snippet - How to renew an HPC account

1. Log into the NYU Identity Management service (IIQ):

You will see a screen like the image below. **Do not immediately click** the "Request/Renew HPC account" link at the top (crossed out here). If you recently received an email notifying you that your account needs renewal, you will see the request/renewal form under your "Action Items" box (circled here in red). **Click this form.**

If for some reason you do not have the form in your "Action Items", then click the "Request/Renew HPC account" link at the top.

![Image of NYU Identity Management service](image1.png)

2. You should see a form that looks like one of these:

![Image of request form](image2.png)

If you are not a full-time NYU faculty member, you will need an NYU faculty member to sponsor your application. This is probably your thesis supervisor, or NYU collaborator.
3. Hit submit, and the request will go to your sponsor to approve (if applicable), and your account will be renewed, usually within a day of being approved.

You will be returned to the dashboard, and now you should see your request in the "Pending Approvals" tables, as shown below:

![Pending Approvals Table](image)

4. If after a few days your account has not been renewed, check with your sponsor - they may have missed a step in the approval process. If you are still stuck, [contact us at hpc@nyu.edu](mailto:hpc@nyu.edu) for assistance.