



EUROPEAN ARC  
ALMA Regional Centre || IRAM

# The ALMA user portal and helpdesk

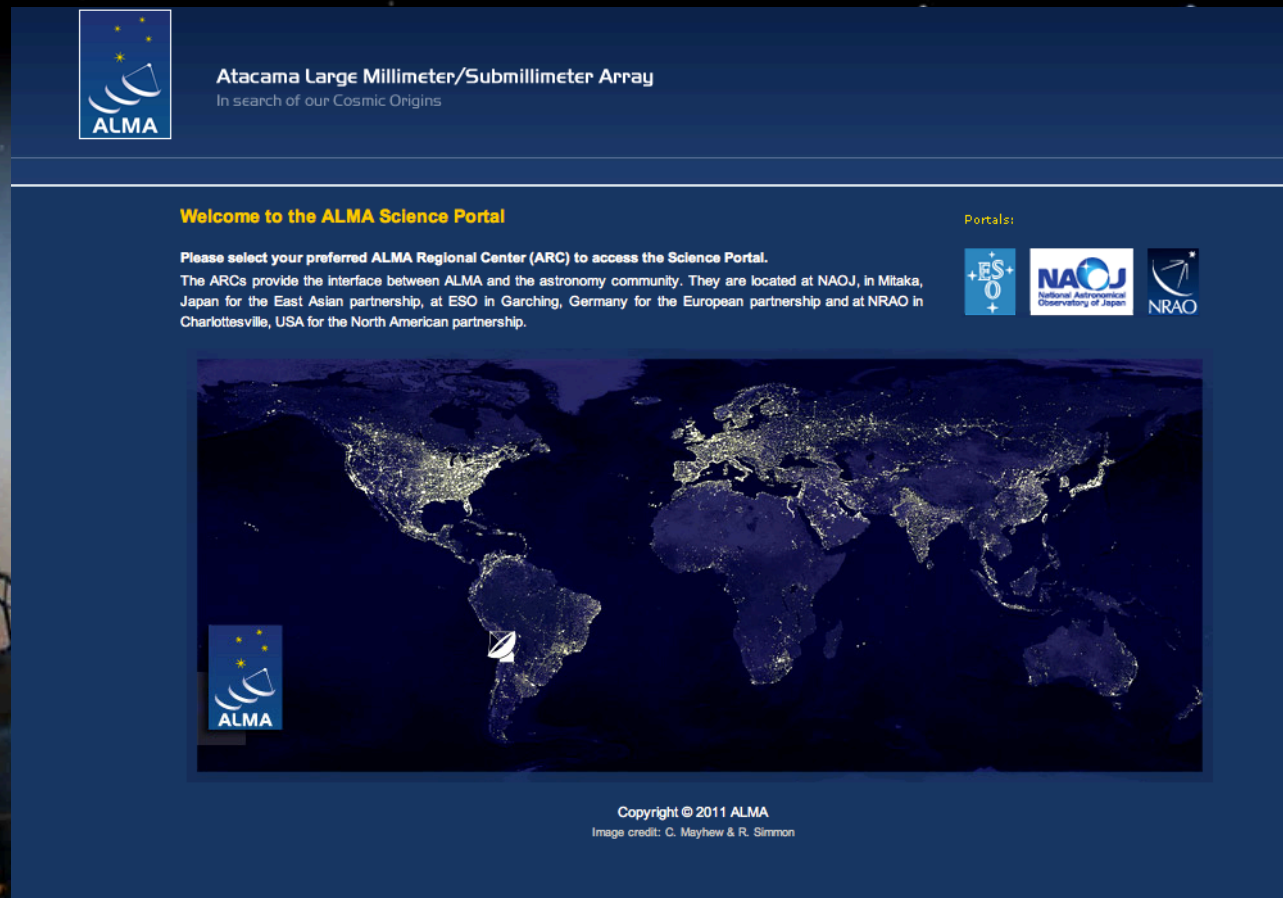
Gaelle Dumas




# The ALMA science portal

<http://almascience.org/>

- Interaction between ALMA and science users
- Three identical portals







 Atacama Large Millimeter/Submillimeter Array  
In search of our Cosmic Origins

**Welcome to the ALMA Science Portal**

Please select your preferred ALMA Regional Center (ARC) to access the Science Portal.  
The ARCs provide the interface between ALMA and the astronomy community. They are located at NAOJ, in Mitaka, Japan for the East Asian partnership, at ESO in Garching, Germany for the European partnership and at NRAO in Charlottesville, USA for the North American partnership.

Portals:


  




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Image credit: C. Mayhew & R. Simmon

# The ALMA science portal

<http://almascience.eso.org/>



Atacama Large Millimeter/Submillimeter Array  
In search of our Cosmic Origins




Search Site

Portals: [ESO](#) [NRAO](#) [NAOJ](#) [Log in](#) [Register](#) [Reset password](#)

[Home](#)  
[About ALMA](#)  
[ALMA Science](#)  
[Call for Proposals](#)  
[ALMA Data](#)  
[Documents & Tools](#)  
[User Services at ARCs](#)

- [Helpdesk](#)
- [ALMA@ESO](#)
- [ALMA@NRAO](#)
- [ALMA@NAOJ](#)

## Welcome to the ALMA Science Portal at ESO



### Overview

The **Atacama Large Millimeter/submillimeter Array (ALMA)** is a major new facility for world astronomy. When completed in 2013, ALMA will consist of a giant array of 12-m antennas, with baselines up to 16 km, and an additional compact array of 7-m and 12-m antennas to greatly enhance ALMA's ability to image extended targets. ALMA is outfitted with state-of-the-art receivers that cover atmospheric windows from 84–950 GHz (3mm – 300 micron). Construction of ALMA started in 2003 and will be completed in 2013. Science observations will start in 2011 with 16 antennas and four receiver bands. The ALMA project is an international collaboration between Europe, East Asia and North America in cooperation with the Republic of Chile. More details can be found via the **About ALMA** link in the left menu.

This is the website for the **ALMA Science Portal**, served from one of the **ALMA Regional Centers (ARCs)** of the ALMA partner organizations: ESO, NRAO or NAOJ. You may switch between the different instances of the portal through the links to the appropriate ALMA partner at the top banner. Through this portal you can find details about the technical capabilities of ALMA, how to propose for observing time, and how to access ALMA data. It includes links to all official ALMA documents and tools, including those for preparing and submitting proposals and processing ALMA data. In order to access some of the tools, users must register with the project and login to the portal via the links at the top banner.

Each of the three ARCs provides additional **User Services**, including a **Helpdesk** for all user queries. Each ARC maintains additional web pages with information on region-specific user services, such as visitor and student programs, schools, workshops, financial programs and public outreach activities. These are accessed via the links under the **User Services at the ARCs** area in the left menu.

[Print this](#) [Toggle full screen mode](#)

### General News

Updated ALMA Science Portal  
[May 16, 2011](#)

ALMA Cycle 0 Call for Proposals is now open  
[Mar 30, 2011](#)

[More...](#)

### Local News

The Nordic ARC invites applications for an indefinite Staff Astronomer position.  
[Feb 16, 2011](#)

ALMA Community Days 6-7 April 2011: Towards Early Science  
[Dec 17, 2010](#)

ESO Takes Delivery of State-of-the-art Receiver  
[Dec 15, 2010](#)

Dutch ALMA Workshop, Leiden, Netherlands, 20-21 April 2011  
[Dec 10, 2010](#)

ESO hands over the ALMA Santiago Central Office headquarters to the Joint ALMA Observatory  
[Nov 05, 2010](#)

