



**STScI** | SPACE TELESCOPE  
SCIENCE INSTITUTE

EXPANDING THE FRONTIERS OF SPACE ASTRONOMY

# User Documentation System & Help Desk

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Ori Fox & Stacey Bright

JWST Master Class

November 2019

# JWST User Documentation System (JDox)

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Ori Fox

JWST Master Class

November 2019



## JWST Documentation System (JDox) Contributors

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## The Philosophy Behind JDox

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- User-friendly, accurate web-based JWST documentation
- Every Page is Page One (EPPO) philosophy
- “Agile” process/infrastructure (easy to update)
- Searchable via Google and internally
- Heavily cross-linked across topics
- Integrated with software tools (ETC, APT)
- Ensure a happy and well-informed JWST community



## More Than Just Documentation

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### ITSD/Editors/Developers

- Annual software testing and upgrades
- Streamlined Editorial review and publishing procedure
- Website design and template layouts
- Server maintenance
- Context Sensitive Help
- APT Engineering Documentation
- Movies
- PDF Printing

### Drive Science Discussions

- Data rate and volume policy
- Sensitivity calculations within the ETC
- Overheads and time charged
- Time Series Observation (TSO) allowed observation parameters
- Groups vs Integration tradeoffs



## More Than Just Documentation

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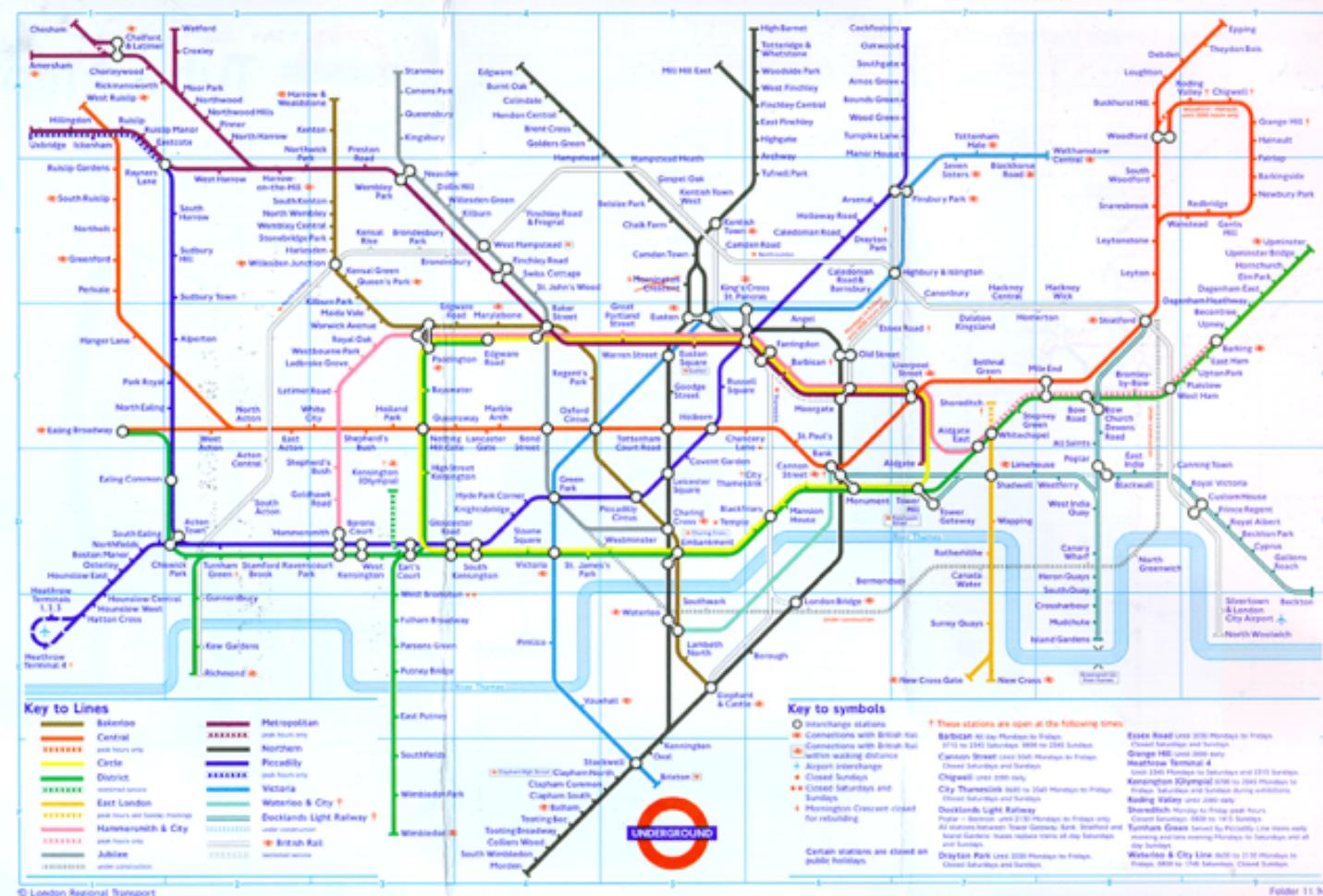
# Navigation

Finding your way around 700 articles can be tricky!

- Lots of places to enter
- Lots of places to exit
- Lots of decisions to make along the way

We're here to make it easy for you

- We provide a map
- We provide directions





# Layout

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General JDox Page Layout Includes:

- Top Banner





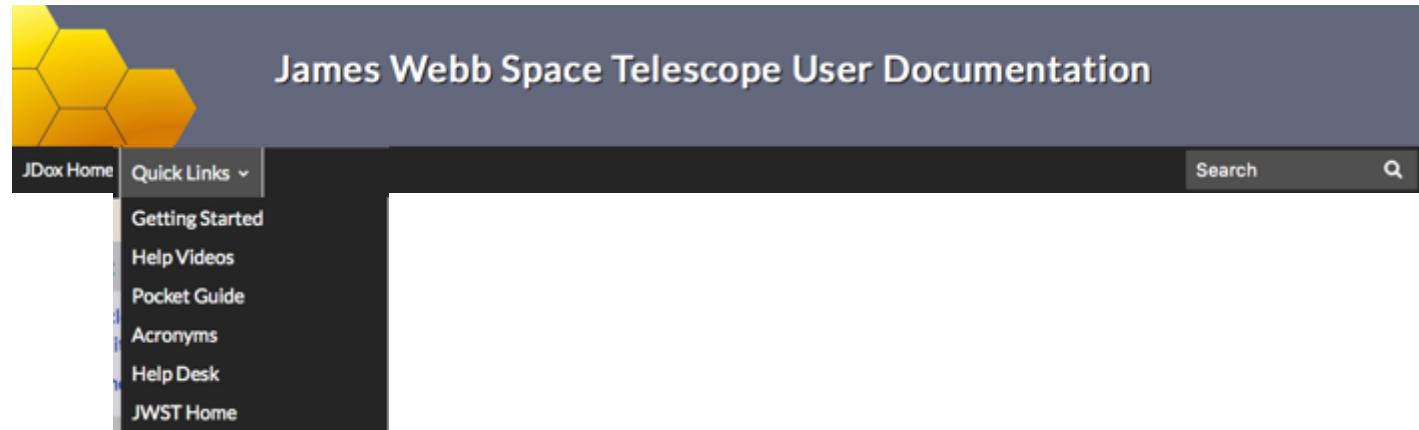
# Layout

General JDox Page Layout Includes:

