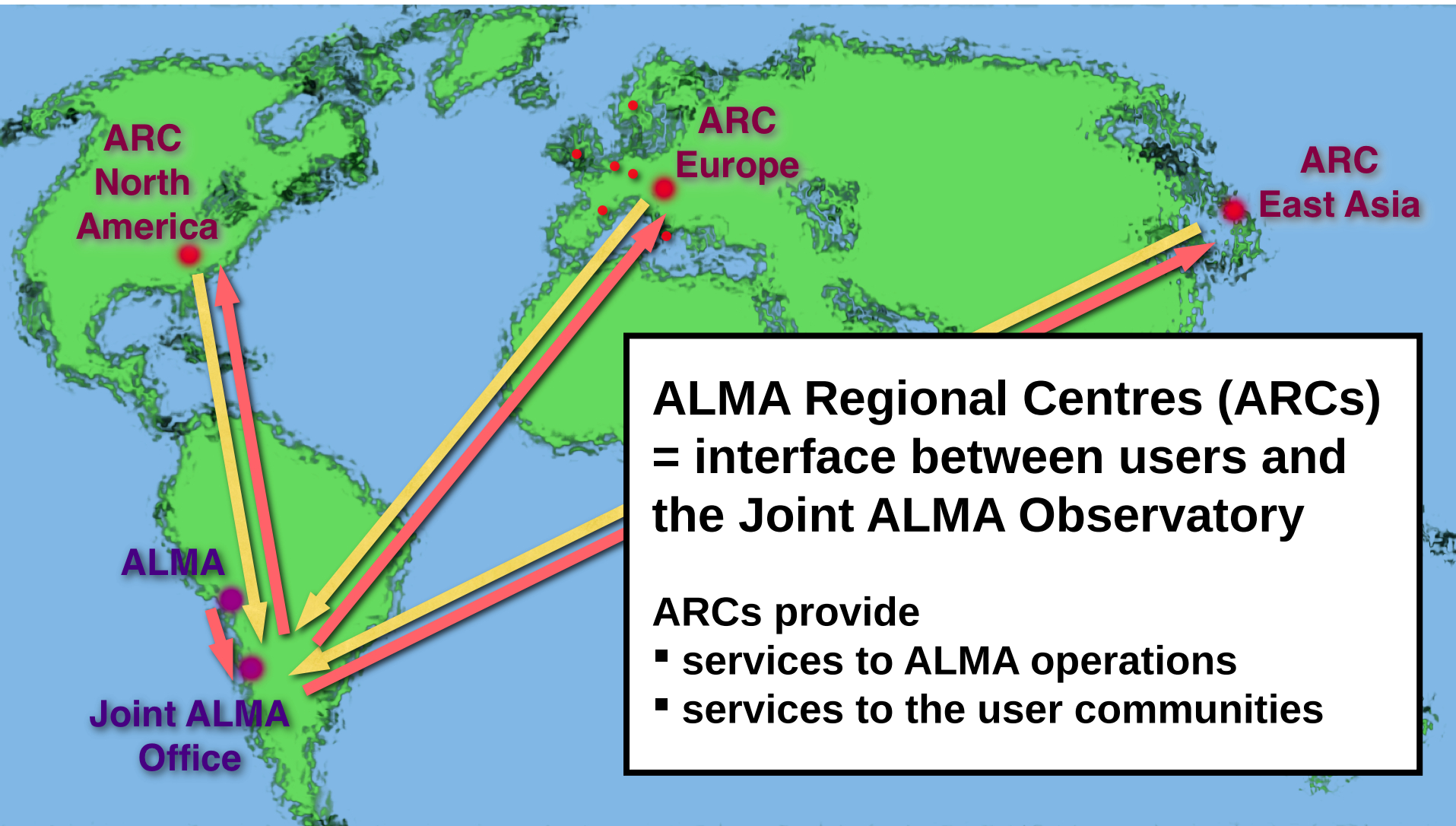


ALMA User Support

„Don't Panic!“ (Douglas Adams)



