

# Integrated Helpdesk Linked-Account User Interface Mockup

- We will overlay a custom set of department “groups” that effectively organize departments in the user interface only. Staff interface will be unaffected.
- Within each group, the user can select a department.

# Proposed group / department structure

- Names may need fine tuning.
- Screenshot examples follow...

UI Group	UI Department Alias*
General Queries	ALMA (EA/EU/NA)
	VLA
	VLBA
	GBT
	other
Proposing	ALMA (EA/EU/NA)
	ALMA Proposal Change Request (EA/EU/NA)
	VLA/GBT/VLBA
	NRAO Proposal Review
Observing	ALMA (EA/EU/NA)
	VLA
	VLBA
	GBT
Data Reduction	CASA (NRAO/EA/EU/NA)
	ALMA pipeline (EA/EU/NA)
	VLA pipeline
	GBT data processing
	AIPS
Archive and Data Retrieval	ALMA Science Archive (EA/EU/NA)
	NRAO Archive
Visitor Support	ALMA (EA/EU/NA)
	NRAO-GB
	NRAO-NM

\* The actual name of the department may differ. This is the name that we display to the user on the Submit a Ticket page.

# Current ALMA (EU) Helpdesk “Submit a Ticket” page

**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

Live Chat Software by Kayako

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 »**

# Unlinked account view with proposed dept. changes

The screenshot shows the ALMA Science Portal interface. At the top left is the ALMA logo with the text "Atacama Large Millimeter/submillimeter Array" and "In search of our Cosmic Origins". Below this is a navigation bar with links: "<< Science Portal", "Dashboard", "View Tickets", "Submit a Ticket", "Knowledgebase", "News", and a language dropdown set to "English (U.S.)".

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

The main content area features a search bar with the placeholder text "Please type your search query here" and a green "SEARCH" button. Below the search bar is a section titled "Select a department".

The "Select a department" section 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 "Departments", there is a list of radio button options:

- General Queries (EU) - Science Portal/Registration, Documentation, Webpages, Proposal reviews and assessment, Project tracking, other
- Proposing (EU) - Proposal Preparation, Proposal Submission, Observing Tool, Available Capabilities, Call for Proposals, Sensitivity Calculator, Simulators, Splatalogue, other
- Observing (EU) - Phase 2 process, Scheduling Block Review, telescope scheduling, other
- CASA Data Reduction (EU) - CASA calibration, imaging, installation, other
- Science Pipeline (EU) - Pipeline results, re-processing request, other
- 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
- Visitor Support (EU) - Data reduction, sabbatical, science, short term, other

At the bottom of the department selection area is a "Next »" button.

# ALMA-NRAO Linked-account “Submit a Ticket” page

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

Linked with NRAO Helpdesk. [Click](#) to change.

National Radio Astronomy Observatory

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

Account  
My Profile  
Preferences  
Logout

Live Chat Software by Kayako

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 - *description*
- Proposing - *description*
- Observing - *description*
- Data Reduction - *description*
- Archive and Data Retrieval - *description*
- Visitor Support - *description*

**Next >>**

New page shows dept. “groups”. Each can be selected by radio button or clicking text.

Next button is not yet selectable.

# “Submit a Ticket” page: selecting department “group” reveals departments

The screenshot shows the ALMA website's "Submit a Ticket" page. At the top, the ALMA logo and text "Atacama Large Millimeter/submillimeter Array" are visible, along with a link to the NRAO Helpdesk. The navigation bar includes "Science Portal", "Dashboard", "View Tickets", "Submit a Ticket", "Knowledgebase", and "News". A search bar is present with the text "Please type your search query here" and a "SEARCH" button. The main content area is titled "Select a department" and contains a message: "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 "Departments", there is a list of radio button options: "General Queries - description" (selected), "ALMA (EU)", "VLA", "VLBA", "GBT", "other", "Proposing - description", "Observing - description", "DataReduction - description", "Archive and Data Retrieval - description", and "Visitor Support - description". A "Next »" button is at the bottom. Annotations include a blue bracket on the left pointing to the department list with the text "When group is selected, departments are unhidden." and another blue bracket on the left pointing to the "Next" button with the text "Next button is not yet selectable."

Account

- My Profile
- Preferences
- Logout

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

Linked with NRAO Helpdesk. [Click](#) to change.

National Radio Astronomy Observatory

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

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 - *description*
- ALMA (EU)
- VLA
- VLBA
- GBT
- other
- Proposing - *description*
- Observing - *description*
- DataReduction - *description*
- Archive and Data Retrieval - *description*
- Visitor Support - *description*

Next »

When group is selected, departments are unhidden.

