



# The road from data delivery to publications

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EU ALMA Regional Centre



# Helpdesk



Accessible from the ALMA Science Portal

The screenshot shows the ALMA Science Portal website. At the top, there is a navigation bar with the ALMA logo on the left, the text "Atacama Large Millimeter/submillimeter Array In search of our Cosmic Origins" in the center, and the ESO logo on the right. Below the navigation bar, there are links for "ESO", "NRAO", and "NAOJ", and a search bar. A secondary navigation bar contains links for "Log in", "Register", "Reset Password", and "Forgot Account".

On the left side, there is a vertical menu with the following items: "About", "Science", "Proposing", "Observing", "Data", "Documents & Tools", and "Knowledgebase/FAQ". Below this menu is a section titled "User Services at ARCs" with a list of links: "Helpdesk", "ALMA Calendars", "EU ARC", "NA ARC", and "EA ARC".

The main content area features a large banner image of the ALMA antennas and a colorful galaxy. Below the banner, there is a section titled "Cycle 3 Call for Proposals" with the following text: "The Cycle 3 Call for Proposals is now open for scientific observations that will be scheduled from October 2015 to September 2016. The proposal submission deadline is 15:00 UT on April 23, 2015." Below this, there is a paragraph explaining the portal's purpose and a final paragraph stating: "Each of the three ARCs provides additional User Services, including a Helpdesk for all user queries. Each ARC maintains additional web pages with information on region-specific user services, such as visitor and student programs, schools, workshops, financial programs and public outreach activities. These are accessed via the links under the User Services at the ARCs area in the left menu."

On the right side, there is a "General News" section with three items: "ALMA Cycle 3 Call for Proposals is now open" (Mar 24, 2015), "Resubmission of unfinished Cycle 1 and 2 proposals for the Cycle 3 proposal review" (Mar 24, 2015), and "Release of Science Verification data from the ALMA Long Baseline Campaign" (Feb 17, 2015). Below this is an "Announcement of intent to release a new instalment of Science Verification data" (Feb 02, 2015) and "ALMA Cycle 3 Pre-announcement" (Dec 08, 2014). A "More..." link is also present. At the bottom right, there is a "Local News" section with "2015 Call for 5 PhD Fellowships" (Mar 02, 2015).



# Helpdesk



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The screenshot shows the ALMA Science Portal website. At the top, there is a navigation bar with the ALMA logo on the left, the text "Atacama Large Millimeter/submillimeter Array In search of our Cosmic Origins" in the center, and the ESO logo on the right. Below the navigation bar, there are links for "ESO", "NRAO", and "NAOJ", and a search bar. The main content area features a large banner image of the ALMA antennas and a galaxy, with the text "Welcome to the Science Portal at ESO". Below the banner, there is a section for "Cycle 3 Call for Proposals" with a red headline and a paragraph of text. To the left of the main content, there is a sidebar menu with "User Services at ARCs" highlighted, and a sub-menu where "Helpdesk" is circled in red. To the right of the main content, there is a "General News" section with several news items and a "Local News" section with one item.

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

ESO NRAO NAOJ

Log in | Register | Reset Password | Forgot Account

Search Site

You are here: Home

## Welcome to the Science Portal at ESO

Atacama Large Millimeter/submillimeter Array

### Cycle 3 Call for Proposals

The Cycle 3 Call for Proposals is now open for scientific observations that will be scheduled from October 2015 to September 2016. The proposal submission deadline is 15:00 UT on April 23, 2015.

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 web pages with information on region-specific user services, such as visitor and student programs, schools, workshops, financial programs and public outreach activities. These are accessed via the links under the User Services at the ARCs area in the left menu.

#### User Services at ARCs

- Helpdesk
- ALMA Calendars
- EU ARC
- NA ARC
- EA ARC

#### General News

- ALMA Cycle 3 Call for Proposals is now open  
Mar 24, 2015
- Resubmission of unfinished Cycle 1 and 2 proposals for the Cycle 3 proposal review  
Mar 24, 2015
- Release of Science Verification data from the ALMA Long Baseline Campaign  
Feb 17, 2015
- Announcement of intent to release a new instalment of Science Verification data  
Feb 02, 2015
- ALMA Cycle 3 Pre-announcement  
Dec 08, 2014
- More...

