


Getting Help with Atmosphere

There are several different methods for getting help with Atmosphere.

Need help?

Click  at the bottom right of the screen to chat with an Atmosphere support team member during business hours. You also can go to [Ask CyVerse](#) for Atmosphere, or click **Feedback & Support** at the bottom of the screen.

You also can click **Help** on the Atmosphere menu bar and then click one of the following:

- **User Manual:** You're reading it now in the Atmosphere user manual on the CyVerse Wiki.
- **Ask CyVerse User Forum:** Click to go to [Ask CyVerse user forums](#). For more information, see [Use Ask](#).
- **FAQs:** List of frequently asked questions in the Atmosphere user manual.
- **VNC Viewer Tutorial:** Information for downloading and using the VNC viewer.

Under maintenance?

It's possible Atmosphere is under maintenance. 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.

Need help logging in?

If you've forgotten your CyVerse password, you don't remember your CyVerse username or the email account you used when you created your account, or your login is denied, see [Manage Account](#).

Helpful Links
In This Section: