

## ONDA User Portal – Tutorials

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## User Profile

### 1. How to Register to the ONDA User Portal

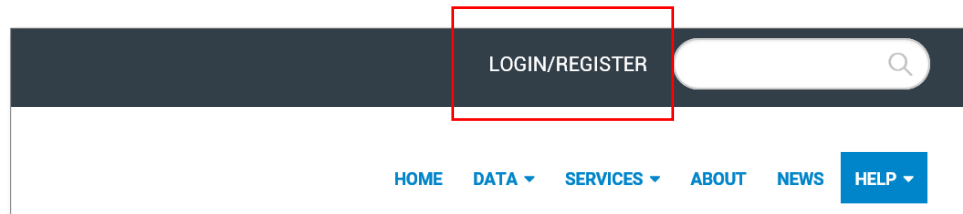
#### 1.1. Registration Overview

Registration to the ONDA User Portal is required in order to:

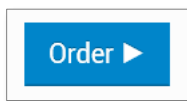
- Open and manage support requests with the Helpdesk
- Access the following ONDA Services – please visit the [Services](#) pages on the ONDA Web Portal for more information:
  - Data Access – Download
  - Data Access – Advanced API
  - Cloud resources – Virtual Servers
  - Cloud resources – Custom Environments
  - Managed Services – Business Support
  - Managed Services – Data Hosting
  - Managed Services – Managed Support

#### 1.2. Access Registration page

- Access to the ONDA User Portal Registration page is available on all pages of the ONDA Web Portal from the **Login/Register** link, which is placed on the header banner (on top of the navigation bar):

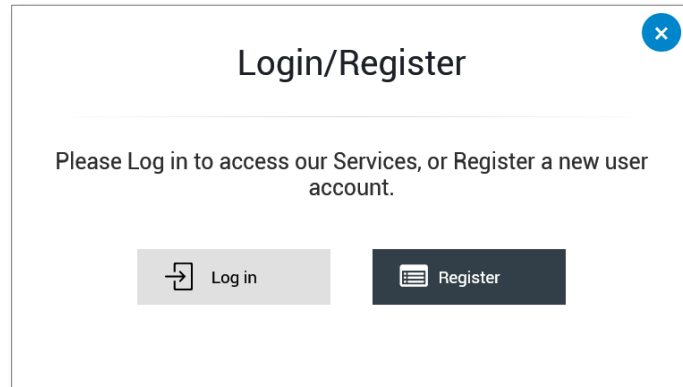


- Access is also available from the Order and Access buttons in the [Services](#) pages of the ONDA Web Portal:



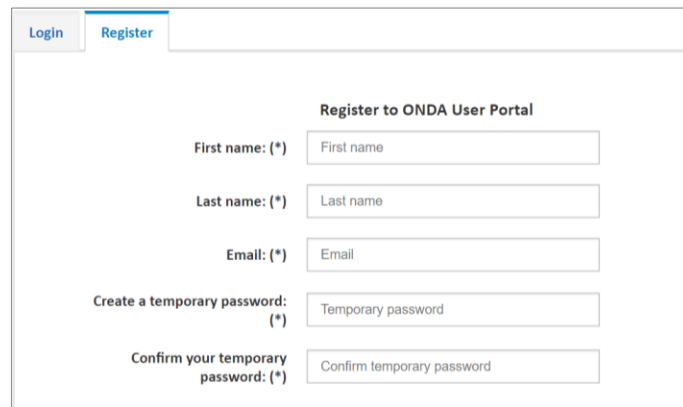
### 1.3. Registration Steps

When clicking on Login/Register or Order or Access links and buttons, the following pop-up window comes up:



A pop-up window titled "Login/Register" with a close button (X) in the top right corner. The text inside reads: "Please Log in to access our Services, or Register a new user account." Below the text are two buttons: a light gray "Log in" button with a key icon and a dark blue "Register" button with a document icon.

Click the Register button to display the Registration page:



The registration page has two tabs: "Login" and "Register", with "Register" selected. The title is "Register to ONDA User Portal". It contains five form fields, each with a label and an asterisk indicating it is required: "First name: (\*)", "Last name: (\*)", "Email: (\*)", "Create a temporary password: (\*)", and "Confirm your temporary password: (\*)". Each label is followed by a text input field.