- Top Banner

Quick Links:

- Getting Started
- Help Videos
- Pocket Guide
- Acronyms
- Help Desk
- JWST Home





# Layout

General JDox Page Layout Includes:

- Top Banner
- Quick Links Pull Down

Navigation Side Bar:

- “Master Site Map”
- Every article is listed
- Sorted by category
- Coherence
- “Chronological Order”
- Highlights your position in Page Tree

The screenshot shows the "James Webb Space Telescope User Documentation" website. At the top left is a yellow hexagonal logo. To its right is the title "James Webb Space Telescope User Documentation". Below the title is a dark navigation bar with "JDox Home" and "Quick Links" buttons. On the far right of the bar are "Search" and a magnifying glass icon. The main content area features a vertical navigation sidebar on the left. The sidebar has several sections with links:

- Proposing Opportunities**
  - JWST Cycle 1 Proposal Opportunities
  - JWST General Science Policies
- Proposal Preparation**
  - General Proposal Planning Workflow
  - Understanding Exposure Times
  - Methods and Roadmaps
  - Example Science Programs
  - Recommended Observing Strategies
  - JWST Duplication Checking
  - Observatory Functionality
  - Observatory Hardware
- Proposing Tools**
  - JWST Exposure Time Calculator Overview
  - JWST Astronomers Proposal Tool Overview
  - Observation Templates
  - ETC to APT Interface
  - Video Tutorials
  - Other Tools
- Instruments**
  - Mid Infrared Instrument
  - Near Infrared Camera
  - Near Infrared Imager and Slitless Spectrograph



# Layout

## General JDox Page Layout Includes:

- Top Banner
- Quick Links Pull Down
- Navigation Side Bar

## Main Article:

- Breadcrumbs give location of article
- Title
- Blurb overview of article (also Google Search)
- Table of Contents
- Main Text

The screenshot shows a detailed view of a web page from the James Webb Space Telescope User Documentation. At the top left is a yellow hexagonal logo. To its right is the title "James Webb Space Telescope User Documentation". Below the title is a navigation bar with "JDox Home" and "Quick Links". On the far right of the bar are "Search" and a magnifying glass icon. The main content area has a breadcrumb trail: "Home / Mid Infrared Instrument / MIRI Observing Modes / MIRI Imaging". To the right of the trail is a small icon of a telescope. The main content is titled "MIRI Imaging". Below the title is a paragraph of text about the MIRI imager's performance. To the right of the text is a sidebar titled "On this page" containing links to "Basic performance", "Imaging filters", "Dithering performance", "Subarrays", "Imager exposure specifications", and "References". At the bottom of the main content area is a callout box with the text "① Do not use the MIRI imaging mode for coronagraphic imaging." Below the main content is a section titled "Basic performance" with a "Main article" link and a "See also" link. The bottom of the page contains a large block of explanatory text about MIRI imaging performance and sensitivity.

James Webb Space Telescope User Documentation

JDox Home Quick Links

Search

Home / Mid Infrared Instrument / MIRI Observing Modes / MIRI Imaging

**MIRI Imaging**

The MIRI imager offers nine broadband filters covering wavelengths from 5.6 to 25.5  $\mu\text{m}$  over an unobstructed 74"  $\times$  113" field of view, and a detector plate scale of 0.11 "/pixel (Bouchet et al. 2015). The MIRI imaging mode also supports the use of detector subarrays for bright targets, as well as a variety of dither patterns that could improve sampling at the shortest wavelengths, remove detector artifacts and cosmic ray hits, and facilitate self-calibration. The Astronomer's Proposal Tool (APT) can be used to design mosaic observations to image larger fields.

**On this page**

- Basic performance
- Imaging filters
- Dithering performance
- Subarrays
- Imager exposure specifications
- References

① Do not use the MIRI imaging mode for coronagraphic imaging.

### Basic performance

Main article: [MIRI Predicted Performance](#)  
See also: [MIRI Sensitivity](#), [MIRI Bright Source Limits](#)

Imaging with MIRI is diffraction limited in all filters, with Strehl ratios in excess of 90%, although the detector plate scale of 0.11 "/pixel slightly undersamples the PSF in the **F560W** band.

MIRI imaging sensitivity is background limited in all the imaging bands (unless one takes short integrations): astronomical background limited at wavelengths  $< 15 \mu\text{m}$  and telescope background (primary mirror and sunshield) limited at wavelengths  $> 15 \mu\text{m}$ .

Observers will be able to specify settings for four primary MIRI imaging parameters: (1) [filters](#), (2) [dither pattern](#), (3) choice of [subarray](#), and (4) [detector read out modes](#) and [exposure time](#) (via the number of frames and integrations).



# Layout

## General JDox Page Layout Includes:

- Top Banner
- Quick Links Pull Down
- Navigation Side Bar

## Main Article:

- Breadcrumbs give location of article
- Title
- Blurb overview of article (also Google Search)
- Table of Contents
- Main Text
- References
- Latest Updates and publishing info

The screenshot shows a detailed view of the James Webb Space Telescope User Documentation website. At the top left is a yellow hexagonal logo. To its right is the title "James Webb Space Telescope User Documentation". Below the title is a dark navigation bar with a "Search" field and a magnifying glass icon. On the far right of the bar is a small icon of a telescope. The main content area has a light gray background. On the left is a vertical navigation sidebar with a light gray header and several sections: "Proposing Opportunities", "Proposal Preparation", "Proposing Tools", and "Instruments". Each section contains a list of links. The main content area to the right of the sidebar includes a breadcrumb trail ("Home / Mid Infrared Instrument / MIRI Observing Modes / MIRI Imaging"), the current page title ("MIRI Imaging"), a section titled "Imager exposure specifications" with a sub-section for "FAST mode (default)", a list of references with links to scientific papers, and a table at the bottom showing publication and update information.

James Webb Space Telescope User Documentation

JDoc Home Quick Links ▾

Search

Home / Mid Infrared Instrument / MIRI Observing Modes / MIRI Imaging

## MIRI Imaging

### Imager exposure specifications

Main article: [MIRI Detector Readout Overview](#)  
See also: [Understanding Exposure Times](#)

MIRI imaging supports two different detector readout patterns:

1. **FAST** mode (default)
2. **SLOW** mode (only in full array)

### References

Bouchet, P. et al. 2015, PASP, 127, 612  
The Mid-Infrared Instrument for the James Webb Space Telescope, III: MIRIM, The MIRI Imager  
*Updated version*

Ressler, M.E. et al. 2015, PASP, 127, 675  
The Mid-Infrared Instrument for the James Webb Space Telescope, VIII: The MIRI Focal Plane System  
*Updated version*

Rieke, G. et al. 2015, PASP, 127, 584  
The Mid-Infrared Instrument for the James Webb Space Telescope, I: Introduction  
*Updated version*

Published	22 Dec 2016
Latest updates	<ul style="list-style-type: none"><li>09 Feb 2018 Removed column "Point source brightness limit (mJy)" from Table 1</li></ul>



# Layout

## General JDox Page Layout Includes:

- Top Banner
- Quick Links Pull Down
- Navigation Side Bar
- Main Article

## Footnote:

- Some important help links
- All contributors
- Copyright

- Observation Templates
  - ETC to APT Interface
  - Video Tutorials
  - Other Tools
- ### Instruments
- Mid Infrared Instrument
  - Near Infrared Camera
  - Near Infrared Imager and Slitless Spectrograph
  - Near Infrared Spectrograph
- ### Data
- Understanding Data Files
  - Obtaining Data
  - Data Processing and Calibration Files
  - JWST Data Reduction Pipeline

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### How to cite JDox

#### To cite the JWST User Documentation Website:

In-text ref.: (JWST User Documentation, 2016-)

End reference: JWST User Documentation 2016- Baltimore, MD. Space Telescope Science Institute [access date in year month day], <https://jwst-docs.stsci.edu>

#### To cite a JDox article in a journal paper:

In-text ref.: (STScI, 2016-)

End reference: Space Telescope Science Institute (STScI) 2016- Article Title, JWST User Documentation [Updated article update date in year month day] Baltimore, MD article URL

Example:  
Space Telescope Science Institute (STScI) 2017- MIRI Coronagraphic Imaging, JWST User Documentation [Published 2017 December 22] Baltimore, MD, <https://jwst-docs.stsci.edu/mid-infrared-instrument/miri-observing-modes/miri-coronagraphic-imaging>



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Help Desk  
JWST  
Website



esa



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Report website problems

The NASA James Webb Space Telescope, developed in partnership with ESA and CSA, is operated by AURA's Space Telescope Science Institute.

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# Instrument Specific Instructions

## Instrument Pages:

- Overview of instrument
- Various observing modes
- Instrumentation and Hardware
- Instrument specific instructions for operations (i.e., dithering, target acquisition, etc)
- Performance (i.e., bright limits, sensitivity, etc)
- APT Templates (i.e., how to fill out specific boxes within APT for each observing mode)
- Observing Strategies (how to optimize your observations in terms of SNR and minimize overheads)
- Example Science Programs (example programs explained from start to finish, with accompanying ETC workbooks and APT files to get you started)

### Proposing Opportunities

- JWST Cycle 1 Proposal Opportunities
- JWST General Science Policies

### Proposal Preparation

- General Proposal Planning Workflow
- Understanding Exposure Times
- Methods and Roadmaps
- Example Science Programs
- Recommended Observing Strategies
- JWST Duplication Checking
- Observatory Functionality
- Observatory Hardware

### Proposing Tools

- JWST Exposure Time Calculator Overview
- JWST Astronomers Proposal Tool Overview
- Observation Templates
- ETC to APT Interface
- Video Tutorials
- Other Tools

### Instruments

- Mid Infrared Instrument
  - Observing Modes
  - Instrumentation
  - Operations
  - Predicted Performance
  - APT Templates
  - Observing Strategies
  - Example Programs

Home / Mid Infrared Instrument

## Mid Infrared Instrument

The JWST Mid-Infrared Instrument (MIRI) provides imaging and spectroscopic observing modes from 4.9 to 28.8  $\mu\text{m}$ .



### On this page

- Observational capabilities
- Optical elements
  - Imager
  - Medium-resolution spectrometer (MRS)
- Sensitivity and performance
- Data calibration and analysis
- External MIRI links and documents
  - MIRI "Encyclopedia"
  - External MIRI websites
  - Lectures
  - Other documents
- Acknowledgements
- References

The JWST Mid-Infrared Instrument (MIRI) provides imaging and spectroscopic observing modes from 4.9 to 28.8  $\mu\text{m}$  (Wright et al. 2015, Rieke et al. 2015). These wavelengths can be utilized for studies including, but not limited to: direct imaging of young warm exoplanets and spectroscopy of their atmospheres; identification and characterization of the first galaxies at redshifts  $z > 7$ ; and analysis of warm dust and molecular gas in young stars and proto-planetary disks.

To achieve these goals MIRI offers a very broad range of observing modes, including:

- Imaging
- low-resolution slotted and slitless spectroscopy
- medium-resolution integral field unit (IFU) spectroscopy
- coronagraphy



# Proposal Workflow

## General Proposal Planning Workflow:

- Accessibly from Quick Links, Sidebar
- No single way to write a proposal
- Aims to give a recommended workflow

## Become familiar:

- Call for Proposals and Policy (SMO)
- JWST Exposure Times
- Methods and Roadmaps
- Instrument specific pages
- Observing Strategies
- Example Science Programs

The screenshot shows the "James Webb Space Telescope User Documentation" website. The header features a yellow hexagonal logo, "JDax Home", "Quick Links", a search bar, and a magnifying glass icon. The main content area is titled "General Proposal Planning Workflow". It includes a sidebar with links to "Proposing Opportunities", "Proposal Preparation", "Proposing Tools", and "Instruments". The main content area discusses a roadmap of general instructions for planning JWST observations, mentioning method-specific roadmaps for detailed information about individual observing modes. A section titled "On this page" lists steps: becoming familiar with JWST capabilities and terminology, determining target observability, using the Exposure Time Calculator, preparing the proposal in the Astronomers' Proposal Tool, and reading recommended observing strategies. The "Become familiar with JWST capabilities and terminology" section is highlighted with a red border, containing a numbered list of 6 steps. Step 5 is also highlighted with a red border.

James Webb Space Telescope User Documentation

JDax Home Quick Links ▾

Search

Home / General Proposal Planning Workflow

**General Proposal Planning Workflow**

A roadmap of general instructions for planning JWST observations. See method-specific roadmaps for more detailed information about individual observing modes.

On this page

- Become familiar with JWST capabilities and terminology
- Determine if your targets can be observed
- Use the Exposure Time Calculator to determine observing parameters
- Prepare your proposal in the Astronomers' Proposal Tool

The steps below suggest a general workflow, but depending on your science goals and background, the steps and order may vary.

**Become familiar with JWST capabilities and terminology**

1. Be sure to read through the [Call for Proposals](#) and familiarize yourself with [JWST Science policies](#).
2. Learn about [MULTIACCUM detector readouts](#) to understand how to specify the exposure time for your JWST observation.
3. Identify instrument(s) and observing mode(s) you need to address your science goals. The [observing methods](#) articles summarize the observing methods offered by JWST, and compare and contrast the unique observing modes from each instrument that support these different types of observations. Mode-specific roadmaps are also available.
4. Familiarize yourself with the documentation for your chosen instrument mode, paying particular attention to:
  1. whether your chosen mode is multi-phase, e.g., the [NIRSpec multi-object spectroscopy mode](#) may require [NIRCam pre-imaging](#) to obtain high quality astrometry for your target list;
  2. whether operations such as [dithering](#), target acquisition, [mosaicking](#), etc., are required, encouraged, or not permitted for that mode;
  3. whether you should consider using a subarray for your observations.
5. Read the [JWST Recommended Observing Strategies](#) for your chosen instrument mode for advice on which observing parameters to pick to optimize your science program.
6. Read through an example science program for your chosen instrument mode (if available) to see a complete overview of the proposal planning process, including how to construct an exposure time calculator (ETC) workbook and complete an Astronomers Proposal Tool (APT) observing template.



# Observing Strategies

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[Home](#) / [JWST Recommended Observing Strategies](#)

## JWST Recommended Observing Strategies



These articles aim to help observers make informed choices, based on the latest test data, when preparing their programs.

The JWST offers a broad array of instruments and observing modes covering 0.6–28.5  $\mu\text{m}$ . Even though observers have to use pre-defined templates, there are a variety of ways in which an observer can plan for taking data. Specific aspects like detectors usage and planning for background corrections ought to be properly considered for obtaining good data quality. This page provides links to various instrument-specific articles that offer advice for observers for selecting observing parameters.

[MIRI Observing Strategies](#)

[NIRCam Observing Strategies](#)

[NIRISS Observing Strategies](#)

[NIRSpec Observing Strategies](#)



# Example Science Programs (ESPs)

## Example Science Programs:

- Example programs explained from start to finish, with accompanying ETC workbooks and APT files to get you started
- Full list on main page
- Workbooks and Files accessible in ETC and APT
- Full description of programs and how to put together your APT and ETC files within each instrument page (see following two slides)

Proposing Opportunities			
<ul style="list-style-type: none"><li>➢ JWST Cycle 1 Proposal Opportunities</li><li>➢ JWST General Science Policies</li></ul>			
			(See other MIRI examples in the Multi-instrument section.)
Proposal Preparation			
<ul style="list-style-type: none"><li>• General Proposal Planning Workflow</li><li>• Understanding Exposure Times</li><li>➢ Methods and Roadmaps</li><li>• Example Science Programs</li><li>• Recommended Observing Strategies</li><li>➢ JWST Duplication Checking</li><li>➢ Observatory Functionality</li><li>➢ Observatory Hardware</li></ul>			
Proposing Tools			
<ul style="list-style-type: none"><li>➢ JWST Exposure Time Calculator Overview</li><li>➢ JWST Astronomers Proposal Tool Overview</li><li>• Observation Templates</li><li>• ETC to APT Interface</li><li>• Video Tutorials</li><li>➢ Other Tools</li></ul>			

## Example Science Programs by Instrument

Program reference #	Prime Instrument(s) and Template(s)	Parallel Instrument and Template (if any)	Example Science Program Title (Links go to relevant articles.)
MIRI			
28	MIRI MRS	---	<a href="#">MIRI MRS Spectroscopy of a Late M Star</a>
(See other MIRI examples in the Multi-instrument section.)			
NIRCam			
22	NIRCam Imaging	MIRI Imaging	<a href="#">NIRCam Deep Field Imaging with MIRI Imaging Parallels</a>
29	NIRCam Time-Series	---	<a href="#">NIRCam Time-Series Imaging of HAT-P-18 b (Coming soon!)</a>
30	NIRCam Grism Time-Series	---	<a href="#">NIRCam Grism Time-Series Observations of GJ 436b (Coming soon!)</a>
37	NIRCam WFSS	---	<a href="#">NIRCam WFSS Deep Galaxy Observations (Coming soon!)</a>
Page 6			
NIRISS			
23	NIRISS AMI	---	<a href="#">NIRISS AMI Observations of Extrasolar Planets Around a Host Star</a>
31	NIRISS SOSS	---	<a href="#">NIRISS SOSS Time-Series Observations of HAT-P-1</a>
33	NIRISS WFSS	NIRCam Imaging	<a href="#">NIRISS WFSS with NIRCam Parallel Imaging of Galaxies in Lensing Clusters</a>
NIRSpec			
25	NIRSpec MOS	---	<a href="#">NIRSpec MOS Deep Extragalactic Survey (Coming soon!)</a>
32	NIRSpec BOTS	---	<a href="#">NIRSpec BOTS Observations of GJ 1214b (Coming soon!)</a>
34	NIRSpec IFU+FS	---	<a href="#">NIRSpec IFU and Fixed Slit Observations of Near Earth Asteroids -- Moving Target Example</a>
Multi-Instrument			
26	MIRI MRS, NIRSpec IFU	---	<a href="#">MIRI MRS and NIRSpec IFU Observations of Cassiopeia A</a>
27	MIRI Imaging, MIRI MRS, NIRSpec IFU	---	<a href="#">MIRI Imaging, MIRI MRS, and NIRSpec IFU Observations of SN1987A (Coming soon!)</a>
35	MIRI Coronagraphy, NIRCam Coronagraphy	---	<a href="#">MIRI and NIRCam Coronagraphy of the Beta Pictoris Debris Disk (Coming soon!)</a>



# Example Science Programs (ESPs)

The screenshot shows the APT software running on a Mac OS X desktop. The window title is "Astronomer's Proposal Tools Version 27.2". The menu bar includes "File", "Edit", "Tools", "About", "HST Help", and "JWST Help". The "File" menu is open, showing options like "New", "Open...", "Save", and "Import". A sub-menu under "File" is titled "JWST Example Science Proposals", which contains "MIRI", "NIRCam", "NIRISS", "NIRSpec", and "Multi-Inst". The main pane displays a proposal titled "28 MIRI MRS Spectroscopy of a Late M Star". The status bar at the bottom right shows "No errors & warnings (Click for Details)".

How to find in APT

Astronomer's Proposal Tools  
Version 27.2

- Copyright 2002 – 2007 United States Government as represented by the Administrator of the National Aeronautics and Space Administration. All Rights Reserved.
- This software has made use of the Aladin Sky Atlas (<http://aladin.u-strasbg.fr/>) developed at the Centre de Données astronomiques de Strasbourg (CDS – <http://cdsweb.u-strasbg.fr/>)
- This software has made use of the SIMBAD database, operated at CDS, Strasbourg, France.
- This software has made use of the NASA/IPAC Extragalactic Database (NED) which is operated by the Jet Propulsion Laboratory, California Institute of Technology, under contract with the National Aeronautics and Space Administration.
- This software uses portions of the JSky library which is maintained by the European Southern Observatory.
- This product includes code licensed from RSA Data Security.
- This product includes software developed by the Apache Software Foundation (<http://www.apache.org/>).