ALMA Regional Centres



The European ARC structure

European ARC nodes

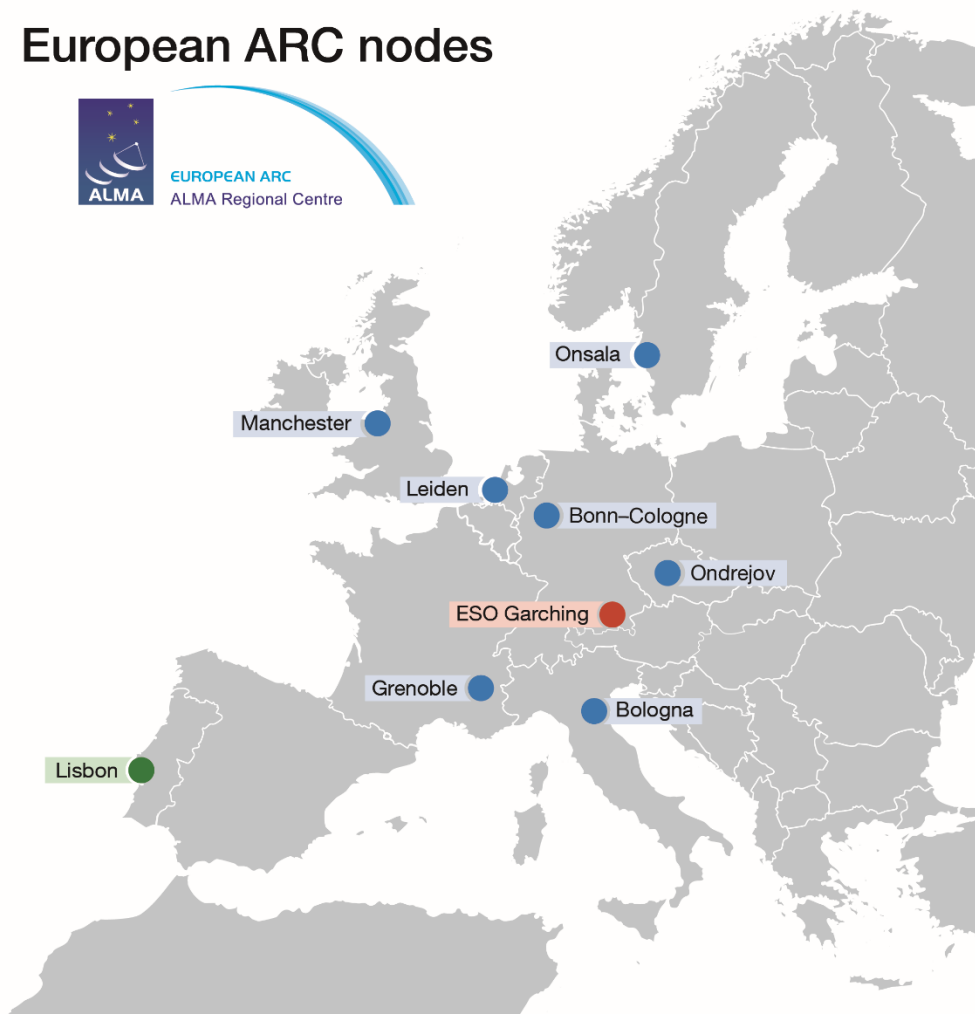


In the EU executive, the ARC consists of a network of regional nodes with a central node at ESO, Garching



