



EUROPEAN ARC
ALMA Regional Centre

ALMA Helpdesk

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Atacama Large Millimeter/submillimeter Array

In search of our Cosmic Origins

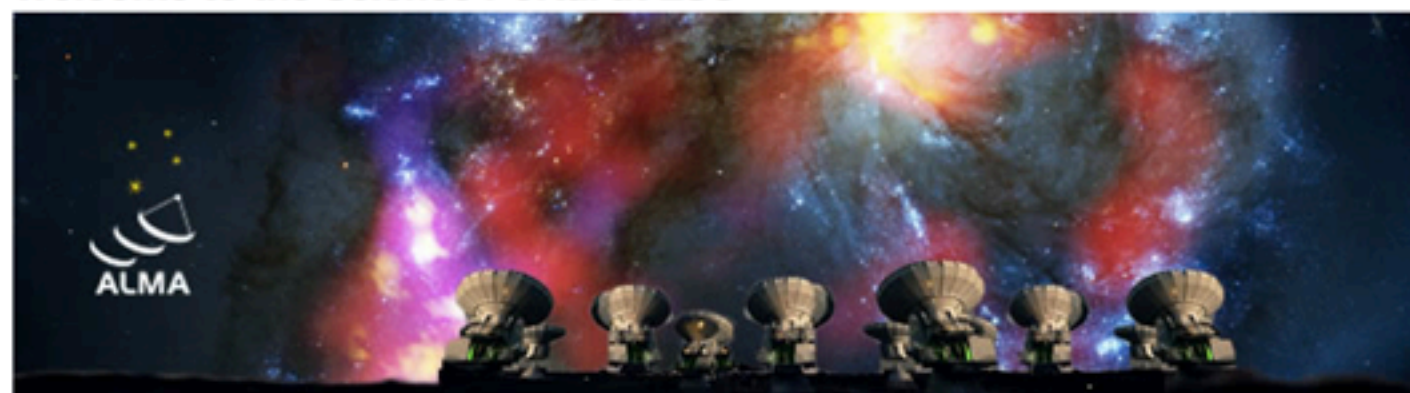

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Welcome to the Science Portal at ESO



Overview

The **Atacama Large Millimeter/submillimeter Array (ALMA)** is a major new facility for world astronomy. When completed in 2013, ALMA will consist of a giant array of 12-m antennas, with baselines up to 16 km, and an additional compact array of 7-m and 12-m antennas to greatly enhance ALMA's ability to image extended targets. ALMA will be outfitted with state-of-the-art receivers that cover atmospheric windows from 84–950 GHz (3mm – 300 micron). Construction of ALMA started in 2003 and will be completed in 2013. The ALMA project is an international collaboration between Europe, East Asia and North America in cooperation with the Republic of Chile. More details can be found via the **About ALMA** link in the left menu.

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.

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ALMA Newsletter

Newsletter No. 9

May 23, 2012

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General News

ALMA Cycle 1 Call for Proposals is now open

May 31, 2012

New Release of Band 9 Science Verification Data

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Third installment of Science Verification data

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Pre-announcement for Cycle 1

Apr 03, 2012

[More...](#)

Local News

Cycle 1 preparation workshops throughout Europe

May 16, 2012

ALMA Community Days: Early Science in Cycle 1, 25-27 June 2012, ESO Garching

Mar 22, 2012

mm workshop in Bologna, 2-3 April 2012 (in Italian only !)

Jan 30, 2012

The Origin of Dust in Galaxies in the Herschel and ALMA Era, 9 March 2012

Jan 30, 2012



ALMA Central Authentication Service (CAS)

Enter your username and password

Username:

Password:

Warn me before logging me into other sites.

clear

For security reasons, please Log Out and Exit your web browser when you are done accessing services that require authentication!

If you don't have an account, you can create one in the following link:

[Registration web form](#)

If you forgot you account ID, you can go to the following link

[Forgot account ID page](#)

If you want to reset your password, you can go to the following link

[Reset password page](#)

You may find a solution to your problem in the Support Center/Knowledgebase:

[Helpdesk](#)

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ALMA Regional Centre

08 Jun 2012

Science Portal » Helpdesk Home

How do I use the helpdesk?

 Logged in successfully
**View Tickets**

View existing tickets or create new replies.

**Submit a Ticket**

Submit a new ticket.

**Knowledgebase**

Search support articles and find answers to frequently asked questions.