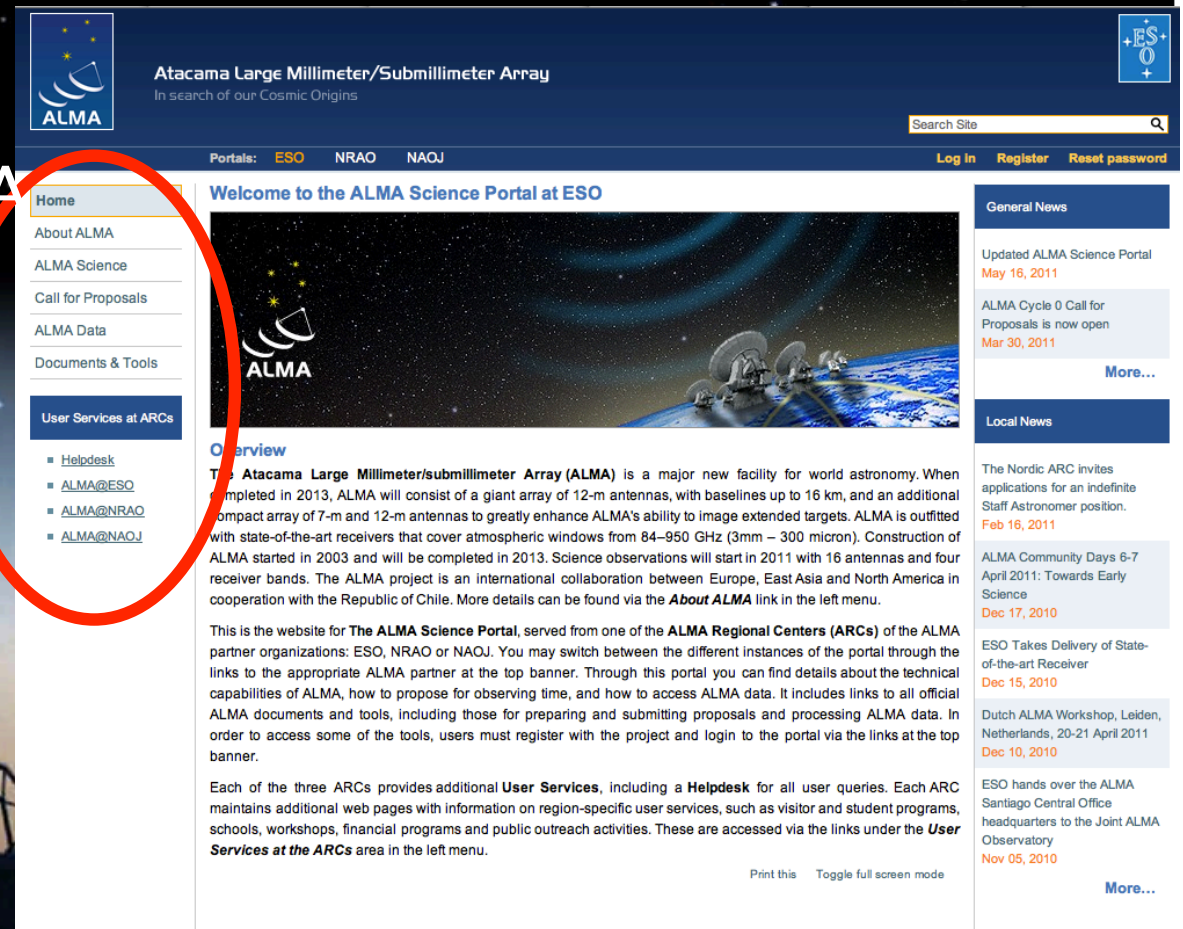
[More...](#)



# The ALMA science portal

<http://almascience.eso.org/>

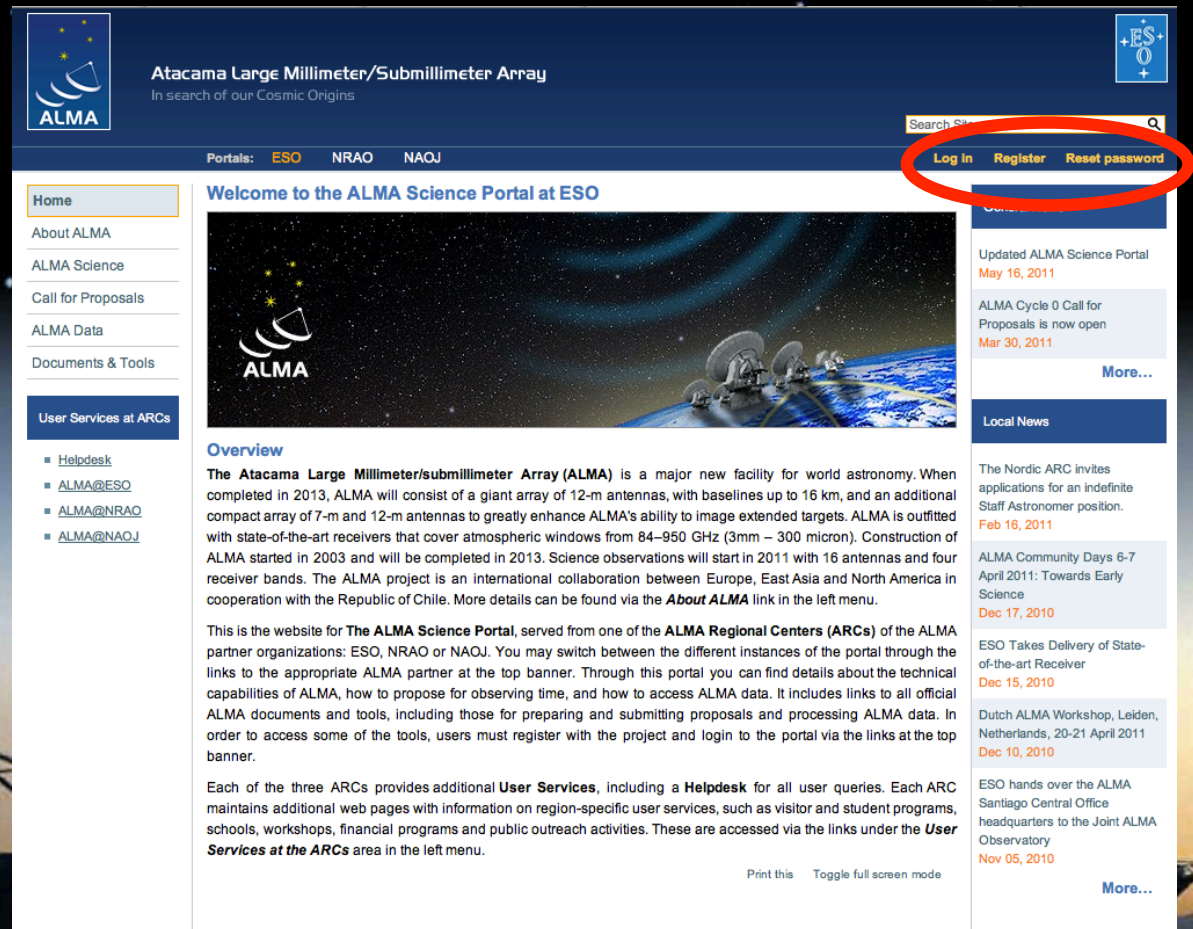
- Information about ALMA
- Call for proposals
- Data archive
- Documents and softwares
- Helpdesk
- Link to the ARCs



