

# ALMA User Portal & Helpdesk

Hsieh, Pei-Ying

ALMA Regional Center Taiwan node, ASIAA

# Science Portal

- The ALMA science portal is the primary access point to ALMA for science users.
- A gateway to all ALMA resources, documents and tools.

# Science Portal (SP): Functions

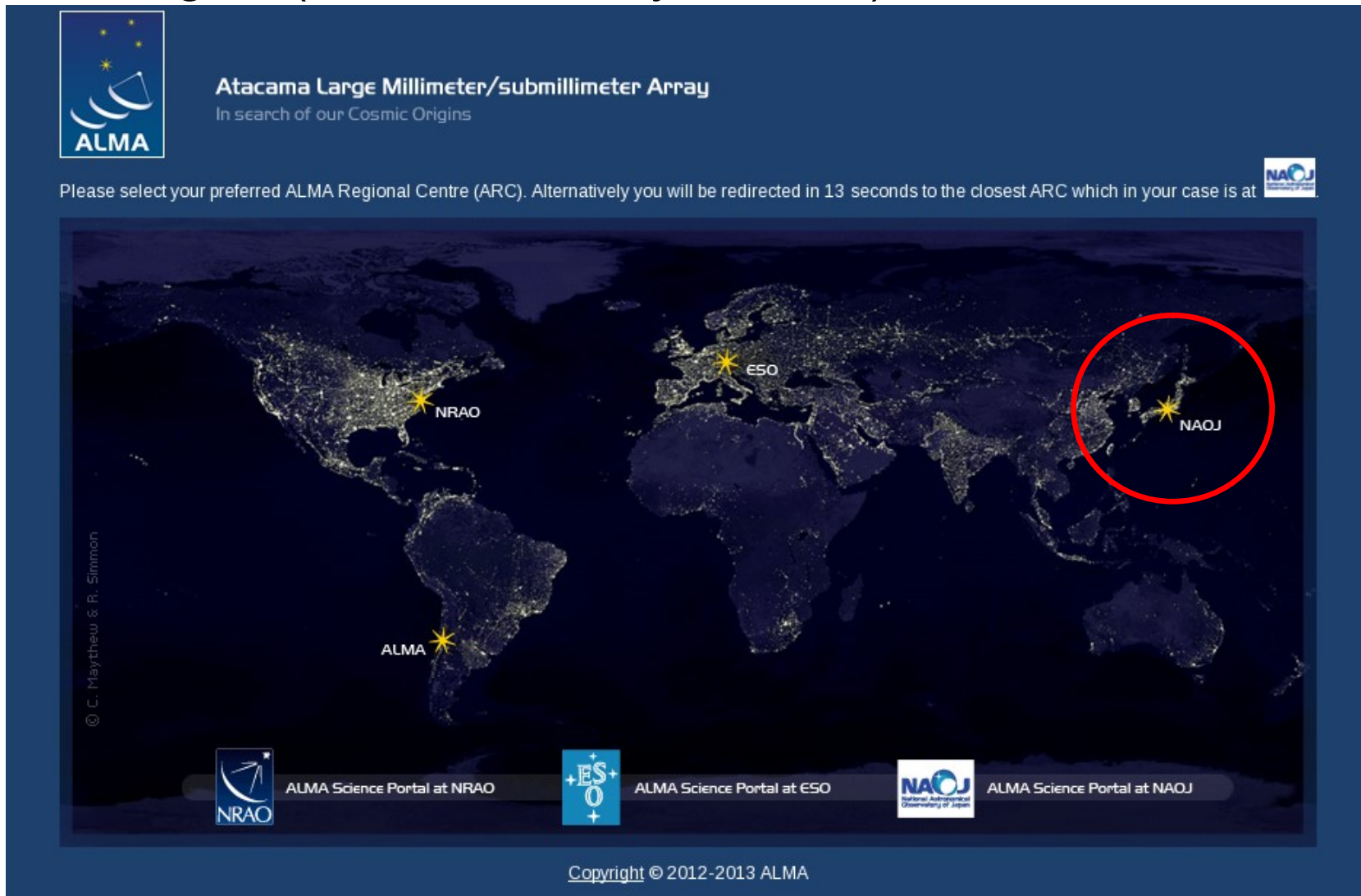
- Register as an ALMA user
- Access documentation, tools: the ALMA sensitivity Calculator, observing simulators, and the ALMA spectral line database (Splatalogue)
- Downloading the OT
- Helpdesk – Knowledgeable articles
- Access ALMA data

