

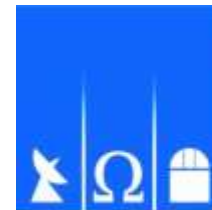


This presentation has received funding from the European Union's Horizon 2020 research and innovation programme under grant agreement No 730562 [RadioNet]

Getting help: Support for (prospective) ALMA users

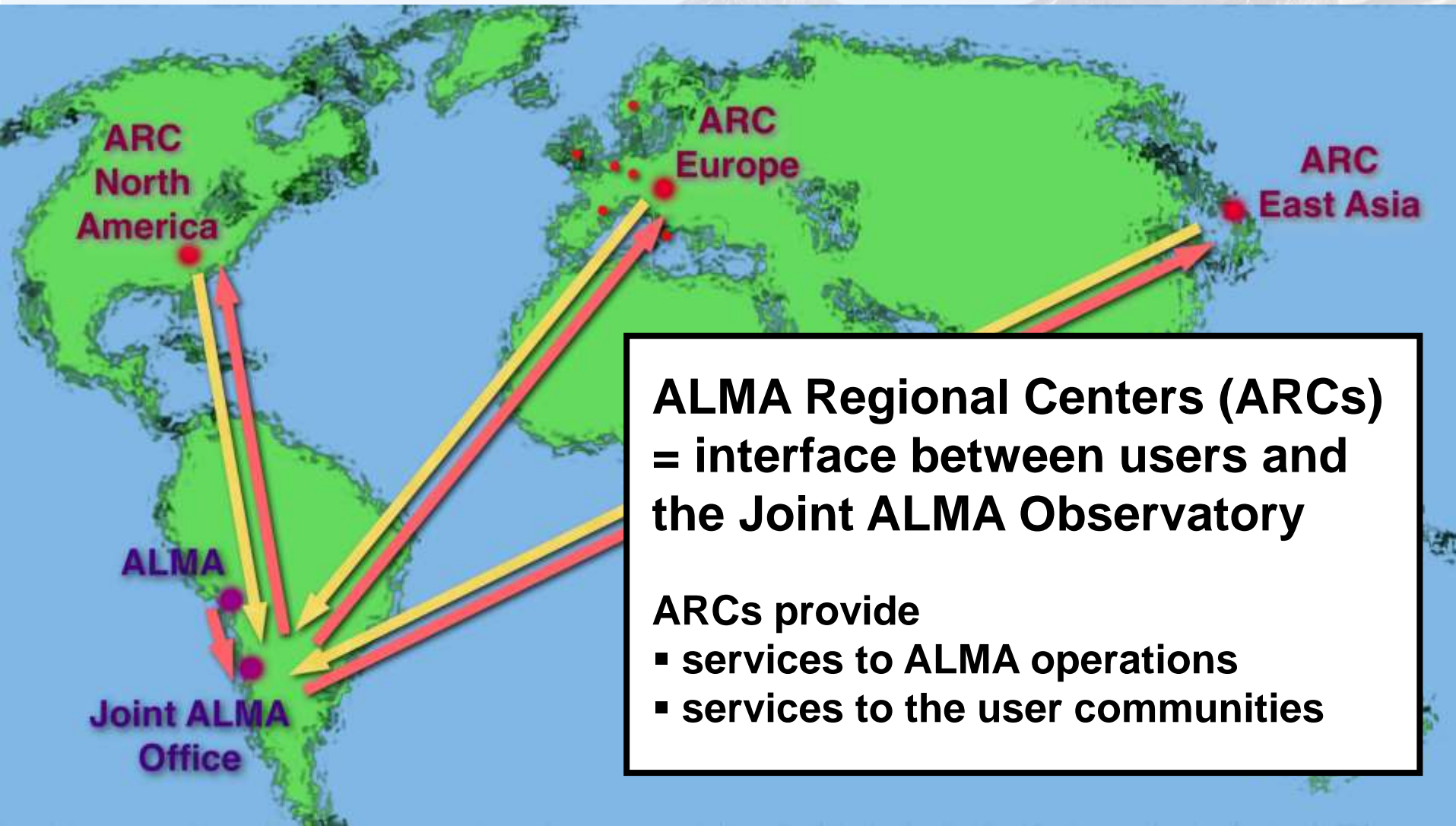


Stefanie Mühle
German ARC node
University of Bonn



Argelander-
Institut
für
Astronomie

ALMA Regional Centers