The European ARC structure

European ARC nodes



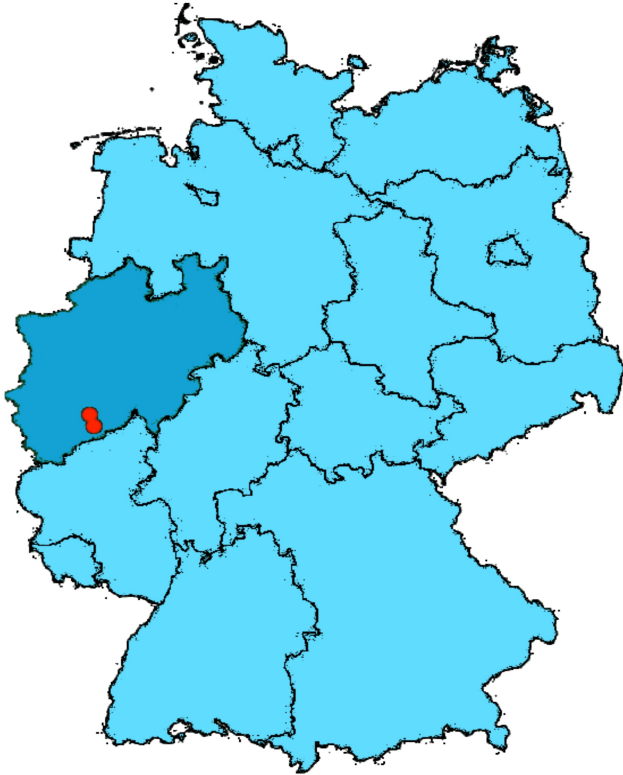
Tasks of the central ARC node include:

- 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



- University of Bonn (headquarters)
- University of Cologne
- catchment area:
 - Germany (non-MPG)
 - Austria
 - Switzerland



Activities: Development

- **Short spacings**

methods for bolometer + ALMA data; GUI interface, diagnostic plots

- **VLBI with ALMA**

ALMA Upgrade Study, tools & guidelines

- **Cologne Database for Molecular Spectroscopy**

Maintenance/extension of the CDMS, VO compliant (J.Mol.Spectrosc.)

