

The European ALMA Regional Centre Nodes

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ARC ESO, Garching

A large, stylized blue arc that curves from the top left towards the bottom right, serving as a background for the text.

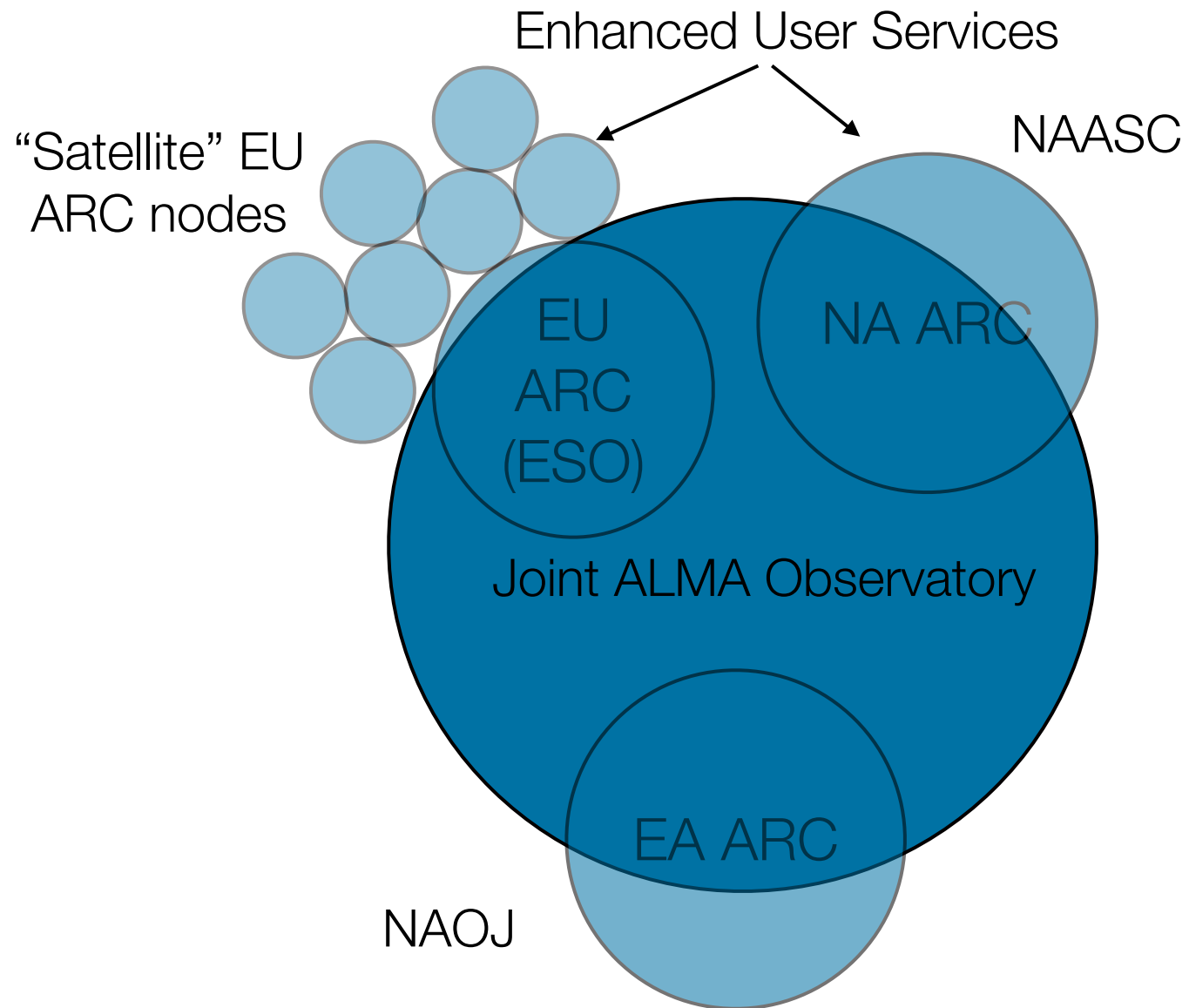
EUROPEAN ARC
ALMA Regional Centre

The ALMA Regional Centre Nodes

- The ALMA Regional Centres (ARCs) are the **interface** between the user communities and the observatory
- The European ARC is unique for having a **distributed network of ARC nodes**
- These ARC nodes
 - have close ties with the community (active research environments)
 - host many of the mm/submm experts in Europe
 - have been preparing themselves for optimal ALMA user support!