# The ALMA science portal

## User registration

- Submit proposal
- Access data
- File a helpdesk ticket

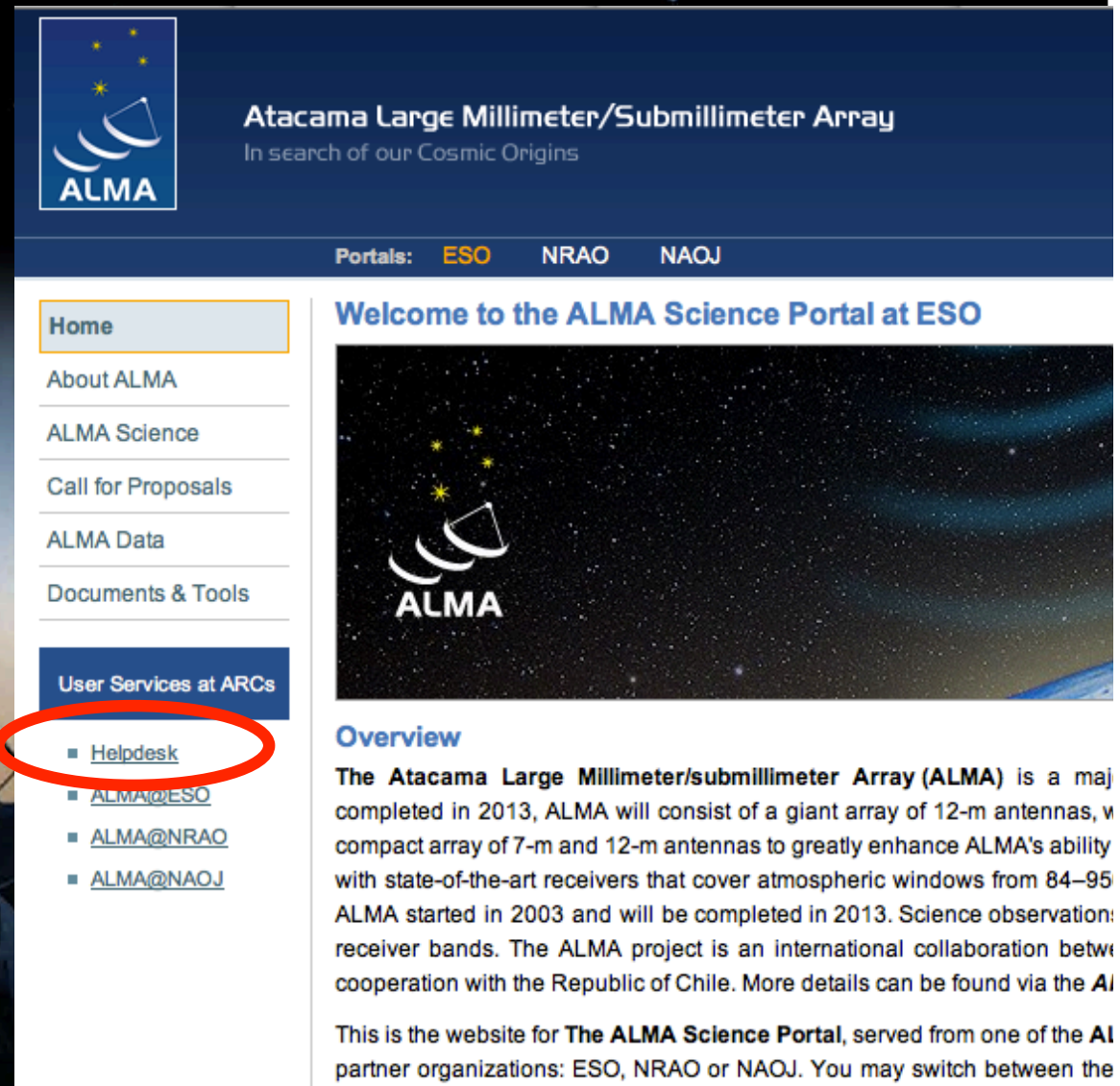


- Not needed to:  
find information, download softwares, access public data....



# The Helpdesk

- Ask questions
- FAQ and knowledgebase
- Maintained by ARCs staff
- Expect an answer within 2 working days
- Emergency tickets before the proposal submission deadline



**Atacama Large Millimeter/Submillimeter Array**  
In search of our Cosmic Origins

Portals: [ESO](#) [NRAO](#) [NAOJ](#)

**Welcome to the ALMA Science Portal at ESO**

**Home**  
About ALMA  
ALMA Science  
Call for Proposals  
ALMA Data  
Documents & Tools

**User Services at ARCs**


- [Helpdesk](#)
- [ALMA@ESO](#)
- [ALMA@NRAO](#)
- [ALMA@NAOJ](#)

**Overview**

The Atacama Large Millimeter/submillimeter Array (ALMA) is a major project completed in 2013, ALMA will consist of a giant array of 12-m antennas, and a compact array of 7-m and 12-m antennas to greatly enhance ALMA's ability with state-of-the-art receivers that cover atmospheric windows from 84–95 GHz. ALMA started in 2003 and will be completed in 2013. Science observation: receiver bands. The ALMA project is an international collaboration between ESO, NRAO and NAOJ in cooperation with the Republic of Chile. More details can be found via the ALMA website.


This is the website for The ALMA Science Portal, served from one of the ALMA partner organizations: ESO, NRAO or NAOJ. You may switch between the


# The Helpdesk


**EUROPEAN ARC**  
ALMA Regional Centre


18 May 2011


Support Center

 Logged in successfully

**View Tickets**  
Submit new tickets, view existing tickets or create new replies.











**Submit a Ticket**  
Submit a new ticket.

**Knowledgebase**  
Search support articles and find answers to frequently asked questions.

**Downloads**  
View our library of file downloads and links.

**My Account** [Logout]  
Logged In: **Gaelle Dumas**

**Search**  
  
-- Entire Support Site --

Popular Knowledgebase Articles	Views
 What do I do if I can't get the OT to work?	620
 How do I arrange a visit to one of the ARCs?	483
 Can I reduce ALMA data in software packages other than CASA, and is there support for that?	425
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 I want to observe 4 lines/bandpasses, 3 in one sideband and 1 in the other. Why can I not set this up in the OT?	221

Home | View Tickets | Submit a Ticket | Knowledgebase | Downloads

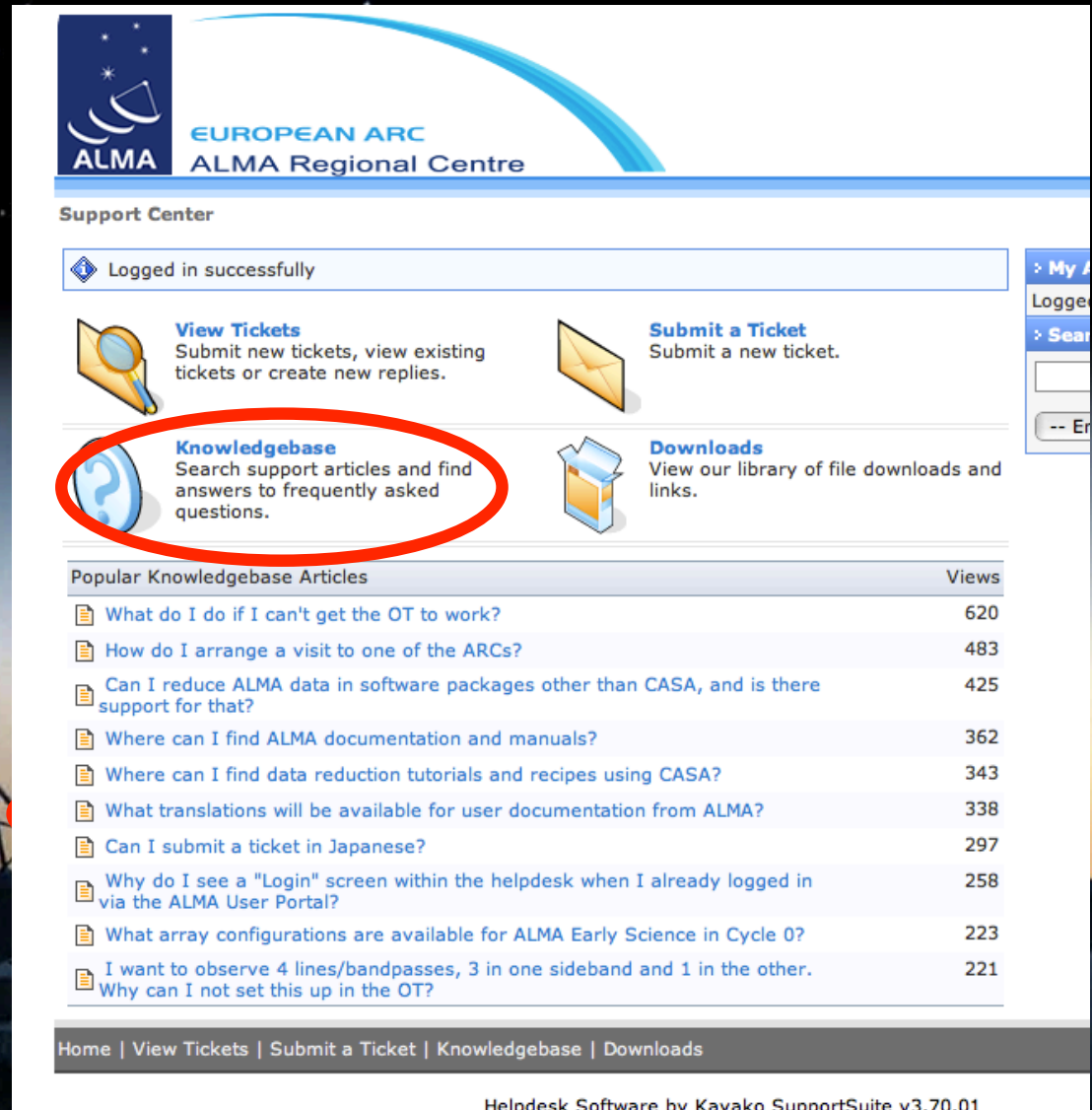
Language: English

Helpdesk Software by Kayako SupportSuite v3.70.01

# The Helpdesk

## The knowledgebase

- General knowledge
- FAQ



The screenshot shows the ALMA European ARC Support Center interface. The Knowledgebase link is circled in red. Below the Knowledgebase link is a table of popular knowledgebase articles.

**ALMA EUROPEAN ARC ALMA Regional Centre**

**Support Center**

Logged in successfully

**View Tickets**  
Submit new tickets, view existing tickets or create new replies.

**Submit a Ticket**  
Submit a new ticket.

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Search support articles and find answers to frequently asked questions.