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Popular Knowledgebase Articles / Frequently Asked Questions

	Views
 How do I model the ALMA primary beam, and how can I use that model to obtain the sensitivity profile for an image mosaic?	19131
 What do I do if I can't get the OT to work?	1653
 How do I arrange a visit to one of the ARCs?	1535
 Where can I find ALMA documentation and manuals?	1483
 Can I reduce ALMA data in software packages other than CASA, and is there support for that?	1440
 What translations will be available for user documentation from ALMA?	1410
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Latest Knowledgebase Articles

	Date Added
 In the case of proposed multi-frequency observations of sources for which sensitivity is not a problem, is it possible to switch between bands in order to increase U-V coverage while keeping the total time request the same in Cycle 1?	01 Jun 2012 04:05 PM
 Why should my proposal include a statement on the likely potential for publicity in Cycle 1? Will this be used for the proposal assessment?	01 Jun 2012 03:52 PM
 When I submit proposals in Cycle 1, to which region will the time be charged?	01 Jun 2012 12:14 AM
 May my Cycle 1 proposal include a Co-I whose affiliation is not in any of the ALMA project countries?	01 Jun 2012 12:04 AM
 What is the measured bandpass stability or the expected bandpass stability for Early Science Cycle 1?	31 May 2012 11:57 PM



> Knowledgebase Categories

Knowledgebase articles are categorized. Please select which category you would like to browse. You can also search the knowledgebase using the search field beside this text.

General ALMA Queries (7)

- What do I do if I forgot my password or username?
- Can I submit a ticket in Japanese?
- >> more topics

Early Science - Cycle 1 (9)

- The Cycle 1 Technical Handbook has some gaps in its discussion of ALMA receivers (SSB, 2SB, DSB). What else can you tell me about them?
- >> more topics

Resources & Observer Support (10)

- I have a professional affiliation with more than one ALMA region. How do I register so I can submit proposals with different affiliations?
- >> more topics

Project Planning (13)

- What should I include for the content of the Technical Justification and in what format should I submit it?
- Where can I find the online ALMA observing simulator developed by the University of Manchester?
- >> more topics

ALMA Observing Tool (OT) (23)

- What do I do if I can't get the OT to work?
- How do I deal with targets with unspecified coordinates in the OT?
- >> more topics

Proposal Handling (4)

- May I submit an identical proposal to more than one category, e.g. submitting a proposal on distant galaxies both to cosmology and to galaxy categories?
- Which category should I submit a proposal on distant galaxies: "cosmology/high-z" or "Galaxies/Nuclei"?
- >> more topics

Archive & Data Retrieval (1)

- What observations will be taken in Science Verification, and when will the data become available? Will new SV targets be added before my Cycle 0 proposal is reviewed?
- >> more topics

Offline Data Reduction and/or CASA (4)

- Where can I find data reduction tutorials and recipes using CASA?
- Can I reduce ALMA data in software packages other than CASA, and is there support for that?
- >> more topics

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> Main Categories

General ALMA Queries (7)

Early Science - Cycle 1 (9)

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Project Planning (13)

ALMA Observing Tool (OT) (23)

Proposal Handling (4)

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> Knowledgebase Categories

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Articles

- What do I do if I can't get the OT to work?** ★★★★★
 If you have problems with the installation and/or startup of the OT, please consult the the Troubleshooting page for the ALMA OT. If you experience problems with th
- How do I deal with targets with unspecified coordinates in the OT?** ★★★★★
 You need not give coordinates for a proposal to verify successfully. So for a target-of-opportunity (ToO) observation of an unknown target (e.g. a gamma ray burst), or observations of a moving target, you just specify the name (e.g. GRB1) and leave the co
- I want to observe 3 spectral windows in one sideband and 1 in the other in Bands 3, 6, or 7. Why can I not set this up in the OT?** ★★★★★
 For Cycle 1, the default way of observing four or fewer lines in the OT is to assign each to a separate baseband. The 3+1 configuration mentioned here is not allowed for the "Sideband Separating" (2SB) receivers used for Bands 3, 6 & 7 (see the Technical
- Can I set up monitoring observations with the OT?** ★★★★★
 In Cycle 1, monitoring observations can not be explicitly requested in the OT. If you would like to request monitoring observations requiring more observing time than the value calculated by the OT based on sensitivity requirements, you should put 'Yes' f
- How do I load my own image into the ALMA Observing Tool (OT)?** ★★★★★
 While the ALMA OT comes loaded with several digitized sky surveys that can be searched for online, you can also load your own image, provided that it is in FITS format with coordinates defined in the J2000 system (Galactic coordinates are not supported in
- Where can I download the ALMA OT?** ★★★★★
 You can download the ALMA Observing Tool (OT) from the Science Portal. Click on the "Call for Proposals" link on the left panel of the Science Portal, and that will open a page with a link to the ALMA OT. Or, you can go directly to the
- I'm having problems setting up an observation of a line transition that is very close to the edge of the band. What should I do?** ★★★★★
 If the transition of interest is so close to the edge of the band that the half-width of the desired spectral window puts the edge of the window beyond the band edge, you need to change the central frequency of the spectral window so that the spectral win
- Does the time estimate in the summary PDF page generated by the OT refer to the total time and include overheads (e.g. calibration)?** ★★★★★
 Yes, the total time estimate reported on the PDF summary sheet generated by the OT includes all pointings in all science goals as well as all overheads and calibrations. You can view the individual time estimates per science pointing and per calibrator us
- My project requires good u-v coverage. How should I set up my Science Goal?** ★★★★★
 In contrast to the case for Cycle 0, in Cycle 1 we do not expect u-v coverage to be a significant issue. With 30+ antennas it is assumed that even snapshot observations will have sufficient u-v coverage for the vast majority of projects. You can verify th
- What is the format of the text file used to load a list of sources into the OT?** ★★★★★
 You can conveniently load multiple sources into a Science Goal (for single point fields only) using a simple ASCII file from your local disk. For each target, the text file must contain list source, associated entries in the