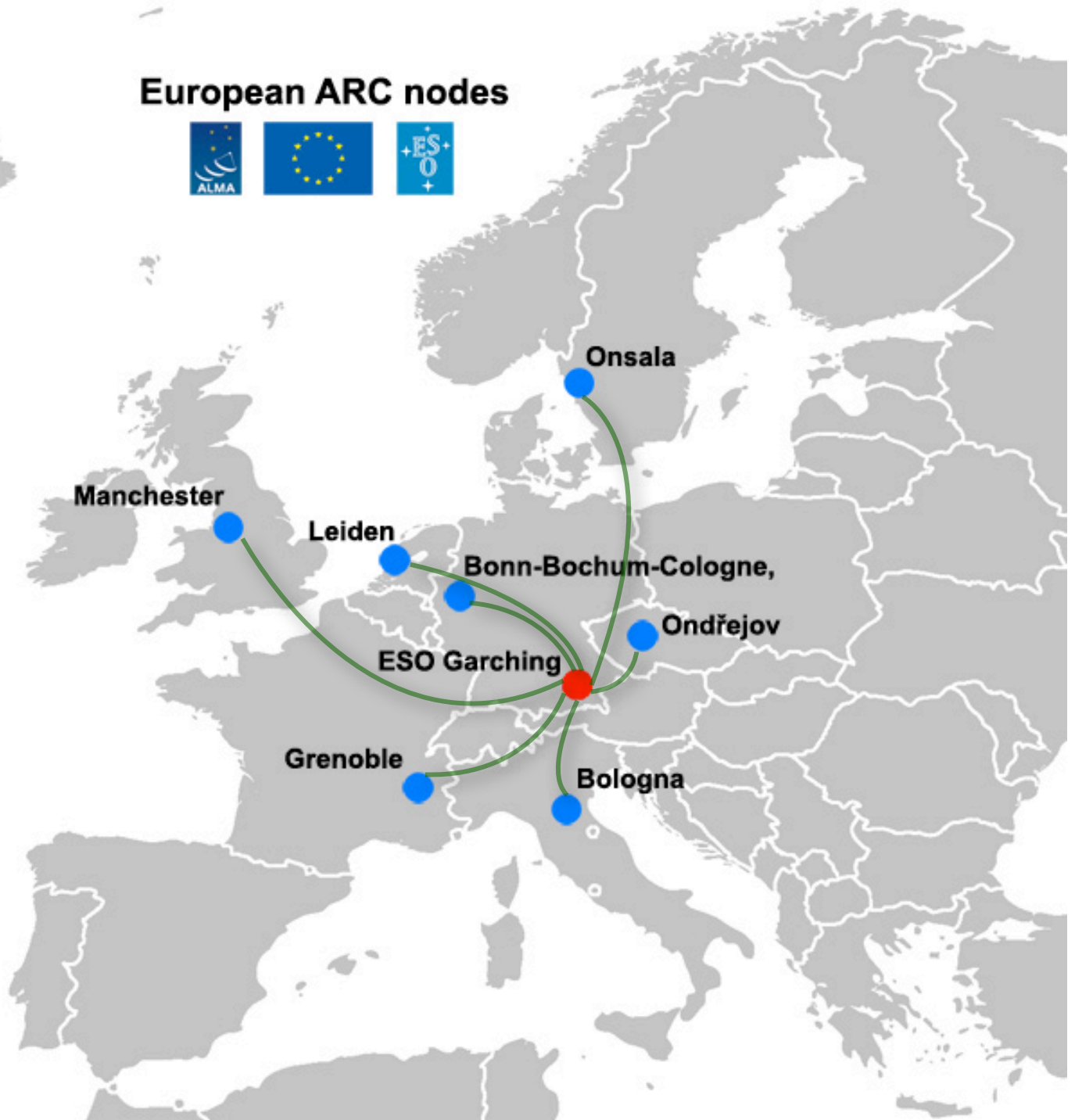


Three ALMA Regional Centres



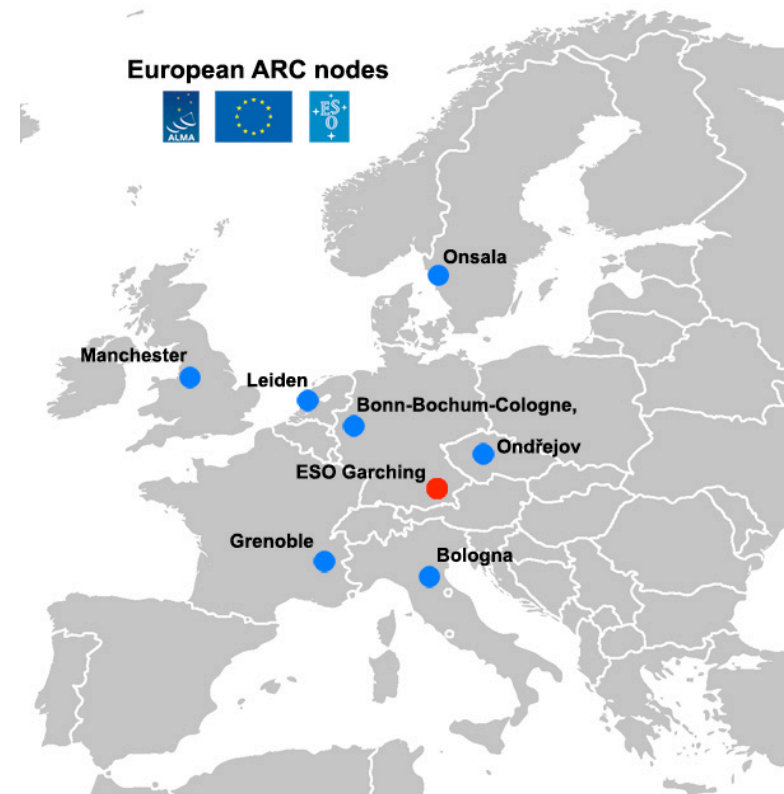
ARC in Europe

European ARC nodes



Role of the ARC nodes

- Provide **face to face user support**
 - proposal and SBs preparation
 - data reduction,
 - archive research
- Participate in the ALMA helpdesk
- New software and data reduction techniques
- Scientific community development
- Public relations and outreach
- Support for special projects