Follow these steps to complete your registration and Login:

1. Enter your First name
2. Enter your Last name
3. Enter a valid Email address
 

Note: the email address you use for registering to ONDA cannot be changed at a later stage. If you wish to change email address, you will have to register a new ONDA account.
4. Create and Enter a temporary password (the length must be between 8 and 30 characters)
5. For verification, please re-enter your temporary password
6. Agree to the ONDA Terms & Conditions by selecting the checkboxes
7. Click the **Register** button
8. A pop-up window will confirm your successful registration
9. Go to your mailbox and open the email from [no-reply@eng.serco.eu](mailto:no-reply@eng.serco.eu) (please check the Junk mailbox if you do not receive it immediately)

10. Click the link in the email to confirm your ONDA User Portal Registration. The user is redirected to a page to reconfigure the temporary password.
11. Enter the temporary password created at registration
12. Enter a new password, following these requirements:

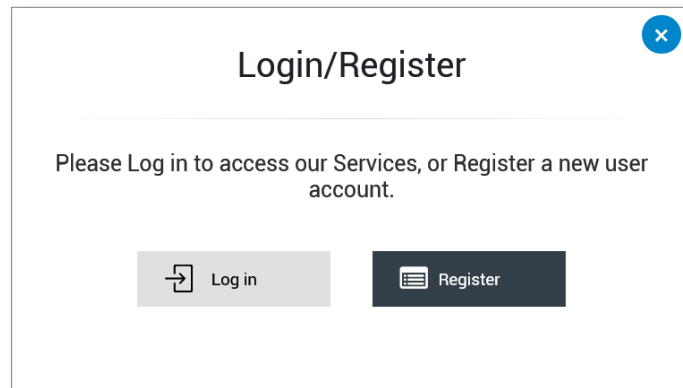
Your ONDA password must:

- Be from 8 to 30 characters long
  - Contain at least 1 digit (numeric character)
  - Contain at least 1 lower case letter (alphabetic character)
  - Contain at least 1 upper case letter (alphabetic character)
  - Not contain white spaces
  - Contain at least 1 special character amongst: . # ! - \_ \$
13. For verification, please re-enter your new password
  14. Click the **Login** button

## 2. How to Login to the ONDA User Portal

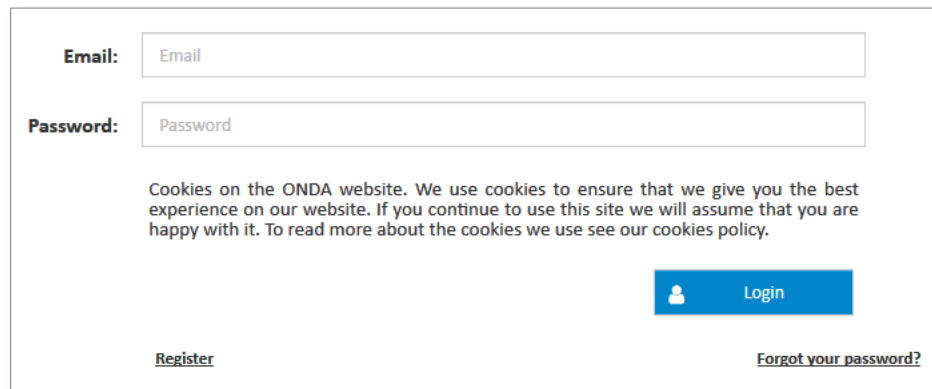
### 2.1. Login

When clicking on the Login/Register link on the top right-hand corner of the ONDA Web Portal, or clicking on the Order or Access links and buttons, the following pop-up window comes up:



The pop-up window is titled "Login/Register" and has a close button (X) in the top right corner. It contains the text: "Please Log in to access our Services, or Register a new user account." Below this text are two buttons: a light gray "Log in" button with a key icon and a dark gray "Register" button with a document icon.

Click the Login button to display the Login page:



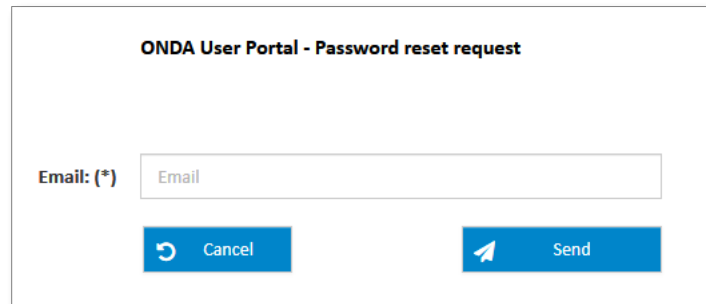
The login page has two input fields: "Email:" and "Password:". Below these fields is a paragraph of text: "Cookies on the ONDA website. We use cookies to ensure that we give you the best experience on our website. If you continue to use this site we will assume that you are happy with it. To read more about the cookies we use see our cookies policy." At the bottom right is a blue "Login" button with a user icon. At the bottom left is a link labeled "Register" and at the bottom right is a link labeled "Forgot your password?".

Follow these steps to complete your registration and Login:

1. Enter your Email address
2. Enter your Password
3. Click the Login button

### 2.2. Forgotten password

1. If you have forgotten your password, click the [Forgot your password?](#) link on the Login page, below the Login button.



