

HiPerGator Account Creation and Onboarding Quick Reference

UCF Office of Research Cyberinfrastructure

Short internal reference for account requests, first access, and initial onboarding

April 17, 2026

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1 Purpose

This document is a short reference for the account creation and early onboarding steps for HiPerGator. It is aimed at common support questions such as:

- What is HiPerGator?
- Who can request an account?
- Which type of account should a UCF user request?
- Who to contact for support?
- How to request a HiPerGator account?
- What happens after the form is submitted?
- How does a new user log in for the first time?

For policy details and edge cases, you can check the official UF/UCF pages linked throughout the document.

Source: https://docs.rc.ufl.edu/access/account_request/

Source: <https://rci.research.ucf.edu/resource/hipergator-ai/>

2 HiPerGator at a Glance

HiPerGator is the University of Florida’s research computing system. The official overview page currently describes HiPerGator 4th Gen as having approximately:

- 60,000 CPU cores,
- 600 NVIDIA L4 GPUs,
- 504 NVIDIA B200 GPUs,
- and an 11 PB all-flash, high-performance parallel filesystem.

For new users, the most important practical ideas are:

- access is group- and sponsor-based,
- UCF users generally request **federated** accounts,
- login can be done through web interfaces or SSH,
- and actual work should run on scheduled compute resources rather than the login nodes.

Source: <https://it.ufl.edu/rc/hipergator/>

Source: https://docs.rc.ufl.edu/quickstart/zero_hipergator/

3 Who Can Request a HiPerGator Account?

HiPerGator accounts are intended for UCF faculty requesting access for their own research use or for teaching, as well as UCF students, staff, and collaborators who are joining an eligible UCF faculty member's group. UCF support and sponsor routing is handled through the UCF Office of Research Cyberinfrastructure.

3.1 HiPerGator for Teaching

According to UF policy:

- Florida State University System (SUS) institutions may use HiPerGator for **teaching and research**.
- Teaching access is limited to **three courses per partner institution per semester**.
- Teaching use has no cost.
- Each partner institution receives a standing course-preparation allocation of **32 NCU**s (Normalized Compute Unit), **2 BSU**s (Blue Storage Unit), and **4 NGU** (Normalized GPU Unit), renewed yearly.
- A **no-cost three-month teaching trial allocation** may be requested for developing a course in advance of teaching and for exploring HiPerGator or AI use before a longer-term investment.

Source: <https://it.ufl.edu/rc/documentation/policies/other-universities/>

Source: <https://it.ufl.edu/rc/hipergator/>

4 Which Account Path Applies?

4.1 UCF Users

For UCF, the normal path is the **federated** account path, because UCF users can authenticate with institutional credentials through InCommon.

Source: https://docs.rc.ufl.edu/access/account_request/

Source: https://docs.rc.ufl.edu/access/federated_request/

4.2 Important warnings before anyone applies

- **Do not request a new HiPerGator account if the user already has one.** Changes to an existing account should go through support instead.
- A user account cannot be created unless the **primary group is active**.
- UF documentation states that, at minimum, an active group must have **one BSU** and, unless computation is available through another allocation, **one NCU**.

Source: https://docs.rc.ufl.edu/access/account_request/

4.3 Quick scenario guide

Scenario	Recommended path	Key note
UCF faculty wants their own new HiPerGator group	Federated account request as a new sponsor	On the UCF page, the request should use Dr. Tandon or Dr. Martin as the sponsor and mention in the comments that the requester wants to be a sponsor for their own group.
UCF student / staff / collaborator joining an existing faculty group	Federated account request under that sponsor	The sponsor must already exist on HiPerGator and the group must have active resources.
Existing HiPerGator user needs access to another group	Support request, not a new account request	This is a secondary-group / group-membership change.
Project involves restricted regulated data	Review HiPerGator-RV instead of regular HiPerGator	Restricted-data projects follow a separate process.

Source: https://docs.rc.ufl.edu/quickstart/zero_hipergator/

Source: https://docs.rc.ufl.edu/access/federated_liaisons/

Source: <https://it.ufl.edu/rc/get-started/hipergator-rv/>

Source: <https://rci.research.ucf.edu/resource/hipergator-ai/>

5 UCF-Local Support

For UCF users, the UCF Office of Research Cyberinfrastructure states:

- issues and questions should be directed to arcc-request@ist.ucf.edu or ResearchIT@ucf.edu with subject **HiPerGator**,
- UCF researchers should route support through the UCF team rather than directly opening tickets with UF,
- **Dr. Nandan Tandon** (nandan.tandon@ucf.edu) and **Dr. Glenn Martin** (glenn.martin@ucf.edu) are the sponsor choices used to bootstrap UCF account requests.

