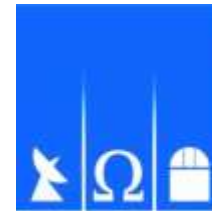


# Getting help: Support for (prospective) ALMA users



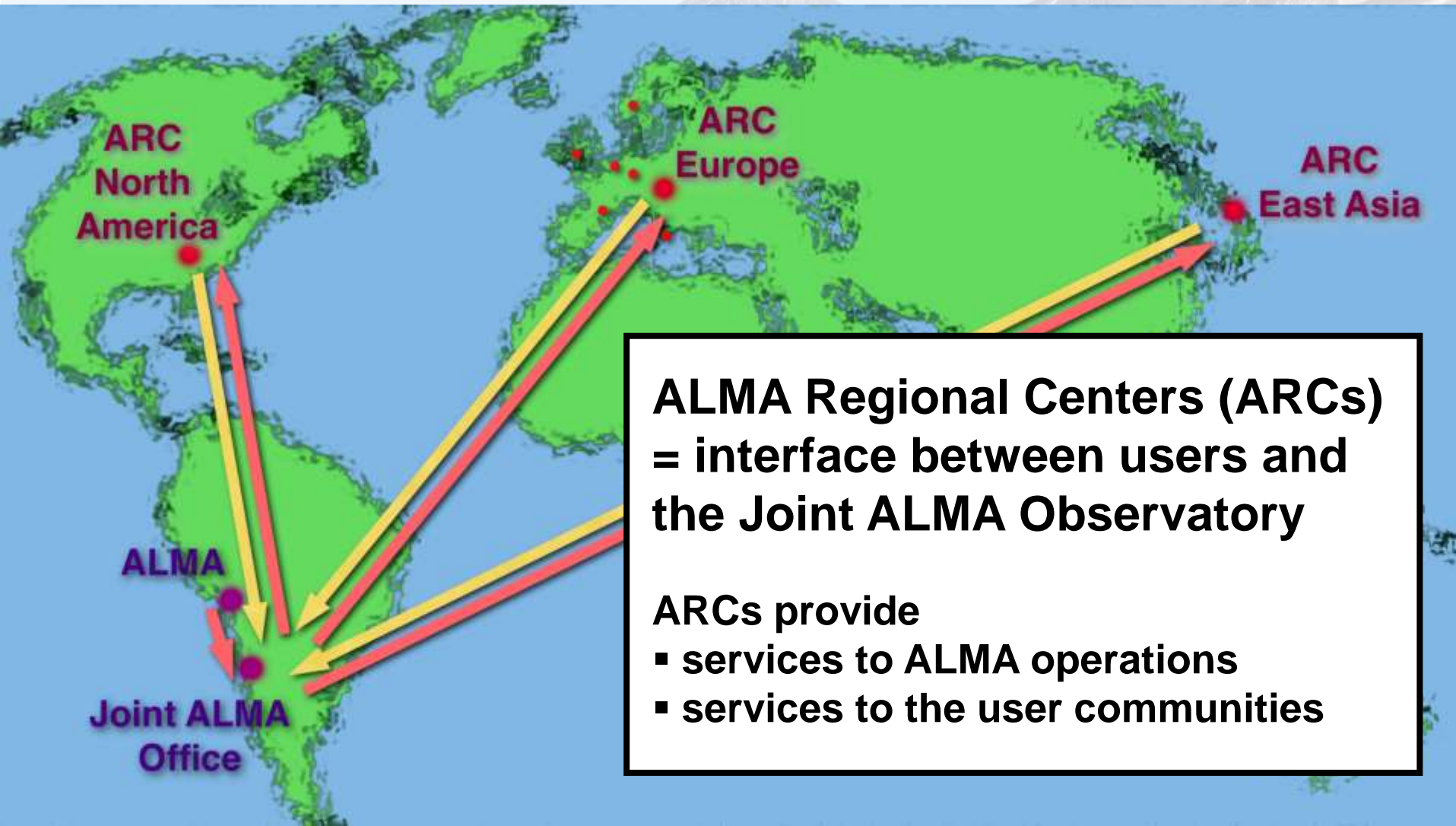
EUROPEAN ARC  
ALMA Regional Centre || Germany