- **XCLASS**

implementation of XCLASS into CASA, adapted for GPUs, tutorials

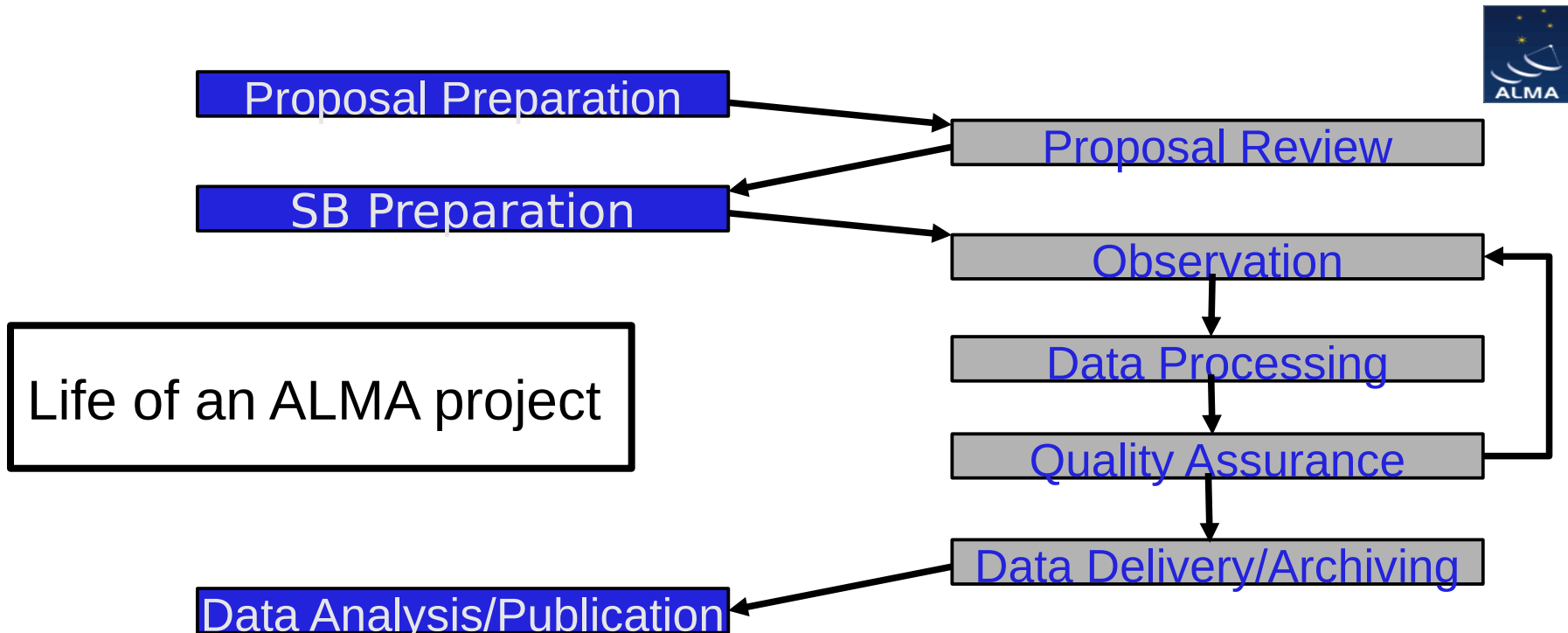
Activities: ALMA services

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



Activities: User support II

- **community events and training:**
 - ALMA info booth at **annual meeting of German Astronomical Society**, Göttingen, 18 -22 September 2017
 - Master course “**Radio Astronomy: Tools, Applications and Impacts**” (lecture + tutorial), 10 Oct. 2017 – 01 Feb. 2018
 - **Remote proposal training**, Bonn, 15 March – 10 April 2018
 - **German ALMA Community Day**, Bonn, 05 April 2018
 - Master course “**Radio Interferometry: Methods and Science**” (lecture + CASA tutorial), 11 April – 18 July 2018
- **newsletter, newsflashes and webpages**
- **ALMA talks and posters at seminars and conferences**
- **public outreach:** talks, teachers’ education, radio feature, ...
- **infrastructure:** 2 compute servers, SSDs, RAID storage

User support tools:

European ARC nodes



Science Portal at ESO

news section, newsletter,
announcements

ALMA documents, video tutorials

CASA data reduction guides

ALMA Science Verification data

ALMA archive

Helpdesk (Knowledgebase, Tickets)

special meetings

German ARC node

newsletter and newsflashes

home page

course Radio Interferometry (incl. CASA)

special tools, e.g. XCLASS

ARC node staff/your Contact Scientist

face-to-face visit (arrange via helpdesk)

German ALMA Comm/Users' Meetings

User support tools: News



EUROPEAN ARC
ALMA Regional Centre || Germany



The German ARC node:
Home
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Visiting us
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ARC staff
Newsletter
NEW Cycle 6 Preparation Support and Community 2018
First guidelines mmVLBI with ALMA Cycle 6
Phase 2 Quickstart (Cycle 5)
additional Phase 2 information
guidelines for mmALMA in Cycle 5
other Cycle 5 documentation
Radio Interferometry Course 2017
Host institutes:
University of Bonn
University of Cologne

German ALMA Regional Center (ARC) Node

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



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make up the European ALMA Regional Centre Network. With their very short turn around time, they complement the regularly published newsletters. The European ARC Announcements can be found [here](#)

- The **European ARC Newsletter** is a compilation of recent European ALMA Regional Centre Announcement items. In addition, the Newsletter informs you about various developments in the ALMA Programme, as well as about ALMA or ALMA-related meetings. More information on the newsletter can be found [here](#). To start receiving the European ARC Newsletter, please [send an email to the Editor](#).
- In addition, the **DARC newsletter** features announcements and news particularly relevant to the German ALMA community. If interested, please subscribe [here](#). More information on the newsletter including an alternative way of subscribing to it can be found [here](#).