For UCF faculty requesting their own sponsor-level setup, the UCF page also says to state in the comment box that they would like to be a sponsor for their own research group. The same comment box may also be used to request a trial allocation.

Source: <https://rci.research.ucf.edu/resource/hipergator-ai/>

6 Requesting a HiPerGator Account

For UCF users, the normal path is to request a **Federated HiPerGator account**.

Source: https://docs.rc.ufl.edu/access/account_request/

6.1 Before starting the request

6.1.1 Sponsor and active group

Every HiPerGator account belongs to a **primary group**. For a user joining an existing research group, the sponsor should already appear in the request form and that group must have active resources. User accounts are not created for groups without access to resources, and new users can only be added once the sponsor's group is active.

If the intended sponsor does **not** appear on the list, then one of the following is usually true:

- the sponsor has not yet established a sponsor-level HiPerGator account, or
- the sponsor's group does not yet have the required active resources.

For a **new group**, the sponsor must be the **first** person to request a HiPerGator account. Only after that sponsor account and group are established should the rest of the group request their own accounts.

For **UCF faculty** requesting access as a **new sponsor**, the UCF workflow uses the designated UCF contacts, **Dr. Nandan Tandon** or **Dr. Glenn Martin**, as the sponsors during the initial request. The requester should note in the comments that they would like to become the sponsor for their own research group. For users who are simply joining an existing group, they should select their actual sponsor from the dropdown list instead.

Source: https://docs.rc.ufl.edu/quickstart/zero_hipergator/

Source: https://docs.rc.ufl.edu/access/federated_liaisons/

Source: <https://rci.research.ucf.edu/resource/hipergator-ai/>

6.1.2 Create the SSH public key

UF requires federated users to upload an initial SSH **public** key during the account request process. This is required even if the user expects to use only web interfaces such as Open OnDemand or JupyterHub and does not plan to use SSH immediately.

A recommended command is:

```
ssh-keygen -t ed25519 -C "My HiPerGator Key"
```

This normally creates:

- a private key: `~/.ssh/id_ed25519`
- a public key: `~/.ssh/id_ed25519.pub`

Only the **public** key file (.pub) should be uploaded during the account request. The private key must never be shared.

Source: https://docs.rc.ufl.edu/access/federated_request/

Source: https://docs.rc.ufl.edu/access/federated_login/

6.1.3 Be ready to complete the form in one session

The federated request form must be completed in a **single browser session**. If the session is closed or times out before completion, the request cannot simply be resumed later and may need to be reset.

Source: https://docs.rc.ufl.edu/access/federated_request/

6.2 Starting the federated account request

Once the above preparation is complete, the request begins on UF's official federated account request page. From there, click **Request Federated Account** to start the process.

Source: https://docs.rc.ufl.edu/access/account_request/

Source: https://docs.rc.ufl.edu/access/federated_request/

6.3 Choosing UCF and authenticating

After starting the federated request, the requester is taken to the login selection page. On that page, choose **Allow me to pick from a list**, select **University of Central Florida**, and continue to the normal UCF single sign-on page using UCF credentials.

Source: https://docs.rc.ufl.edu/access/federated_request/

Source: https://docs.rc.ufl.edu/access/federated_login/

6.4 Completing the request form

After authenticating, the requester completes the federated account request form. The form includes the standard identifying information such as name, email, institution, sponsor, and comments.

For UCF users, the sponsor choice depends on the request type:

- If the requester is **joining an existing group**, they should select their actual sponsor from the dropdown list.
- If the requester is a **UCF faculty member requesting sponsor-level setup for a new group**, they should select **Dr. Nandan Tandon** or **Dr. Glenn Martin** as the designated UCF sponsor and include a comment stating that they would like to be a sponsor for their own research group.

This comment box is the right place to clarify the purpose of the request and provide any short notes needed for routing and approval.

Please choose how to login

Please enter the name of your organization in the box or click to choose from a list.

Use a suggested selection:



University of
Central Florida

Or enter your organization's name

University of Central Florida

Continue

[Allow me to pick from a list](#)

[Help](#)

Figure 1: On the federated login page, choose “Allow me to pick from a list,” then select “University of Central Florida” to continue with UCF login.

Source: https://docs.rc.ufl.edu/access/federated_request/

Source: https://docs.rc.ufl.edu/access/federated_liaisons/

Source: <https://rci.research.ucf.edu/resource/hipergator-ai/>

6.5 Email confirmation, terms, and SSH key upload

After the form is submitted, the requester receives an email with the next steps. They must follow the link in that email, confirm the request, accept the terms and conditions, and upload the prepared SSH **public** key.