# SP Registration

- ALL the proposers including Co-Is are required to register!
- Same ID for SP, SnooPI, Helpdesk & proposal submission
- Users should update their ALMA user profile, rather than registering multiple accounts, e.g., new email address/affiliation

# Access SP

- <http://almascience.org/>
- Select region (or automatically transfer)



The screenshot displays the ALMA Science Portal interface. At the top left is the ALMA logo with the tagline "Atacama Large Millimeter/submillimeter Array" and "In search of our Cosmic Origins". Below this is a text prompt: "Please select your preferred ALMA Regional Centre (ARC). Alternatively you will be redirected in 13 seconds to the closest ARC which in your case is at". To the right of this text is the NAOJ logo. The main content is a world map with four regional centers marked by yellow stars: ALMA in South America, NRAO in North America, ESO in Europe, and NAOJ in East Asia. The NAOJ star is circled in red. At the bottom, there are three buttons for "ALMA Science Portal at NRAO", "ALMA Science Portal at ESO", and "ALMA Science Portal at NAOJ", each with its respective logo. The copyright notice "Copyright © 2012-2013 ALMA" is at the bottom center.

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

Please select your preferred ALMA Regional Centre (ARC). Alternatively you will be redirected in 13 seconds to the closest ARC which in your case is at

NAOJ

© C. Mayrthew & R. Simmon

ALMA Science Portal at NRAO

ALMA Science Portal at ESO

ALMA Science Portal at NAOJ

Copyright © 2012-2013 ALMA



### 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...](#)

### NAOJ News

Protoplanetary Disk Observations with ALMA Cycle 5  
Feb 02, 2017

ALMA workshop for solar system planetary observation  
Feb 02, 2017

Scientific potentials of ALMA solar observations  
Feb 02, 2017

[More...](#)

### Status

ALMA Cycle 5 Call for Proposals

Refereed publications: 620

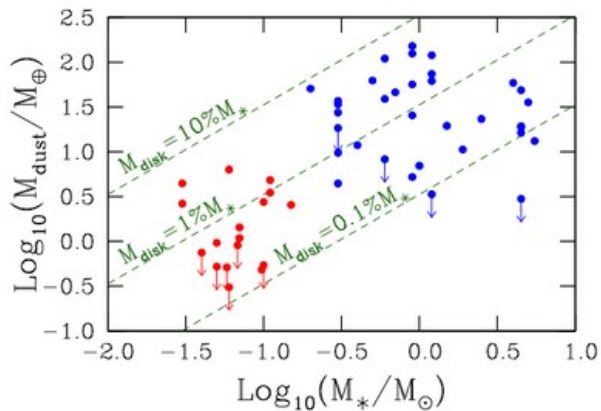
Last observed source: HD131835

Current configuration: C40-1

[More...](#)

Registration

### 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...](#)

Change Region



Account info

Demographics

## New Account Registration

(Fields marked with a red dot are mandatory)

First name

Middle initials

Surname

E-mail

Re-type E-mail

Receive optional emails

Account name

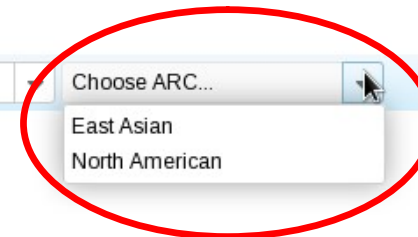
Password

Re-type password

Institution  Academia Sinica; Institute of Astronomy and Astrophysics

Validation

- **Users should update their ALMA user profile, rather than registering multiple accounts, e.g., new email, affiliation.**



