

RUS  
Copernicus



**USER GUIDE**

**Research and User Support for Sentinel Core  
Products - Service Operations - RUS**

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## 1 Introduction

This document presents the different RUS services, notably how these can be accessed and used via the RUS portal. First section presents the necessary steps to register and log-in to the RUS portal, second section presents how a registered person can request an access to a cloud computing environment and the related options, third section presents how the RUS helpdesk can be contacted and for what purpose, while the fourth section presents the different training options offered by RUS.

Complementary guidelines on how to use the RUS cloud-computing environment are accessible from the RUS portal in menu [The RUS Offer/ Computing environments](#). To access directly this QuickStart Guide, [click on this link](#).

### 1.1 Account creation

To access the RUS services, a user must first create a Copernicus Single Sign On (SSO) account. The SSO account credentials will be used to login to the RUS platform. Creating a Copernicus SSO account is quick and simple. You can do it accessing the registration page from the “Login” menu available on the upper-right side of the RUS portal (Figure 1). The Copernicus SSO will send you a link by email to validate your account. Once your Copernicus SSO account is created, log-in to the RUS platform via the same “Login” menu of the RUS portal. You will be requested to answer a few questions on your profile when connecting for the first time.



Figure 1 - The Copernicus SSO account creation page.

Once connected to the RUS portal an additional menu named “Your RUS service” appears. This drop-down menu grants access to your user profile (Figure 2). Information from the Copernicus SSO account is displayed (not editable on the RUS portal) along with complementary information (update possible). Next sections present the different services you can access.

