

# NCI Help



Welcome!

This is the home page for NCI User Support documentation.

## Gadi



### 27 Jan 2020 Australia Day public holiday

NCI systems will be available to users on the Australia Day public holiday, Monday 27 Jan 2020, however user support will not be staffed on this day. Support requests submitted on Monday 27 Jan 2020 will be addressed as soon as possible from Tuesday 28 Jan 2020.



### 24 Jan 2020 – /raijin/short and /raijin/home decommissioning

The /raijin/short and /raijin/home file systems are now offline. These file systems will be decommissioned on Tuesday 28 Jan 2020

## Useful Links

URL	Description	Services	Availability	Access
<a href="http://nci.org.au">nci.org.au</a>	NCI public website	<ul style="list-style-type: none"><li>• Announcements</li><li>• Events</li><li>• Research highlights</li><li>• Policies</li></ul>	Open	Public
<a href="http://my.nci.org.au">my.nci.org.au</a>	Self-service user/project registration	<ul style="list-style-type: none"><li>• Register for a user account</li><li>• Request to join a project</li><li>• Approve a project membership (Lead CIs only)</li><li>• Submit a partner scheme project proposal (Lead CIs only)</li><li>• Approve a partner project (Partner scheme managers only)</li></ul>	Open	Login required
<a href="http://opus.nci.org.au">opus.nci.org.au</a>	Help and user documentation ( <i>You are here!</i> )	<ul style="list-style-type: none"><li>• User documentation</li><li>• Technical documentation</li></ul>	Open	Public
<a href="http://help.nci.org.au">help.nci.org.au</a>	Service desk portal	<ul style="list-style-type: none"><li>• Submit a support request</li><li>• View your support requests</li></ul>	Open	Login required
<a href="http://ncmas.nci.org.au">ncmas.nci.org.au</a>	National Computational Merit Allocation Scheme access portal	<ul style="list-style-type: none"><li>• Information about NCMAS calls for applications</li><li>• Submit a NCMAS application</li><li>• View your NCMAS results</li></ul>	August-December	Login required
<a href="http://anumas.nci.org.au">anumas.nci.org.au</a>	ANU Merit Scheme access portal	<ul style="list-style-type: none"><li>• Information about ANUMAS calls for applications</li><li>• Submit an ANUMAS application</li><li>• View your ANUMAS results</li></ul>	September-December	Login required

## Useful Email Addresses

Address	Description	Use to
<a href="mailto:help@nci.org.au">help@nci.org.au</a>	User support	<ul style="list-style-type: none"><li>• Contact NCI User Support</li><li>• Request help - create a support ticket</li></ul>

<a href="mailto:enquiries@nci.org.au">enquiries@nci.org.au</a>	Enquiries	<ul style="list-style-type: none"> <li>• Contact the NCI Communications and Outreach team</li> <li>• Request information about NCI events and activities</li> <li>• Request information about NCI partnerships</li> </ul>
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## Data Collections

From 04 Feb 2019 users will need to register for access to NCI data collections. More information is available on the [Data Collections Access](#) page.

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