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# Example Science Program

## ▼ SOSS Time-Series Observations of HAT-P-1

- Step-by-Step ETC Guide for SOSS Time-Series Observations of HAT-P-1
- Step-by-Step PandExo Guide for SOSS Time-Series Observations of HAT-P-1
- Step-by-Step APT Guide for SOSS Time-Series Observations of HAT-P-1

The screenshot shows the "James Webb Space Telescope User Documentation" website. The header features a yellow hexagonal graphic, a "JDoc Home" link, a "Quick Links" dropdown, and a search bar with a magnifying glass icon. The main content area has a sidebar with sections like "Proposing Opportunities" (links to JWST Cycle 1 Proposal Opportunities and JWST General Science Policies), "Proposal Preparation" (links to General Proposal Planning Workflow, Understanding Exposure Times, Methods and Roadmaps, Example Science Programs, Recommended Observing Strategies, JWST Duplication Checking, Observatory Functionality, and Observatory Hardware), and "Proposing Tools" (links to JWST Exposure Time Calculator Overview, JWST Astronomers Proposal Tool Overview, and Observation Templates). The main content area displays the title "NIRISS SOSS Time-Series Observations of HAT-P-1" with a small thumbnail image of a telescope. Below the title is a box labeled "Example Science Program #31". Further down, it says "See also: Step-by-Step ETC Guide for NIRISS SOSS Time-Series Observations of HAT-P-1, Step-by-Step PandExo Guide for NIRISS SOSS Time-Series Observations of HAT-P-1, Step-by-Step APT Guide for NIRISS SOSS Time-Series Observations of HAT-P-1". It also describes the goal of observing the exoplanet transit of HAT-P-1b based on the NEAT program.

**James Webb Space Telescope User Documentation**

JDoc Home Quick Links ▾ Search Q

Proposing Opportunities

- ▶ JWST Cycle 1 Proposal Opportunities
- ▶ JWST General Science Policies

Proposal Preparation

- General Proposal Planning Workflow
- Understanding Exposure Times
- ▶ Methods and Roadmaps
- Example Science Programs
- Recommended Observing Strategies
- ▶ JWST Duplication Checking
- ▶ Observatory Functionality
- ▶ Observatory Hardware

Proposing Tools

- ▶ JWST Exposure Time Calculator Overview
- ▶ JWST Astronomers Proposal Tool Overview
- Observation Templates

**NIRISS SOSS Time-Series Observations of HAT-P-1**

Example Science Program #31

See also: [Step-by-Step ETC Guide for NIRISS SOSS Time-Series Observations of HAT-P-1](#), [Step-by-Step PandExo Guide for NIRISS SOSS Time-Series Observations of HAT-P-1](#), [Step-by-Step APT Guide for NIRISS SOSS Time-Series Observations of HAT-P-1](#)

This goal of this example program is to observe the exoplanet transit of HAT-P-1b, and is based on the [GTO program](#) "NIRISS Exploration of the Atmospheric diversity of Transiting exoplanets (NEAT)". NEAT is designed to study exoplanet atmospheric composition, energy budget, and dynamics.

**Step 1 - Determine the required wavelength coverage: near-infrared or mid-infrared**

Main articles: [NIRCam Grism Time Series](#), [NIRISS Single Object Slitless Spectroscopy](#), [NIRSpec Bright Object Time-Series Spectroscopy](#), [MIRI Low Resolution Spectroscopy](#)

Five molecules of interest in exoplanet atmospheres (water, carbon monoxide, hydrogen cyanide, methane, and ammonia) are expected to show significant spectral features at near-infrared wavelengths – depending on atmospheric pressure and temperature. The signal-to-noise ratios (SNR) of the host stars is greatest at lower wavelengths, enabling better precision in the measurement of exoplanet atmospheres. We thus omit [MIRI Low Resolution Spectroscopy](#) from consideration, as well as [NIRCam Grism Time Series](#) since that only provides coverage between 2.4 - 5.0  $\mu\text{m}$ , at longer wavelengths than [NIRISS Single Object Slitless Spectroscopy](#) (SOSS) and [NIRSpec Bright Object](#)



# Proposal Workflow

---

## General Proposal Planning Workflow:

- Accessibly from Quick Links, Sidebar
- No single way to write a proposal
- Aims to give a recommended workflow

## Target Visibility:

- Duplication policy (don't write your proposal if you can't observe it!)
- Visibility checker (make sure your target is up!)
- Backgrounds are different in the IR!

### Determine if your targets can be observed

1. Check whether your target(s) is already planned to be observed. [Duplicate observations](#) are allowed only under certain circumstances.
2. If there is a specific window in which you need to observe your target, use the [Visibility Checker](#) to ensure that the target is visible by JWST during that window.
3. If you are planning to observe particularly faint targets, assess whether your observations will be [background limited](#). The [Backgrounds Tool](#) will be helpful for visualizing how the background changes over time and how significantly the target visibility is constrained by this.

### Use the Exposure Time Calculator to determine observing parameters

1. The [Exposure Time Calculator \(ETC\)](#) should be used to determine the appropriate exposure parameters (e.g., **READOUT PATTERN** and **NUMBER OF GROUPS, INTEGRATIONS**, and **EXPOSURES**) needed to achieve the desired signal-to-noise ratio for your target. [Video tutorials](#) and a [new user guide for the ETC](#) are available to help you get started with the ETC.
2. Define your source(s) and scene(s) in the ETC.
3. Select an instrument and observing mode in the ETC.
4. Select instrument parameters within the instrument configuration pane on the [ETC calculation page](#).
5. Run an [ETC calculation](#) on your defined scene.
6. Adjust the exposure time via the **NUMBER OF GROUPS, INTEGRATIONS**, and/or **EXPOSURES** until you obtain your desired signal-to-noise ratio (SNR):
  1. The instrument-specific observing strategies provide recommendations for how to split exposure time into **NUMBER OF GROUPS, INTEGRATIONS**, and **EXPOSURES**, based on *observing mode, science use case, avoiding saturation, and minimizing cosmic ray hits* on the detector.
  2. **ETC batch expansion** is an efficient way to determine the SNR for a range of possible values for a given exposure parameter.