The ARC and ARC node staff



What the ARC nodes can do for you during Early Science

Face-to-face help with proposal preparation

If observations are approved

Help with Scheduling Block preparation

If program has been observed

Face-to-face help with data reduction

At any time

Tutorials, community days and school

Use the helpdesk

A Contact Scientist will be assigned

Use the helpdesk

Newsletter, Science Portal, Web pages



The ALMA Helpdesk

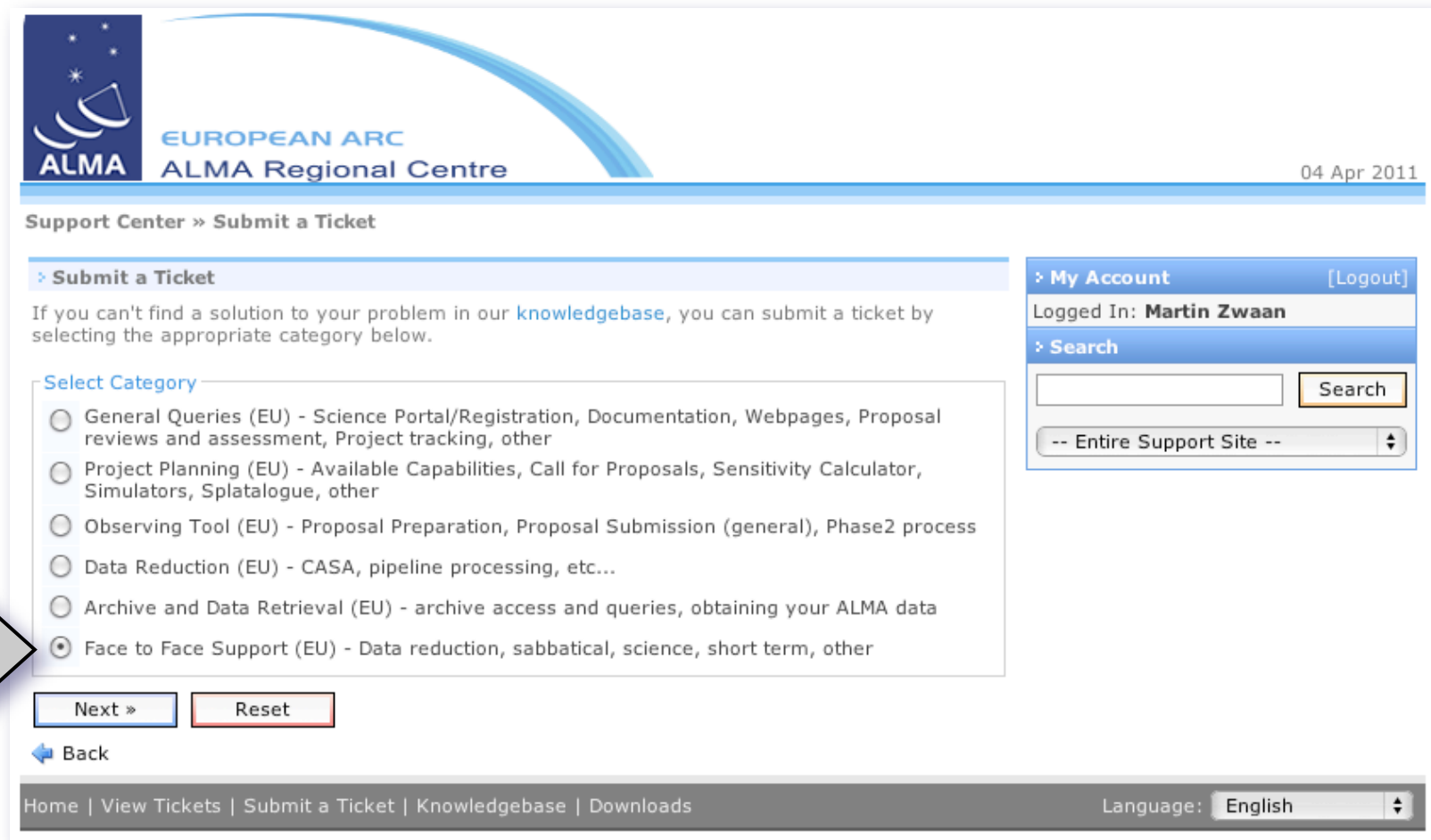
- The ARC nodes are integrated into the ALMA Helpdesk
- All communications with the ARC and the ARC nodes: **Use the Helpdesk**

The screenshot shows the ALMA European ARC Support Center website. The header includes the ALMA logo, the text "EUROPEAN ARC ALMA Regional Centre", and the date "04 Apr 2011". Below the header, there is a "Support Center" section with a "Logged in successfully" message. The main content area is divided into four columns: "View Tickets" (Submit new 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), and "Downloads" (View our library of file downloads and links). On the right side, there is a "My Account" section with a "[Logout]" link, a "Logged In: Martin Zwaan" status, and a "Search" section with a search box and a "Search" button. Below the search box is a dropdown menu showing "-- Entire Support Site --". At the bottom of the page, there is a navigation bar with links for "Home", "View Tickets", "Submit a Ticket", "Knowledgebase", and "Downloads", and a language selector set to "English".

Popular Knowledgebase Articles	Views
What do I do if I can't get the OT to work?	482
How do I arrange a visit to one of the ARCs?	382
Can I reduce ALMA data in software packages other than CASA, and is there support for that?	307
What do I do if my helpdesk ticket goes unanswered?	227
Where can I find ALMA documentation and manuals?	226
What translations will be available for user documentation from ALMA?	225
Where can I find data reduction tutorials and recipes using CASA?	222
Can I submit a ticket in Japanese?	194
Why do I see a "Login" screen within the helpdesk when I already logged in via the ALMA User Portal?	146
How can I find out my operating system if I'm using a Mac?	120



