



Data Enclave Help Portal Reference Guide

Welcome to the NORC Data Enclave® Help Portal. This document will serve as your introduction to this environment as well as a reference guide for continued use.

In this guide, you will interact with the following topics:

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For any questions or issues with the Data Enclave Help Portal,
please contact us during business hours

DataEnclaveHelp@norc.org

9am – 5pm Central Time

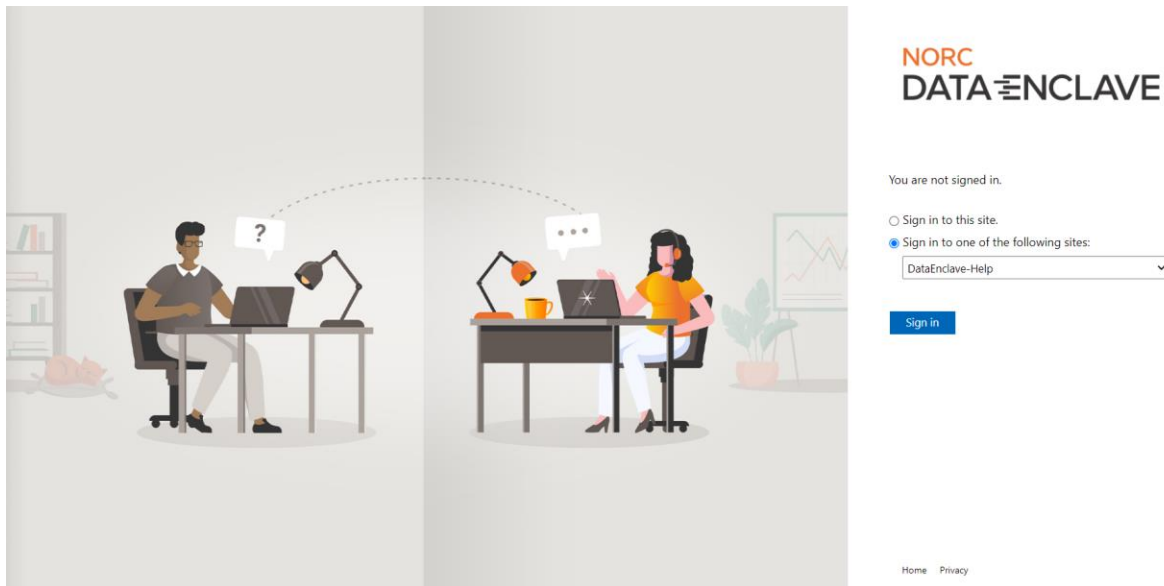
Monday through Friday

About the Data Enclave Help Portal

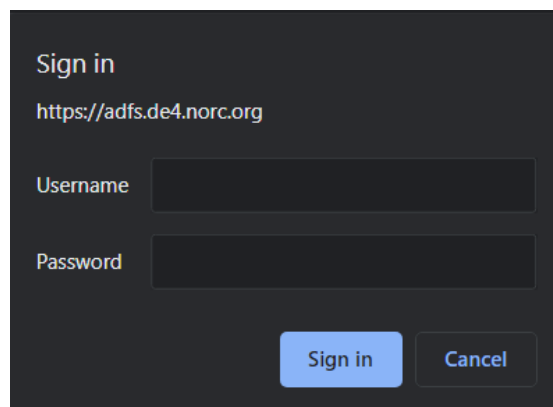
This self-service portal will be available to all Data Enclave users to request support from Data Enclave Managers, check on status of support requests, and update any existing support tickets. You will now receive updates on your tickets as emails directly from our ticketing system.

You can access the Data Enclave Help Portal by using this link: DataEnclaveHelp.norc.org.

When you reach this page, select “Sign in to one of the following sites:” and select “DataEnclave-Help.”



Enter your Data Enclave username and password in the pop up box. The pop up box may look different depending on your browser and settings.