**ALMA Regional Centers (ARCs)
= interface between users and
the Joint ALMA Observatory**

ARCs provide

- **services to ALMA operations**
- **services to the user communities**

The European ARC structure

European ARC nodes



EUROPEAN ARC
ALMA Regional Centre

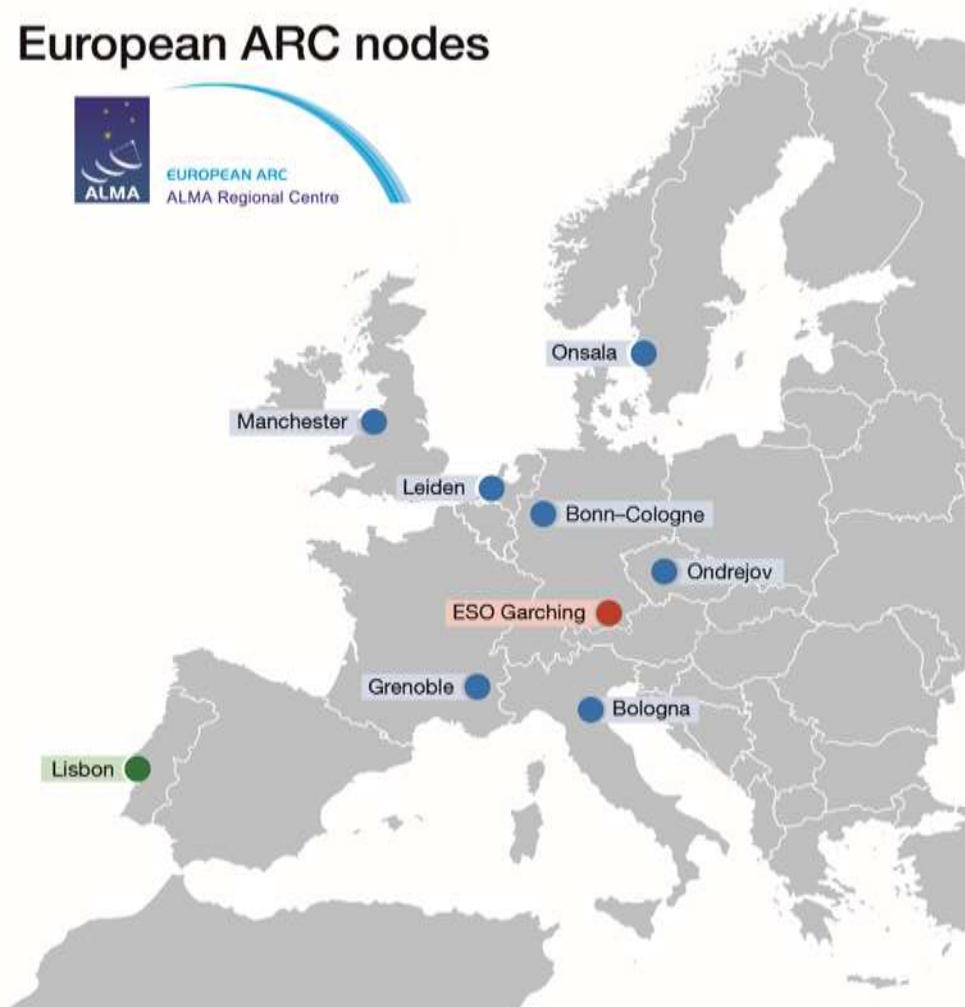


In the EU executive, the ARC consists of a network of regional nodes with a central node at ESO, Garching