Organize face-to-face visit through the Helpdesk



ALMA EUROPEAN ARC
ALMA Regional Centre

04 Apr 2011

Support Center » Submit a Ticket

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, 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

Next » Reset

Back

Home | View Tickets | Submit a Ticket | Knowledgebase | Downloads

Language: English

My Account [Logout]
Logged In: **Martin Zwaan**

Search

Search

-- Entire Support Site --



Organize face-to-face visit through the Helpdesk

Specify the needs of your visit

ALMA EUROPEAN ARC ALMA Regional Centre 04 Apr 2011

Support Center » Submit a Ticket » Face to Face Support (EU)

Submit a Ticket [Logout]

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: Default

EU Visitor

Preferred ARC Node for Support: * No Preference

Type of Support Required: * Proposal Preparation

Project ID:

Number of Visitors: *

Proposed begin and end dates for your visit: *

Areas of expertise: *
Areas of expertise relevant to your visit

Special Computing Requirements:
(disk space, etc.)

Permission To Access Data:
By checking this box, you give the ARC staff permission to access your data prior to the visit for preparation purposes. Yes

Financial Support Required: Yes

Justification for Financial Support:
This field is required if the visitor requests financial support

Search [Search]

-- Entire Support Site --



Where do I go for face-to-face support?

- Each of the nodes can help with proposal preparation, SB creation, and data reduction for most standard observing modes

→ Visit your local ARC node

- For specialized support

→ May need to travel to an ARC node with a certain specialization

Funding through MARCUs



EUROPEAN ARC
ALMA Regional Centre

A screenshot of the ESO ALMA Regional Centre website. The page features a blue header with the ESO 50th Anniversary logo (1962-2012) and the text 'European Southern Observatory'. A navigation bar includes 'Public', 'Science', and 'User Portal'. The main content area is titled 'Face-to-Face Visit Request' and contains the following text: 'Funding is available through the RadioNet3 MARCUs (Mobility for ARC Users) network for users that do not have access to a node or for users that will be visiting a node other than their local node. To request MARCUs funding for your prospective visit, please fill the form below.' Below this text is a form with five input fields: 'First and last name', 'Email address', 'Home institute and country', and 'ALMA project ID'. A dropdown menu is visible at the bottom of the form, currently showing 'Bologna'. The page number '22' is visible in the bottom right corner.