Note: these correspond to actual departments, but may use shortened names here to avoid repeating “General Queries” 5 times (i.e. “General Queries ALMA (EU)”, “General Queries VLA”, “General Queries VLBA”, etc.)

Next button is not yet selectable.

# “Submit a Ticket” page: selecting department activates “Next” button

The screenshot shows the ALMA website's "Submit a Ticket" page. At the top, the ALMA logo and name are displayed, along with the tagline "In search of our Cosmic Origins". A link to the NRAO Helpdesk is also visible. The navigation bar includes links for "Science Portal", "Dashboard", "View Tickets", "Submit a Ticket", "Knowledgebase", and "News", along with a language selector set to "English (U.S.)".

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

The main content area features a search bar with the placeholder text "Please type your search query here" and a "SEARCH" button. Below the search bar is the "Select a department" section. It 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."

The "Departments" section lists several options, each with a radio button:

- General Queries - *description*
- ALMA (EU) ←
- VLA
- VLBA
- GBT
- other
- Proposing - *description*
- Observing - *description*
- DataReduction - *description*
- Archive and Data Retrieval - *description*
- Visitor Support - *description*

A blue arrow points from the text "When department is selected, next button becomes selectable." to the "ALMA (EU)" radio button. Another blue bracket points from the text "Next button is now selectable." to the "Next »" button at the bottom of the form.

# “Submit a Ticket” page: change department group selection

The screenshot shows the ALMA website's "Submit a Ticket" page. At the top, the ALMA logo and name are displayed, along with the tagline "In search of our Cosmic Origins". A link to the NRAO Helpdesk is also visible. The navigation bar includes links for "Science Portal", "Dashboard", "View Tickets", "Submit a Ticket", "Knowledgebase", and "News", along with a language selector set to "English (U.S.)".

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

The main content area features a search bar with the placeholder text "Please type your search query here" and a "SEARCH" button. Below the search bar is the "Select a department" section. It 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."

The "Departments" section lists several options, each with a radio button:

- General Queries - *description*
- Proposing - *description*
- Observing - *description*
  - ALMA (EU)
  - VLA
  - VLBA
  - GBT
- DataReduction - *description*
- Archive and Data Retrieval - *description*
- Visitor Support - *description*

A blue bracket on the right side of the "Observing" group points to a text box that reads: "When a different group is selected, the previously displayed departments are again hidden, and the new departments are revealed. Previous department selection is reset and the Next button is deactivated."

At the bottom of the form, there is a "Next »" button. A blue bracket on the left side of the "Next" button points to a text box that reads: "Next button is again not selectable."



# “Submit a Ticket” page: select department

The screenshot shows the ALMA website's "Submit a Ticket" page. 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 in the center. On the right, it says "Linked with NRAO Helpdesk. [Click](#) to change." Below this is the NRAO logo and "National Radio Astronomy Observatory".

The navigation bar includes: << Science Portal, Dashboard, View Tickets, Submit a Ticket (highlighted), Knowledgebase, News, and English (U.S.) with a dropdown arrow.

On the left, there is an "Account" menu with options: My Profile, Preferences, and Logout. Below it, it says "Live Chat Software by Kayako".

The main content area has a search bar with the placeholder "Please type your search query here" and a "SEARCH" button. Below the search bar is the "Select a department" section. It contains the 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." Underneath is a list of departments with radio buttons:

- General Queries - *description*
- Proposing - *description*
- Observing - *description*
- ALMA (EU) ← Selection made
- VLA
- VLBA
- GBT
- DataReduction - *description*
- Archive and Data Retrieval - *description*
- Visitor Support - *description*

At the bottom of the department selection area is a "Next »" button. A blue bracket on the left side of the "Next »" button is accompanied by the text "Next button now selectable."

# Custom fields unchanged

- The custom fields for each department will remain unchanged.

**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**

**General**

Sub-categories:

- Science Portal/Registration
- Documentation
- Webpages
- Proposal reviews and assessment (science and technical)
- Project tracking
- Other

Please specify areas of concern

**Message Details**

Subject

Example custom fields

# “Submit a Ticket” page: as seen by linked-account user accessing HD through help.nrao.edu



National Radio Astronomy Observatory

Linked with ALMA Helpdesk.  
[Click to change.](#)



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

- Account
- My Profile
- Preferences
- Logout

Live Chat Software by Kayako

Please type your search query here

## 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 - *description*
- ALMA (EU)
- VLA
- VLBA
- GBT
- other
- Proposing - *description*
- Observing - *description*
- DataReduction - *description*
- Archive and Data Retrieval - *description*
- Visitor Support - *description*

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