

“Getting Help: The HPC Help Desk” Video Job Aid

Key References Referred to in this Video	
<p>Issues on classified systems must be addressed by the local Help Desk at site where classified system is hosted. Find contact information here:</p>	<p>ARL Help https://www.arl.hpc.mil/user/index.html</p> <p>Navy Help https://www.navydsrc.hpc.mil/user/index.html</p> <p>AFRL and ERDC do not currently support classified processing.</p>
<p>HPC Help Desk</p>	<p>Phone: 1-877-222-2039 or 937-255-0679 (0800 – 2000 Eastern Time, M – F)</p> <p>Email: help@helpdesk.hpc.mil</p> <p>Web Portal: https://helpdesk.hpc.mil</p>
<p>Specific Account questions:</p>	<p>Email: accounts@helpdesk.hpc.mil</p>
<p>Information to pull together before contacting HPC Help Desk:</p>	<ul style="list-style-type: none"> • Description of the issue you are experiencing • DSRC Site • HPC System or resource you are using • Screenshots or copies of terminal outputs • Error Files created by PBS from running jobs
<p>To confirm or modify the email address registered to you in pIE, follow the instructions to the right:</p>	<p>User access to Portal to Information Environment (pIE) has been temporarily suspended.</p> <p>To confirm or modify the email address registered to you in pIE, please contact your S/AAA.</p>