

help.nrao.edu: All users see option to select each instrument

The screenshot shows the National Radio Astronomy Observatory (NRAO) help page. At the top left is the NRAO logo. Below it is a navigation bar with links: Science Portal, Dashboard, View Tickets, Submit a Ticket, Knowledgebase, and News. A language dropdown menu is set to English (U.S.). On the left side, there is an 'Account' menu with options: My Profile, Preferences, and Logout. Below the account menu is a 'Live Chat Software by Kayako' link. In the center, there is a search bar with the placeholder text 'Please type your search query here' and a green 'SEARCH' 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.' Under the heading 'Telescopes', there are four radio buttons: VLA (selected), ALMA, GBT, and VLBA. Under the heading 'Departments', there are ten radio buttons: VLA General Queries (selected), VLA/GBT/VLBA Proposing, VLA/GBT/VLBA Proposal Review, VLA Observing, CASA Data Reduction (NRAO), AIPS Data Reduction, VLA Pipeline, VLA/GBT/VLBA Archive and Data Retrieval, and Visitor Support – New Mexico. At the bottom of the form is a 'Next »' button.

Clicking VLA, GBT, VLBA presents user with appropriate departments. Clicking ALMA sends user to ALMA HD (in new browser window?)

help.almascience.org: Users with NRAO-linked account see link to NRAO helpdesk in side bar

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

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

Account
My Profile
Preferences
Logout

Please type your search query here SEARCH

Select a department

If you can't find a solution to your problem in our knowledgebase, you can submit a ticket by selecting the appropriate department below.

Departments

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

Next >>

Account linked to [linked partner] helpdesk

Linked users see button which takes them to regional helpdesk view (could have more than one button if user links to more than one partner)