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**Popular Knowledgebase Articles**

	Views
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Home | View Tickets | Submit a Ticket | Knowledgebase | Downloads

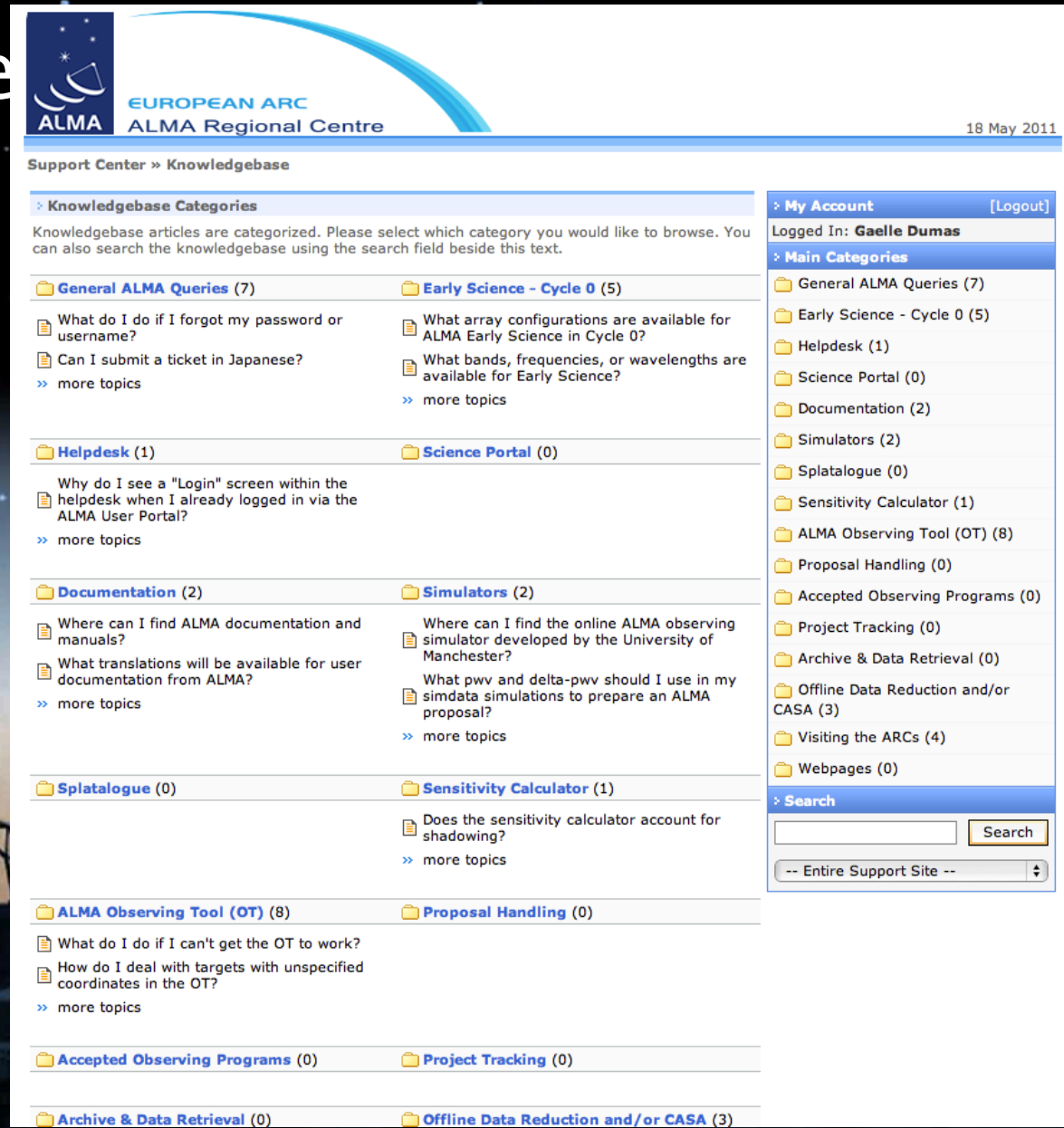
Helpdesk Software by Kayako SupportSuite v3.70.01



# The Helpdesk

## The knowledgebase

- General knowledge
- FAQ
- Different categories



The screenshot displays the ALMA European ARC Knowledgebase website. The header features the ALMA logo and the text "EUROPEAN ARC ALMA Regional Centre" on the left, and the date "18 May 2011" on the right. Below the header, the page is titled "Support Center » Knowledgebase".

The main content area is organized into a grid of categories, each with a folder icon and a count in parentheses. The categories include:

- General ALMA Queries (7)**: Includes links for "What do I do if I forgot my password or username?" and "Can I submit a ticket in Japanese?", with a "more topics" link.
- Early Science - Cycle 0 (5)**: Includes links for "What array configurations are available for ALMA Early Science in Cycle 0?" and "What bands, frequencies, or wavelengths are available for Early Science?", with a "more topics" link.
- Helpdesk (1)**: Includes a link for "Why do I see a 'Login' screen within the helpdesk when I already logged in via the ALMA User Portal?", with a "more topics" link.
- Science Portal (0)**
- Documentation (2)**: Includes links for "Where can I find ALMA documentation and manuals?" and "What translations will be available for user documentation from ALMA?", with a "more topics" link.
- Simulators (2)**: Includes links for "Where can I find the online ALMA observing simulator developed by the University of Manchester?" and "What pwv and delta-pwv should I use in my simdata simulations to prepare an ALMA proposal?", with a "more topics" link.
- Splatalogue (0)**
- Sensitivity Calculator (1)**: Includes a link for "Does the sensitivity calculator account for shadowing?", with a "more topics" link.
- ALMA Observing Tool (OT) (8)**: Includes links for "What do I do if I can't get the OT to work?" and "How do I deal with targets with unspecified coordinates in the OT?", with a "more topics" link.
- Proposal Handling (0)**
- Accepted Observing Programs (0)**
- Project Tracking (0)**
- Archive & Data Retrieval (0)**
- Offline Data Reduction and/or CASA (3)**

On the right side of the page, there is a sidebar with a "My Account" section showing the user is logged in as "Gaelle Dumas" with a "[Logout]" link. Below this is a "Main Categories" list with links to various sections and their counts. At the bottom of the sidebar is a "Search" section with a search input field, a "Search" button, and a dropdown menu set to "-- Entire Support Site --".

# The Helpdesk

## The knowledgebase

- General knowledge
- FAQ
- Different categories
- Comment and rate articles

**ALMA** EUROPEAN ARC  
ALMA Regional Centre

18 May 2011

Support Center » Knowledgebase » Early Science - Cycle 0 » What array configurations are available for ALMA Early Science in Cycle 0?

**What array configurations are available for ALMA Early Science in Cycle 0?**

Article

There will be 2 array configurations for Early Science in Cycle 0. One will have maximum baselines of 125 m and the other of 400 m.

For more information about the capabilities for early science, visit:

<http://almascience.nao.ac.jp/call-for-proposals/capabilities>  
<http://almascience.eso.org/call-for-proposals/capabilities>  
<https://almascience.nrao.edu/call-for-proposals/capabilities>

**Article Details**

Article ID: 47 Created On: 30 Aug 2010 8:19 PM

☒ This article was helpful ☐ This article was not helpful

☆☆☆☆☆

User Comments

[Add a Comment](#)

[Back](#)

Home | View Tickets | Submit a Ticket | Knowledgebase | Downloads

Language: English

Helpdesk Software by Kayako SupportSuite v3.70.01

# The Helpdesk

## The knowledgebase

- General knowledge
- FAQ
- Different categories
- Search engine

ALMA EUROPEAN ARC ALMA Regional Centre 18 May 2011

Support Center >> Knowledgebase

> Knowledgebase Categories

Knowledgebase articles are categorized. Please select which category you would like to browse. You can also search the knowledgebase using the search field beside this text.

General ALMA Queries (7)	Early Science - Cycle 0 (5)
<ul style="list-style-type: none"><li>What do I do if I forgot my password or username?</li><li>Can I submit a ticket in Japanese?</li><li>&gt;&gt; more topics</li></ul>	<ul style="list-style-type: none"><li>What array configurations are available for ALMA Early Science in Cycle 0?</li><li>What bands, frequencies, or wavelengths are available for Early Science?</li><li>&gt;&gt; more topics</li></ul>
Helpdesk (1)	Science Portal (0)
<ul style="list-style-type: none"><li>Why do I see a "Login" screen within the helpdesk when I already logged in via the ALMA User Portal?</li><li>&gt;&gt; more topics</li></ul>	
Documentation (2)	Simulators (2)
<ul style="list-style-type: none"><li>Where can I find ALMA documentation and manuals?</li><li>What translations will be available for user documentation from ALMA?</li><li>&gt;&gt; more topics</li></ul>	<ul style="list-style-type: none"><li>Where can I find the online ALMA observing simulator developed by the University of Manchester?</li><li>What pwv and delta-pwv should I use in my simdata simulations to prepare an ALMA proposal?</li><li>&gt;&gt; more topics</li></ul>
Splatalogue (0)	Sensitivity Calculator (1)
	<ul style="list-style-type: none"><li>Does the sensitivity calculator account for shadowing?</li><li>&gt;&gt; more topics</li></ul>
ALMA Observing Tool (OT) (8)	Proposal Handling (0)
<ul style="list-style-type: none"><li>What do I do if I can't get the OT to work?</li><li>How do I deal with targets with unspecified coordinates in the OT?</li><li>&gt;&gt; more topics</li></ul>	
Accepted Observing Programs (0)	Project Tracking (0)
Archive & Data Retrieval (0)	Offline Data Reduction and/or CASA (3)

> My Account [Logout]

Logged In: **Gaelle Dumas**

> Main Categories

- General ALMA Queries (7)
- Early Science - Cycle 0 (5)
- Helpdesk (1)
- Science Portal (0)
- Documentation (2)
- Simulators (2)
- Splatalogue (0)
- Sensitivity Calculator (1)
- ALMA Observing Tool (OT) (8)
- Proposal Handling (0)
- Accepted Observing Programs (0)
- Project Tracking (0)
- Archive & Data Retrieval (0)
- Offline Data Reduction and/or CASA (3)
- Visiting the ARCs (4)
- Webinars (0)

> Search

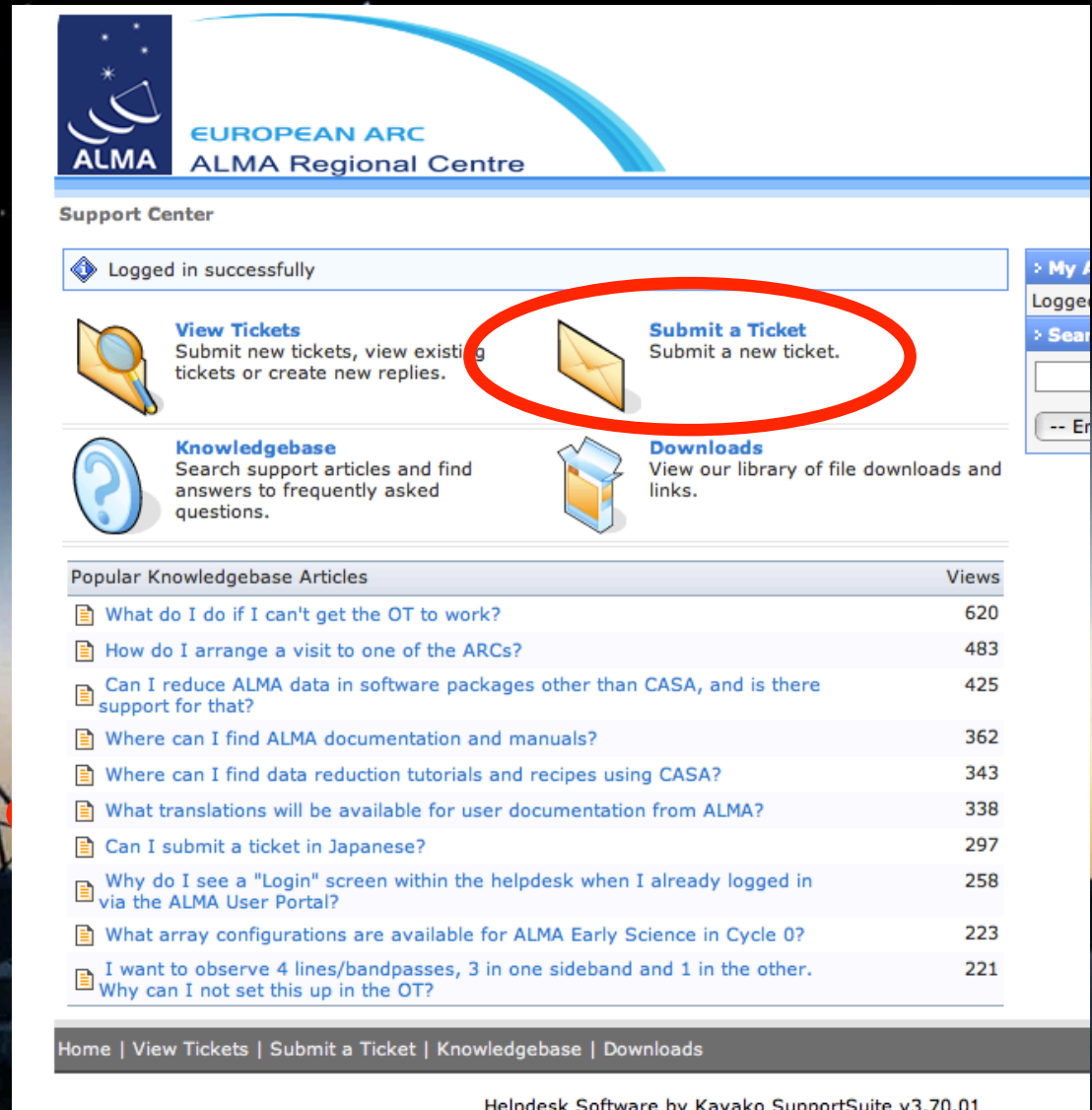
-- Entire Support Site --



# The Helpdesk

## Ask a question

- Login as an ALMA user
- Submit a ticket



The screenshot shows the ALMA European ARC Support Center interface. The header includes the ALMA logo and the text "EUROPEAN ARC ALMA Regional Centre". Below the header, a "Support Center" section contains a status bar indicating "Logged in successfully". The main content area features four links: "View Tickets" (with a magnifying glass icon), "Submit a Ticket" (with an envelope icon and circled in red), "Knowledgebase" (with a question mark icon), and "Downloads" (with a folder icon). Below these links is a table titled "Popular Knowledgebase Articles" with columns for the article title and "Views". The footer includes a navigation bar with links: "Home | View Tickets | Submit a Ticket | Knowledgebase | Downloads" and a version string "Helpdesk Software by Kayako SupportSuite v3.70.01".

**ALMA** EUROPEAN ARC  
ALMA Regional Centre

Support Center

Logged in successfully

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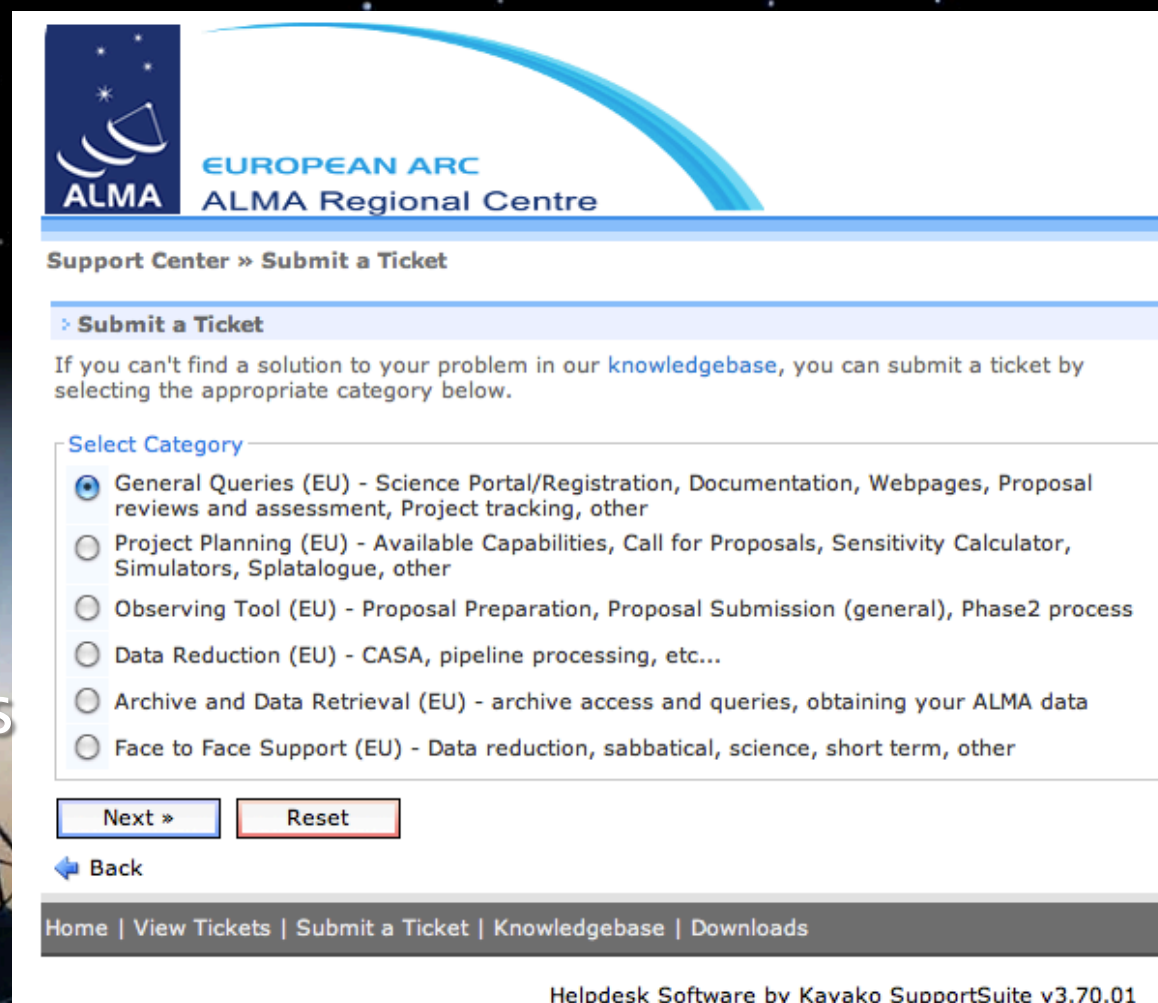
Home | View Tickets | Submit a Ticket | Knowledgebase | Downloads