2. On the “ONDA User portal – Password reset request” page, insert your email address, then click the Send button.
3. A pop-up window will confirm that an email message has been sent to your email address to reset your password.
4. Go to your mailbox and open the email from [no-reply@eng.serco.eu](mailto:no-reply@eng.serco.eu) (please check the Junk mailbox if you do not receive it immediately)
5. Click the link in the email to go to the “ONDA User Portal – Password reset” page.
6. Enter the new password, then re-enter
7. Re-enter the new password to confirm it.

### 3. How to Manage your Profile

The link to your Profile information is found on a button placed on the top right-end corner of the ONDA User Portal and it is displayed in the format “Firstname Lastname”.



By clicking on the button, you can open a drop-down menu and choose the following options:

#### 3.1. Edit Profile

Please note that the Edit Profile link is only visible after the user clicks on either the Personal Support Area or the Virtual Infrastructure Area.

- Opening Edit Profile, you can Edit your Name and Surname and set your address, country, Fax number and phone numbers.
- click the **Save** button. A pop-up window will confirm the successful update.

Note: once you have created an ONDA account with a given email address, this cannot be changed at a later stage.

### **3.2. Log out**

Use this link to Log out from the ONDA User Portal.

### **3.3. Password Change**

If you wish to change your password, please reset it by following the steps in **2.2 - Forgotten password**.

## Support

### 4. How to Open and Manage Tickets

#### 4.1. Overview of Support

Two types of Support Tickets are envisaged: for the Personal Area, or for the Virtual Infrastructure Area. Please note that the Virtual Infrastructure Area is created and accessible only after the Wallet creation.

##### 4.1.1. Personal Area

The Support for the Personal Area of the ONDA User Portal is accessed in one of the following 2 ways:

- from the Personal Area button at Login (identified with your *Firstname Lastname*) under *ONDA Support*
- from the Virtual Infrastructure Area, click menu > Homepage then select Personal Area

##### 4.1.2. Virtual Infrastructure Area

The Support for the Virtual Infrastructure Area of the ONDA User Portal is accessed in one of the following 2 ways:

- from the Virtual Infrastructure Area button at Login (identified as *Virtual Servers – your Wallet name*), then from the menu, click Support > Virtual Servers
- if you are in the Personal Area (and have already created a Wallet), from the menu click Homepage then select Virtual Servers.

#### 4.2. Open a Ticket

- From the Support page of either the Personal Area or the Virtual Infrastructure Area, click the **New** button on the top right corner of the Tickets list table:



| Creation date | Title      | Status |
|---------------|------------|--------|
| 8/05/2018     | testticket | New    |

- Fill in the mandatory information from each of the tabs, as follows.

#### Step 1 - Ticket Information



- Ticket Type (mandatory): select the most appropriate option from the drop down menu:
  - *New resource access needs*  
(Select this option if you wish to extend your Virtual Server(s) needs)
  - *Resource access anomaly*
  - *Something is not working as expected*
  - *Support request*
- Impact (mandatory): select the most appropriate option from the drop down menu:
  - *I need support to continue my task*  
(Select this option if the issue only impacts one user)
  - *Less than 100 users need support to continue their activities*  
(Select this option if the issue impacts more than 1 and less than 100 users)
  - *More than 100 users need support to continue their activities*  
(Select this option if the issue impacts more than 100 users)
- Title (mandatory): provide a title for your Support Request
- Description (mandatory): provide a detailed description for your issue or query
- Click the **Next** button to move to the next tab (Step 2)

## Step 2 – Ticket Categorization

Select the option that categorizes your issue.

Tick the “Generic” box if you do not know the category.

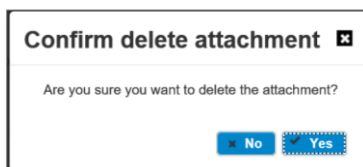
- Generic
  - Generic
    - Generic request
    - Generic anomaly
- Billing
  - Hourly consumption
    - Generic request
    - Generic anomaly
  - Generic billing
    - Billing request
    - Billing anomaly
- Invoicing
  - Generic invoicing
    - Invoicing request
    - Invoicing anomaly
- Privacy and personal data
  - Generic privacy
    - Generic privacy request
  - Terms and condition
    - Generic terms and condition request

- Software and tools
  - Generic software
    - Generic software request
  - Operating system
    - Application anomaly
  - Onda-dias application
    - Application request
    - Application anomaly
- Virtual infrastructure
  - Security
    - Security anomaly
    - Security request
  - Network
    - network anomaly
    - network request
  - Virtual server
    - Virtual server anomaly
    - Virtual server request

Click the **Next** button to move to the next tab (Step 3)