The European ARC structure

European ARC nodes



Tasks of the central ARC node include:

- helpdesk
- archive
- software development
- press and public relations

Tasks of the regional nodes include:

- face-to-face user support
- contact to local scientific community
- community development
- local public outreach
- special expertise areas (EU-ARC wide support)

The German ARC node



- Universities of Bonn and Cologne
- current special expertise areas:
 - advanced data analysis and modeling tools, CDMS
 - single-dish/interf. combination
 - mm-VLBI



The German ARC node



Activities: Development

- **Cologne Database for Molecular Spectroscopy**, implemented in the Virtual Atomic and Molecular Data Centre (Endres et al. 2016, J. of Mol. Spectroscopy)
- **XCLASS** releases and tutorials (Moeller et al. 2016, A&A)
- **ALMA polarization data** reduction and analysis (with Nordic and Italian nodes)
- Integration of **ALMA into mmVLBI** networks
- Test of various **INTF/SD combination methods** and **INTF/SD GUI** for feathering
- Tools for **data mining** in the ALMA archive

Activities: ALMA services

Many activities behind the scenes, including

- definition of **data reduction strategies**
- **special campaigns**, e.g. calibrator surveys
- **software tests**, e.g. ALMA-OT
- **documentation** and documentation review
- **staff training**
- **data quality assessment**
- **ALMA user feedback**

Activities: User support I

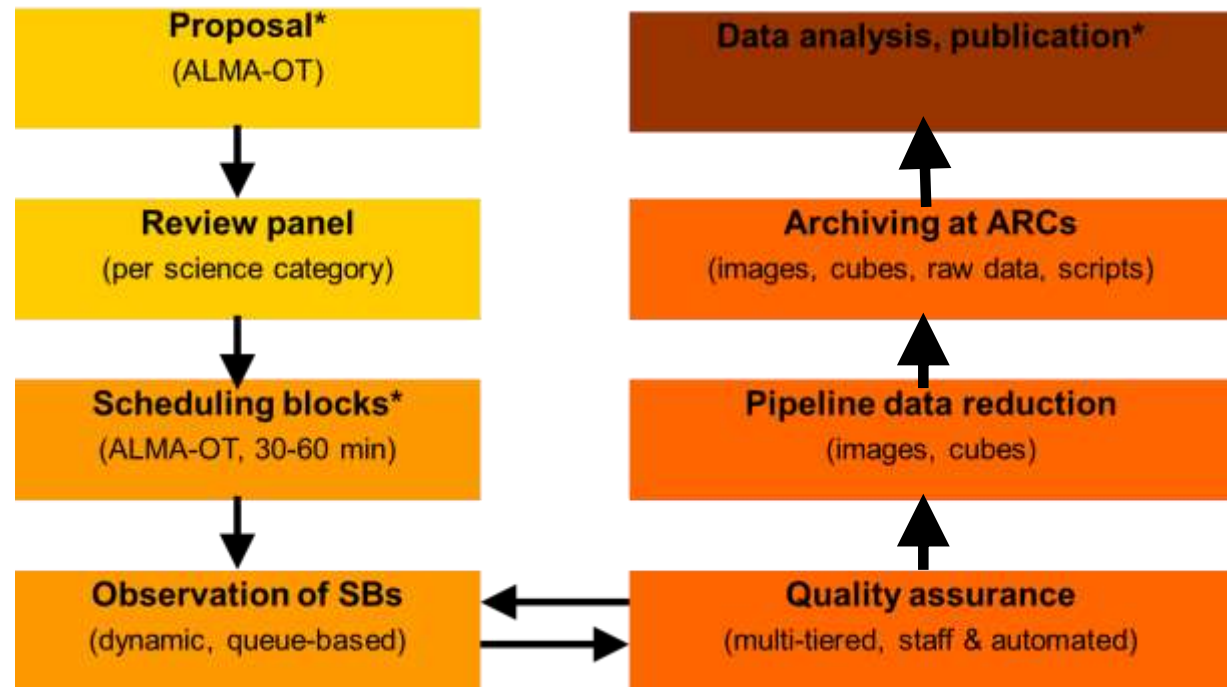
- **community events and training, e.g.**
 - ALMA info booth at **annual meeting of German Astronomical Society**, Bochum, September 2016
 - **German ALMA Community Days**, Bonn, 27/28 March 2017
 - **Swiss ALMA Community Day**, Bern, 03 April 2017
 - Master course “**Radio Interferometry: Methods and Science**” (lecture + CASA tutorial), April – July 2017
- **newsletter, newsflashes and webpages**
- **ALMA talks and posters at seminars and conferences**
- **public outreach**: talks, teachers’ education, radio feature, ...
- European representative in **CASA Users Committee**
- **infrastructure**: 2 compute servers, SSDs, RAID storage

