



PDC Support



Need help with..

? basics

- basic questions such as
 - how to get an account
 - how to log in
 - what to do when a job is not executing
 - when more run-time is needed
- installing software
- running general software
- problems with user accounts

handled by PDC first-line support

? running software

- problems running programs in specific research areas
- optimizing code
- advanced software issues
- installing more complicated software

handled by PDC Application Experts

? complicated

- more advanced questions about system software or storage
- questions about software in research areas not covered by the PDC Application Experts

may be forwarded to other PDC or SNIC staff with appropriate expertise



Contact PDC Support

Email: **support@pdc.kth.se**

or

Phone: 08 790 7800

In person: visit PDC at Teknikringen 14, Stockholm
(Please make an appointment first.)

Ticket system for email support

- Email is the best way to get help from PDC quickly - emails to support@pdc.kth.se go to all PDC staff.
- Before sending an email, you can check the System Alerts on the PDC website in case there is a current issue causing the problem.
- Each e-mail to support@pdc.kth.se gets a support ticket number in the form #NNNNNN.
- To discuss a problem further (after a support ticket has been assigned), reply to an email from PDC Support containing the text [SNIC support #NNNNNN] in the subject line, where NNNNNN is the number of the relevant support ticket.
- Note: If you send a completely new email to PDC Support, it will generate a different ticket, so only do that for new issues.
- You should just have one support ticket for each particular problem that you need help with.

Learning more

- PDC workshops and training <https://www.pdc.kth.se/about/events>
- PDC's annual Summer School: "Introduction to High Performance Computing" <https://www.pdc.kth.se/training/summer-school>



- PDC Pub and Open House (held each year in April or May)

Access QR codes or visit www.pdc.kth.se for more information.