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08 Jun 2012

Science Portal » Helpdesk Home » Knowledgebase » ALMA Observing Tool (OT) » My project requires good u-v coverage. How should I set up my Science Goal? **How do I use the helpdesk?**

My project requires good u-v coverage. How should I set up my Science Goal?

Article

In contrast to the case for Cycle 0, in Cycle 1 we do not expect u-v coverage to be a significant issue. With 30+ antennas it is assumed that even snapshot observations will have sufficient u-v coverage for the vast majority of projects. You can verify this using the SIMdata task in CASA or the ALMA Observation Support Tool, available from the Science Portal under 'Documents & Tools'. The online Observation Support Tool (OST) can also be accessed directly at <http://almaost.jb.man.ac.uk/>. SIMdata documentation can be accessed directly at http://casaguides.nrao.edu/index.php?title=Simulating_Observations_in_CASA

If you do find you need more time than estimated by the ALMA OT in order to fulfill u-v coverage requirements, you should indicate this under 'Does your setup need more time than is indicated by the time estimate?' on the Control and Performance page of the OT and provide a careful justification in the Technical Justification of your proposal.

Article Details

Article ID: 101 Created On: 27 Apr 2011 9:43 AM

This article was helpful

This article was not helpful



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Science Portal » Helpdesk Home » Submit a Ticket

How do I use the helpdesk?

> Submit a Ticket

If you can't find a solution to your problem in our [knowledgebase](#), you can submit a ticket by selecting the appropriate category below.

Select Category

- General Queries (EU) - Science Portal/Registration, Documentation, Webpages, Proposal reviews and assessment, Project tracking, Proposal Change Requests, 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
- Face to Face Support (EU) - Data reduction, sabbatical, science, short term, other

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Observing Tool

Questions or problems on the tools and services available inside the ALMA Observing Tool while preparing your proposal. Questions should be submitted to the Observing tool department concerning problems with the proposal preparation process including setting up correlator modes, mosaic fields, calibrator selection and time estimates. In addition, questions concerning the Phase 2 generation of scheduling blocks from the stated science goals, ObsUnitSets as to when the project will activate the pipeline, as well as the technical feasibility of a given setup should be submitted to this department. Questions on submitting or saving a proposal or project to the archive such as connectivity issues should be submitted here. Specific questions on the sensitivity calculator or the Splatalogue interface in the OT should be submitted to the Project Planning department

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Helpdesk Software by Kayako SupportSuite v3.70.0

Science Portal » Helpdesk Home » Submit a Ticket » Observing Tool (EU)

How do I use the helpdesk?

> Submit a Ticket

If you can't find a solution to your problem in our [knowledgebase](#), you can fill in the fields below with as much detailed information as possible and send it to our agents.

General Information

Priority:

Observing Tool

- Proposal Preparation:**
- Correlator modes
 - Mosaic fields
 - Calibrator selection
 - Calculated time estimates
 - Technical feasibility
- Phase 2 Process:**
- SB generation
 - ObsUnitSets
- General Topics:**
- Proposal Submission
 - Other

Message Details

Subject: *

Upload File(s)

 no file selected no file selected no file selected

Recipients

You can specify custom recipients in the field below, multiple e-mail addresses can be separated using empty space or , (comma). The added recipients will only receive updates sent by our agents.

CC: [← Back](#)

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- ➔ Helpdesk triage receives a notification
- ➔ Ticket is assigned to an expert (within 2 working days)
- ➔ Problem solved!



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Proposal Emergency Department

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36h before the deadline



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