Activities: User support II

- help with proposal preparation
- phase 2 support (5-6 weeks, strict deadline in Sep.!)
- data reduction and analysis help
- advice in areas of special expertise

Life of an ALMA project

* = face-to-face support available at ALMA Regional Center nodes



User support tools:

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German ALMA Comm/Users' Meetings
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User support tools: The helpdesk



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



About Science Proposing Observing Data Processing Tools Documentation Help

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Forgot Account

Observatory News

ALMA Cycle 5 Call for Proposals is Now OPEN!
Mar 21, 2017

Additional Information for Cycle 5 Proposals
Feb 01, 2017

Release of a New Installment of Science
Verification Data
Jan 18, 2017

[More...](#)

EU ARC News

Italian ALMA proposal preparation day 2017
Mar 14, 2017

German and Swiss ALMA Community Days 2017
Feb 24, 2017

Radio Interferometry: Methods and Science
Feb 24, 2017

[More...](#)

Status

[ALMA Cycle 5 Call for Proposals](#)

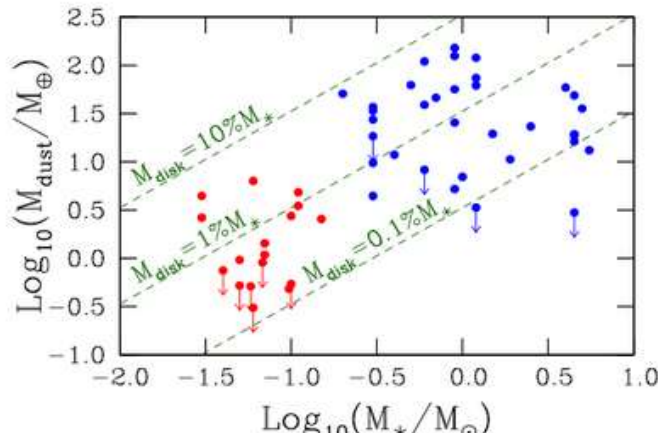
Refereed publications: 621

Last observed source: HD131835

Current configuration: C40-1

[More...](#)

Science Highlights - Possible Disk Truncation in Ophiuchus Brown Dwarfs



The sensitivity, resolution and the wavelength coverage of ALMA makes it an ideal tool for studying the properties of the cold outer disks of young stars and low mass objects. Such observations can aid us in understanding the formation of their central objects and their likelihood of ultimately hosting planets. In a recent *Astronomy & Astrophysics* [paper](#), Dr. Testi and his collaborators made use of ALMA Band 7 to observe an unbiased sample of spectroscopically confirmed Ophiuchus brown dwarfs with infrared excesses.

[Full Summary...](#)

User support tools: The helpdesk



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



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Help

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Knowledgebase/FAQ

Helpdesk

EA ARC

Proposals

EU ARC

321

NA ARC

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More...