#### Local News

- 2015 Call for 5 PhD Fellowships  
Mar 02, 2015



# Helpdesk



Accessible from the ALMA Science Portal



## Enter your Userid and Password

Userid:

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](#)



# Helpdesk



Accessible from the ALMA Science Portal



**Enter your Userid and Password**

Userid:

Password:

Warn me before logging me into other sites.

*SP account credentials*

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

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[Helpdesk](#)



# Helpdesk



Accessible from the ALMA Science Portal  
SP account credentials

The screenshot displays the ALMA Helpdesk interface. At the top, the ALMA logo is on the left, and the text "Atacama Large Millimeter/submillimeter Array" and "In search of our Cosmic Origins" is on the right. Below this is a navigation bar with links: "<< Science Portal", "Dashboard", "View Tickets", "Submit a Ticket", "Knowledgebase", "News", and "English (U.S.)". A search bar is located below the navigation bar, containing the text "Please type your question here" and a "SEARCH" button. Below the search bar are four buttons: "View Tickets", "Submit a Ticket", "Knowledgebase", and "News". On the left side, there is a sidebar menu with sections: "Account" (My Profile, Preferences, Logout) and "Knowledgebase" (General ALMA Queries (23), Early Science - Cycle 2 (5), Early Science - Cycle 3 (26), Resources & Observer Support (13), Project Planning (19), ALMA Observing Tool (OT) (38), Proposal Handling (6), Archive & Data Retrieval (12), Offline Data Reduction and/or CASA (26)). At the bottom, there is a "Latest Updates" section with the text "No information available in this view".

Live Chat Software by Kayako

Help Desk Software by Kayako Resolve



# Helpdesk



Accessible from the ALMA Science Portal

SP account credentials

Tickets are directed to the EU HD

Are assigned and usually answered within minutes/hours

➔ Before submitting a ticket, remember to check the Knowledgebase articles



# ARC nodes network





# ARC nodes network



Distributed model:

ESO central ARC - Seven ARC nodes - one Centre of Expertise



# ARC nodes network



Distributed model:

ESO central ARC - Seven ARC nodes - one Centre of Expertise

European ARC nodes





# ARC nodes network



Distributed model:

ESO central ARC - Seven ARC nodes - one Centre of Expertise



Core task:  
User Support

Users can get help on data  
reduction



# Face-to-face support



Face-to-face visits requested via the Helpdesk

The screenshot shows the ALMA Science Portal Helpdesk interface. At the top, there is a dark blue header with the ALMA logo and the text "Atacama Large Millimeter/submillimeter Array" and "In search of our Cosmic Origins". Below the header is a navigation bar with links for "Science Portal", "Dashboard", "View Tickets", "Submit a Ticket", "Knowledgebase", and "News", along with a language selector for "English (U.S.)".

On the left side, there is an "Account" menu with options for "My Profile", "Preferences", and "Logout". Below this menu is a "Live Chat Software by Kayako" button.

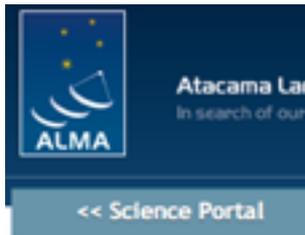
The main content area is titled "Select a department" and contains the following text: "If you can't find a solution to your problem in our knowledgebase, you can submit a ticket by selecting the appropriate department below." Below this text is a list of departments with radio buttons next to each:

- 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, Splatologue, 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 Request Submission (EU) - request for a change to a submitted proposal or accepted project
- Face to Face Support (EU) - Data reduction, science, short term, other

At the bottom of the form is a "Next »" button.



## Face-to-face



Live Chat Software by Kayako



Live Chat Software by Kayako

### Your ticket details

Enter your ticket details below. If you are reporting a problem, please remember to provide as much information that is relevant to the issue as possible.

#### General Information

##### EU Visitor

Preferred ARC node for support: \*

No Preference

Type of support required: \*

Proposal Preparation

Areas of expertise:

If specific expertise is required from your support staff for the visit, please indicate the required area of expertise here. This will help us assign you to the most appropriate ARC node.

Project ID:

(if applicable)

Number of visitors: \*

Level of ALMA-related experience: \*

Novice

Please indicate the level of experience in radio/submm interferometry of the proposed visitor(s).