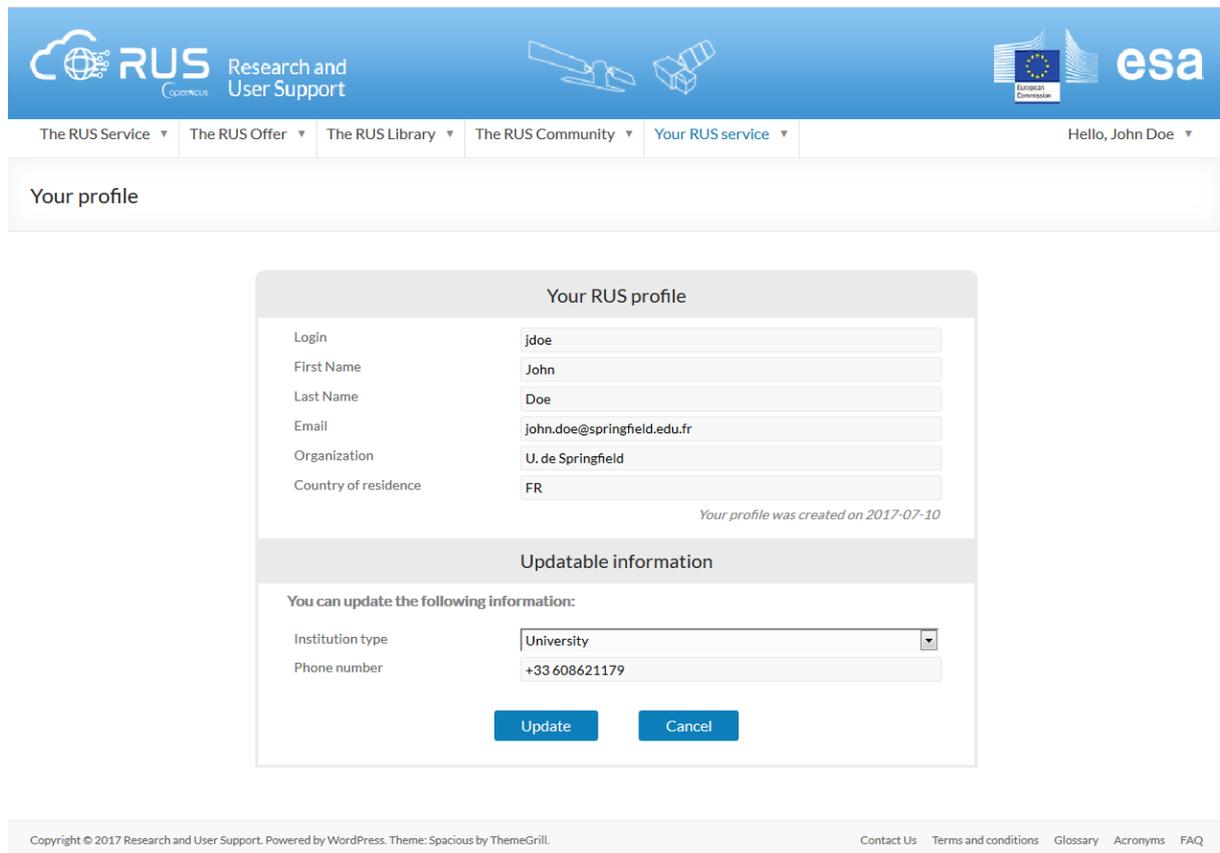
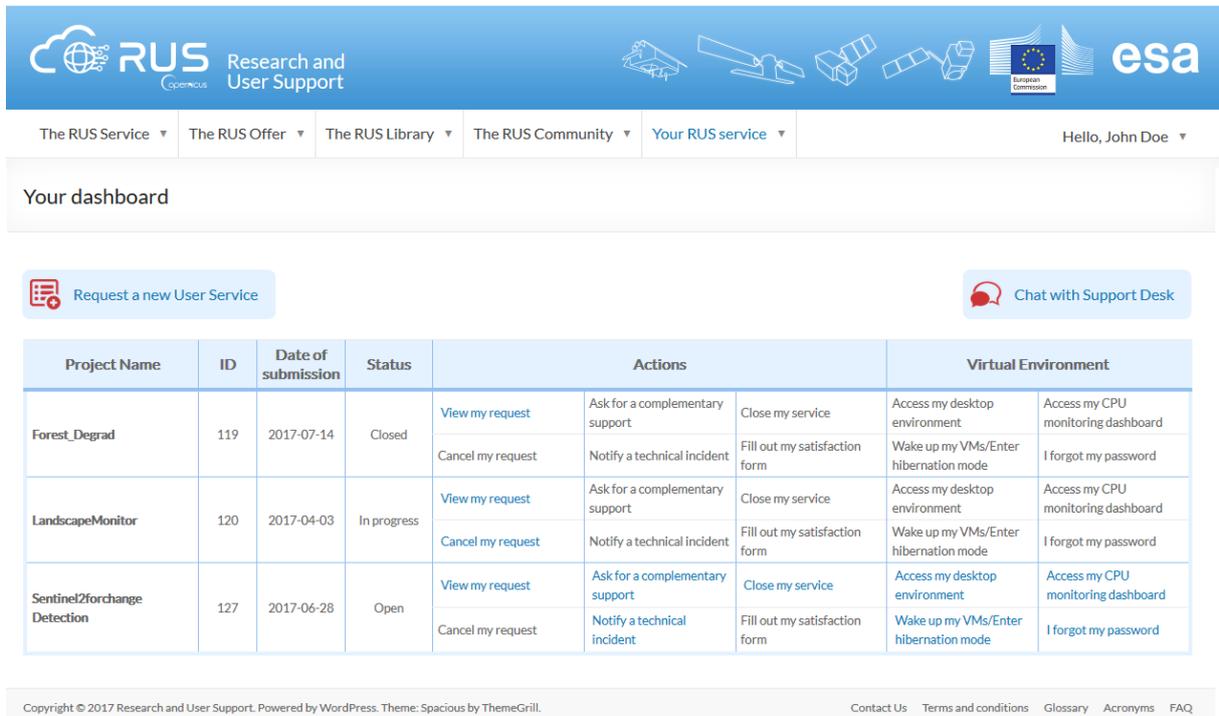


Figure 2 - The RUS user profile page.

## 1.2 Request opening of a service

Once logged-in, an additional menu named “Your RUS service” appears on the RUS portal. This drop-down menu grants access to your private dashboard. A user has to submit a User Service Request (USR) in order to access a virtual environment that will be associated to a project. This step is performed via the "Request a new User Service" button available on the dashboard (Figure 3). The RUS helpdesk will analyse the eligibility of the submitted request (Figure 4), and if accepted, grant an access to a private virtual desktop environment, on the cloud (Figure 5).



