

# Help and Support

The Australian Research Data Commons (ARDC) provides Online Services technical assistance via the Service Desk.



## Service Desk

- email:[services@ardc.edu.au](mailto:services@ardc.edu.au)
- portal:<https://jira.ands.org.au>

## Operating Time

- Monday to Friday, except national and ACT public holidays
- 9:00AM to 5:00PM AEST

## Supported Services:

No.	Online Services	Service Access	Documentation
1	Research Data Australia (RDA)	<a href="#">Production and Demo</a>	<ul style="list-style-type: none"><li>• <a href="#">Content Providers Guide</a></li><li>• <a href="#">Search (video)</a></li><li>• <a href="#">MyRDA (video)</a></li><li>• <a href="#">Contributor Page</a></li><li>• <a href="#">Citation Export</a></li><li>• <a href="#">About RDA metadata Syndication</a></li></ul>
2	RDA Registry	<a href="#">Production and Demo</a>	<ul style="list-style-type: none"><li>• <a href="#">Registry Software</a></li><li>• <a href="#">Data Source Account</a></li><li>• <a href="#">Manage Records</a></li><li>• <a href="#">Crosswalk: Transform your metadata</a></li></ul>
3	DOI Service	<a href="#">DOI Service (Production and Test)</a>	<ul style="list-style-type: none"><li>• <a href="#">ARDC DOI Service (old)</a></li><li>• <a href="#">DOI FAQs (old)</a></li><li>• <a href="#">Identifier decision tree</a></li></ul>
4	Research Vocabularies Australia (RVA) portal	<a href="#">Production and Demo</a>	<a href="#">RVA portal documentation</a>
5	RVA editor	<a href="#">PoolParty</a>	<a href="#">RVA editor (PoolParty) documentation</a>
6	Handle Service	<a href="#">Production and Test</a>	<a href="#">Handle Service documentation</a>
7	IGSN Service	<a href="#">Auscope IGSN</a>	<a href="#">IGSN Service</a>

## Online Assistance

### Emailing Service Desk

- Simply send an email to service ([services@ardc.edu.au](mailto:services@ardc.edu.au))
- A JIRA issue will be automatically created for any new issue (new subject) sent to Service Desk. You will receive a notification with your JIRA issue reference number. You use this reference number to provide update, request for assistance or support.
- A JIRA account will be created for users who sent an email to the Service Desk for the first time. An email with the link to reset your password will automatically be sent to you. By default, your email address is your JIRA login name.



ARDC staff are issued with standard user accounts for JIRA.


### Logging in to JIRA

- If you have a JIRA account, please login to <https://jira.ands.org.au>

Create

- To create an issue, click the **Create** button on top of the screen.
- Fill out the form with relevant information regarding your issue, feedback, enquiry, request, etc. Be as descriptive as you can be. Use the 'Attachment' field to attach a document.



- Click the  when done. A JIRA issue will be created and will be available in your Dashboard. An email will automatically be sent to the user's email address.

## Issue Escalation/Routing Channel:

No.	Online Services	First Level	Second Level	Third Level
1	Research Data Australia (RDA)	ARDC Services team	<ul style="list-style-type: none"><li>• Online Services development team</li><li>• Online Services technical support team</li></ul>	
2	RDA Registry	ARDC Services team	<ul style="list-style-type: none"><li>• Online Services development team</li><li>• Online Services technical support team</li></ul>	
3	DOI Service	ARDC Services team	<ul style="list-style-type: none"><li>• Online Services development team</li><li>• Online Services technical support team</li></ul>	DataCite (send an email to support@datacite.org)
4	Research Vocabularies Australia (RVA) portal	ARDC Services team	<ul style="list-style-type: none"><li>• Online Services development team</li><li>• Online Services technical support team</li></ul>	
5	RVA editor (PoolParty)	ARDC Services team	<ul style="list-style-type: none"><li>• Online Services development team</li><li>• Online Services technical support team</li></ul>	Semantic Web Company (raise an issue here: <a href="https://jira.semantic-web.at/servicedesk/customer/portal/4/user/login">https://jira.semantic-web.at/servicedesk/customer/portal/4/user/login</a> )
6	Handle Service	ARDC Services team	<ul style="list-style-type: none"><li>• Online Services development team</li><li>• Online Services technical support team</li></ul>	
7	IGSN Service	ARDC Services team	<ul style="list-style-type: none"><li>• Online Services development team</li><li>• Online Services technical support team</li></ul>	