### Step 3 – Attachments

- Click the **Select** button to upload one or more attachments
- The name of the attachment will be displayed in the *File name* column
- After uploading, you can delete any of the attachments by clicking the *Remove* link in the Action column
- Confirm you want to proceed with deletion by clicking *Yes* on the pop-up window



- Click the **Next** button to move to the next tab (Step 4)

### Step 4 – Summary

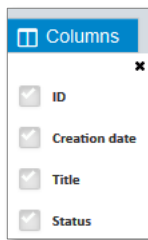
- Review the information inserted for your Support Request.  
You can go back and edit any of the tabs by clicking the *Back* button.
- Click **Save**

### 4.3. View Tickets List

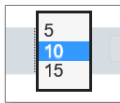
- Click Menu on the top left corner > Support > Tickets List
- The Tickets List view opens up

| Search all fields: <input type="text" value="Enter keyword"/> |               |       |        | TICKET LIST |          | <a href="#">+ New</a> | <a href="#">Columns</a> |
|---|---------------|-------|--------|-------------|----------|-----------------------|-------------------------|
| ID  | Creation date | Title | Status |             |          |                       |                         |
| TKT0000000070   | 01/02/2019    | test  | New    |             |          |                       |                         |
| TKT0000000069   | 01/02/2019    | test  | New    |             |          |                       |                         |
|   |               |       |        | 10          | (1 of 1) |                       |                         |

- From the Tickets List view, you are able to view the following information for each opened ticket:
  - ID: unique identification number automatically assigned to your ticket
  - Creation date
  - Title
  - Status
- Sort any of the columns in A-Z order by clicking on the arrows next to the columns names, e.g. by Status or Creation date
- Hide any of the columns by clicking the **Columns** button on the top right corner of the list



- Display 5, 10 or 15 tickets per page by selecting the number at the bottom of the list table



- Create a new Support Request by clicking the **New** button on the top right corner of the list




#### 4.4. View a single Ticket

View the details of any opened Ticket by clicking the Ticket ID number from the Tickets List view.

#### 4.5. Manage a Ticket

Click the Ticket ID number from the Tickets List and:

- Update the Attachments list as follows:
  - Click Remove to delete an existing attachment
  - Click the Select button to add an Attachment
- Add information to an open Ticket:
  - Click the Work info button  

  - Add a Work info message
  - Click the Save button
  - The Work info is now saved and displayed on the Ticket View page

## Wallet

### 5. How the Wallet Works – Billing

#### 5.1. The ONDA Wallet

- The Wallet is your means of payment for the Cloud resources you order from ONDA
- At the time of Wallet creation, you will have to enter some mandatory information needed for invoicing and review the ONDA Terms and Conditions.

#### 5.2. Wallet Credit

- After the Wallet is created, you will have to recharge it, therefore creating a credit.
- When you order a Virtual Server, the exact amount of money that you are spending is deducted from your Wallet. Depending on how much money you recharged, you might have a remaining credit.
- Money is deducted from your Wallet according to the Payment Plan you choose:
  - if you choose the **Monthly Plan**, the full monthly cost is deducted immediately and the deduction is visible in the **Available** amount.  
Within 12 hours the actual cost (if for example the machine is not ordered on the 1st day of the month) is updated in both the **Account** and **Available** information of your Wallet.  
On the first day of the following month, the full monthly cost is deducted and the deduction is visible in both the **Account** and **Available** information of your Wallet.
  - if you choose the **Hourly Plan**, you will be debited for every hour of usage. You should therefore make sure you have enough credit in your Wallet before you order a Virtual Server.

#### 5.3. Payment Methods

Users are able to recharge the Wallet by using:

- Pay Pal account
- all major Debit or Credit cards (including Visa, MasterCard, American Express, Discover, JCB, Diner's Club ) through the PayPal interface, even without a PayPal account

## 6. How to Create My Wallet

In order to be able to buy a Virtual Server from the ONDA User Portal, you need to create your Wallet first and then recharge it.

The Wallet creation is performed from your **Personal Support Area**, identified with your *Firstname Lastname*.

- At login, click the Personal Support Area button
- Click Menu on the top left corner > Wallet > Create my Wallet

### Step 1 – Create My Wallet

- Review the instructions relating to the Terms & Conditions accepted during the registration process and to the wallet recharge.
- Click the **Next** button to move to the next tab (Step 2)

### Step 2 – Wallet creation

- **Wallet name:** Enter a name for your Wallet – this is the name that will be displayed on the ONDA User Portal home, on the Virtual Infrastructure button.
- **Country:** select your Country from the drop down list.
- **Fiscal Category:** Select your Category from the drop down list:
  - Agency
  - Company
  - Non-profit
  - User
  - Public Administration
- **Tax-exempt:** select the checkbox if the declared fiscal category is not subject to taxes.
- **Tax-exempt regulation:** if the Tax-exempt checkbox is ticked, select the applicable regulation from the drop-down menu.
- Click the **Next** button to move to the next tab (Step 3)

### Step 3 – Attachments

*This step is only visible (and mandatory) for users who selected the Tax-exempt box in step 2 and therefore need to upload the relevant documentation.*

Attach any relevant document to certify your tax exemption eligibility and/or any other documents necessary for the invoicing.

Please note that the wallet recharge will be not allowed, in case of tax exemption auto-certification, until the provided documentation is verified.

- Click the Select button
- A File Explorer window opens up where you can choose a file from your computer

- Choose the file and click Open on your File Explorer to upload the file
- The File name now appears in the Attachments section
- Click the Remove link next to the File name if you want to delete the uploaded file
- Click the **Next** button to move to the next tab (Step 4)

### Step 3 / 4 – Edit Wallet fiscal information

- Fill in all the fields which are mandatory<sup>1</sup> and needed for invoicing purposes
- Click the **Next** button to move to the next tab (Step 5)

### Step 4 / 5 – Summary

- Review the information inserted for your Wallet.  
You can go back and edit any of the tabs by clicking the **Back** button.
- Click **Save** button. A pop-up message will confirm the successful wallet creation.

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<sup>1</sup> For the User category name and surname, fiscal code, full postal address and telephone number are mandatory.

For all other categories, the company name, VAT number, full postal address and telephone number are mandatory.

For Public Administrations, the PA Code, necessary for e-invoicing, is also mandatory.

## 7. How to Manage My Wallet

### 7.1. Recharge My Wallet

The Wallet recharge is performed from the **Virtual Infrastructure area** associated to your Wallet.

After login to the ONDA User Portal, select the button under the Virtual Infrastructure area (with your Wallet name) to get to your Console.

If you are in your Personal Support Area and wish to recharge your Wallet, click Menu > Homepage > button under the Virtual Infrastructure area (with your Wallet name)

Click on Menu > Wallet > Recharge Wallet.

#### Step 1 – Recharge Wallet

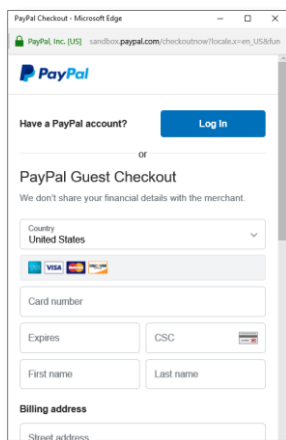
- Insert the amount you want to recharge by selecting one of the options from the drop down menu, ranging from 20€ to 2000€.  
Amounts are expressed in Euro and VAT is excluded.
- Review the Terms & Conditions and Privacy Policy.
- Click the **Next** button to move to the next tab (Step 2)

#### Step 2 – Summary

- Review the information chosen for your recharge.  
You can go back and edit the recharge amount by clicking the **Back** button.
- In order to proceed with the payment, click the PayPal Checkout button



- The secure PayPal browser window opens up





- If you already have a PayPal account, click the Log In button and enter your PayPal credentials
- If you do not have a PayPal account, fill in the required information (listed below) of the PayPal Guest Checkout section (please note that all fields are mandatory) in order to pay using your Debit or Credit Card through the PayPal interface.

All major Debit or Credit cards (including Visa, MasterCard, American Express, Discover, JCB, Diner's Club) are accepted.

- Country
  - Card number and relevant Card information (expiration date, CSC number, card holder name)
  - Billing address
  - Contact information (phone number and email)

After filling in this information you have the option of creating a PayPal account.

  - Accept the PayPal conditions and privacy policy by selecting the checkbox
  - Click the Pay Now button of the PayPal browser window
- Review your order summary on the PayPal browser window
- Click Continue to proceed with the payment
- A pop-up window confirms the successful payment.
- Further to your Wallet recharge through PayPal, you are redirected to the Virtual Infrastructure area of the ONDA User Portal.

Your Wallet credit now appears next to the Menu link on the top left corner:

 Menu 50 €

## 7.2. Wallet transactions

After having created Virtual Servers, it is possible to visualise the wallet transactions on the following section:

- Menu on the top left corner > Wallet > Wallet Transactions

## Virtual Servers

### 8. How to Order a Virtual Server

**IMPORTANT NOTE** - In order to be able to order a Virtual Server, you need to already have:

- a. Created a Wallet (from the Personal Area)
- b. Recharged your Wallet (from the Virtual Infrastructure area)


For more information, please refer to the tutorials:  
*How to Create My Wallet* and *How to Manage My Wallet*

After login to the ONDA User Portal, select the Virtual Infrastructure area (Virtual Servers – Wallet name) to get to your Console.

