

# 1.0 Introduction

## Category: New User Orientation

This document gives new users a quick overview of the high-performance computing (HPC) environment operated by the NASA Advanced Supercomputing (NAS) facility at Ames Research Center. It contains all the basic information users must know to get started with the supercomputing resources and services provided at the facility. Returning users can use this guide for a quick refresher and find pointers to more advanced topics.

If the linked Knowledge Base articles in this guide don't have the information you need, contact the NAS Control Room staff 24x7 for additional help.

**Toll-free Telephone:** 800-331-8737

**Local Telephone:** 650-604-4444

**E-mail:** [support@nas.nasa.gov](mailto:support@nas.nasa.gov)

## 1.1 What You Need to Get Started

To make best use of this guide you must already have done the following:

- Completed the two-phase [user accounts process](#) for NAS systems
- Received your [RSA SecurID fob](#)
- Obtained your password and enabled your RSA SecurID fob for two-factor authentication
  - ◆ If you have not yet received instructions, call the NAS Control Room at the numbers shown above

## 1.2 Things to Remember

When you completed your Account Request Form, you also agreed to abide by a set of rules by signing an [Acceptable Use Statement](#). Below are a few basic reminders.

- The computing systems are unclassified systems; classified information may not be processed, entered, or stored
- Users cannot divulge access information (for example, lists of user accounts)
- Users cannot share their account(s) with anyone, including sharing account passwords, providing access via a `.rhost` entry, or any other means of sharing--if you are found sharing accounts, your accounts will be disabled
- It is your responsibility to become familiar with various NASA security-related policies

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<http://www.nas.nasa.gov/hecc/support/kb/entry/24/?ajax=1>