# Frequently Asked Questions

**Research Data Storage Service (RDSS)**

**Q: Can Secondary CCIDs be Admin in the RDSS?**

A: UofA Researchers (PI's), UofA Faculty who are conducting research, and Research Admins and can request the service. However, secondary CCIDs cannot be used to access this service. Only primary CCIDs and Guest CCIDs belonging to the above groups can request the new service (and be the Admin for a drive). Shared accounts for Admin is not recommended. **You may submit a service request for a new service by clicking here**.

**Q: Is RDSS only for faculty and staff? Can I access RDSS as a graduate student? As an undergraduate student?**

A: Provided users have been added to a given drive by the admin, RDSS can be accessed by users with a CCID that have been added for access by IST. The UofA VPN is needed to access this service remotely (off campus).

If the following people or groups are collaborating with the Admin/Requester on active research projects, they can be added (and removed) to an existing research drive:
  - UofA Researchers
  - UofA Faculty who are conducting research
  - Guest Researchers (Guest CCID and VPN will be needed)
  - Graduate Students conducting research
  - Undergraduate Students conducting research
  - Research Admins
  - Research Groups
  - Professor Emeritus

You may submit an IT service request to add or remove users to an existing RDSS drive by **clicking here.**

**Q: Can accounts with RDSS Drive access add or remove users to the share?**

A: Adding and Removing users to access the share must be done by IST. You may submit an IT service request to add or remove users to an existing RDSS drive by **clicking here.** IST manages the permissions for the Firewall and the Share Access and setup default folder permissions. The Admin/Requester can set up the control of the

folders from there - if they want to customize their security settings on specific folders to limit users. That portion won't be managed by IST.
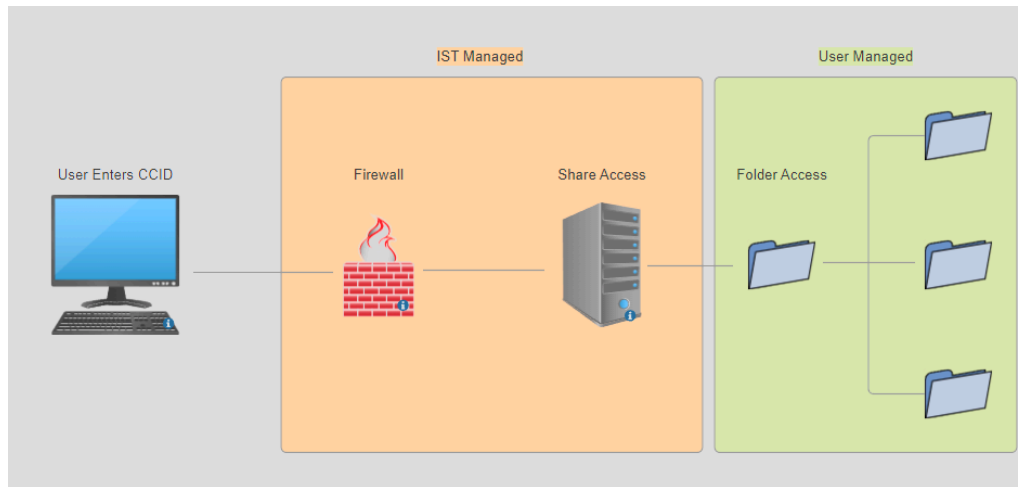


**Q: What is the criteria for getting access to a research drive?**

A: IST gives approval to have the space created, IST sets up the share space, provides the user with the server locations, then provides a brief education on how to get to the drive. Guidelines and resources for RDSS are available on the Google Workspace Changes webpage.

**Q: How much data storage do I have access to in my research data storage drive?**

A: We currently offer up to 50 TB free of charge for each research group/team/individual for their project, depending on the required volume per their Research Storage Management Plan.

**Q: How much will it cost to add storage to my drive?**

A: This will be decided during consultation with IST if you require over 50 TB.

**Q: Who do I need approval from to get access to a research data storage drive?**

A: You do not need approval prior to getting access to the research data storage service, but you will need to attach your Research Storage Management Plan with the volume of data required for your research project in that plan in order to be approved.

**Q: How can I find the drive name (or path) for my RDSS drive?**

A:  Your drive name and/or path will be confirmed via an email from the UofA ticketing and service request system.

**Q: Is my data on these drives backed up?**

A: The hardware for all RDSS data has drive redundancy that ensures the safety of your live data stream and allows for intrusion prevention (and recovery of data related to suspicious access/ransomware type activity), but due to size constraints and limitations on server space, we are unable to accommodate traditional backups

**Q: What to do if the drive owner or someone with drive access is leaving the university**

A: If the drive owner or someone with drive access is leaving the university, submit a General IT Service Request requesting that the drive owner be changed to someone else who is staying with the university.

Refer to the Changes to U of A Accounts web page for information about what happens to CCID accounts when a staff member or student leaves the university. You may also submit a CCID Lifecycle Inquiry here.

**Q: My RDSS drive doesn't automatically reconnect/ I have to manually add it each time?**

A: Your RDSS drive will automatically reconnect when you login with your CCID and password and choose the "Reconnect at login" box. After doing this, you will not need to remap the drive to your PC, Mac or Linux computer every time.