Requesting the Research Data Storage Service

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Step 1: Important Note
Step 2: Navigate to the University Service Portal
Step 3: Click the “Request that a new Research Data Storage...” tile
Step 4: Fill out the New Service Request form

Requesting to Add or Remove Users

Step 1: Navigate to the University Service Portal
Step 2: Click the “(Add/Remove User)” tile
Step 3: Fill out the IT Service Request Form
Step 4: Click ‘Place Request’

Requesting Extension for the Research Data Storage Service

Step 1: Navigate to the University Service Portal
Step 2: Click the “(Increase Storage Quota)” tile
Step 3: Fill out the IT Service Request form
Step 4: Click ‘Place Request’
Step 1: Important Note
Before submitting the IT Service Request you will need this research storage management plan template to write and attach with your research data storage service request.

Step 2: Navigate to the University Service Portal

- Click on the IT Services Catalog
- In the IT Services Catalog, scroll down to the “Research” heading
Step 3: Click the “Request that a new Research Data Storage...” tile

Step 4: Fill out the New Service Request form

- Fill out the form, including your College, Faculty, Department, storage range, and exact storage amount you require, according to your research storage management plan
- Attach your research storage management plan and click ‘Place Request’
- You will receive a confirmation email with the name of your drive
Requesting to Add or Remove Users

Step 1: Navigate to the University Service Portal

- Click on the IT Services Catalog

- In the IT Services Catalog, scroll down to the “Research Heading”
Step 2: Click the “(Add/Remove User)” tile

Step 3: Fill out the IT Service Request Form

- Enter the name of your RDSS server address “\research-filer.ualberta.ca\mylab”
- Select whether you want to add, remove, or both add and remove users from the drop down
• Enter the CCIDs of the users to be added or removed (ie. johnson1 or Jsmith, etc.)

Step 4: Click ‘Place Request’
Requesting Extension for the Research Data Storage Service

Step 1: Navigate to the University Service Portal

- Click on the IT Services Catalog

- In the IT Services Catalog, scroll down to the “Research Heading”
Step 2: Click the “(Increase Storage Quota)” tile

Step 3: Fill out the IT Service Request form

- Enter the name of your RDSS server address "\research-filer.ualberta.ca\mylab"
- Enter in how many more TBs you need (not including your current storage size)
- Attach your updated Research Storage Management Plan to support the Change

Step 4: Click ‘Place Request’