**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



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





# The European ARC structure



## 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
  - polarization
  - mm-VLBI





# The German ARC node

meet the ARC staff



# 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, tutorials and paper (Moeller et al. 2016, A&A)
- integration of LIME 1.5 into **ARTIST** (with Allegro et al.)
- 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 with extended input flexibility



# Activities: ALMA services

Many activities behind the scenes, including

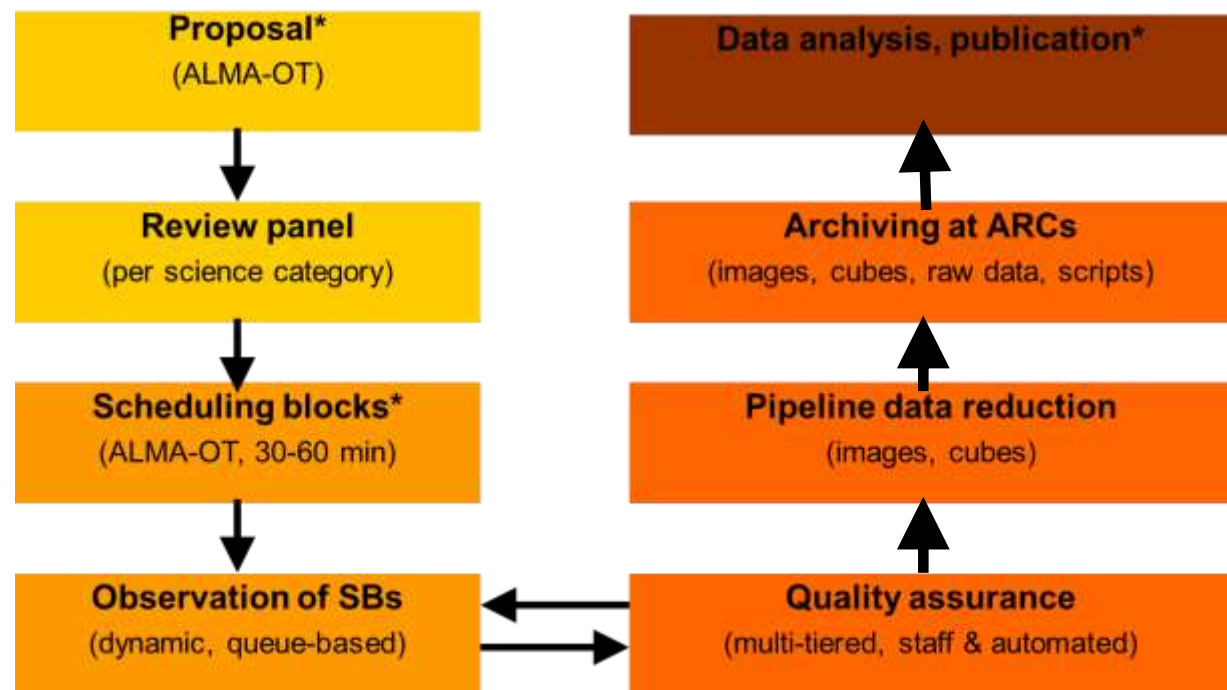
- definition of **data reduction strategies**
- **special campaigns**, e.g. calibrator surveys
- **software tests**, e.g. ALMA-OT
- **documentation** and documentation review
- **staff training**
- **data quality assessment**
- **ALMA user feedback**

# Activities: User support I

- help with proposal preparation
- phase 2 support for all D-A-CH and some MPG projects
- 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





# ***NEW:* User support in Cycle 5**

## **phase 2 in Cycle 5:**

- **PI generates** the phase 2 products!
- all phase 2 work to be done **within ~ 6 weeks in Aug/Sep**
- **penalty** for late submission of phase 2 products
- each supported project is assigned to a contact (and deputy contact) scientist
- no change of supporting node in phase 2, change possible at later stage (e.g. f2f visit for data reduction)
- support for special topics may be given at a different node

# Activities: User support II

- **community events and training:**

- 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



# User support tools:

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your Contact Scientist  
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## Science Portal at ESO

news section, newsletter, announcements  
ALMA documents  
CASA data reduction guides  
ALMA Science Verification data  
ALMA archive  
Helpdesk (Knowledgebase, Tickets)  
meetings

