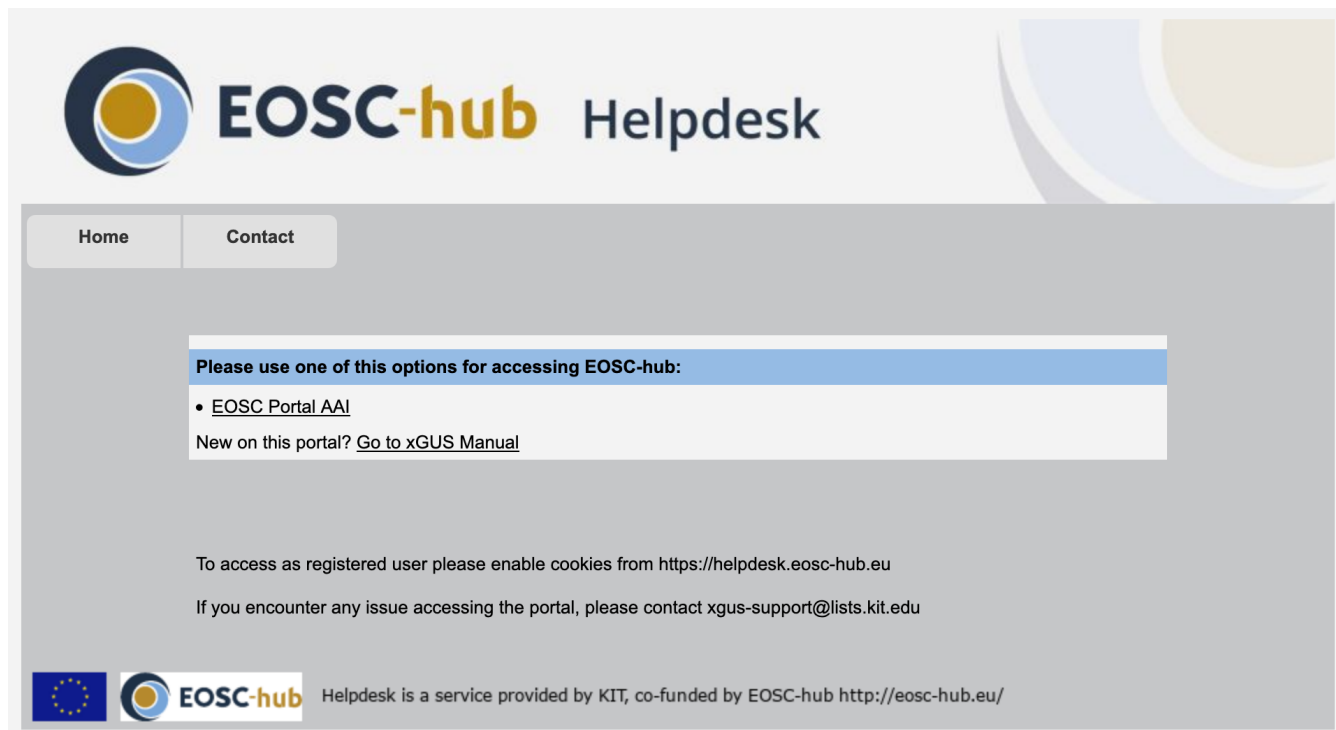


2. Creating a ticket

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:



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CHOOSE YOUR ACADEMIC/SOCIAL ACCOUNT



OR



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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.

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



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.