Proposed begin and end dates for your visit: \*

Special computing requirements:

(disk space, etc.)

Permission to download data:

Yes

By checking this box, you give the ARC staff permission to download your data prior to your visit. This is recommended as it will prevent unnecessary delays due to long download times during your visit.

Permission to access data:

Yes

By checking this box, you give the ARC staff permission to access your data prior to the visit, e.g. in order to assess the quality and scope. The data will be treated confidentially by ARC staff and used solely for the preparation of your visit.

Financial support requested:

Yes

Limited financial support for travel can be requested under certain circumstances from some of the ARC nodes. For details see the Guide to the European ARC.

Additional Funding:

Yes

Funding is also available for users with no access to a local node or users visiting a node other than their local node. To apply, fill in this



# Face-to-face support



Face-to-face visits requested via the Helpdesk  
Contact Person assigned, often CS/QA2  
Visit duration typically 1-5 days

MARCUs funding (till end 2015)



# Face-to-face support



Face-to-face  
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MARCUs f

The screenshot shows the ESO website interface. At the top, there is a navigation bar with the ESO logo and the text 'European Southern Observatory'. Below this is a horizontal menu with options like 'Public', 'Science', 'User Portal', 'Intranet', 'Contact', 'Site Map', and a search box. The main content area is titled 'Face-to-Face Visit MARCUS Funding Request'. It contains the following text: 'Funding is available through the RadioNet MARCUS (Mobility for ARC Users) network for users that want to visit an ARC node. To request MARCUS funding for your prospective visit, please fill the form below.' Below this is a note: 'Below, please find the ESO Library Request form. After filling in the form and pressing SUBMIT an email with your request information will be sent to the ESO Library.' The form itself has several fields: 'First and Last Name \*', 'Email Address \*', 'Home Institute and Country \*', 'ALMA Project ID \*', 'ARC node you wish to visit \*' (with a dropdown menu showing 'Bologna'), 'Proposed dates for visit \*', 'Your reasons for the visit \*', and 'Additional Comments' (with a text area and a '200 characters left' indicator). A 'Submit your Funding Request' button is at the bottom right of the form.



# Face-to-face support





# Face-to-face support



78 recorded (and many more unofficial) f2f visits since Cycle 0

Feedback (from 32 completed feedback forms we received):

- 72% visited a node that was not their home institute
- 28% were paid by MARCUs
- 53% requested a visit in order to perform a full reduction; 22% some additional reduction steps
- 50% said they achieved their science goals; 15% partly achieved their science goals
- 34% were staff; 28% post-doc; 25% PhD students
- 27% experts; 23% intermediate; 50% novice



# Publications





# Publications



## Fun facts:

- ALMA publications very rapid, typical delay of around a year (including analysis, writing the paper, the refereeing process and the publication itself). Substantially faster than e.g. XMM (peak at 2 years), but has also noticeably increased recently for ALMA
- Despite the fact that not all PIs got all the data, the fraction of published data is quite high (around 80%)
- Several projects that have been published several times. The largest number of republications come from PI data with 10 papers from a single dataset

## Statistics:

Compiled from data collected and maintained by the ESO Library (Uta Grothkopf and Silvia Meakins) in collaboration with their colleagues at NRAO (Marsha Bishop) and NAOJ (Ayako Uchida under supervision of Ken Tatematsu)



# Publications



*telbib.eso.org:*

Telescope bibliography (telbib), maintained by the ESO library, lists refereed publications that make use of ESO data.



# Publications



European Southern Observatory

ESO Telescope Bibliography

telbib Statistics | API | Help | Libraries Home | Archive Home | ESO Home

## REFINE SEARCH

**Year**

- 2015 (190)
- 2014 (934)
- 2013 (884)
- 2012 (887)
- 2011 (802)

[more...](#)

**Journal**

- A&A (5902)
- ApJ (2292)
- MNRAS (1937)
- AJ (492)
- AAAS (242)

[more...](#)

**Instrument**

- LVES (1539)
- FORS2 (1175)
- FORS1 (969)
- ISAAC (920)
- SOFI (720)

[more...](#)

## TELBIb SEARCH

All fields  or and

---

Author   1st auth. +

Title / Abstract / Keywords  or and

Journal

Publication year From  To

BibCode

ProgramID

Instrument  +

Telescope  +

Site/Archive

Only papers based on ESO time

SEARCH

RESET

The Telescope Bibliography (telbib) is maintained by the ESO library. It contains refereed publications that directly use ESO data.