The European ARC:
ALMA-ESO

User support tools: The helpdesk



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



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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

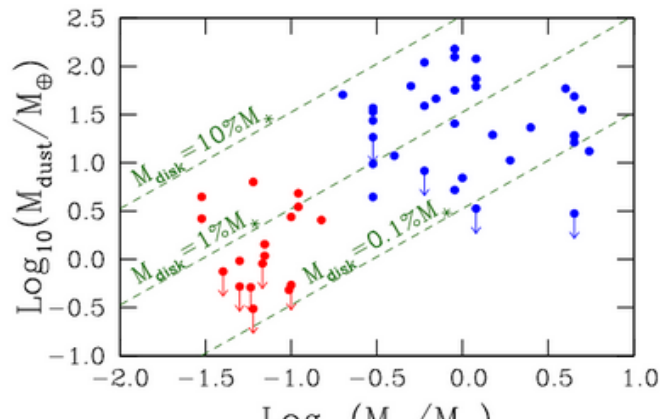
Refereed publications: 621

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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[EA ARC](#)

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[NA ARC](#)

[Proposals](#)

521

Last observed source: HD131835

Current configuration: C40-1

[More...](#)

Observatory News

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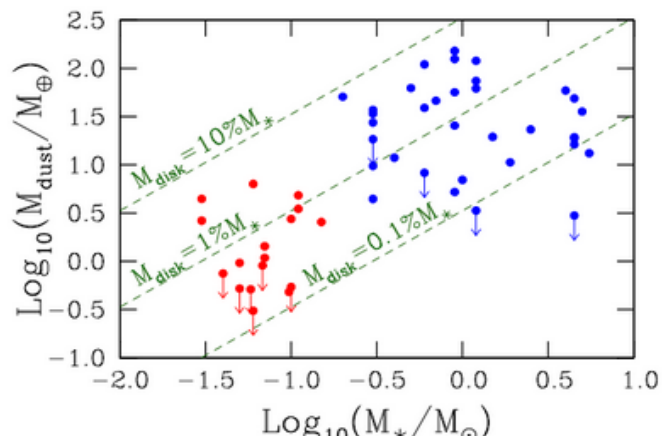
Feb 24, 2017

[Radio Interferometry: Methods and Science](#)

Feb 24, 2017

[More...](#)

Science Highlights - Possible Disk Truncation in Ophiuchus Brown Dwarfs






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[Full Summary...](#)

User support tools: The helpdesk



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User support tools: The helpdesk



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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

<< Science Portal

Dashboard

View Tickets

Submit a Ticket

Knowledgebase

English (U.S.)

Proposers: make sure to watch the Knowledgebase Article on last-minute changes, clarifications or bug reports:

help.almascience.org/index.php?/Knowledgebase/Article/View/401

>> Knowledgebase

General ALMA Queries (39)

Cycle 4 (4)

Cycle 5 (3)

Resources & Observer Support (14)

Project Planning (37)



View Tickets



Submit a Ticket



Knowledgebase



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
- MARCUs funds?
- 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: Master-level courses

“Radio Astronomy: Tools, Applications, and Impacts”

- Master level course (6 CP, Bonn, Cologne)
- October – February, Tue ~14:15 - 15:25, Thu ~15:15 – 16:25
- Lectures: Basics, Telescopes and Interferometers, Observing, ...
- Exercises: dedicated problem sets
- Remote participation possible (on best efforts basis!)

“Radio Interferometry: Methods and Science”

- Master level course (4 CP, Bonn, Cologne)
- April – July, Wed 10:15 – 12:45
- Lectures: Introduction, data reduction and analysis
- Exercises: CASA tutorial – data reduction and analysis
- Remote participation possible (on best efforts basis!)

Useful Links:

- ALMA Science Portal at ESO:
<https://almascience.eso.org>
- Helpdesk:
<https://help.almascience.org>
- German ARC node:
<https://www.astro.uni-bonn.de/ARC/>

