

# Users accounts

User accounts are provided by the TeideHPC administration team upon request. User accounts are **personal and non-transferable**, which means that it is **prohibited to share VPN credentials and passwords with third parties**.

We remind you that only **one simultaneous VPN connection is allowed**, i.e. you cannot be connected to the VPN at the same time from two devices.

For questions, problems or other types of assistance, users can contact us via [support@hpc.iter.es](mailto:support@hpc.iter.es) email.