# Proposal Workflow

---

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- Accessibly from Quick Links, Sidebar
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## ETC:

- Determine your exposure parameters
- You'll have a whole session on this

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# Proposal Workflow

---

## General Proposal Planning Workflow:

- Accessibly from Quick Links, Sidebar
- No single way to write a proposal
- Aims to give a recommended workflow

## APT:

- Convert your ETC numbers into an APT file
- You'll have a whole session on this

### Prepare your proposal in the Astronomers' Proposal Tool

1. The Astronomers' Proposal Tool (APT) is used to set up your observing program and submit your proposal. Training examples and video tutorials are available to help you get started.
2. Fill out your proposal information in APT, e.g., *Title, Abstract, Proposal Category, Science Keywords*, etc.
3. Enter your proposed target(s) (or *OFFSET* targets if required for your observing case). Note: for the special case of the NIRSpec multi-object spectroscopy mode, targets are not input directly, but are created by the NIRSpec MSA Planning Tool (MPT). If using this **OBSERVING MODE**, make sure to read the extensive MPT documentation.
4. Define your observing parameters in the APT Observation Template(s) relevant for your chosen instrument(s) and **OBSERVING MODE(s)**. Here you would enter the exposure specifications (i.e., **NUMBER OF GROUPS**, **INTEGRATIONS**, and **EXPOSURES**) that you determined via the ETC. If desired, add cross references to your relevant ETC workbook in the "ETC *wkbk. calc*" field (strongly recommended if your program requires a target acquisition).
5. Make sure to define any **special requirements** (e.g., timing constraints, moving target, background limited observation).
6. Run the **Visit Planner** to ensure your observations are schedulable, and resolve any errors.
7. Run **Smart Accounting** to determine whether overheads associated with your program can be minimized.
8. Complete and attach the PDF of your science justification to your APT template.
9. If APT reveals no errors with your observing program, **submit your proposal!**



# APT Observation Templates

## APT Observation Templates:

- Set of instructions for each instrument observing mode
- Defines each template variable
- Offers related links and advice for making decisions

### Proposing Opportunities

- JWST Cycle 1 Proposal Opportunities
- JWST General Science Policies

### Proposal Preparation

- General Proposal Planning Workflow
- Understanding Exposure Times
- Methods and Roadmaps
- Example Science Programs
- Recommended Observing Strategies
- JWST Duplication Checking
- Observatory Functionality
- Observatory Hardware

### Proposing Tools

- JWST Exposure Time Calculator Overview
- [JWST Astronomers Proposal Tool Overview](#)
- [Observation Templates](#)
- ETC to APT Interface
- Video Tutorials
- Other Tools

### Instruments

- Mid Infrared Instrument
- Near Infrared Camera
- Near Infrared Imager and Slitless Spectrograph
- Near Infrared Spectrograph

### Data

- Understanding Data Files
- Obtaining Data
- Data Processing and Calibration Files
- JWST Data Reduction Pipeline

Home / APT Observation Templates

## APT Observation Templates

JWST observations of a given target are planned in APT using observation templates for a given JWST instrument and observing mode.

### On this page

- [MIRI APT Templates](#)
- [NIRCam APT Templates](#)
- [NIRSpec APT Templates](#)
- [NIRISS APT Templates](#)
- [Creating Coordinated Science Parallel Observations](#)

Observations are specified in the Astronomers Proposal Tool, APT, by selecting a target and an instrument observing mode. Each observing mode has a corresponding APT template that allows the user to specify parameters appropriate to that mode of operation. A JWST Observing proposal is a set of observations specified by filling out one or more of these templates in APT. A proposal may call for multiple templates from any of the four JWST instruments, depending on the science goals of the program. Separate observations must be specified when using different JWST instruments or observing modes for a given target, except when used in coordinated science parallels.

### MIRI APT Templates

- [MIRI Imaging APT Template](#)
- [MIRI LRS APT Template](#)
- [MIRI MRS APT Template](#)
- [MIRI Coronagraphic Imaging APT Template](#)

### NIRCam APT Templates

- [NIRCam Imaging APT Template](#)
- [NIRCam Coronagraphic Imaging APT Template](#)
- [NIRCam Time-Series APT Template](#)
- [NIRCam Grism Time-Series APT Template](#)
- [NIRCam Wide Field Slitless Spectroscopy APT Template](#)

### NIRSpec APT Templates

- [NIRSpec Multi-Object Spectroscopy APT Template](#)
  - [MOS Roadmap](#)
  - [NIRSpec MSA Planning Tool, MPT](#)
- [NIRSpec IFU Spectroscopy APT Template](#)
- [NIRSpec Fixed Slit Spectroscopy APT Template](#)
  - [NIRSpec FS and IFU Mosaic APT Guide](#)
- [NIRSpec Bright Object Time-Series APT Template](#)



# APT Observation Templates

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- Set of instructions for each instrument observing mode
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<b>Proposing Opportunities</b>
<a href="#">JWST Cycle 1 Proposal Opportunities</a>
<a href="#">JWST General Science Policies</a>
<b>Proposal Preparation</b>
<ul style="list-style-type: none"><li>• General Proposal Planning Workflow</li><li>• Understanding Exposure Times</li><li>➢ Methods and Roadmaps</li><li>• Example Science Programs</li><li>• Recommended Observing Strategies</li><li>➢ JWST Duplication Checking</li><li>➢ Observatory Functionality</li><li>➢ Observatory Hardware</li></ul>
<b>Proposing Tools</b>
<ul style="list-style-type: none"><li>➢ JWST Exposure Time Calculator Overview</li><li>➢ JWST Astronomers Proposal Tool Overview</li><li>• Observation Templates</li><li>• ETC to APT Interface</li><li>• Video Tutorials</li><li>➢ Other Tools</li></ul>
<b>Instruments</b>
<ul style="list-style-type: none"><li>➢ Mid Infrared Instrument</li><li>➢ Observing Modes</li><li>➢ Instrumentation</li><li>➢ Operations</li><li>➢ Predicted Performance</li><li>➢ APT Templates</li><li>• <b>Imaging APT Template</b></li></ul>

Home / Mid Infrared Instrument / MIRI APT Templates / MIRI Imaging APT Template

## MIRI Imaging APT Template

Instructions for filling out the [APT MIRI imaging](#) template, including full field imaging, [subarray](#) imaging, and large imaging mosaics

### On this page

- Step-by-step APT instructions
  - Generic
  - Imaging parameters - coordinated parallel
    - Subarray
    - Dithers
    - Filters
    - Readout pattern
    - Number of groups and integrations
  - Other tabs
    - [Mosaic properties](#)
    - Special requirements
    - Comments

**Imaging** is one of four [observing modes](#) available with the [Mid-Infrared Instrument \(MIRI\)](#). For standard imaging, the MIRI imager offers [nine broad-band filters](#) centered on wavelengths between 5.6 and 25.5  $\mu\text{m}$  over an unobstructed field-of-view of up to  $74'' \times 113''$  and a detector plate scale of  $0.11''/\text{pixel}$ . The MIRI standard imaging mode supports the use of detector [subarrays](#) for bright targets as well as a variety of dither patterns, which may act to improve sampling at the shortest wavelengths, remove detector artifacts and cosmic ray hits, and facilitate self-calibration. The [APT mosaicking tool](#) can be used to design mosaic observations to image larger fields.

The observer will have control over four primary parameters for MIRI imaging:

1. filter
2. dithering pattern
3. subarray
4. detector read out mode and exposure time (via the number of groups, integrations, and exposures).

Allowed values are documented and maintained in the [MIRI Imaging Template parameters](#), but described below.