Source: https://docs.rc.ufl.edu/access/federated_request/

6.6 Sponsor approval and final account creation

Once the requester completes the email-confirmation steps, the UCF sponsor is notified to approve the request.

Account creation typically takes a few business days, but processing does **not** begin until sponsor approval is received.

After approval is completed and the account is created, the user receives the final confirmation email from UF HiPerGator with the information needed for access.

Source: https://docs.rc.ufl.edu/access/federated_request/

Source: https://docs.rc.ufl.edu/quickstart/zero_hipergator/

Source: <https://rci.research.ucf.edu/resource/hipergator-ai/>

UF HiPerGator Self Signup

Name*	Honorific
	Given Name * John
	Middle Name
	Family Name * Doe
	Suffix
Email*	Email * jo123456@ucf.edu
Organization* <i>Institution Name</i>	Organization * University of Central Florida
Faculty Sponsor* <i>HPG Faculty Sponsor Name</i>	Faculty Sponsor* Nandan Tandon (2926)  Use the search box to pick a new sponsor (use at least 3 characters from a name, email address, or identifier)
Comments	Comments I would like to be a sponsor for my own group.

Figure 2: Example request form for a new sponsor.

7 Trial Allocations and Initial Resource Planning

7.1 Default trial allocation

All new sponsors are eligible to request a free trial allocation for their primary group. A trial allocation is requested via the [trial allocation request form](#). You must be on the UF network or UF VPN to access the form. The default trial resources are:

- 16 [NCU](#)
- 2 [NGU](#)
- 1 [BSU](#)
- 1 [OSU](#)

The standard trial duration is **3 months**. UFRC notes that custom trial requests may be added as comments, though they are subject to review.

Source: <https://docs.rc.ufl.edu/resources/trial/>

Source: <https://rci.research.ucf.edu/resource/hipergator-ai/>

7.2 What happens after the trial?

If the group wants to continue after the trial, the sponsor must submit an investment request. UF lists two main purchase models:

- hardware investment (fixed 5-year duration),
- service investment (variable duration, starting at 1 month).

Source: https://docs.rc.ufl.edu/quickstart/zero_hipergator/

Source: <https://docs.rc.ufl.edu/resources/investment/>

7.3 Useful current pricing snapshot

A short pricing reminder from the current UF price list:

Resource	5-year hardware	1-year service base price
1 NCU	\$200	\$44
1 NGU	\$2,800	\$620
1 TB OSU	\$125	\$25
1 TB BSU	\$625	\$140

The UCF page states that UCF researchers pay the same rates as UF researchers.

Source: <https://it.ufl.edu/rc/get-started/price-list/>

Source: <https://rci.research.ucf.edu/resource/hipergator-ai/>

8 First Login After Approval

8.1 How to know the account is ready

After account creation the user receives an email indicating the account is ready. The email includes the user's HiPerGator username.

Note that for federated users this username may be a **specific HiPerGator username** created for them; it is not necessarily identical to what they expected.

Source: https://docs.rc.ufl.edu/access/federated_login/

Source: <https://docs.rc.ufl.edu/interfaces/terminal/>

8.2 Web login

UCF users can access web interfaces using institutional credentials through InCommon. Common interfaces include:

- Open OnDemand: <https://ood.rc.ufl.edu/>
- JupyterHub: <https://jhub.rc.ufl.edu/>

If the wrong institution is selected on the InCommon discovery page, UFRC says to clear the `wayf.incommonfederation.org` cookies and try again.

Source: https://docs.rc.ufl.edu/access/federated_login/

8.3 SSH login for UCF users

- only **SSH key access** is available for SSH,
- username/password SSH login is **not** available,
- and the user must first connect to the **University of Florida eduVPN** service before using SSH.

8.3.1 Connecting to eduVPN

- Download the latest version of the eduVPN client from [here](#) and install it. (You can also download eduVPN from the UCF software center).
- After installing the eduVPN client, open the application.
- Search for and **select the University of Florida** (Not UCF). You will be presented with an InCommon login page.
- **Select UCF** from the dropdown and click on Select.
- After logging in, approve eduVPN access on the resulting page and close the web page. You are now connected to our instance of eduVPN.

Typical SSH command:

```
ssh username@hpg.rc.ufl.edu
```

Important notes:

- use the HiPerGator username sent in the account creation email,
- connect to **UF**'s eduVPN instance (not UCF's),
- never share the private SSH key.

Source: https://docs.rc.ufl.edu/access/federated_login/

9 Initial Onboarding Checklist After Login

Once the account is active, a good first-time checklist is:

1. Confirm the correct HiPerGator username.
2. Confirm the expected primary group / sponsor.
3. Check that `/home`, `/blue/GROUP`, and (if applicable) `/orange/GROUP` are available.
4. Take the new-user/account training and review the procedures.
5. Avoid running real work on the login nodes.
6. Use Open OnDemand if the user prefers a web interface or needs an easier first experience.

