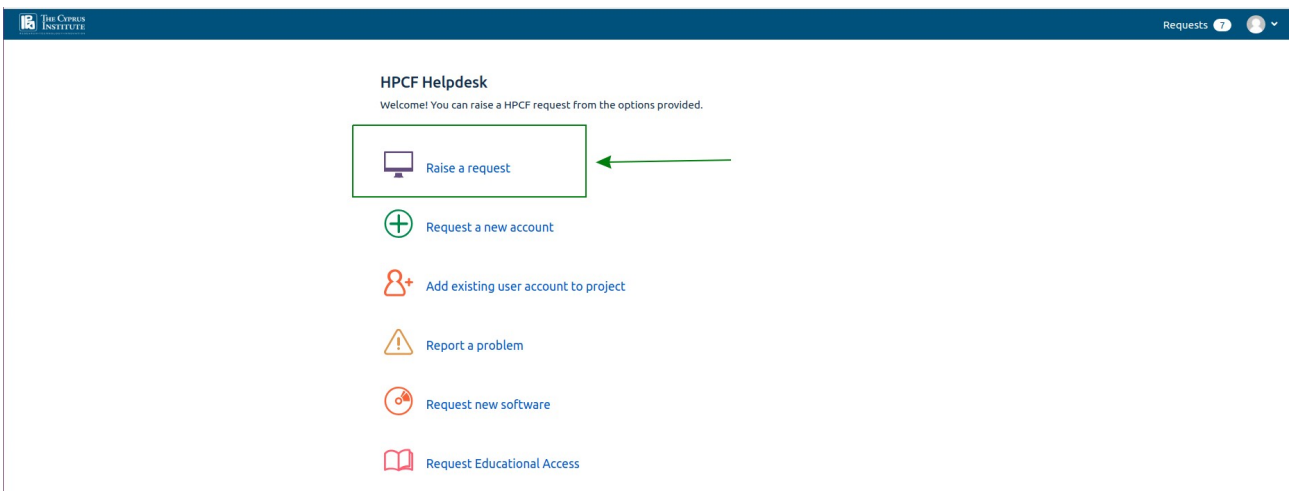


The screenshot shows the 'Sign up for an account' page. It features a header for 'THE CYPRUS INSTITUTE'. The main content area is titled 'Sign up for an account' and contains three input fields: 'Email', 'Password', and 'Full name'. Below the 'Password' field is a checkbox labeled 'Show password'. At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

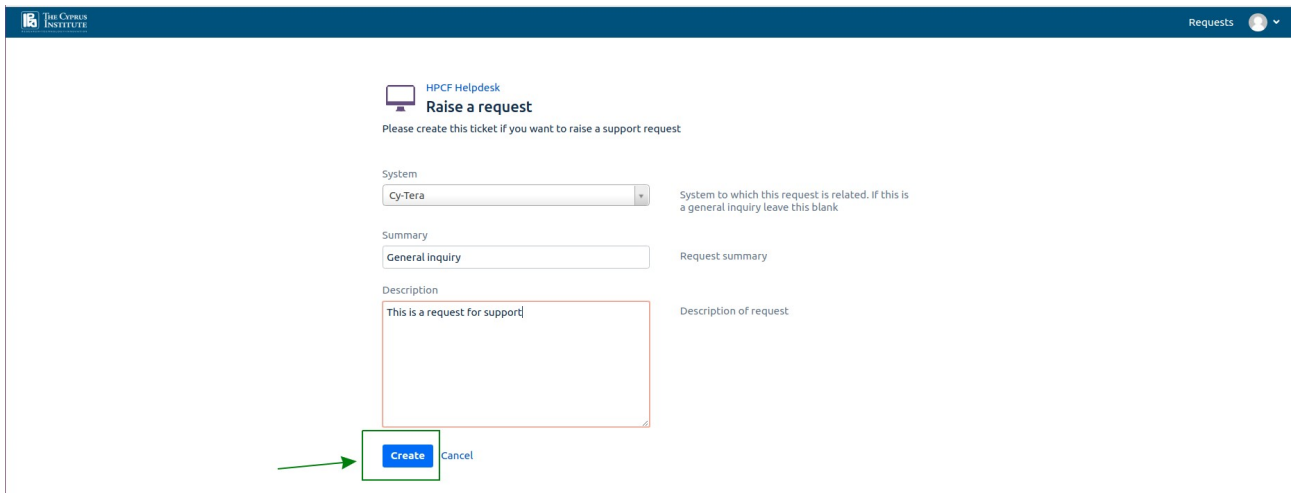
Once you click the "Sign up" button you will be automatically logged in and directed to the helpdesk system's user portal home page. The email you will provide will be your username for accessing the portal:



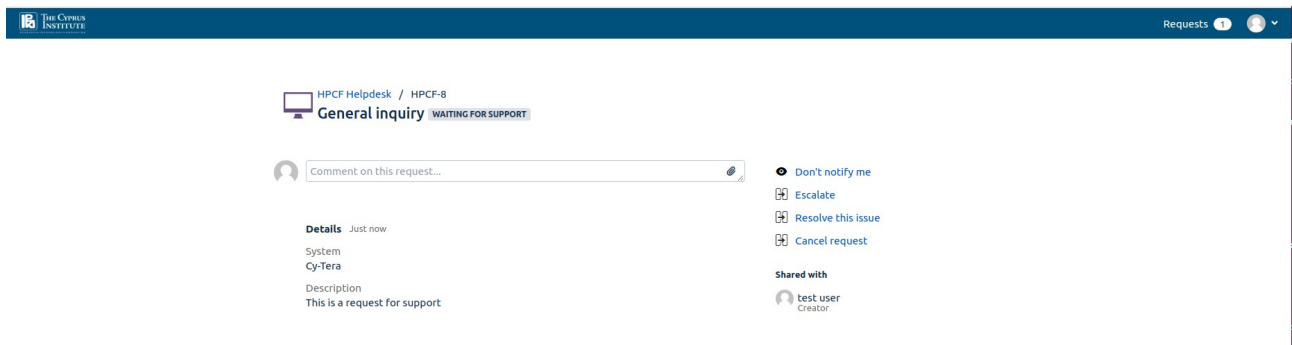
To create a new ticket you need to select one of the request types provided and fill in the requested fields. For example, to raise a general request you need to select the “Raise a request” option:



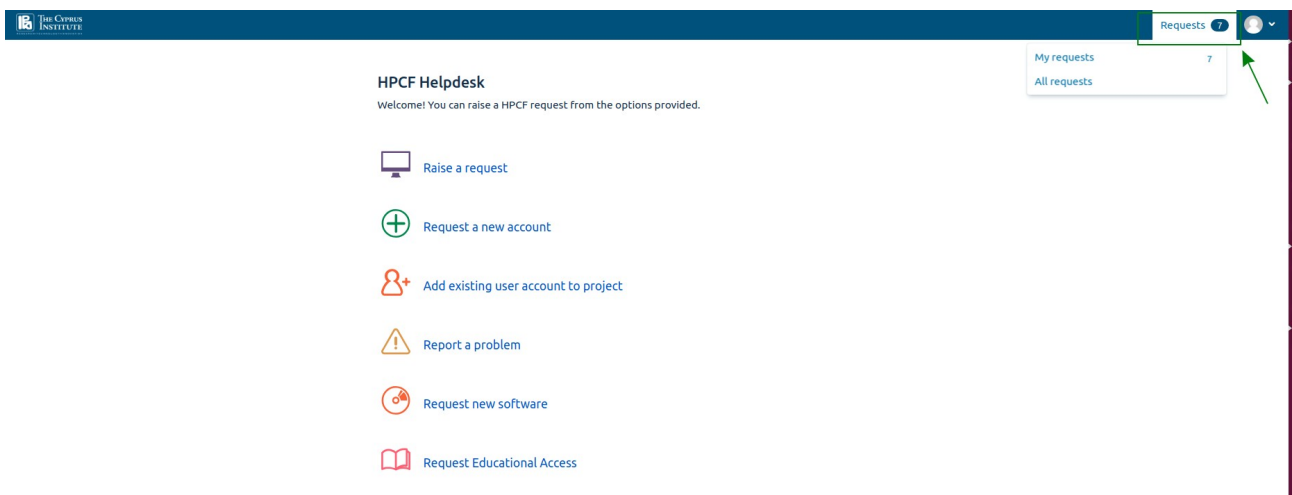
And proceed with filling in and submitting your request:



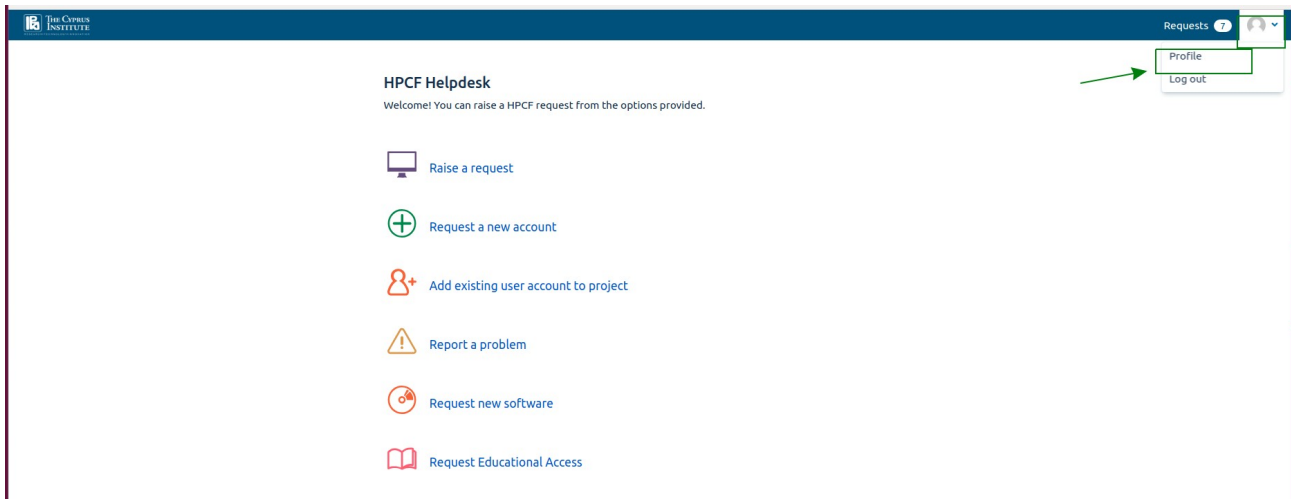
Once you submit your request you will be directed to the page of the request, from where you can add comments on the request, you can cancel or resolve the request etc.



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



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:



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.