#### 8.1. Choose a model

Click one of the available buttons to access the list of Virtual Servers for each solution:

- General Purpose
- Computing-intensive
- Memory-intensive

For each Virtual Server the following details are provided in a table - explanation of the titles for each column is displayed when the cursor hovers over the information icon 

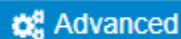
- Model – flavor of the server
- RAM – size of memory configured on your virtual server
- Processor – number of virtual processors configured on your virtual server
- Storage – size of the virtual server allocated storage
- Bandwidth – allocated public bandwidth for your virtual server

## Virtual Servers creation wizards

To order a Virtual server, users can choose among the Advanced Wizard option, for expert users, which consists of 7 steps, and the Fast Wizard option, for less experienced users, which is made of 2 steps.

### 8.2. Advanced Wizard

The Advanced Wizard option is for expert users and comprises 7 steps (ca. 5 minutes). Click the **Advanced Wizard** button placed on the right of the model you have chosen, in the **Virtual Server Creation Wizard** column button.



#### Step 1 – Create virtual server

- Review the information summary of the server model you have chosen: these details are updated at every step of the Wizard
- System name field: provide a name for your Server. The length must be between 6 and 20 characters.
- Payment Plan: choose your payment plan, either monthly or hourly, by selecting the relevant option.  
Please read the *How the Wallet Works* tutorial for more details and information.
- Operating System: choose from the list either a Standard template or a Customised template. See 11 for details on the Customised ONDA templates.
- Click the **Next** button to move to the next tab (Step 2)

#### Step 2 – Storage Options

- Review the information summary of the server model you have chosen: these details are updated at every step of the Wizard
- *Do you want persistent storage? (charges apply)*  
Persistent storage allows you to have a dedicated storage volume that can be dynamically attached to virtual instances.  
Each volume can only be attached to a single instance at a time, but you can attach it to other instances after detaching it from the first instance.  
Select Yes or No in the relevant drop-down menu.
  - If you choose Yes to Persistent Storage, you have to select from the drop-down menu whether you want the Classic or the High Speed volume – prices for each are displayed.
  - You are also asked if you wish to *Delete volume at instance deletion*:  
Choose YES to delete the persistent storage volume at instance deletion.  
Choose NO to keep your persistent storage volume when you delete your instance.
- *Do you want additional storage? (charges apply)*  
You can add persistent storage volumes with sizes from 10GB to 2TB.  
You can create as many volumes as you want, and attach them to a single instance.

Each volume can only be attached to a single instance at a time, but you can attach it to other instances after detaching it from the first instance.

Select Yes or No in the relevant drop-down menu.

- If you choose Yes to Additional Storage, you have to select from the drop-down menu whether you want the Classic or the High Speed volume– prices for each are displayed.
  - You are then asked if you wish to *Delete volume at instance deletion*: select either Yes or No from the drop-down menu.
  - Enter the size in GB – this field is mandatory
- Click the **Next** button to move to the next tab (Step 3)

### Step 3 – Network Topology

- Review the information summary of the server model you have chosen: these details are updated at every step of the Wizard
- Choose the System Network Topology from the drop-down menu.  
An explanatory table is added, listing the foreseen network topologies.
- Click the **Next** button to move to the next tab (Step 4)

### Step 4 – Network Configuration

- Review the information summary of the server model you have chosen: these details are updated at every step of the Wizard
- Specify whether you want to automatically configure your new Virtual Server on a new or on an existing system
  - If you select Existing, you have to verify the information displayed for the Existing subnet and you have to enter the last digits of the System IP address (this field is required)
  - If you select New..., you have to choose and fill in the following information in the “New Subnet” section:
    - a. Enable DHCP: tick the checkbox if you want to enable DHCP
    - b. Do not set-up default gateway (I will manage it): tick the checkbox if you want to manage yourself the default gateway
    - c. Subnet CIDR field: insert the numbers (this field is required)
    - d. Subnet start IP: (this field is required)
    - e. System IP address: insert the numbers (this field is required)
    - f. System IP address: insert the numbers (this field is required)
- Click the **Next** button to move to the next tab (Step 5)

### Step 5 – SSH Key generation

- Review the information summary of the server model you have chosen: these details are updated at every step of the Wizard

- If you are unsure whether you already have an SSH Private Key, you can check for existing SSH keys from the *Existing SSH Access key* drop-down menu and select the appropriate one
- If you do not already have an SSH key, you must generate a new one: tick the *Generate new SSH key for the system* checkbox
- If you have chosen to generate a new SSH Key, provide a SSH Key name in the relevant field.
- Read carefully the Note, advising to save the SSH Private Key in a secure place, as the system is not managing or saving private keys.  
If an SSH Private is lost, you might not be able to access the Virtual server anymore.
- Click the **Next** button to move to the next tab (Step 6)

### Step 6 – Summary

- Review the final information summary relating to the options you have selected for the server model you are ordering.
- Click the *Create* button to create your virtual machine. Wait the end of creation process. Please note that this may take around 1-2 minutes.
- *SSH Key Summary*  
Review the details, then click the Download button: your SSH Private Key (in .txt format) will automatically be saved in your Downloads folder.
- Click on **Done** to confirm you have download the key. A pop-up window appears and remind you to download the key. Click on "Continue" (if you have downloaded it and close the Server creation wizard) or Cancel (if you forget to download it).