Useful first commands:

```
id
groups
pwd
home_quota
blue_quota
orange_quota
showAllocation
```

Source: https://docs.rc.ufl.edu/training/new_user_training/

Source: https://docs.rc.ufl.edu/software/ufrc_tools/

Source: <https://docs.rc.ufl.edu/quickstart/interfaces/>

9.1 Storage reminder

Location	Quota level	Best use	Notes
/home/USER	User	Scripts, code, config files	40 GB per user; not for heavy job I/O.
/blue/GROUP	Group	Main project data and job I/O	Best default location for active work.
/orange/GROUP	Group	Longer-term storage	Slower than /blue.

Source: https://docs.rc.ufl.edu/training/new_user_training/

9.2 Login-node reminder

UFRC training notes that login nodes are for development, file management, and job submission, not production computing. A practical guideline from training is:

- up to 16 cores,
- up to 64 GB memory,
- up to 10 minutes.

Source: https://docs.rc.ufl.edu/training/new_user_training/

10 Secondary Groups and Existing Accounts

If a user already has a HiPerGator account and needs access to another group, this should **not** be handled as a new account request. Instead, open a support request to add the user to the additional group (secondary group) or to move them if needed.

It is recommended to include:

- a summary like “Add [username] to [groupname] group”,
- the reason in the description,
- and, if possible, the sponsor’s email in CC.

Source: https://docs.rc.ufl.edu/quickstart/zero_hipergator/

Source: https://docs.rc.ufl.edu/access/account_request/

11 Common Support Cases and Answers

1. **Sponsor not listed on the form:** the sponsor may not yet have a sponsor-level account or the group may not have active resources.

2. **User already has an HPG account:** do not request a new account; route through support.
3. **Form timed out:** the request session usually needs to be reset by support.
4. **User cannot SSH:** for federated users, check eduVPN + SSH key + correct HPG username.
5. **User only wants Jupyter / web apps:** they still needed the SSH public key during account creation, but they can use Open OnDemand or JupyterHub afterward.
6. **Need trial resources:** new sponsors can request them; UCF also notes trial requests can be mentioned in the signup comments.
7. **Support routing for UCF:** route through the UCF contacts rather than sending users directly to UF.

Source: https://docs.rc.ufl.edu/access/federated_request/

Source: https://docs.rc.ufl.edu/access/federated_login/

Source: <https://docs.rc.ufl.edu/resources/trial/>

Source: <https://rci.research.ucf.edu/resource/hipergator-ai/>

12 Restricted Data (HiPerGator-RV)

If a project involves restricted or regulated data requiring a secure environment, do **not** assume regular HiPerGator is the correct path. UF provides **HiPerGator-RV**, a separate secure environment designed for restricted workflows.

This is a separate onboarding process and should be handled independently.

Source: <https://it.ufl.edu/rc/get-started/hipergator-rv/>

Acronyms

BSU Blue Storage Unit; 1 TB of high-performance storage. 4, 10

NCU Normalized Compute Unit; one priority CPU core with 8 GB RAM (approximately 7 GB usable by applications. 4, 10

NGU Normalized GPU Unit; one NVIDIA GPU. Requires at least some CPU and storage investment. 4, 10

OSU Orange Storage Unit; 1 TB of slower, longer-term storage. 10

13 Primary Official References

- UFRC account request overview: https://docs.rc.ufl.edu/access/account_request/
- UFRC federated account request: https://docs.rc.ufl.edu/access/federated_request/
- UFRC federated login: https://docs.rc.ufl.edu/access/federated_login/
- UFRC federated liaisons: https://docs.rc.ufl.edu/access/federated_liaisons/
- UFRC from zero to HiPerGator: https://docs.rc.ufl.edu/quickstart/zero_hipergator/
- UFRC trial allocations: <https://docs.rc.ufl.edu/resources/trial/>
- UFRC new user training: https://docs.rc.ufl.edu/training/new_user_training/
- UFRC interfaces overview: <https://docs.rc.ufl.edu/quickstart/interfaces/>
- UFRC helper tools: https://docs.rc.ufl.edu/software/ufrc_tools/
- UF price list: <https://it.ufl.edu/rc/get-started/price-list/>
- UF partner-university policy: <https://it.ufl.edu/rc/documentation/policies/other-universities/>
- UCF HiPerGator page: <https://rci.research.ucf.edu/resource/hipergator-ai/>
- HiPerGator-RV overview: <https://it.ufl.edu/rc/get-started/hipergator-rv/>