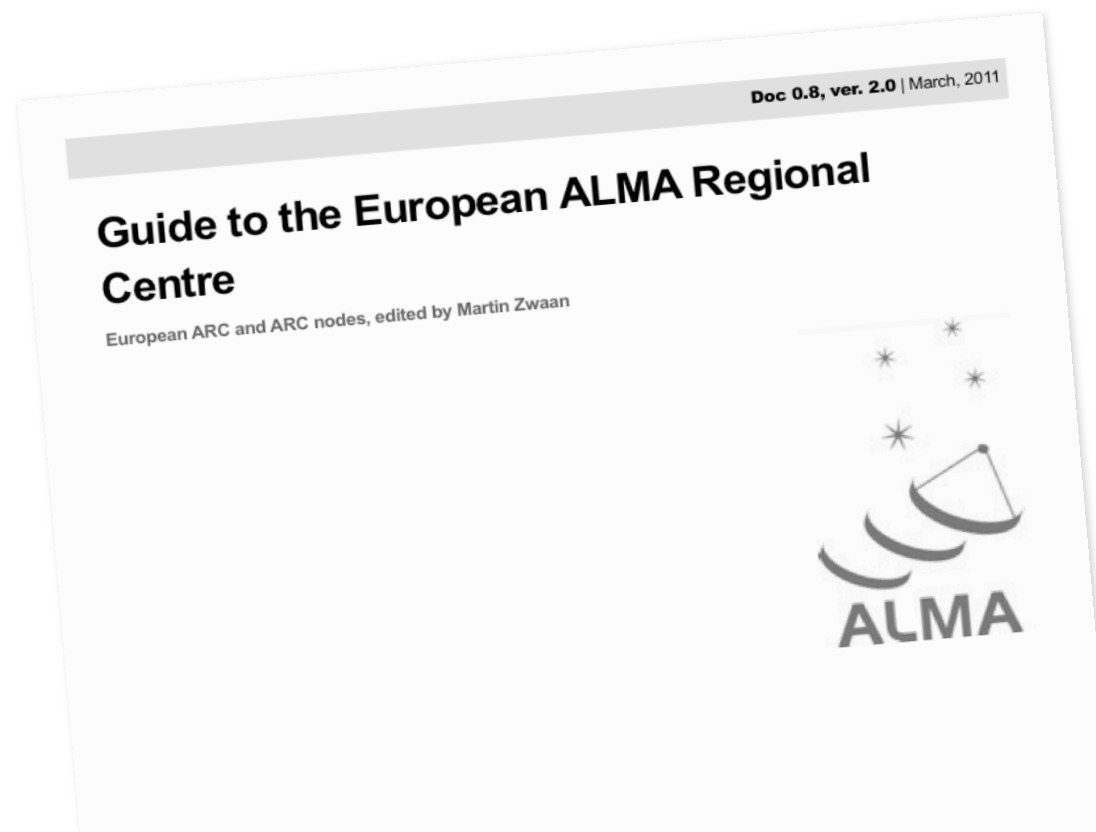
What ARC nodes offer

- All ARC nodes offer
 - Computer facilities for guests
 - Accommodation in guest house or local hotels
 - Fast internet links (to Garching)
- Funding for travel to ARC nodes:
 - Some ARC nodes have funds available (check local web pages)
 - MARCUs for inter-node travel
 - In general, visiting an ARC node is like going on an observing trip



Guide to the European ARC

- The standard introduction into the services provided by the European ARC structure
- Available through the ALMA User Portal



EUROPEAN ARC
ALMA Regional Centre

Feedback form

- Your feedback is very important!

The screenshot shows a feedback form titled "f2f feedback" with a progress bar at 0% and a section titled "Technical Infrastructure". The form contains several questions with radio button options:

- Data availability: Choose one of the following answers**
 - My data were already available at the ARC node at the time of my arrival
 - My data were downloaded in a satisfactory way upon request
 - There was an unsatisfactory delay in obtaining the data
 - Other:
 - No answer
- Were the computer facilities adequate?**
 - Yes
 - No
 - No answer
- Was the data processing speed good?**
 - Yes
 - No
 - No answer
- Was the disk space allocated to your project adequate?**
 - Yes
 - No
 - No answer
- Please give us any comments you may have on the technical infrastructure**



The ARC nodes' webpages

- Science Portal

50 YEARS 1962-2012 ESO European Southern Observatory

Public Science User Portal Intranet Contact Site Map

Science Users Information > Observing Facilities > ALMA Observatory > European ALMA Regional Centre

ALMA Observatory

- News
- >> ALMA Science Portal
- European ALMA Regional Centre**
 - ARC Staff at ESO
 - Science at the ARC
 - User Support at the EU ARC
 - >> ARC TWiki
- Meetings and Events
- Documentation
- Employment
- Contact

European ALMA Regional Centre

The European ALMA Regional Centre (ARC) provides the interface between the ALMA project and the European science community. It supports its users mainly in the areas of proposal preparation, observation preparation, data reduction, and data analysis.

Unlike its partner ARCs in [North America](#) and [Japan](#), the European ARC is organized as a coordinated network of scientific support nodes distributed across Europe. The central node is located at ESO Headquarters in Garching bei München and carries the responsibility for all the core ARC activities as well as the coordination of the additional science support provided by the [regional nodes](#).

The European ARC is the point of contact for European ALMA users from the moment of proposal submission to the actual distribution of calibrated data and subsequent analysis via the [ALMA Helpdesk](#).

European ARC nodes

The central European ARC node is located at the ESO headquarters in Garching bei München. A distributed network of ARC nodes is being set up to provide services to the community. ARC nodes are currently set up throughout Europe at the following locations:

Bonn-Cologne
 Country: Germany
 Contact person: F. Bertoldi
 Current staff: 3 staff astronomers, 5 postdocs, 1 IT support, 2 COFUND fellows
 Expertise: advanced data analysis and modelling (including Cologne Database for Molecular Spectroscopy), polarimetry, zero-spacings correction for continuum data
[Local web pages](#)