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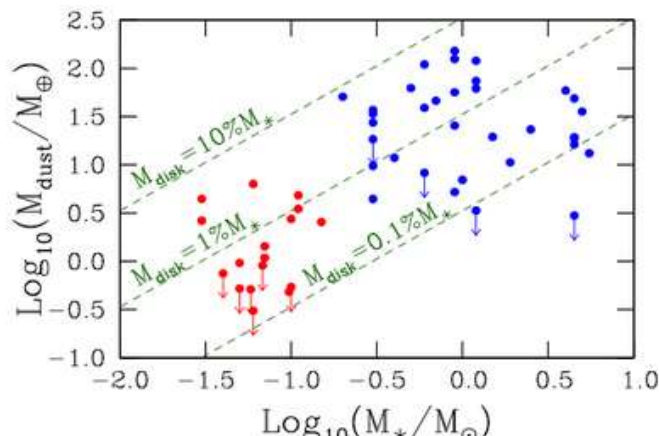
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Radio Interferometry: Methods and Science

Feb 24, 2017

More...

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[Full Summary...](#)

User support tools: The helpdesk

The screenshot shows the ALMA user support helpdesk interface. At the top left is the ALMA logo with the text "Atacama Large Millimeter/submillimeter Array" and "In search of our Cosmic Origins". At the top right is the ESO logo. Below the header is a navigation bar with links: "<< Science Portal", "Dashboard", "View Tickets", "Submit a Ticket", "Knowledgebase", and "News". A language dropdown menu is set to "English (U.S.)". On the left side, there is an "Account" menu with options: "My Profile", "Preferences", and "Logout". Below this is a link: "Link to ESO, NAOJ, or NRAO Accounts". The main content area features a search bar with the placeholder text "Please type your question here" and a "SEARCH" button. Below the search bar, there are search filters: "Search in: Tickets", "KB articles", "Science Portal", and "Help". There are four main action buttons: "View Tickets", "Submit a Ticket", "Knowledgebase", and "News". The "Submit a Ticket" and "Knowledgebase" buttons are circled in red. At the bottom, there is a "Latest Updates" section with a message: "No information available in this view".

ALMA
Atacama Large Millimeter/submillimeter Array
In search of our Cosmic Origins

ES0

<< Science Portal Dashboard View Tickets Submit a Ticket Knowledgebase English (U.S.) News

Account
My Profile
Preferences
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User support tools: The helpdesk



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Please type your search query here

SEARCH

Search in: Tickets KB articles Science Portal

Help

Select a department

If you can't find a solution to your problem in our knowledgebase, you can submit a ticket by selecting the appropriate department below.

Departments

- 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, archival research
- Proposal Change Requests (EU) - request for a change to a submitted proposal or accepted project
- Face to Face Support (EU) - Data reduction, science, short term, other

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View Tickets Submit a Ticket Knowledgebase News

Latest Updates
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User support tools: The helpdesk

Advantages of the helpdesk:

- up-to-date knowledgebase
- always the right person (via triage)
- fast feedback, log for future reference

The screenshot displays a helpdesk interface for the Science Portal. At the top, a dark blue navigation bar contains links for '<< Science Portal', 'Dashboard', 'View Tickets', 'Submit a Ticket', 'Knowledgebase', and 'News'. A language dropdown menu is set to 'English (U.S.)'. On the left, an 'Account' sidebar lists 'My Profile', 'Preferences', and 'Logout'. Below this, a 'Knowledgebase' section lists categories: 'General ALMA Queries (39)', 'Cycle 4 (4)', 'Cycle 5 (3)', 'Resources & Observer Support (14)', and 'Project Planning (37)'. The main content area features a search bar with the placeholder text 'Please type your question here' and a 'SEARCH' button. Below the search bar, there are search filters for 'Tickets', 'KB articles', and 'Science Portal', each with a checked checkbox. A 'Help' link is located to the right of the search filters. At the bottom, four large buttons are arranged in a 2x2 grid: 'View Tickets', 'Submit a Ticket', 'Knowledgebase', and 'News'.