### News

telbib can now also be queried via API. For more information, see <http://telbib.eso.org/api-docu.php>.

### Explore telbib metrics:

- Click the [Visualize](#) button on the results page to view **animated charts** of your search results
- Access the [telbib Statistics](#) area to find **interactive graphs** of selected statistics
- Find publication and citation info in the [Basic ESO Statistics document](#)
- Use the [overview](#) of annual publication statistics to access all telbib papers that pertain to a given year

### Further info:

Contact the ESO librarians at [library@eso.org](mailto:library@eso.org)

is



# Publications



European Southern Observatory

## ESO Telescope Bibliography

telbib Statistics | API | Help | Libraries Home | Archive Home | ESO Home

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[more...](#)

### TELBI SEARCH

All fields:  or and

---

Author:   1st auth. +

Title / Abstract / Keywords:  or and

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Publication year: From  To

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is



# Publications



European Southern Observatory

## ESO Telescope Bibliography

[tebib Statistics](#) | [API](#) | [Help](#) | [Libraries Home](#) | [Archive Home](#) | [ESO Home](#)

### REFINE SEARCH

Year

- 2015 (25)
- 2014 (97)
- 2013 (85)
- 2012 (20)

Journal

- ApJ (114)
- A&A (51)
- MNRAS (14)
- Nature (9)
- PASJ (8)
- more...

Instrument

- ALMA\_Bands (207)
- LABOCA (14)
- FORS2 (5)
- SFI (5)
- VMOS (5)
- more...

[New Search](#)
[Edit Search](#)

[Visualize](#)
[Export](#)

Results 1 - 25 of 207 found for (telescope:"ALMA") = Previous [Next](#) =

Year	Author	Title	Instruments	Access to Data	Fulltext ADS
2015	Leroy, Adam K. et al.	ALMA Reveals the Molecular Medium Fueling the Nearest Nuclear Starburst	ALMA_Bands	2011.0.00172.S, 2012.1.00108.S	<a href="#">p-2015ApJ...801...25L</a>
2015	Meier, David S. et al.	ALMA Multi-line Imaging of the Nearby Starburst NGC 253	ALMA_Bands	2011.0.00172.S	<a href="#">p-2015ApJ...801...63M</a>
2015	Cabrera-Ziri, I. et al.	Constraining globular cluster formation through studies of young massive clusters - V. ALMA observations of clusters in the Antennae	ALMA_Bands	2011.0.00876.S	<a href="#">p-2015MNRAS.448.2224C</a>
2015	Hirota, Tomoya et al.	ALMA Imaging of Millimeter/Submillimeter Continuum Emission in Orion KL	ALMA_Bands	2011.0.00009.SV, 2011.0.00199.S	<a href="#">p-2015ApJ...801...82H</a>
2015	Huélamo, N. et al.	High-resolution observations of the outer disk around T Chamaeleontis: the view from ALMA	ALMA_Bands	2011.0.00921.S	<a href="#">p-2015A&amp;A...575L...5H</a>
2015	Cordiner, M. A. et al.	Ethyl Cyanide On Titan: Spectroscopic Detection and Mapping Using Alma	ALMA_Bands	2011.0.00319.S	<a href="#">p-2015ApJ...800L...14C</a>
2015	Scoville, Nick et al.	ALMA Imaging of HCN, CS, and Dust in Arp 220 and NGC 6240	ALMA_Bands	2011.0.00175.S	<a href="#">p-2015ApJ...800...70S</a>
2015	Schaerer, D. et al.	ALMA detection of [C ii] 158 $\mu$ m emission from a strongly lensed $z = 2.013$ star-forming galaxy	ALMA_Bands	2011.0.00130.S	<a href="#">p-2015A&amp;A...576L...2S</a>



# Publications



2012.1.00108.S Science Archive Query

Query Form Results Table

Submit download request

Results Bookmark Export Table Results Help

Showing 101 rows (101 before filtering).