Select Region

In case of problems with the registration, please use [this Web form](#) to contact us  
You may find a solution to your problem in the [Support Center/Knowledgebase](#)

# Interactive Introduction

- See SP website

- <http://almascience.org/>



# Helpdesk

- Registration is required (from SP)
- Helpdesk software called “kayako” also used in Herschel, Spitzer, ESA and NRAO
- Submit your requests (Chinese is accepted for Taiwanese users).
- Get the answers from ARC staff
- Check knowledgebase to look for similar Q&As
- Request face-to face support from the ARC staff



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...](#)

NAOJ News

Protoplanetary Disk Observations with ALMA Cycle 5  
Feb 02, 2017

ALMA workshop for solar system planetary observation  
Feb 02, 2017

Scientific potentials of ALMA solar system observation  
Feb 02, 2017

[More...](#)

Status

[ALMA Cycle 5 Call for Proposals](#)

Refereed publications: 620

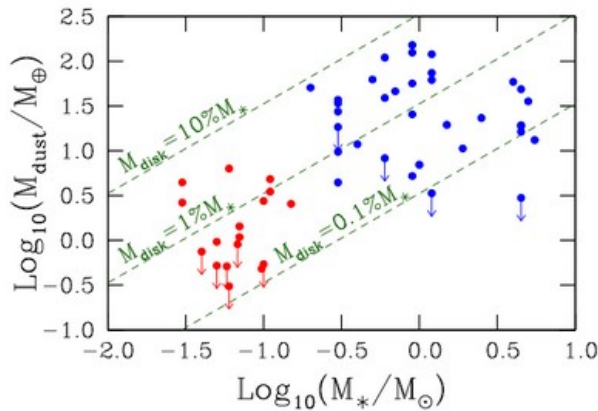
Last observed source: HD131835

Current configuration: C40-1

[More...](#)

Helpdesk

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...](#)

# Helpdesk Interface



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

**Account**

-  My Profile
-  Preferences
-  Logout

 Please type your question here   **SEARCH** 

Search in: Tickets  KB articles  Science Portal

[Help](#)

 **View Tickets**

 **Submit a Ticket**

 **Knowledgebase**

 **News**

[Link to ESO, NAOJ, or NRAO Accounts](#)

## Latest Updates

No information available in this view

# Knowledgebase

<< Science Portal

Dashboard

Knowledgebase

News

English (U.S.) ▼

Login

Remember me

Login

>> Knowledgebase

General ALMA Queries (39)

Cycle 4 (4)

Cycle 5 (3)

Resources & Observer Support (14)

Project Planning (37)

ALMA Observing Tool (OT) (47)

Proposal Handling (6)

Archive & Data Retrieval (26)

Offline Data Reduction and/or CASA (36)

Please type your search query here

SEARCH

Search in: KB articles  Science Portal

Help

## Knowledgebase



### Most Popular

1. How do I model the ALMA primary beam, and how can I use that model to obtain the...
2. What are the frequency reference frames in CASA?
3. How do I convert flux measurements given in Jy km/s or K km/s into the peak flux...
4. What do I do if I can't get the OT to work?
5. How do I arrange a visit to one of the ARCs?
6. Will re-reduction improve the Cycle 0 data products provided by the archive?
7. Where can I find ALMA documentation and manuals?
8. Can I reduce ALMA data in software packages other than CASA, and is there suppor...

### Recent Articles

1. Is it possible to resume interrupted downloads?
2. Can I search for a list of sources at the same time?
3. Can I see which data are public but have not yet been published?
4. How do I make a polarization observation in Cycle 5?
5. Under what conditions can I request the raw data of my observing program be deli...
6. What is the difference between a standard and a non-standard observing mode for ...
7. May I request an extension to my observing program's proprietary period?
8. Can I submit a DDT proposal for the current cycle when a proposal submission for...

# Interactive Introduction

- See Helpdesk website
- <https://help.almascience.org/>