User support tools: f2f support

Face-to-face support at the German ARC node:

- Request for f2f support via helpdesk (f2f department)

- Logistical details

- Data delegation



- **Stay at the German ARC node** (with dedicated contact scientist, computing infrastructure, node facilities)
- Transfer data from Bonn to home institution
- Feedback form

User support tools: RI course

Radio Interferometry: Methods and Science

Radio Interferometry SS 2017 (8404)

Dr. Stefanie Mühle, Dr. Benjamin Magnelli, Prof. F. Bertoldi, Dr. Alexander Karim, Prof. Dr. M. Kramer, PD Dr. R. Mauersberger

Links:

[Argelander Institute for Astronomy](#)

[German ALMA Regional Center node](#)

[ALMA](#)

The course "Radio Interferometry: Methods and Science" offers a hands-on overview of major aspects of radio/mm/submm interferometry for master students, PhD students and senior astronomers. The lectures start with a general introduction to radio interferometry and data reduction, followed by an overview of various fields of research and the special observing modes that they require, given by experts of the respective fields. The latest developments of selected world-leading radio/mm/submm interferometers will be presented as well.

The course also comprises a hands-on tutorial, where participants learn how to reduce interferometric data with the Common Astronomy Software Applications (CASA) package.

As a Master student you can take this course for credit, obtaining 4 CP. Following the hands-on approach of the course, the coursework relevant for the final grade consists of assignments related to the data reduction and analysis of a small interferometric dataset: commented scripts and logs used for the data reduction and analysis, followed by a presentation (Referat, 15 min length) and a short paper summarizing the data reduction, the analysis and the scientific results (5-12 A4 pages). It is expected that "for credit" students attend all the lectures and tutorials and register for the exam on Basis before the deadline!

You are also very welcome to attend if you do NOT want/need to earn credit points. In this case, feel free to pick only some lectures and/or the tutorial.

On 19 April, we will collect the email addresses of all participants to set up a mailing list that we will use to circulate updates, material and other information related to the course. If you can't attend on 19 April, but are interested in participating in the course, please contact us **before 21 April**.

We will offer remote access to the lectures and tutorials on a best-efforts basis (maximum 5 remote locations). If you would like to follow the course from a remote location, please contact us **before 01 April**.

Note: the lectures start on 19 April 2016!

Time: Wednesdays, 10:15-11:45 lecture, 12:00-12:45 tutorial

User support tools: RI course

Radio Interferometry: Methods and Science

- Master level course (4 CP, Bonn, Cologne)
- April – July, Wednesdays 10:15 – 12:45
- Lectures: Introduction/special modes/facilities
- Exercises: CASA Tutorial – data reduction
- Remote participation possible (on best efforts basis!)

User support tools: News

News channels:

- Science Portal at ESO/news section (web)
- EU ARC announcements (web, RSS feed)
- EU ARC newsletter (email)

- Home page of the German ARC node (web)
- DARC newsletter + newsflashes (email)

=> see <http://www.astro.uni-bonn.de/ARC> for an overview

User support tools:

German ARC node

German ALMA Comm/Users' Meetings course
Radio Interferometry (incl. CASA)
ARC node staff (arc@astro.uni-bonn.de)
your Contact Scientist
face-to-face visit (arrange via helpdesk)
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news section, newsletter, announcements
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learn more about radio interferometry?

get help with my ALMA proposal?

get help with other ALMA procedures?

learn how to reduce ALMA data?

get ALMA data without writing a proposal?

deal with huge ALMA data sets?

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The German ARC node

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ALMA Science Portal at ESO:
<http://almascience.eso.org>

Helpdesk:
<http://help.almascience.org>