Your Virtual Server has been created with your chosen configuration, and you are now able to access it, using the SSH Private Key you have downloaded and saved.

## 8.3. Fast Wizard

The Fast Wizard option is for non expert users and comprises 2 steps (ca. 3 minutes). Click the **Fast Wizard** button placed on the right of the model you have chosen, in the **Virtual Server Creation Wizard** column.



### Step 1 – Create virtual server

- Review the information **summary** of the server model you have chosen: these details are updated at every step of the Wizard
- **System name** field: provide a name for your Server
- **Payment Plan**: choose your payment plan, either monthly or hourly, by selecting the relevant option.  
Please read the How the Wallet Works – ONDA payment tutorial for more details and information.

- **Operating System:** choose from the list either a *Standard template* or a *Customised ONDA template*. See 11 for details on the Customised ONDA templates.
- **Do you want persistent storage? (charges apply)**  
Persistent storage allows you to have a dedicated storage volume that can be dynamically attached to virtual instances.  
Each volume can only be attached to a single instance at a time, but you can attach it to other instances after detaching it from the first instance.  
Select Yes or No in the relevant drop-down menu.
- Click the **Next** button to move to the next tab (Step 2)

## Step 2 – Summary

- Review the information **summary** of the server model you have chosen.
- Read carefully the note regarding the **SSH Private Key** which is being generated and which you should keep in a safe place, as the system does not save it for you.  
If you lose your SSH Private Key you might not be able to access your Virtual Server anymore.
- Click the **Create** button to create your virtual machine. Wait the end of creation process. Please note that this may take around 1-2 minutes.
- *SSH Key Summary*  
Review the details, then click the Download button: your SSH Private Key (in .txt format) will automatically be saved in your Downloads folder.
- Click on **Done** to confirm you have download the key. A pop-up window appears and remind you to download the key. Click on "Continue" (if you have downloaded it) then close the Server creation wizard or "Cancel" (if you forgot to download it).

Your Virtual Server has been created with your chosen configuration, and you are now able to access it, using the SSH Private Key you have downloaded and saved.

## 9. How to Access your Virtual Server

Click the Menu (on the top left hand corner of the ONDA User Portal) > Virtual Servers > My Console.

Four tables are displayed, for the following information relating to your Virtual Infrastructure:

- Virtual Server list
- SSH Key list
- Volume list
- Subnet list

The table for your Virtual Servers contains the following information:

- Power status – i.e. On or Off
- Server Name – the name you have entered during Step 1 of the Virtual Server creation
- Network – the system network topology and IP address (plus gateway)
- VNC Console – link to open the Virtual Server on a console
- Action – it contains a link to get access to the System details.

| Search all fields: <input type="text" value="Enter keyword"/> |                   |   |                      |                               |
|---|-------------------|---|----------------------|-------------------------------|
| Columns   |                   |   |                      |                               |
| Power status  | Server Name       | Network                                       | VNC Console          | Action                        |
| ON  | virtual_machine_1 | EXT 51.38.224.92/32 (gateway: 51.38.224.1/32) | <a href="#">Open</a> | <a href="#">Manage server</a> |

- click on the **Manage Server** link in order to get access to the System details, and in particular to:
  - System Name
  - Flavor
  - Power status
  - Operating system
  - Installation image
  - Admin user
  - Admin user ssh-key
  - CPU
  - RAM (in GB)
  - Disk (in GB)
  - Outbound bandwidth

In order to access the Virtual Server, you need:

1. The server IP address (highlighted in blue in the figure below), showed in Network column of the Virtual Servers table:

| Network   |
|---|
| EXT <b>51.38.224.92</b> /32 (gateway: 51.38.224.1/32) |

2. The “Admin user” that you can find in System details
3. The SSH Private Key you downloaded at Virtual Server creation

## 9.1. Virtual Server access with SSH Private Key

### 9.1.1. Using SSH command line

In order to connect to the ONDA Virtual server, an example of the Linux ssh command is provided below.

The ssh command instructs the system to establish an encrypted secure connection with the host machine. Please note that ssh runs at TCP/IP port 22.