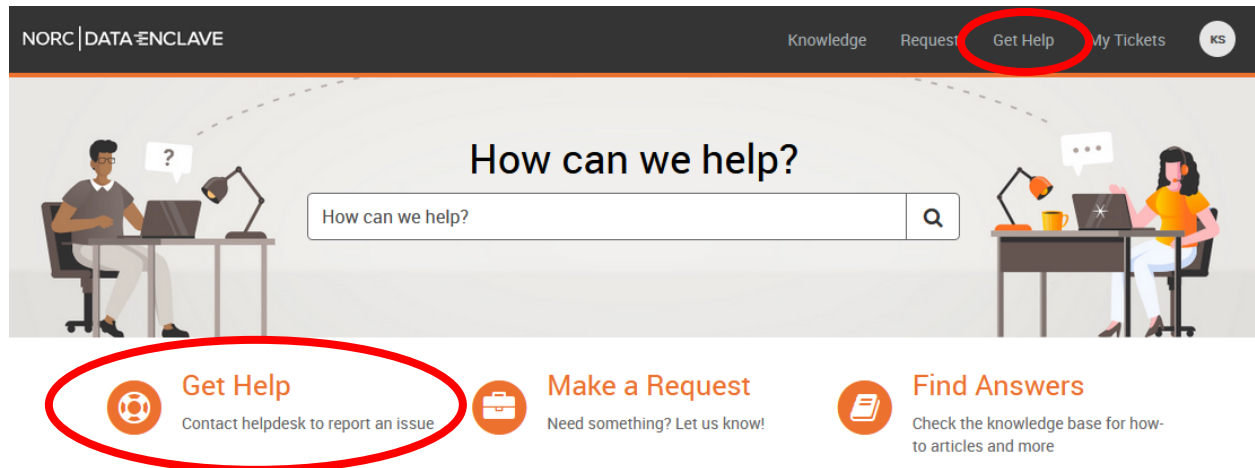


If you run into any issues setting up your account, please reach out to DataEnclaveHelp@norc.org for assistance.

Getting Help When Something Goes Wrong

To report an issue:

Select "Get Help" from the homepage, or from the ribbon at the top-right of the window



Complete the form to report an issue. Please ensure you provide all relevant information, including:

- Your Data Enclave username
- The name of the application or process where the issue exists
- A screenshot or description of any error messages received

(Screenshot of form on next page)

Report an Issue

Contact service desk to report an issue

Submit

User ID

test-user1

Contact

!

Account

Subject

RStudio will not launch

Watcher(s)

Description

Paragraph **B** *I* [List Icons] [Link] [Image] [Code]

I am trying to launch Rstudio, but each time the application begins to load, I get an error saying "Connection Timed Out." A screenshot of this error message is attached. I have tried to sign out and sign back in, but the issue persists. Please let me know if I can provide any additional information.

RStudio Error Message.png (52.4 KB)
just now

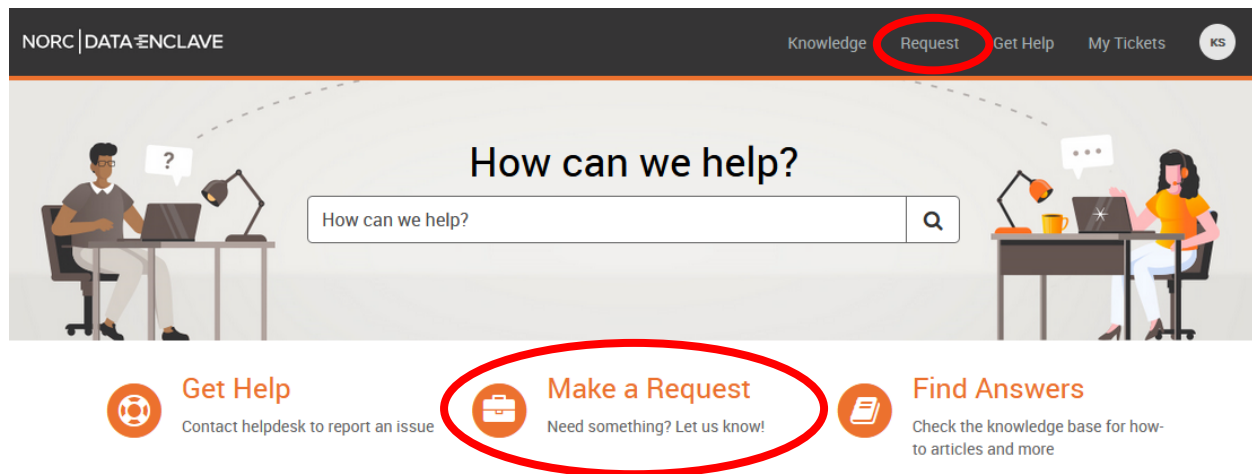
Add attachments

Making Requests

Data Enclave users can make requests, including access to applications and datasets, new software, invoice renewals, etc.

To make a request:

Select "Make a Request" from the homepage, or "Request" from the ribbon at the top-right of the window.



Complete the form to create a request. Please include all relevant information, including:

- Your Data Enclave username
- The name of your project or team
- A summary of your request
- Any other relevant details for your request

(Screenshot of form on next page)

Make a Request

Need Something? Let us know!

User ID

test-user1

Contact



Account

Subject

Access to dataset XYZ

Watcher(s)

Description

Rich text editor toolbar with icons for undo, redo, paragraph, bold, italic, bulleted list, numbered list, link, unlink, image, code, and source code.

I would like to request access to the dataset XYZ for myself and my team TeamA
This dataset was approved on our project agreement.
Please let me know if I can provide any additional information.

 Add attachments

Submit

Accessing Your Tickets

In the Data Enclave Help Portal, users can view open tickets and ticket history.

To see your tickets, select “My Tickets” from the homepage.

