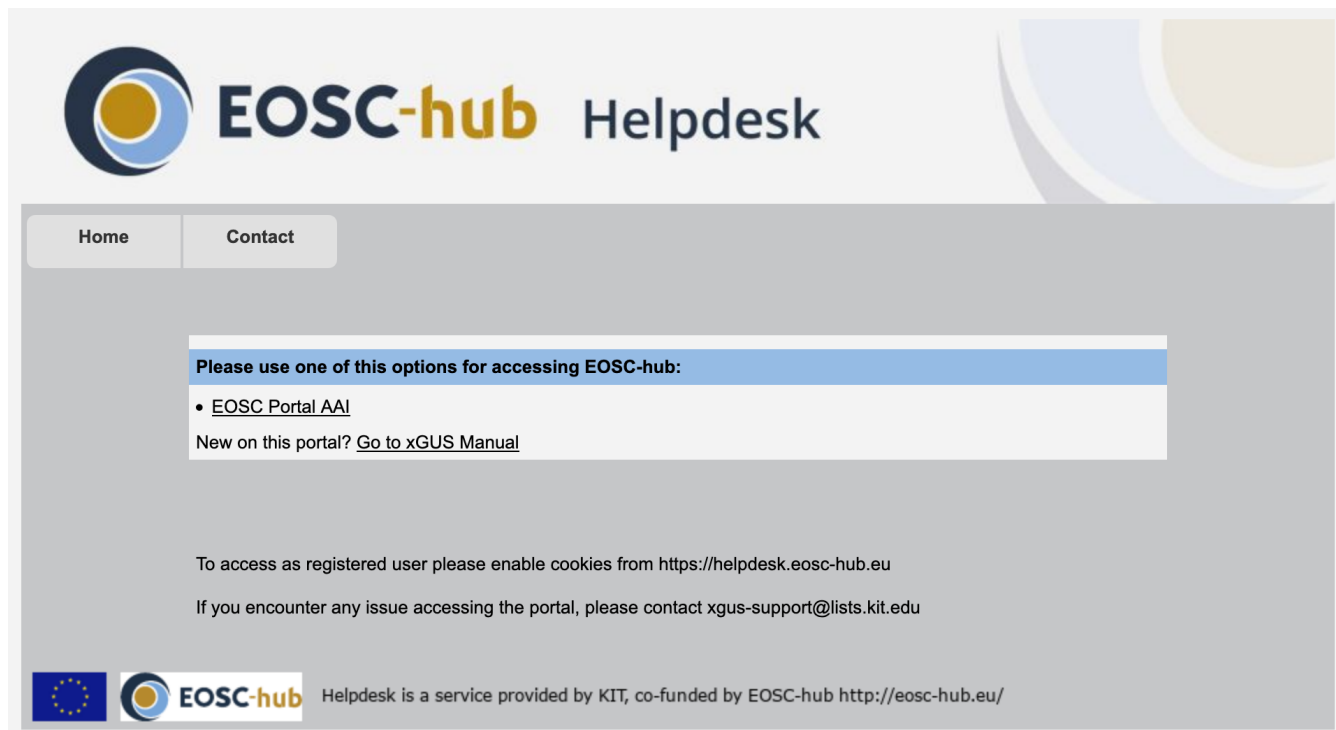


## 2. Creating a ticket

### Creating a ticket via xGUS web interface

1 Go to the helpdesk web page <https://helpdesk.eosc-hub.eu/>



2. **Authentication:** The authentication can be done using EUDAT B2ACCESS, EGI Check-in, or any other EOSC Portal AAI service:



EUROPEAN OPEN  
SCIENCE CLOUD

English ▼

## CHOOSE YOUR ACADEMIC/SOCIAL ACCOUNT



OR



Search...

[EUDAT B2ACCESS](#)

[A'SHARQIYAH UNIVERSITY](#)

[A\\*STAR - Agency for Science, Technology and Research](#)

[A. T. Still University](#)

3. **Description:** From the top menu tab, click on "Submit Ticket" and fill the form to create a request/incident. The information asked in the form is requested to identify the issue and give the appropriate support.

[Home](#)[Submit ticket](#)[Search ticket](#)[Support staff](#)[My data](#)[Contact](#)[Logout](#)**Submit ticket****User information**

Name: Nadia Tonello \* E-Mail:

Notification mode ? ☐ on every change ☒ on solution CC to: ?

\* My support unit: ?

**Issue information**

\* Subject ?

\* Describe the issue ?

4000 characters left

\* Ticket category

\* Priority: ?

\* Assign ticket to (please note) ?

Attach File(s) (max. 2 MB pro File)  No file selected.  No file selected.  No file selected.

\* Required fields

**EOSC-hub**Helpdesk is a service provided by KIT, co-funded by EOSC-hub <http://eosc-hub.eu/>

4. **Submission:** By clicking the Submit button at the bottom of the form, the issue will be sent and First Level support will be notified about the new ticket submission.