### Step-by-step APT instructions

#### Generic

The following parameters are generic to all templates, and are not discussed in this article: [Observation Number](#), [Observation Label](#), [Observations Comments](#), [Target Name](#), [ETC Workbook Calculation ID](#), [Mosaic Properties](#), and [Special Requirements](#).

#### Imaging parameters - coordinated parallel



# Context Sensitive Help in APT

Astro-2-Go Home Page | Help | Log In

APT File Edit Tools Form Editor HST Help JWST Help

Astronomer's Proposal Tools Version 27.2 - JWST Draft Proposal (Unsaved)

Form Editor Spreadsheet Editor Orbit Planner Visit Planner Timeline View in Aladin BOT Target Confirmation PDF Preview Submission Errors and Warnings Run All Tools Stop What's New Roadmap Feedback

New Document New

JWST Draft Proposal (Unsaved)

- Proposal Information
- Targets
- Observations
  - Observation Folder
    - Observation 1
  - Observation Links

Observation 1 of JWST Draft Proposal (Unsaved)

Number: 1 Status: UNKNOWN Duplication

Instrument: MIRI

Template: MIRI Imaging

Coordinated Parallel

X Target: None Selected

Visit Splitting: 5.0 msec Number of Visits: 1

Science Total Charged

Duration (secs): 0 2476

Data Volume: 45 MB

MIRI Imaging Mosaic Properties Special Requirements Comments

X Subarray: None Selected

#	Dither Type	Starting Point	Number of Points	Points	Starting Set	Number of Sets	Optimized For	Direction	Pattern Size

Add Duplicate Insert Above Remove

X Dithers

#	Filter	Readout Pattern	Groups/Int	Integrations/Exp	Exposures/Dith	Dither	Total Dithers	Total Integrations	Total Exposure T...	ETC Wkbk.Calc ID	ETC

Add Duplicate Insert Above Remove

X Filters

#	Filter	Readout Pattern	Groups/Int	Integrations/Exp	Exposures/Dith	Dither	Total Dithers	Total Integrations	Total Exposure T...	ETC Wkbk.Calc ID	ETC

Edit Observation Folder New Edit Observation Links

15 errors & warnings (Click for Details)

The screenshot shows the APT (Astrophysicist's Proposal Tools) interface for a JWST draft proposal. The main window displays 'Observation 1 of JWST Draft Proposal (Unsaved)'. On the left, a sidebar shows a tree view of the proposal structure. A red oval highlights the 'Observations' section, specifically the 'Observation Folder' and 'Observation 1' items. The main panel shows various configuration fields for the observation, including instrument (MIRI), template (MIRI Imaging), visit splitting parameters (5.0 msec, 1 visit), and duration (2476 seconds). Below these are tabs for MIRI Imaging, Mosaic Properties, Special Requirements, and Comments. Further down are sections for Subarray, Dithers, and Filters, each with their own tables and add/duplicate/remove buttons. At the bottom, there are links to edit the observation folder or links, and a status bar indicating 15 errors and warnings.



# Video Tutorials

## Video Tutorials:

- Helps to visualize some of the more difficult techniques in APT and ETC
- You can visit the master list here:

<https://jwst-docs.stsci.edu/video-tutorials>

- Video help is linked directly into many articles where it is relevant. Look for the JWST Video icon:



<b>Proposing Opportunities</b>
› JWST Cycle 1 Proposal Opportunities
› JWST General Science Policies
<b>Proposal Preparation</b>
• General Proposal Planning Workflow
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› JWST Exposure Time Calculator Overview
› JWST Astronomers Proposal Tool Overview
• Observation Templates
• ETC to APT Interface
• <b>Video Tutorials</b>
› Other Tools

Home / Video Tutorials

## Video Tutorials



This article provides a complete tabular listing of all of the JWST video help and tutorials that are available on all topics. The JWST-specific videos are hosted on the [JWST Observer YouTube channel](#). Also, some generic legacy video help is provided in a separate table below. Links to many of these resources are also linked directly into JDox articles at the point of need.

### On this page

- YouTube Features
- Master list of available video help on JWST Observer Channel
  - JDox Overview
  - APT and Aladin Video help
  - ETC Video Help
  - NIRSpec Tools Video Help
- List of available Legacy video help (hosted locally at STScI)
  - Legacy APT and Aladin Video help (produced for HST but with some application to JWST users).

See also: [Exposure Time Calculator](#) and [JWST Astronomers Proposal Tool Overview](#)

See also: [The JWST Observer YouTube channel](#) (linked outside of JDox)

⚠ Due to the dynamic development environment and the effort required to remake videos, you might see small differences between the displays in some help videos relative to the released versions of the tools. Most of the help being provided in the videos is general in nature and does not depend on the specific tool versions. If you detect any serious problems due to versions that would cause a video to be incorrect, please help us by contacting the [JWST Help Desk](#).

The Tables below include links to both videos that have been posted to the [JWST Observer YouTube channel](#) as well as existing video help (made for HST, but with relevance to JWST) that are still hosted locally at STScI. These Legacy Videos are listed in a separate Table toward the bottom of this page.

Video help is linked directly into many articles where it is relevant. Look for the JWST Video icon:





# Video Tutorials

## Master list of available video help on JWST Observer Channel

The following Table lists the video tutorial help being prepared in support of Cycle 1 of JWST along with short descriptions for each video. Links on the video titles in the first column will connect you to each video directly. (If a title is not linked, the video has not been posted yet—stay tuned!)

Note: The [JWST Observer YouTube channel](#) also hosts Webinars, recorded JWST Town Halls from AAS meetings, and other recordings not listed here. When you go to the JWST Observer channel, be sure to SUBSCRIBE to see updates.

JDox Overview		
	Length	Description
JWST Documentation Overview	7:00	This video provides a brief introduction to the JWST User Documentation System, including tips on navigation and searching.
APT and Aladin Video help		
	Length	Description
APT GUI Overview	5:07	This video walks through the basics of the APT user interface and describes each of the tools within APT that are needed to prepare and submit JWST proposals.
APT Visit Planner	8:50	This video provides examples of various tasks performed with the Visit Planner tool within APT, including the use of diagnostics to fix various problems you may encounter. It concludes with an example of running Smart Accounting to minimize overheads in your proposal.
Adding Special Requirements in APT	5:45	This video provides examples of entering and editing Special Requirements in APT, including for both fixed and moving targets.
Specifying Mosaics in APT	13:41	This video demonstrates the ways of defining and manipulating mosaics within APT. Advanced sections include adding and removing tiles from a mosaic as well as other special cases.
APT Errors and Warnings	3:06	This video highlights the various ways you can get diagnostic information about errors and warnings in APT as you develop a proposal for submission.
APT Graphical Timeline	6:21	This video describes the functionality of the graphical timeline tool within APT.
Aladin Overview in APT	9:14	This video walks through the basic functionality of the Aladin visualization tool within the APT environment, and provides several examples of interactions between Aladin and APT itself.
Using Aladin and APT Visit Planner	5:00	This video shows how Aladin and the Visit Planner in APT can be used together to help prepare your proposal.
ETC Video Help		