[More columns](#)

<input type="checkbox"/>	Project code	Source name	RA	Dec	Band	Integration	Release date →	Velocity resolution	Frequency support
Filter:	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text" value="m/s ↓"/>	<input type="text"/>
<input type="checkbox"/>	<a href="#">2012.1.00108.S</a>	NGC253	00:47:31.48	-25:17:17.8	3	165.666	2015-03-31	2719.00	<a href="#">99.75..115.69GHz</a>
<input type="checkbox"/>	<a href="#">2012.1.00108.S</a>	NGC253	00:47:31.49	-25:17:17.8	3	200.801	2015-03-31	2719.00	<a href="#">99.75..115.69GHz</a>
<input type="checkbox"/>	<a href="#">2012.1.00108.S</a>	NGC253	00:47:31.49	-25:17:17.7	3	204.158	2015-03-31	2718.98	<a href="#">99.75..115.69GHz</a>
<input type="checkbox"/>	<a href="#">2012.1.00108.S</a>	NGC253	00:47:31.50	-25:17:17.5	3	205.717	2015-03-31	2718.89	<a href="#">99.76..115.69GHz</a>
<input type="checkbox"/>	<a href="#">2012.1.00108.S</a>	NGC253	00:47:31.50	-25:17:17.8	3	165.775	2015-03-31	2719.00	<a href="#">99.75..115.69GHz</a>
<input type="checkbox"/>	<a href="#">2012.1.00108.S</a>	NGC253	00:47:31.50	-25:17:17.6	3	200.926	2015-03-31	2719.00	<a href="#">99.75..115.69GHz</a>
<input type="checkbox"/>	<a href="#">2012.1.00108.S</a>	NGC253	00:47:31.52	-25:17:17.8	3	200.866	2015-03-31	2719.00	<a href="#">99.75..115.69GHz</a>
<input type="checkbox"/>	<a href="#">2012.1.00108.S</a>	NGC253	00:47:31.52	-25:17:17.8	3	204.08	2015-03-31	2718.99	<a href="#">99.75..115.69GHz</a>
<input type="checkbox"/>	<a href="#">2012.1.00108.S</a>	NGC253	00:47:31.54	-25:17:17.8	3	200.968	2015-03-31	2719.00	<a href="#">99.75..115.69GHz</a>
<input type="checkbox"/>	<a href="#">2012.1.00108.S</a>	NGC253	00:47:31.55	-25:17:17.7	3	237.467	2015-03-31	2719.02	<a href="#">99.75..115.69GHz</a>
<input type="checkbox"/>	<a href="#">2012.1.00108.S</a>	NGC253	00:47:32.30	-25:16:58.4	3	204.08	2015-03-31	2718.99	<a href="#">99.75..115.69GHz</a>
<input type="checkbox"/>	<a href="#">2012.1.00108.S</a>	NGC253	00:47:32.30	-25:16:58.4	3	165.666	2015-03-31	2719.00	<a href="#">99.75..115.69GHz</a>
<input type="checkbox"/>	<a href="#">2012.1.00108.S</a>	NGC253	00:47:32.31	-25:17:37.1	3	200.801	2015-03-31	2719.00	<a href="#">99.75..115.69GHz</a>
<input type="checkbox"/>	<a href="#">2012.1.00108.S</a>	NGC253	00:47:32.31	-25:16:58.4	3	200.968	2015-03-31	2719.00	<a href="#">99.75..115.69GHz</a>
<input type="checkbox"/>	<a href="#">2012.1.00108.S</a>	NGC253	00:47:32.32	-25:16:58.4	3	204.158	2015-03-31	2718.98	<a href="#">99.75..115.69GHz</a>
<input type="checkbox"/>	<a href="#">2012.1.00108.S</a>	NGC253	00:47:32.32	-25:17:36.9	3	205.717	2015-03-31	2718.89	<a href="#">99.76..115.69GHz</a>
<input type="checkbox"/>	<a href="#">2012.1.00108.S</a>	NGC253	00:47:32.32	-25:16:58.1	3	205.717	2015-03-31	2718.89	<a href="#">99.76..115.69GHz</a>
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<input type="checkbox"/>	<a href="#">2012.1.00108.S</a>	NGC253	00:47:32.32	-25:16:58.3	3	200.926	2015-03-31	2719.00	<a href="#">99.75..115.69GHz</a>