The screenshot shows the RUS Research and User Support dashboard. At the top, there are navigation links: 'The RUS Service', 'The RUS Offer', 'The RUS Library', 'The RUS Community', 'Your RUS service', and a user greeting 'Hello, John Doe'. Below this is a 'Your dashboard' section with two buttons: 'Request a new User Service' and 'Chat with Support Desk'. The main part of the dashboard is a table with the following data:

Project Name	ID	Date of submission	Status	Actions			Virtual Environment	
Forest_Degrad	119	2017-07-14	Closed	View my request	Ask for a complementary support	Close my service	Access my desktop environment	Access my CPU monitoring dashboard
				Cancel my request	Notify a technical incident	Fill out my satisfaction form	Wake up my VMs/Enter hibernation mode	I forgot my password
LandscapeMonitor	120	2017-04-03	In progress	View my request	Ask for a complementary support	Close my service	Access my desktop environment	Access my CPU monitoring dashboard
				Cancel my request	Notify a technical incident	Fill out my satisfaction form	Wake up my VMs/Enter hibernation mode	I forgot my password
Sentinel2forchange Detection	127	2017-06-28	Open	View my request	Ask for a complementary support	Close my service	Access my desktop environment	Access my CPU monitoring dashboard
				Cancel my request	Notify a technical incident	Fill out my satisfaction form	Wake up my VMs/Enter hibernation mode	I forgot my password

At the bottom of the dashboard, there is a copyright notice: 'Copyright © 2017 Research and User Support. Powered by WordPress. Theme: Spacious by ThemeGrill.' and a footer with links: 'Contact Us', 'Terms and conditions', 'Glossary', 'Acronyms', 'FAQ'.

Figure 3 - The user private dashboard.

Figure 3 illustrates the possibility for a user to have multiple services, each service being referenced with a unique ID. For instance ID 119 corresponds to a closed service, ID 120 corresponds to user service request being analysed (USR), while ID 127 corresponds to an open service.

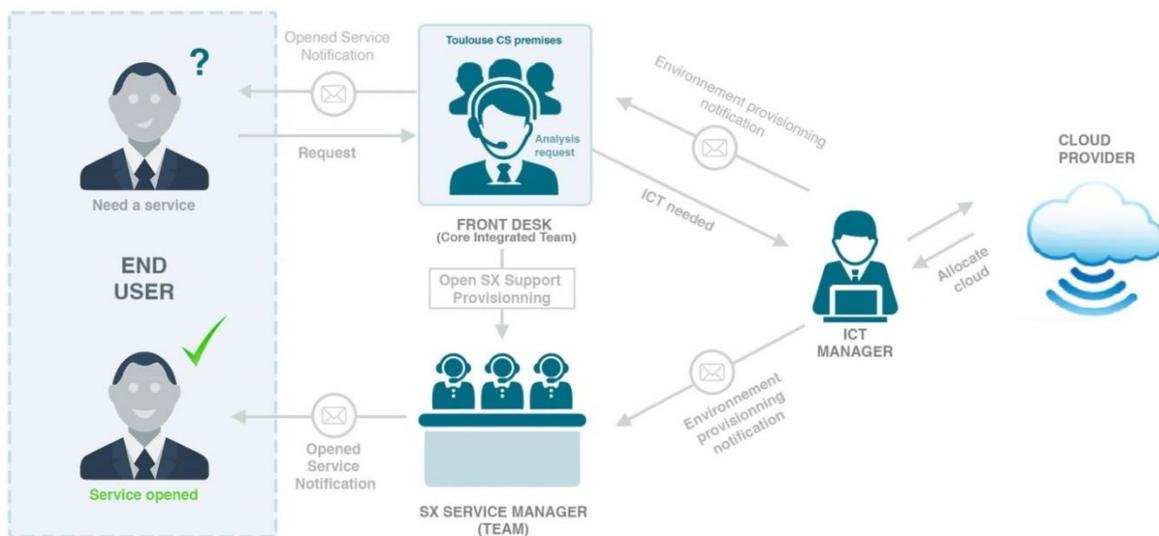


Figure 4 - Flowchart depicting steps from a request submission to the opening of the service.



Figure 5 - A Linux-based virtual desktop environment.

The scaling of the service, including the duration, the type of support, and the processing capabilities (e.g., number of virtual machines, number of cores, RAM, space disk) will be tailored to the needs captured during the analysis of the USR. The request for a service becomes visible on the dashboard once submitted (Figure 3). For a request the different statuses are: Submitted, In progress, Accepted, while for a service statuses are: Opened, and Closed. Note two additional statuses (Pending, Resumed) may appear on the dashboard for requests which ESA's approval is required. A notification email will be sent to the user when the status of a request/service changes.