Bologna
 Country: Italy
 Contact person: J. Brand

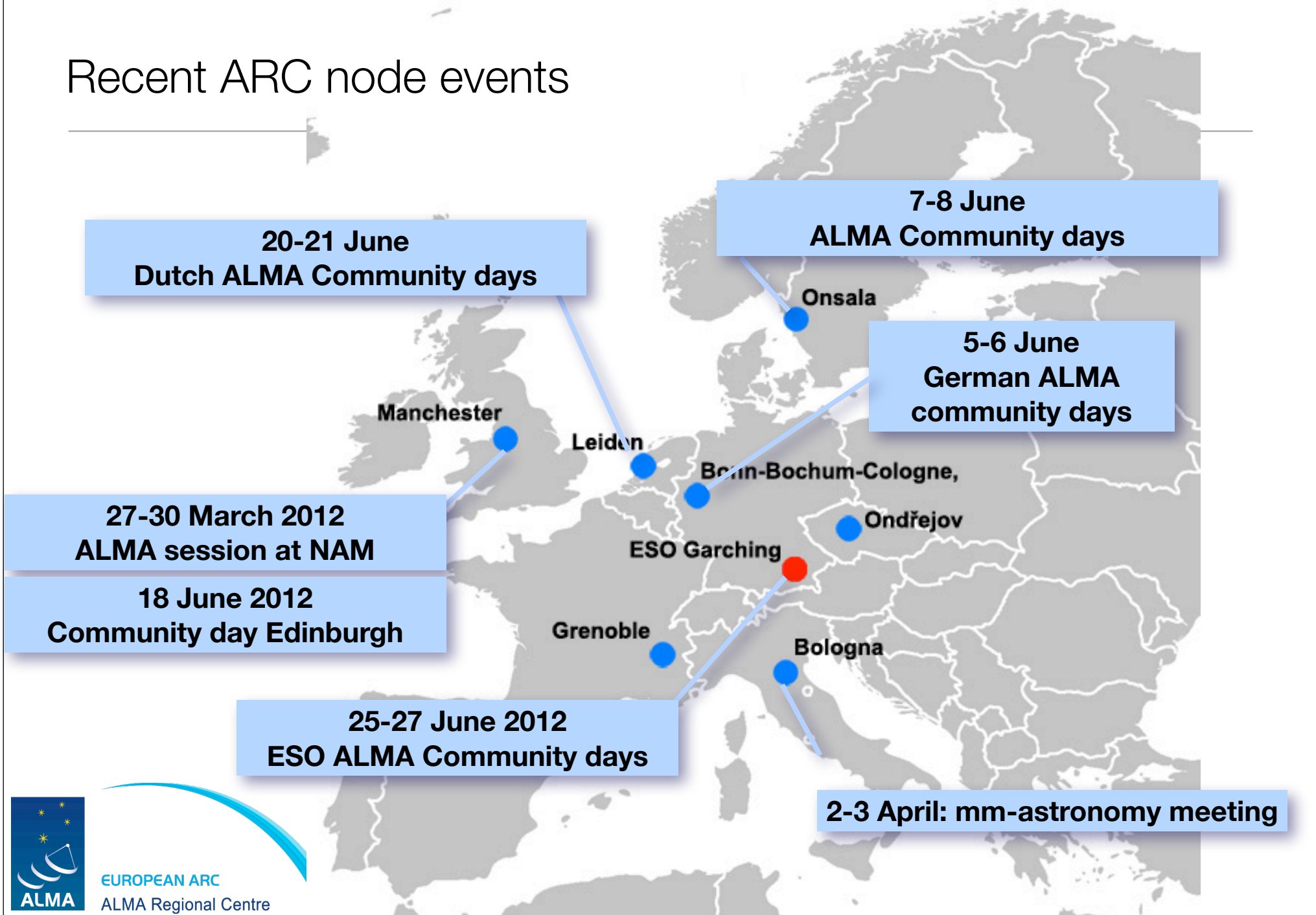
IRAM, Grenoble
 Countries: France, Spain, Germany
 Contact person: F. Gueth
 Staff: 4 staff astronomers, 1 postdoc, 2 software engineers
 Expertise: Calibration, Phase correction, Polarimetry, etc.
[Local web pages](#)