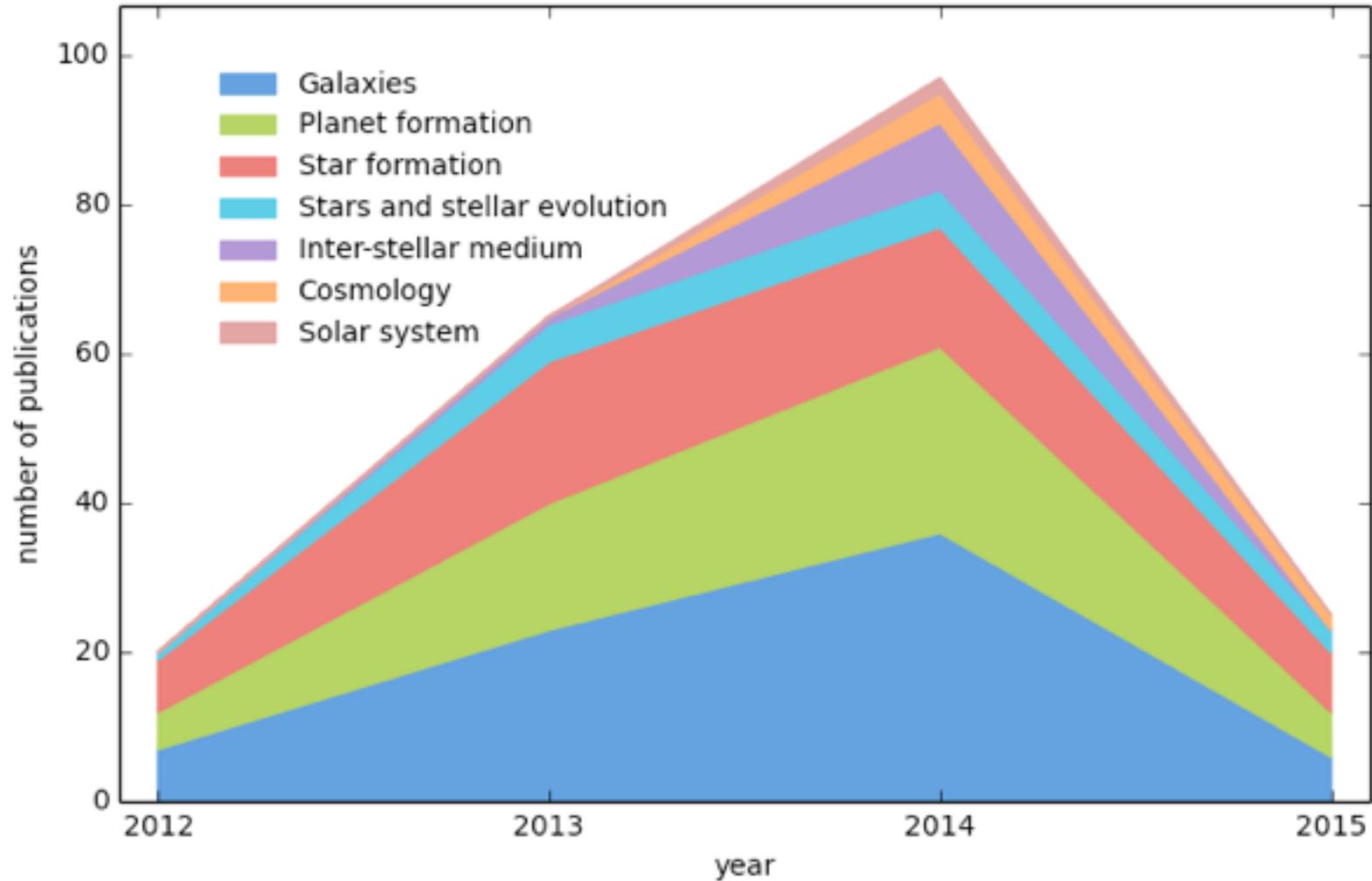




# Publications



Refereed ALMA publications (total: 207)