For each request or service, different options are provided. Those vary based on their status. For instance, available options for an opened service are:

- **View my project:** access the summary of actions related to the service, including the USR, CSR, and discussions with the RUS Service,
- **Ask for complementary support** (i.e., submit a Complementary Service Request (CSR)): submit a request for support to the RUS Service,
- **Notify a technical incident:** to contact the ICT management when faced with a technical incident,
- **Close my service:** you can inform the RUS Service the project can be closed before the scheduled date,
- **Access my desktop environment:** opens the log-in page to access the remote desktop,
- **Wake up my VM/ Enter hibernation mode:** wake up/ hibernate Virtual Machines of your cloud environment,
- **Access my CPU monitoring dashboard:** monitor the processing activity of your cloud environment.
- **Forgot my password:** contact the HelpDesk in order to retrieve your credentials.

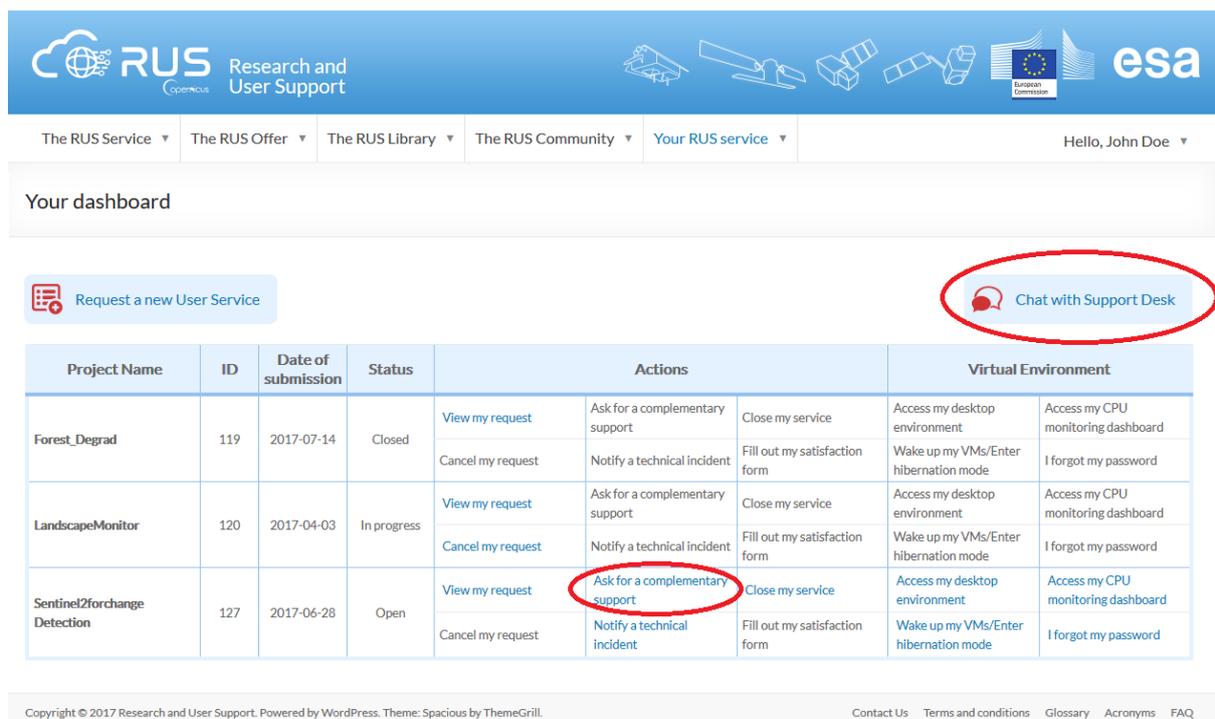
**Note that for each opened service (i.e., project), a user will receive a personal and confidential set of login and password that will be requested to access the corresponding cloud-computing environment.**

For a user, it is important to differentiate the Copernicus SSO account necessary to log in to the RUS portal and access the private dashboard, from the set of additional credentials provided for each service accessible from the dashboard.

Note a Quickstart guide has been developed to facilitate your first steps on the virtual environment (Figure 5). You can [download it here](#).