Helpdesk Software by Kayako SupportSuite v3.70.01

# The Helpdesk

## Ask a question

- Login as an ALMA user
- Submit a ticket
- Different categories
- Written in English
- As much information as possible
- Email confirmation and email alerts



The screenshot shows the 'Submit a Ticket' page of the ALMA European ARC Support Center. The header includes the ALMA logo and the text 'EUROPEAN ARC ALMA Regional Centre'. Below the header, the breadcrumb 'Support Center » Submit a Ticket' is visible. The main section is titled 'Submit a Ticket' and contains a message: 'If you can't find a solution to your problem in our [knowledgebase](#), you can submit a ticket by selecting the appropriate category below.' A 'Select Category' section follows, with a list of radio buttons and their corresponding categories: 'General Queries (EU) - Science Portal/Registration, Documentation, Webpages, Proposal reviews and assessment, Project tracking, other' (selected), 'Project Planning (EU) - Available Capabilities, Call for Proposals, Sensitivity Calculator, Simulators, Splatalogue, other', 'Observing Tool (EU) - Proposal Preparation, Proposal Submission (general), Phase2 process', 'Data Reduction (EU) - CASA, pipeline processing, etc...', 'Archive and Data Retrieval (EU) - archive access and queries, obtaining your ALMA data', and 'Face to Face Support (EU) - Data reduction, sabbatical, science, short term, other'. Below the categories are 'Next »' and 'Reset' buttons. A 'Back' link with a left arrow is also present. The footer contains a navigation bar with links: 'Home | View Tickets | Submit a Ticket | Knowledgebase | Downloads'. At the bottom right, the text 'Helpdesk Software by Kayako SupportSuite v3.70.01' is displayed.

ALMA EUROPEAN ARC  
ALMA Regional Centre

Support Center » Submit a Ticket

Submit a Ticket

If you can't find a solution to your problem in our [knowledgebase](#), you can submit a ticket by selecting the appropriate category below.

Select Category

- ☒ General Queries (EU) - Science Portal/Registration, Documentation, Webpages, Proposal reviews and assessment, Project tracking, other
- ☐ Project Planning (EU) - Available Capabilities, Call for Proposals, Sensitivity Calculator, Simulators, Splatalogue, other
- ☐ Observing Tool (EU) - Proposal Preparation, Proposal Submission (general), Phase2 process
- ☐ Data Reduction (EU) - CASA, pipeline processing, etc...
- ☐ Archive and Data Retrieval (EU) - archive access and queries, obtaining your ALMA data
- ☐ Face to Face Support (EU) - Data reduction, sabbatical, science, short term, other

Next » Reset

Back

Home | View Tickets | Submit a Ticket | Knowledgebase | Downloads

Helpdesk Software by Kayako SupportSuite v3.70.01



Support Center » Submit a Ticket » General Queries (EU)

» Submit a Ticket

If you can't find a solution to your problem in our [knowledgebase](#), you can fill in the fields below with as much detailed information as possible and send it to our agents.

General Information

Priority: Default ▾

General

**Sub-Categories:**

Please specify areas of concern

- ☐ Science Portal/Registration
- ☐ Documentation
- ☐ Webpages
- ☒ Proposal reviews and assessment (science and technical)
- ☐ Project tracking
- ☐ Other

Message Details

Subject: \* ALMA web page

Upload File(s)

Choose File no file selected

Choose File no file selected

Choose File no file selected

→ Max 6MB

Recipients

You can specify custom recipients in the field below, multiple e-mail addresses can be separated using empty space or , (comma). The added recipients will only receive updates sent by our agents.

CC:

Submit

Reset

[Back](#)

» My Account

[\[Logout\]](#)

Logged In: **Gaelle Dumas**

» Search

Search


-- Entire Support Site -- ▾



# The Helpdesk

## Emergency tickets

- New category
- Visible 3 days before the proposal deadline

 **EUROPEAN ARC**  
ALMA Regional Centre

27 Jan 2011

Support Center » Submit a Ticket

Submit a Ticket

If you can't find a solution to your problem in our [knowledgebase](#), you can submit a ticket by selecting the appropriate category below.

Select Category

- ☐ General Queries (EU)
- ☐ Project Planning (EU)
- ☐ Observing Tool (EU)
- ☐ Data Reduction (EU)
- ☐ Archive and Data Retrieval (EU)
- ☐ Face to Face Support (EU)
- ☒ Proposal Submission Emergency

Next » Reset

Back

My Account [Logout]  
Logged In: **Suzanna Randall**

Search

-- Entire Support Site --

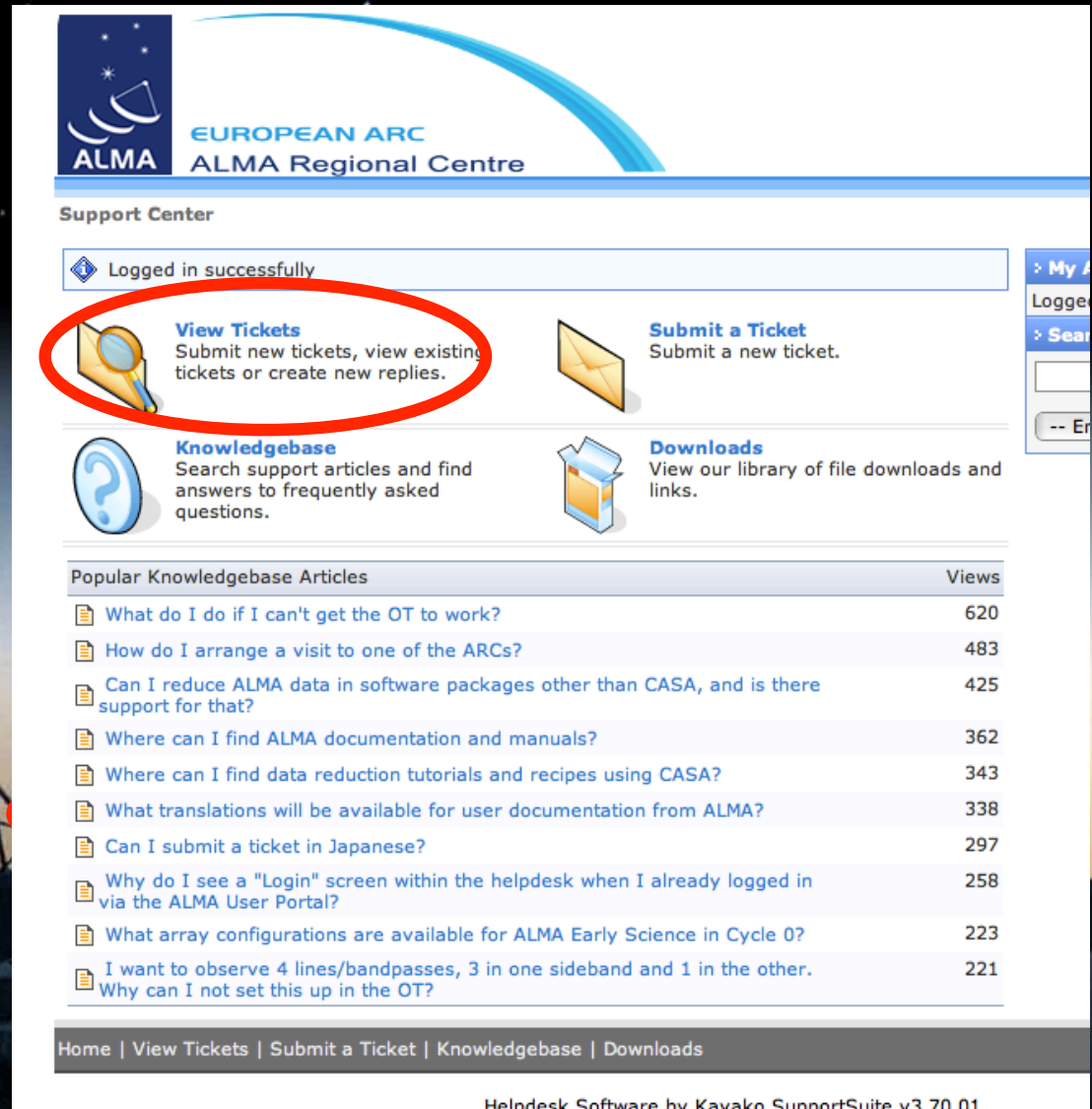
Home | View Tickets | Submit a Ticket | Knowledgebase | Downloads