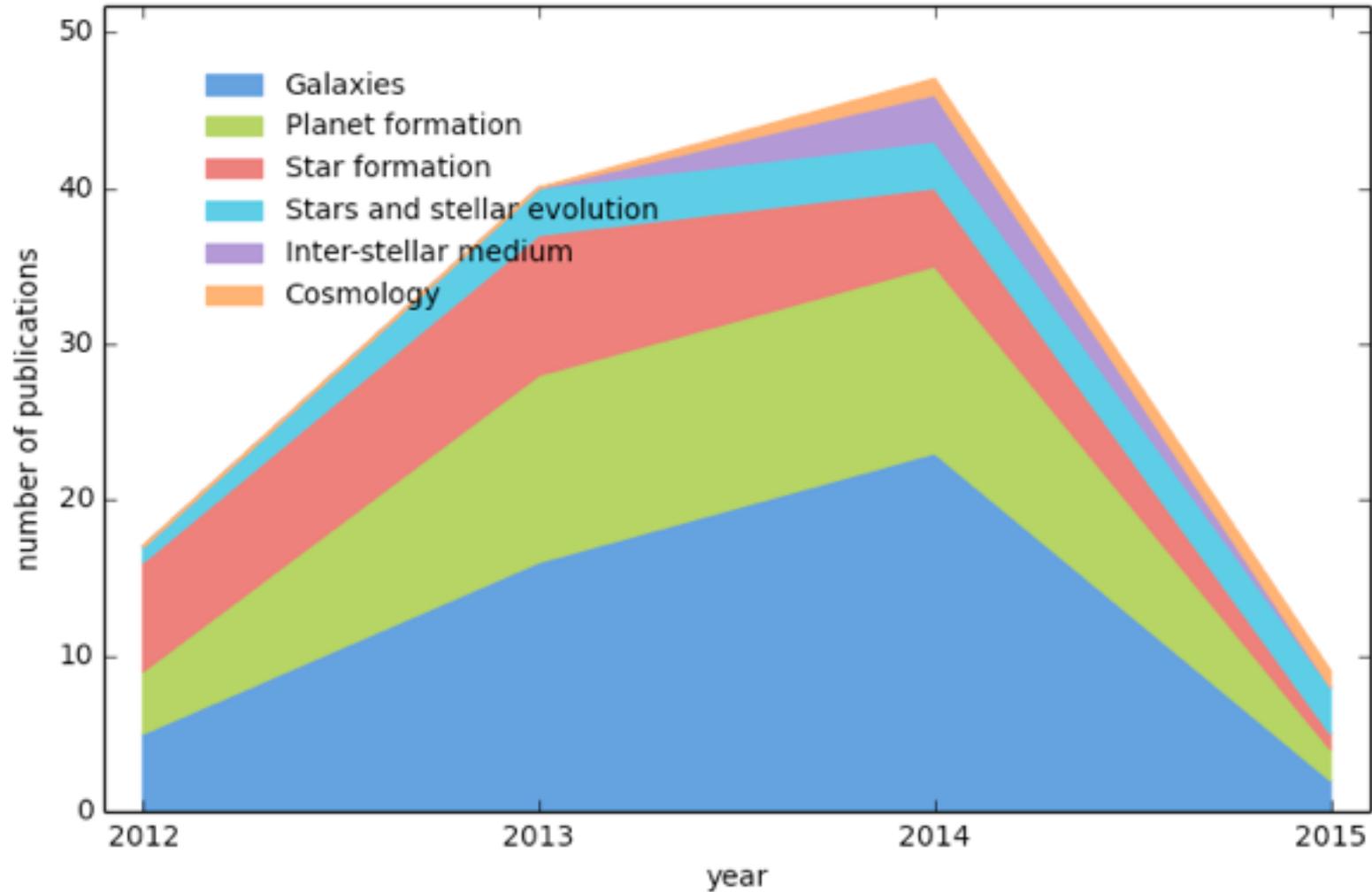




# Publications



EU Refereed ALMA publications (total: 113)





# Publications



## Acknowledgement Statement:

*"This paper makes use of the following ALMA data: ADS/JAO.ALMA#2011.0.01234.S. ALMA is a partnership of ESO (representing its member states), NSF (USA) and NINS (Japan), together with NRC (Canada), NSC and ASIAA (Taiwan), and KASI (Republic of Korea), in cooperation with the Republic of Chile. The Joint ALMA Observatory is operated by ESO, AUI/NRAO and NAOJ."*

(Can be found in the SP, on the 'ALMA-Data' page)



# Publications



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**DO NOT FORGET!**

(Can be found in the SP, on the 'ALMA-Data' page)