# 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: The helpdesk



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



About Science Proposing Observing Data Processing Tools Documentation Help

Search Site

Log In

Register

Reset Password

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**

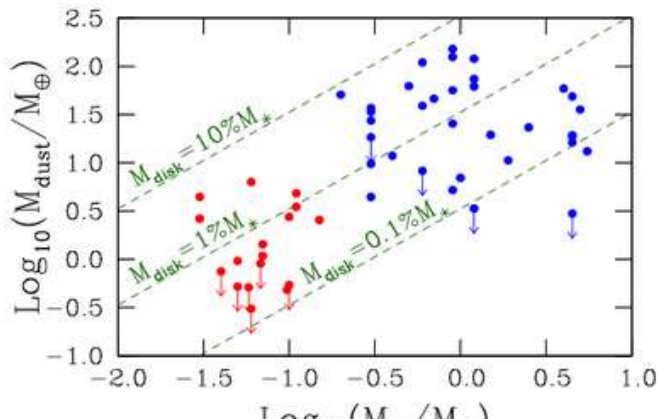
Refereed publications: 621

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



Log In



About Science Proposing Observing Data Processing Tools Documentation

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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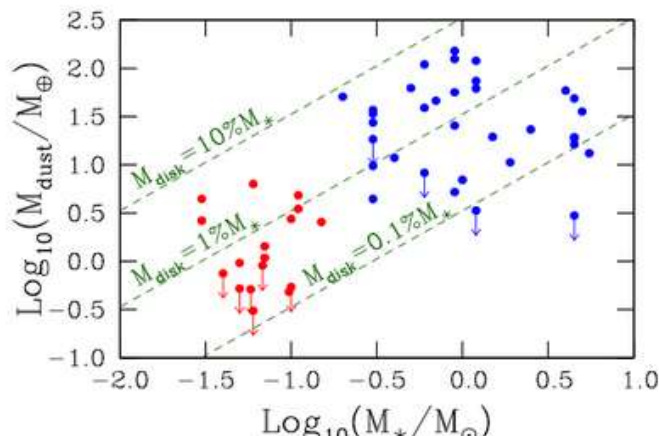
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[Full Summary...](#)



# 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 to "ES0, 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 for "Tickets", "KB articles", and "Science Portal", all of which are checked. A "Help" link is also present. Below the search filters are four buttons: "View Tickets", "Submit a Ticket", "Knowledgebase", and "News". 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  
Logout

Link to ES0, NAOJ, or NRAO Accounts

Please type your question here SEARCH

Search in: Tickets  KB articles  Science Portal  Help

View Tickets Submit a Ticket Knowledgebase News

Latest Updates   
No information available in this view

# User support tools: The helpdesk



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



<< Science Portal

Dashboard

View Tickets

Submit a Ticket

Knowledgebase

English (U.S.)

News

## Account

My Profile

Preferences

Logout

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



# 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 shows a user support helpdesk interface. At the top is a dark blue navigation bar with links: << Science Portal, Dashboard (with a home icon), View Tickets (with a folder icon), Submit a Ticket (with a ticket icon), Knowledgebase (with a book icon), English (U.S.) (with a dropdown arrow), and News (with a newspaper icon). Below the navigation bar is a search bar with the placeholder text "Please type your question here" and a green "SEARCH" button with a magnifying glass icon. Below the search bar are search filters: "Search in: Tickets" (checked), "KB articles" (checked), and "Science Portal" (checked). To the right of the search filters is a "Help" link. On the left side, there is a sidebar menu with a "Account" section containing "My Profile", "Preferences", and "Logout". Below the "Account" section is a "Knowledgebase" section with a list of categories: "General ALMA Queries (39)", "Cycle 4 (4)", "Cycle 5 (3)", "Resources & Observer Support (14)", and "Project Planning (37)". In the main content area, there are four buttons: "View Tickets" (with a folder icon), "Submit a Ticket" (with a ticket icon), "Knowledgebase" (with a book icon), and "News" (with a newspaper icon).

# 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](#)

### Course Links:

[Course main page](#)

[Course material](#)

[Syllabus](#)

[A virtual radio interferometer](#)

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!)



# How to get help

*How can I ...*

**get the latest ALMA news?**

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?

get an answer to my specific question?

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German ALMA Comm/Users' Meetings

course Radio Interferometry (incl. CASA)

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your Contact Scientist

face-to-face visit (arrange via helpdesk)

**home page**

**newsletter and newsflashes**

## Science Portal at ESO

**news section, newsletter, announcements**

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# The German ARC node

Let's stay in touch!

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

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

