

NEW FEATURES IN ALMA HELPDESK

FUMI EGUSA (CHILE OBSERVATORY, NAOJ)

Dec. 19, 2016

ALMA/45m/ASTE UM 2016



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User Services at ARCs

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Welcome to the Science Portal at NAOJ



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 user services, such as visitor and student programs, schools, workshops, etc. These are accessed via the links under the **User Services at the ARCs**

this link redirects to the login page

or just type `https://help.almascience.org`

General News

Release of a new installment of Science Verification data
Dec 07, 2016

Announcement of intent to release a new installment of Science Verification data
Nov 23, 2016

Message from the ALMA Directors and Management Team about the Status of Data Delivery
Oct 20, 2016

ALMA Cycle 4 Proposal Review: Detailed Report
Sep 25, 2016

Updated ALMA Configuration Schedule for Cycle 4
Sep 07, 2016

More...

EA-ARC Local News

Protoplanetary Disk Observations with ALMA Cycle 5
Dec 12, 2016

ALMA workshop for solar system planetary observation
Dec 12, 2016

TWO COMPONENTS

- **Knowledgebase (KB) articles**
 - collection of FAQs
 - login is not necessary
 - ALMA-wide, all written in English
- **Tickets**
 - login is necessary to submit a new ticket
 - handled by each ARC (w/ a few exceptions)
 - in EA, we accept Japanese tickets, but it may take more time to reply

POST A REPLY VIA EMAIL



New

<https://help.almascience.org/index.php?/ea/Knowledgebase/Article/View/377/>

- **Basic flow**

1. submit a new ticket in the web
2. a notification email sent to you when a staff post a reply
3. reply to this notification email posts reply to the ticket

- **Note:**

- you cannot submit a new ticket via email
- do not change the subject of the email
- the system accepts emails only from registered accounts
 - be careful if you forward emails to another account

POST A REPLY VIA EMAIL



New

<https://help.alma-science.org/index.php?/ea/Knowledgebase/Article/View/377/>

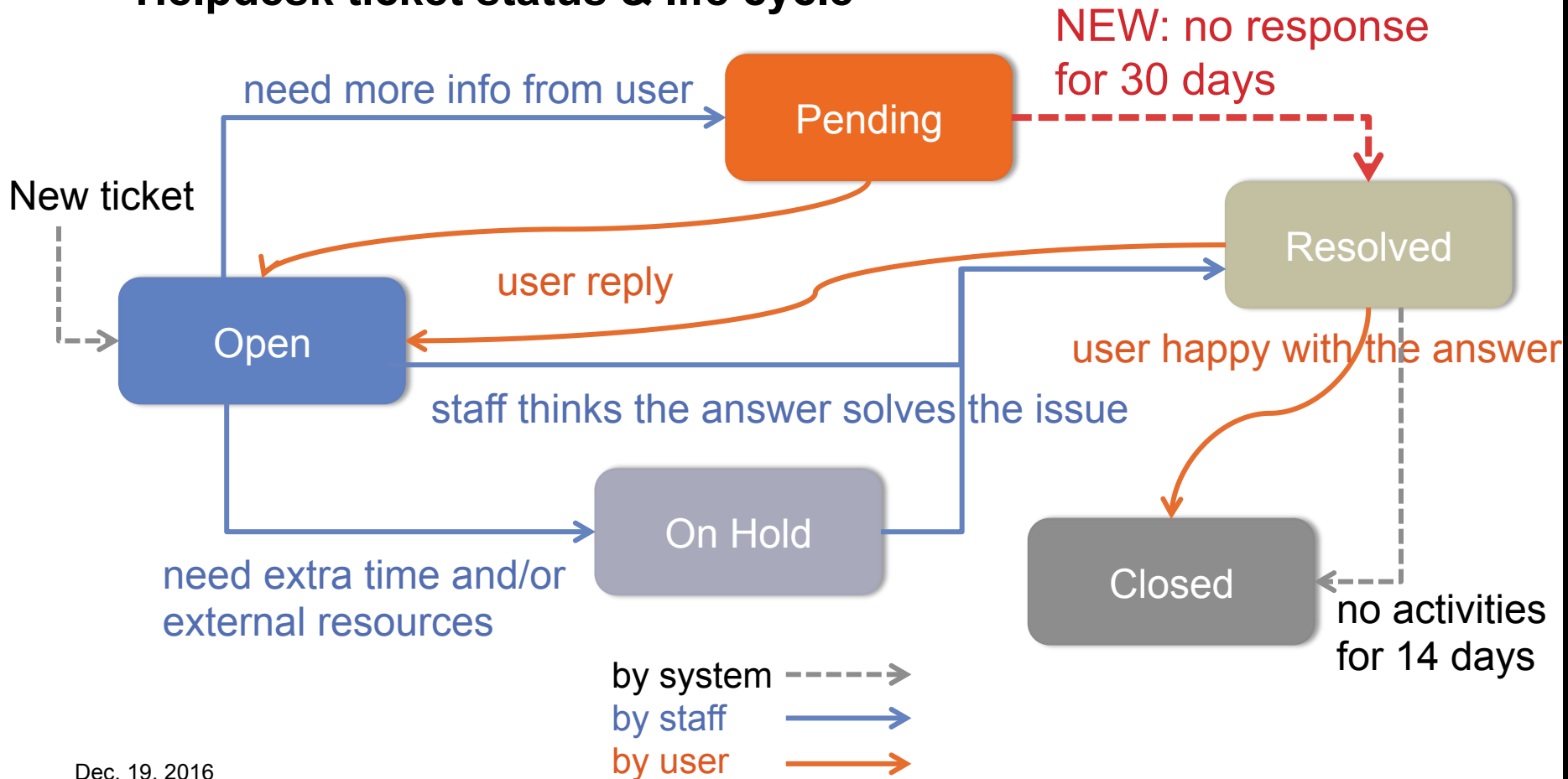
- **Note: (continued)**

- it will take ~10 min to reflect your reply via email
- please remove the previous content in your reply
 - to avoid the ticket get too long
- when forwarding the notification to co-Is, make sure `almahelp@alma.cl` is not in to and cc
- the email size is limited to 10 MB
 - including the size of attachments

AUTO-RESOLVING PENDING TICKETS



- Helpdesk ticket status & life cycle



AUTO-RESOLVING PENDING TICKETS



Coming
Soon

- **Helpdesk ticket status**

- Open
 - P2G: open until the project completed
 - others: staff needs to work on this ticket
- Pending
 - requesting a response from user
 - will be changed to Resolved if no response for 30 days (this function will start in Jan. 2017, at the earliest)
- On Hold
 - staff needs extra time and/or external resources
- Resolved
- Closed

a new KB article will be posted
when this function is turned on

OTHER HELPDESKS

- **NRAO helpdesk for CASA related issues**
 - <https://help.nrao.edu>
 - need to register first (not linked to ALMA user account)
- **NRO helpdesk for 45m/ASTE**
 - https://www.nro.nao.ac.jp/%7Enro45mrt/html/helpdesk/inquiry_form.html