Language: English

Helpdesk Software by Kayako SupportSuite v3.70.01

# The Helpdesk

## Viewing your tickets



**ALMA** EUROPEAN ARC  
ALMA Regional Centre

Support Center

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Popular Knowledgebase Articles

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Home | View Tickets | Submit a Ticket | Knowledgebase | Downloads

Helpdesk Software by Kayako SupportSuite v3.70.01

# The Helpdesk

## Viewing your tickets

- Status = open, pending, resolved, closed



The screenshot shows the ALMA Regional Centre Support Center Ticket List page. The header includes the ALMA logo and the text "EUROPEAN ARC ALMA Regional Centre". The date "26 Jan 2011" is displayed in the top right corner. The page title is "Support Center » Ticket List".

On the right side, there is a "My Account" section with a "[Logout]" link, indicating the user is logged in as "Suzanna Randall". Below this is a "Search" section with a search box and a "Search" button. A dropdown menu shows "-- Entire Support Site --".

The main content area is titled "Ticket List" and contains a table of tickets. The table has columns for "Last Update ^", "Last Replier", "Status", "Priority", and "Department". The tickets are listed with their IDs, subjects, dates, times, repliers, and statuses.

Last Update ^	Last Replier	Status	Priority	Department
<b>XUB-437968:</b> What is ALMA?				
26 Jan 2011 9:40 PM	Suzanna Randall	Open	Default	General Queries (EU)
<b>OER-204531:</b> Visit to IRAM				
26 Jan 2011 4:03 PM	Suzanna Randall	Open	Default	Face to Face Support (EU)
<b>ATL-139571:</b> Test ticket for Paola				
26 Jan 2011 3:51 PM	Suzanna Randall	Open	Default	General Queries (EU)
<b>GXN-449757:</b> Visit to Allegro				
26 Jan 2011 1:20 PM	Allegro node	Closed	Default	Face to Face Support (EU)
<b>IYQ-265907:</b> f2f support				
26 Jan 2011 1:15 PM	Suzanna Randall	Pending	Default	Face to Face Support (EU)
<b>MRK-514258:</b> Test ticket for Martin				
26 Jan 2011 1:08 PM	Martin Zwaan	Resolved	Default	General Queries (EU)
<b>OBV-177043:</b> Visit to Czech node				
26 Jan 2011 12:24 PM	Suzanna Randall	Open	Default	Face to Face Support (EU)
<b>BYL-377948:</b> No archive?				
26 Jan 2011 11:10 AM	Felix Stoehr	Closed	Default	Archive and Data Retrieval (EU)

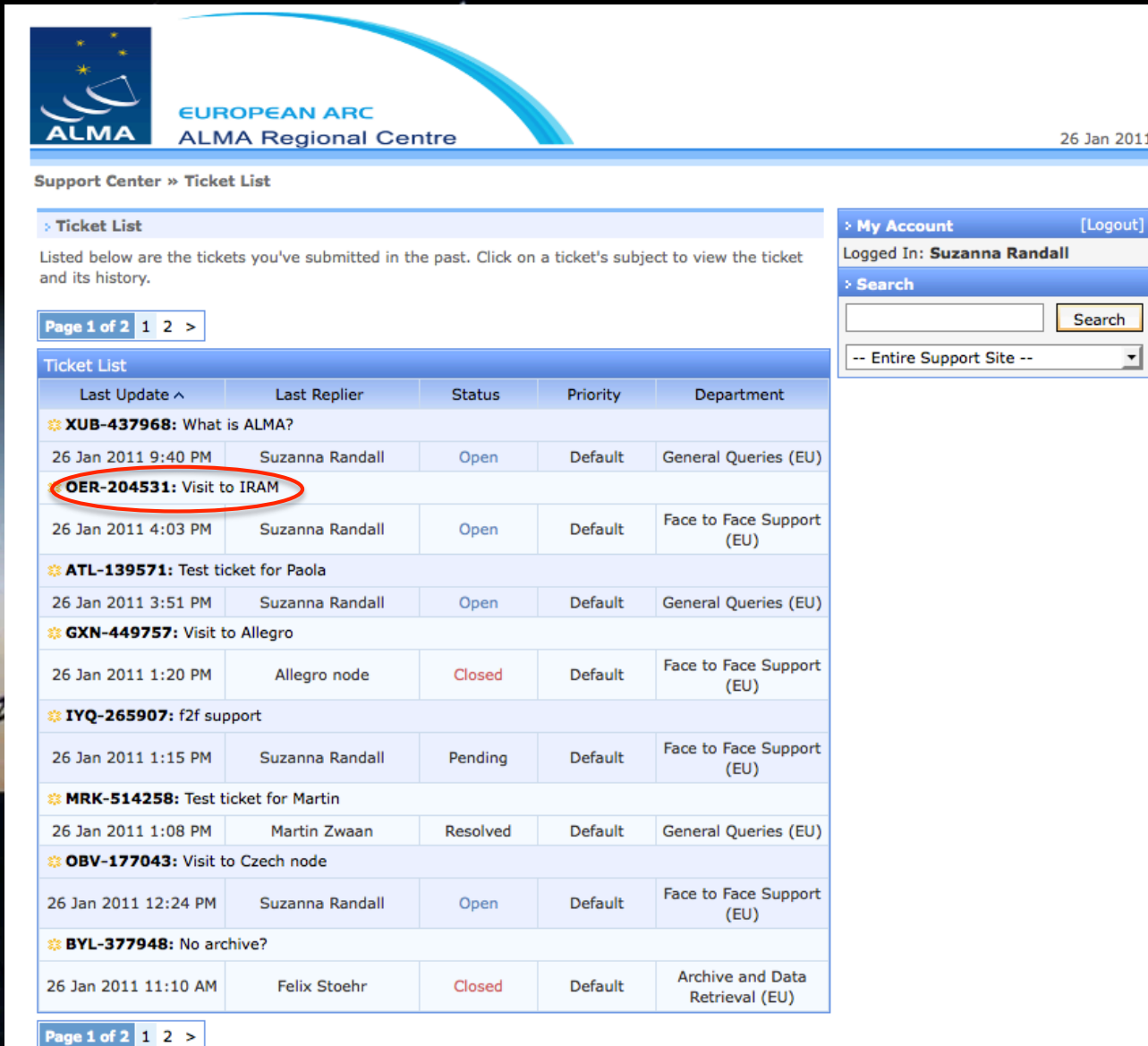
At the bottom of the table, there is a pagination bar showing "Page 1 of 2" and navigation links "1", "2", and ">".



# The Helpdesk

## Viewing your tickets

- Status = open, pending, resolved, closed



ALMA EUROPEAN ARC  
ALMA Regional Centre

26 Jan 2011

Support Center » Ticket List

> Ticket List

Listed below are the tickets you've submitted in the past. Click on a ticket's subject to view the ticket and its history.