### 1.3 Request support from the Helpdesk

A user can request support from the helpdesk in relation to an open service via the “Ask for complementary support” button (CSR) or the “Chat with Support Desk” buttons, both accessible via the dashboard (Figure 6). For instance a CSR shall be formulated in order to request the end of a service to be postponed, the configuration of the virtual environment to be upgraded, or support to download data. The chatroom can be used for issues that can be tackled as part of a live discussion like finding a function in a software. Please note the helpdesk and support experts will be available on the chatroom during the normal working days in France, on dedicated time slots from 10am to 12am, and from 2:30pm to 4:30pm.



Project Name	ID	Date of submission	Status	Actions			Virtual Environment	
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**Figure 6 - Available options on the dashboard to contact the helpdesk: complementary support request (CSR), or access to a chat room.**

The chatroom is based on the RocketChat platform. The interface is easy to use however guidance can be [accessed here](#). Note that nobody from the RUS service will be visible when connecting to the

RocketChat environment for the first time. To reach someone for the first time, you will have to use the search tool using for example the following keywords: “helpdesk”, “ICT”, “S1”, “S2”, “S3”. Figure 7 illustrates an example of a user looking for a person from the Sentinel-2 support team.

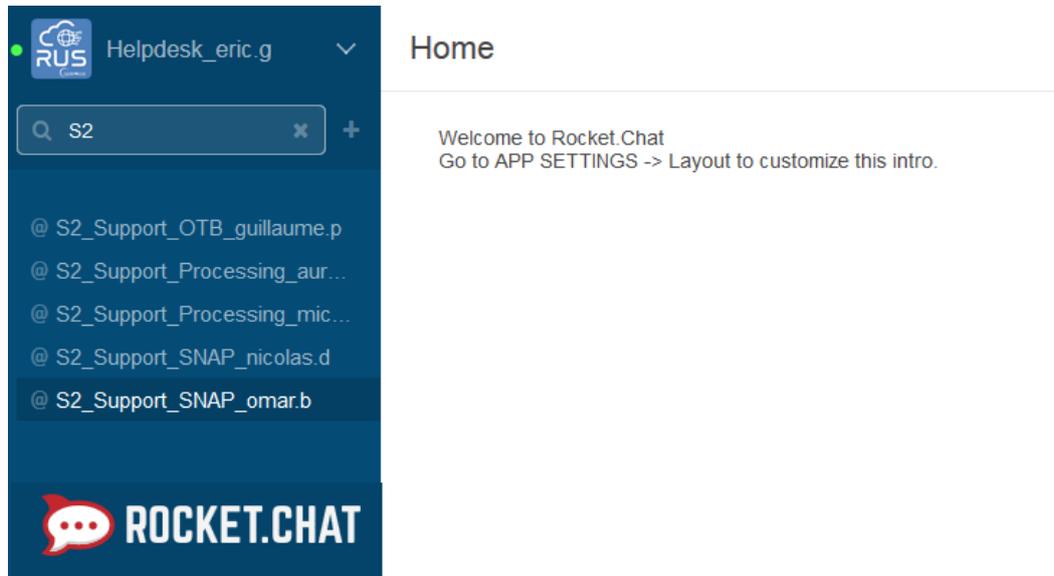


Figure 7 - Interface of the RUS Service RocketChat.

#### 1.4 Participation in training activities

Training is the third type of service the RUS platform can offer. Materials (e.g., handbooks, video-recorded demonstrations) are made freely available on the RUS portal for self-training from the drop-down menu “RUS library/ Learn by yourself”. Webinars and hands-on training sessions are also organised by our team of experts, predominantly as conference side-events or back-to-back with such events. The RUS platform will issue calls for participation in such events on the RUS portal and via social medias (e.g., [Twitter](#) and [LinkedIn](#)). If invited to participate in a webinar or an on-site training session, you may create an account on the RUS platform (if not done already) and register to a training session via the dedicated form accessible from the menu "Your RUS service".

The RUS platform can also organise on-site training sessions upon request from users. However, such opportunities will remain limited in terms of occurrences and number of participants. If interested, you may contact the RUS team in charge of such activities via this email address: [training@rus-copernicus.eu](mailto:training@rus-copernicus.eu). To consult the list of past and future training events, please visit this page also available at the bottom of the right-hand side panel on the main of the portal.