Syntax:

```
ssh -i <private_key_file> <admin_username>@<virtual_server_ip_address>
```

where:

- *<private\_key\_file>* is the local path to the private SSH Private Key you downloaded
- *<admin\_username>* is the specific username for SSH access. For each Virtual Server, this corresponds to the “Admin user”, as shown in the ONDA User Portal under Menu > Virtual Servers > IT Console > Manage Server
- *<virtual\_server\_ip\_address>* is the IP address of the Virtual Server, as shown in the ONDA User Portal under Menu > Virtual Servers > IT Console

### 9.1.2. Using SSH Client graphical interface on Windows

For those users who need to connect to the ONDA Virtual Server from a Windows machine, the use of an SSH Client (e.g. [MobaXterm](#)) is recommended.

- Download the MobaXterm SSH Client and start a SSH session
- “Remote Host”: the IP address of the Virtual Server, as shown in the ONDA User Portal under Menu > Virtual Servers > IT Console
- “Specify username”: enter your ONDA Virtual Server username which is found on the ONDA User Portal under Menu > Virtual Servers > IT Console > Manage Server link
- Click on “Advanced SSH settings” and tick “Use private key”: upload the SSH Private Key

## 10. How to Delete your Virtual Server

- Click the Menu (on the top left hand corner of the ONDA User Portal) > Virtual Servers > My Console
- Click on the Manage Server link of the Virtual Server you want to delete
- Click the Delete button at the bottom of the System Details table



## 11. Customised ONDA Templates

The Customised ONDA templates, which are free for all users who order an ONDA Virtual Server service, provide:

- A pre-defined Operating System
- Pre-configured virtual environments with a number of Software tools already pre-installed.  
The tools are distributed in accordance to the native licenses: using these tools, users acknowledge the terms and conditions described in the native licenses.

In addition, each template requires an ONDA Virtual server with a minimum storage.

Please have a look at the ONDA [Virtual Servers](#) page to find the list of available Virtual Servers models and their storage specifications.

### 11.1. Processing

The customised Processing template includes the following specifications:

|                               |  |
|-------------------------------|--|
| Operating System:             | Debian 9   |
| Pre-installed Software tools: | <ul style="list-style-type: none"> <li>• Anaconda / Jupyter (start_jupyter.sh)</li> <li>• GDAL (bin e python lib)</li> <li>• GeoTools</li> <li>• Open Java Development Kit</li> <li>• QGIS</li> <li>• VNC Server</li> <li>• xfce4</li> </ul> |
| Minimum Storage requirements: | 100 GB   |

### 11.2. Development

The customised Development template includes the following specifications:

|                               |  |
|-------------------------------|--|
| Operating System:             | Debian 9   |
| Pre-installed Software tools: | <ul style="list-style-type: none"> <li>• Anaconda / Jupyter (start_jupyter.sh)</li> <li>• Apache Maven</li> <li>• GCC</li> <li>• GDAL (bin e python lib)</li> <li>• GeoTools</li> <li>• Git</li> <li>• Open Java Development Kit</li> <li>• QGIS</li> <li>• VNC Server</li> <li>• xfce4</li> </ul> |
| Minimum Storage requirements: | 100 GB   |

## 11.3. Remote Desktop

The customised Remote Desktop is ideal for those users who prefer using a Remote Desktop graphical interface.

The template includes the following specifications:

|                               |  |
|-------------------------------|--|
| Operating System:             | Ubuntu 16.04   |
| Pre-installed Software tools: | <ul style="list-style-type: none"> <li>• Apache Guacamole</li> <li>• aria2</li> <li>• Jupyter Notebook</li> <li>• Orfeo ToolBox</li> <li>• QGIS</li> <li>• R v.3.4.3</li> <li>• Sen2Cor</li> <li>• SNAP 6.0</li> <li>• Snaphu</li> </ul> |
| Minimum Storage requirements: | 200 GB   |

### 11.3.1. Remote Desktop template – Access procedure

1. First access only:
  - a. Connect to the ONDA Virtual Server with ssh and the downloaded SSH Private Key (see 9.1)
  - b. Execute the following command in the terminal:

```
~/chrdpwd.sh
```

- c. The user is now requested to chose a password for the Remote Desktop access.  
Note: if the same command is executed again at a later stage, it allows selecting a new password.
2. For all subsequent Remote Desktop accesses:
  - a. Open a browser
  - b. Go to the following URL:  
[http://<virtual\\_server\\_ip\\_address>:8080/guacamole](http://<virtual_server_ip_address>:8080/guacamole)
  - where:  
<virtual\_server\_ip\_address> is the IP address of the Virtual Server, as shown in the ONDA User Portal under Menu > Virtual Servers > IT Console
  - c. Enter the following user credentials:
    - name: ondauser
    - password: as previously chosen by the user, with step 1