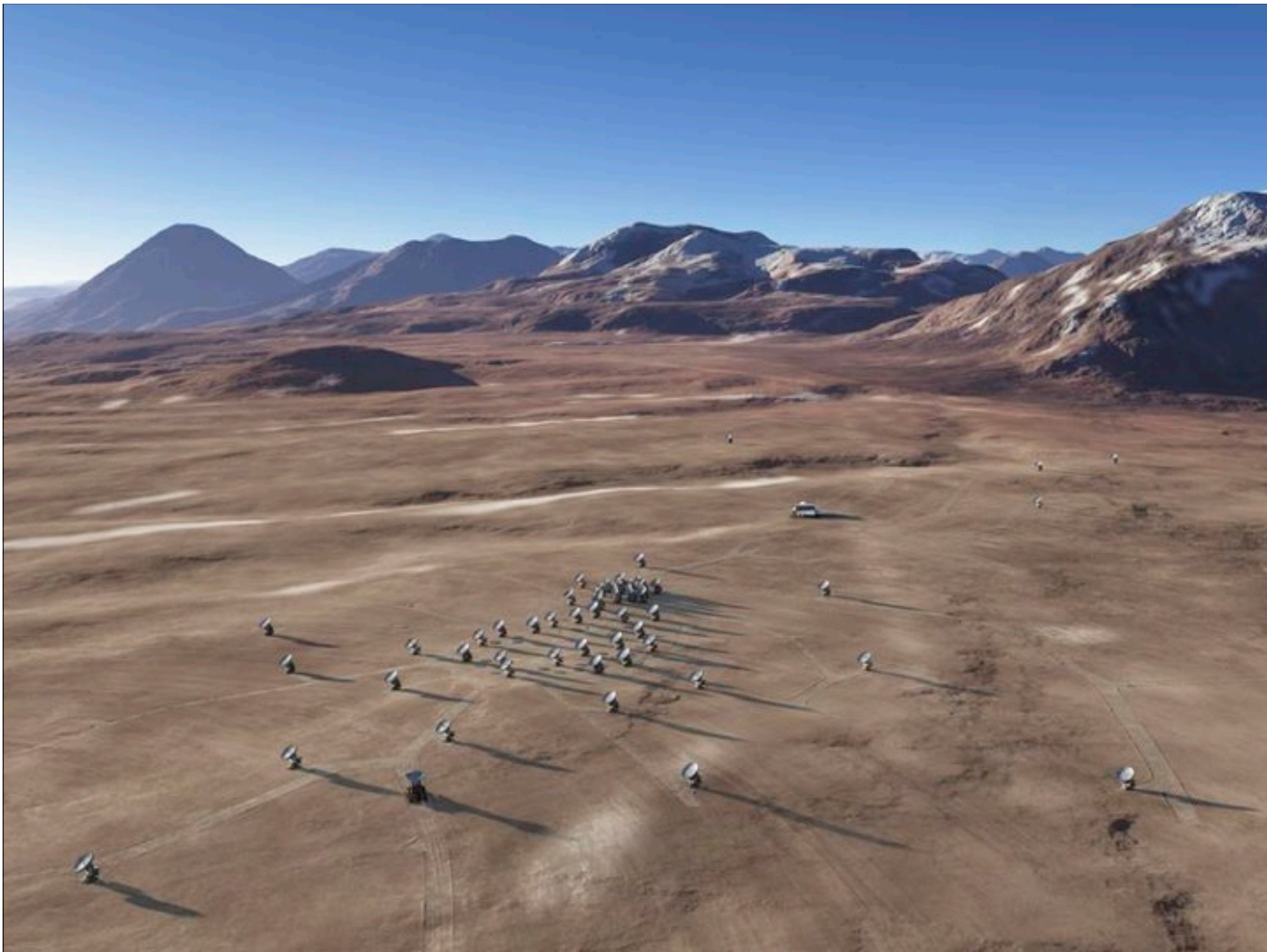
Allegro, Leiden
 Country: The Netherlands
 Contact person: M. Hogerheijde
 Staff: 1 staff astronomer, 3 postdocs
 Expertise: High-frequency, Wide field imaging, Data archiving
[Local web pages](#)

Manchester



Recent ARC node events







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