Page 1 of 2 1 2 >

Last Update ^	Last Replier	Status	Priority	Department
✱ <b>XUB-437968</b> : What is ALMA?				
26 Jan 2011 9:40 PM	Suzanna Randall	Open	Default	General Queries (EU)
✱ <b>OER-204531</b> : Visit to IRAM				
26 Jan 2011 4:03 PM	Suzanna Randall	Open	Default	Face to Face Support (EU)
✱ <b>ATL-139571</b> : Test ticket for Paola				
26 Jan 2011 3:51 PM	Suzanna Randall	Open	Default	General Queries (EU)
✱ <b>GXN-449757</b> : Visit to Allegro				
26 Jan 2011 1:20 PM	Allegro node	Closed	Default	Face to Face Support (EU)
✱ <b>IYQ-265907</b> : f2f support				
26 Jan 2011 1:15 PM	Suzanna Randall	Pending	Default	Face to Face Support (EU)
✱ <b>MRK-514258</b> : Test ticket for Martin				
26 Jan 2011 1:08 PM	Martin Zwaan	Resolved	Default	General Queries (EU)
✱ <b>OBV-177043</b> : Visit to Czech node				
26 Jan 2011 12:24 PM	Suzanna Randall	Open	Default	Face to Face Support (EU)
✱ <b>BYL-377948</b> : No archive?				
26 Jan 2011 11:10 AM	Felix Stoehr	Closed	Default	Archive and Data Retrieval (EU)


Page 1 of 2 1 2 >

> My Account [Logout]  
Logged In: **Suzanna Randall**

> Search  
Search  
-- Entire Support Site --

# The Helpdesk

## Viewing your tickets



EUROPEAN ARC  
ALMA Regional Centre

26 Jan 2011

Support Center » Ticket List » OER-204531

Visit to IRAM

Ticket Details

Ticket ID:	OER-204531	Department:	Face to Face Support (EU)
Status:	Open	Priority:	Default
Created On:	26 Jan 2011 11:24 AM	Last Update:	26 Jan 2011 4:03 PM

Edit Properties

Status:  Priority:

Update

EU Visitor

Preferred ARC Node for Support: \*

Type of Support Required: \*

Project ID:

Number of Visitors: \*

Proposed begin and end dates for your visit: \*

Areas of expertise: \*

Areas of expertise relevant to your visit

Special Computing Requirements:

(disk space, etc.)

Permission To Access Data:

By checking this box, you give the ARC staff permission to access your data prior to the visit for preparation purposes.

☐ Yes

Financial Support Required:

☒ Yes

Justification for Financial

My Account [Logout]

Logged In: Suzanna Randall

Search

Search

-- Entire Support Site --

# The Helpdesk

## Viewing your tickets

<b>Project ID:</b>	<input type="text"/>
<b>Number of Visitors: *</b>	<input type="text" value="2"/>
<b>Proposed begin and end dates for your visit: *</b>	<input type="text" value="March 2011"/>
<b>Areas of expertise: *</b> Areas of expertise relevant to your visit	<input type="text" value="CASA"/>
<b>Special Computing Requirements:</b> (disk space, etc.)	<input type="text"/>
<b>Permission To Access Data:</b> By checking this box, you give the ARC staff permission to access your data prior to the visit for preparation purposes.	<input type="checkbox"/> Yes
<b>Financial Support Required:</b>	<input checked="" type="checkbox"/> Yes
<b>Justification for Financial Support:</b> This field is required if the visitor requests financial support	<input type="text"/>

Conversation

Suzanna Randall

USER

Posted On: 26 Jan 2011 11:24 AM

Hello,  
  
I would like to arrange a visit to IRAM for help with my ficticious data reduction problem. Could you please arrange this?  
  
Cheers,  
Suzanna  
  
PS. This is a TEST!

IRAM node

STAFF

Posted On: 26 Jan 2011 3:11 PM

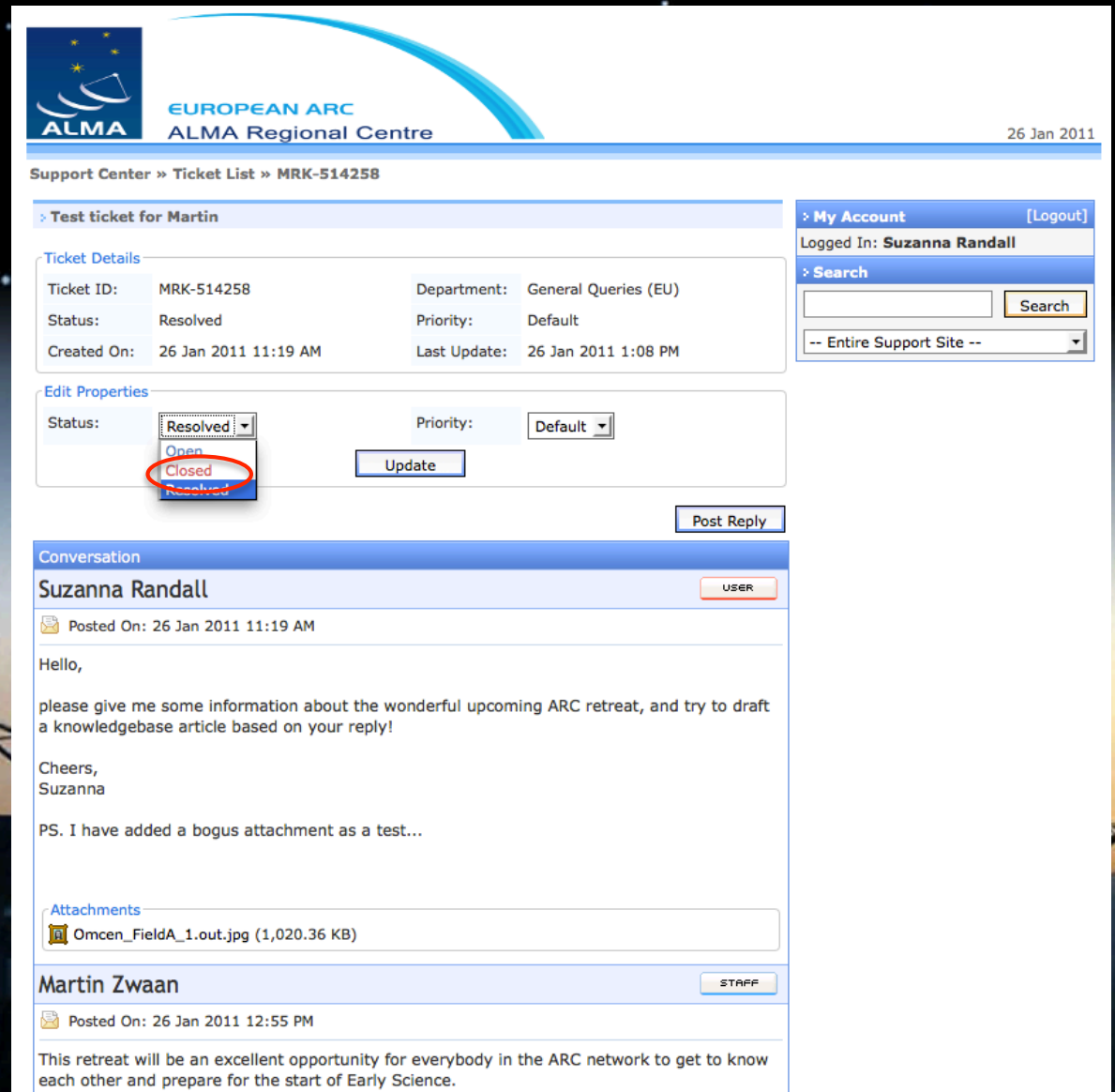
Dear Suzanna,  
Sounds like a great idea. There's certainly a web page somewhere that gives you more information on how to proceed.  
Cheers,



# The Helpdesk

## Closing your tickets

- when satisfied with the answer: close the ticket
- Status = closed



The screenshot displays the ALMA Regional Centre Support Center interface. At the top, the ALMA logo and "EUROPEAN ARC ALMA Regional Centre" are visible, along with the date "26 Jan 2011". The breadcrumb trail reads "Support Center » Ticket List » MRK-514258".

The main section is titled "Test ticket for Martin". Below this, the "Ticket Details" are shown:

Ticket ID:	MRK-514258	Department:	General Queries (EU)
Status:	Resolved	Priority:	Default
Created On:	26 Jan 2011 11:19 AM	Last Update:	26 Jan 2011 1:08 PM

Below the details, the "Edit Properties" section shows the "Status" dropdown menu open, with "Resolved" selected. Other options visible are "Open", "Closed", and "Resolved". The "Priority" is set to "Default". An "Update" button is present.

On the right side, there is a "My Account" section with a "[Logout]" link, showing the user is logged in as "Suzanna Randall". Below this is a "Search" bar with a "Search" button and a dropdown menu set to "-- Entire Support Site --".

The "Conversation" section shows a message from "Suzanna Randall" (USER) posted on "26 Jan 2011 11:19 AM". The message content is:

Hello,

please give me some information about the wonderful upcoming ARC retreat, and try to draft a knowledgebase article based on your reply!

Cheers,  
Suzanna

PS. I have added a bogus attachment as a test...

Below the message, there is an "Attachments" section showing a file named "Omcen\_FieldA\_1.out.jpg (1,020.36 KB)".

The conversation continues with a response from "Martin Zwaan" (STAFF) posted on "26 Jan 2011 12:55 PM". The response text is:

This retreat will be an excellent opportunity for everybody in the ARC network to get to know each other and prepare for the start of Early Science.

# Guidelines

- Science user portal: <http://almascience.eso.org/>
- Need to register to submit proposal, use the helpdesk etc..
- Helpdesk: tickets in English,  
answer within 2 working days,  
close the ticket when satisfied  
emergency department open 3 days  
before proposal submission deadline