

# Data Store Intro

This Data Store space contains the how-to information for how to use data with CyVerse. For **overview and getting-started information on using data and the Data Store**, see [Manage Data and Data Store on the CyVerse website](#).

Each user has access to **100 GB** of data storage, with the ability to [request more allocation](#). Learn all about our data allocation policy [here](#).

When you are granted access to a CyVerse service, you are automatically added to the service's mailing list. Default CyVerse mailing lists include the Data Store, Discovery Environment, and Atmosphere, as well as community developers and Foundation API developers. Once subscribed, you receive emails about maintenance periods and outages. You also can post messages to other list users, opt to receive list messages in batch or single emails, change your subscription email and password and other options, browse the list archives, unsubscribe from the list, and more. For information on subscribing to CyVerse mailing lists, see [Subscribing to CyVerse Mailing Lists](#).

## Want to download data but don't have a CyVerse account?

We offer several ways to access some data that has been made public with all users—even if you don't have an account. For instructions on how to use each access method, see [Downloading Data Files Without a User Account](#).

## Want to know what access methods you can use?

Access methods include:

- **CyVerse Data Commons (formerly Mirrors) repositories:** Web-based access for downloading community released data and CyVerse curated data. No installation or setup required. See [Data Commons Overview and Status](#).
- **Cyberduck:** GUI-based application that is good for downloading files very large files or bulk downloads (>10 GB) to Mac OS and Windows (not for LINUX). Requires installation and configuration to connect to the Data Store. See [Using Cyberduck for Uploading and Downloading to the Data Store](#).
- **iCommands:** Command-line access for files 2-100 GB files. Best choice for large files (2-100 GB each) and for bulk file transfers (many small files). Requires setup and configuration. See [Using iCommands](#).
- **iDrop Desktop:** (Cyberduck recommended instead) GUI-based application that establishes multiple connections between the source and destination, and allows parallel data transfers of >10 GB. Requires installation and configuration. See [Using iDrop Desktop](#).

## Wondering how fast your connection is to the CyVerse Data Store?

Click [here](#) to check your upload and download speeds.

## Want to know about how to connect to the Data Store?

See [Manage Data](#) on the CyVerse website.

## Need some help?

You may want to start by going to [Ask CyVerse](#). Ask CyVerse is the place to go to ask questions, view answers, and provide feedback about CyVerse in order to enhance direct communication between CyVerse staff, collaborators, and the wider community.

If you don't find what you're looking for there, there are several different ways you can contact CyVerse Support:

- **Submit a Help Request ticket on the User Management portal:**
  1. Go to [CyVerse User Management](#). If necessary, log in by clicking **Login**, and then enter your CyVerse username and password.  
(If you have not already done so, you must [register for a CyVerse account](#).)  
To retrieve or change your password, username, or email address, see [Resetting Your Password](#).
  2. Click **Contact** on the far left of the window to open the Help Request form.
  3. Enter your email address and specifics about your request and click **Send Mail**.
- **Submit a Support ticket on the webform:**
  1. Open the [CyVerse Collaborative Support](#) page.
  2. Enter your contact information.
  3. In the Comments field, enter details about the support-related issue.
  4. Enter the Captcha phrase and click **Submit**.
- **Email [CyVerse Support](#)** with specifics about your issue.

See [Get Help](#) on the CyVerse website for more information.

You also can enter a [JIRA](#) ticket.

View the [CyVerse maintenance calendar](#) for upcoming and current maintenance periods. You also can see the [Status](#) page on the CyVerse website and the most recent [CyVerse Node newsletter](#) (which lists the upcoming maintenance periods). Other helpful sources are the [CyVerse Facebook](#) page, [CyVerse Tweets](#), or the [CyVerse Google+](#) page, and within the DE you may receive [system messages](#) as well.

### Helpful Links

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- [Want to know what access methods you can use?](#)
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**Related Pages:**

- [Basics and intro for how to manage your data](#)
- [Downloading Data Files Without a User Account](#)
- [Learn how to store and access your data with CyVerse](#)
- [Learn about iCommands with CyVerse](#)
- [Learn about iRODS \(iRODS website\)](#)
- [Ask a question about the Data Store](#)
- [Request an increase to your Data Store allocation](#)
- [Review CyVerse's Data Management Policy](#)
- [Tutorials List](#)
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