ETC Video Help		
	Length	Description
ETC Home Page Overview	3:49	This video provides a good entry point for learning how to use the JWST Exposure Time Calculator (ETC). It presents the different options available on the home page for working in the ETC and provides guidance for obtaining additional information.
ETC General Overview	5:51	This video is a walkthrough that briefly presents the capabilities and layout of the JWST Exposure Time Calculator (ETC).
ETC Workbooks	4:36	This video discusses how to create a new ETC workbook, load existing example workbooks to use as starting point, and share ETC workbooks with other MyST users and collaborators.
ETC Scenes and Sources	6:27	This video demonstrates how to create scenes, add sources, and modify sources as part of performing calculations in the ETC.
ETC Backgrounds	3:15	This video describes the various ways to specify a background in the ETC.
Adding Emission Lines in the ETC	2:52	This video describes the process of adding, updating, and removing emission lines to a source continuum in the ETC.
Uploading Spectra to the ETC	3:40	This video describes how to upload user-supplied spectra to the ETC, including the proper file format to use.
ETC Batch Expansions	4:50	This video describes how to use the batch expansion feature to quickly explore a range of instrument or exposure parameters in the ETC.
ETC IFU Strategies	3:52	This video describes the two observing strategies for the MIRI MRS and NIRSpec IFU backgrounds and how to quickly fix errors when switching strategies in the ETC.
NIRSpec Tools Video Help		
	Length	Description
NIRSpec Observation Visualization Tool	4:24	This video demonstrates use of the NOVT, which is used for planning NIRCam pre-imaging observations for NIRSpec MSA. The tool allows the user to visualize the NIRCam field of view with various dither patterns relative to the NIRSpec MSA footprint.

## List of available Legacy video help (hosted locally at STScI)

Here are the links and short descriptions for each video. URLs are encoded in the first column.

Legacy APT and Aladin Video help (produced for HST but with some application to JWST users.)		
	Length	Description
The Differencing Tool	5:30	This tutorial describes using the differencing tool in APT to compare two proposals. It was made for HST but has relevance to JWST users.
Using the Find feature	3:30	This tutorial describes how to use the "Find" functionality in APT. It was made for HST but has relevance to JWST users.
How to retrieve minor body orbital elements from Horizons	2:30	This tutorial demonstrates accessing orbital elements for known moving targets from within APT. It was made for HST but works exactly the same way for JWST.
How to use the MAST Portal from APT	7:00	This tutorial demonstrates how to access and use the MAST Discovery Portal interface from APT. It was made for HST but works exactly the same way for JWST.
Using the Aladin Multiview Function	1:30	This video demonstrates the multiview functionality of Aladin.
Making APT Target Confirmation Charts	4:13	This video shows how to use APT to make target confirmation charts.

A full list of help videos.

Also JWST Observer YouTube channel:

<https://www.youtube.com/jwstobserver>



# Search and Targeted Search

## Refined Search:

- If you can't find a page on the topic you are looking for, you can use the search bar
- There are often a lot of returns, since search doesn't have any weighting
- To refine the search, all articles have tags that help sort by subject matter on the left hand sidebar (like Amazon!)
- You can also use Google

Search MIRI Imaging

REFINE YOUR RESULTS

DATA PROCESSING

- Calibration
- Data Files
- Mikulski Archive for Space Telescopes (Data Archive)
- Pipeline
- Software

HARDWARE

- Detector
- Filters
- Grim
- Mask
- Optics
- Readout Pattern
- Subarray

INSTRUMENT

- MIRI
- NIRCam
- NIRISS
- NIRSpec

OBSERVATORY

- Background
- Coordinate System
- Field of View
- Fine Guidance Sensor
- On Board Data Storage
- Overhead
- Spacecraft
- Telescope

OBSERVING COOKBOOKS

- Best Practices

JTI JPP JDAT JSP HOM Pages

Showing 1-10 of 197 for MIRI Imaging

[MIRI Imaging](#)

The Imaging mode for JWST's MidInfrared Instrument (MIRI) offers nine broadband filter Observing Modes See also: [MIRI Imaging Template APT Guide For imaging](#)... JWST Observatory and Instrumentation Apr 03, 2018

[MIRI MRS Simultaneous Imaging](#)

Simultaneous use of the JWST MIRI imager and the medium resolution spectrometer (MRS) in the imager field will result in more accurate data cube constru... JWST Observatory and Instrumentation Apr 03, 2018

[MIRI Imaging Recommended Strategies](#)

This page gives recommendations that, together with the MIRI Generic Recommended Strategies, will help you plan your observations. Note that these are prelaunch recommendations (as of November 20... JWST Observation Planning Apr 03, 2018

[MIRI Imaging TSOs](#)

JWST MIRI currently has limited support for timeseries observations (TSOs) with the imager. This page provides information on how to use the imager for high precision imaging photometry in timeserie... JWST Observatory and Instrumentation Apr 03, 2018

[MIRI Imaging Mosaics](#)

The Imaging mode for JWST's MidInfrared Instrument (MIRI) offers a mosaicking option mode Parent pages: [MIRI Operations](#) → [MIRI Mosaics](#) JWST mosaics... JWST Observatory and Instrumentation Apr 03, 2018

[MIRI Imaging Target Acquisition](#)

Target acquisition (TA) is generally not required for MIRI imaging observations. For the specific instrument, target acquisition for MIRI imaging currently... JWST Observatory and Instrumentation Apr 03, 2018

[MIRI Imaging Dithering](#)

The JWST MIRI imaging mode provides dither templates for both point and extended sources. Recommended Strategies: Dithering, JWST Dithering Overview For most MIRI imaging s... JWST Observatory and Instrumentation Apr 03, 2018

[MIRI Imaging Template APT Guide](#)

This page contains instructions for filling out the APT MIRI imaging template, including full details on the various observing modes available with the MidInfrared Instrument (MIRI)... JWST Observation Planning Apr 03, 2018

[JWST Imaging](#)

Several JWST instruments have imaging capabilities, covering different fields of view and different types of observations. See also: [MIRI Imaging Template APT Guide](#)... JWST Observatory and Instrumentation Apr 03, 2018

Search MIRI Imaging

REFINE YOUR RESULTS

DATA PROCESSING

- Calibration
- Data Files
- Mikulski Archive for Space Telescopes (Data Archive)
- Pipeline
- Software

HARDWARE

- Detector
- Filters
- Grim
- Mask
- Optics
- Readout Pattern
- Subarray

INSTRUMENT

- MIRI
- NIRCam
- NIRISS
- NIRSpec

OBSERVATORY

- Background
- Coordinate System
- Field of View
- Fine Guidance Sensor
- On Board Data Storage
- Overhead
- Spacecraft
- Telescope

OBSERVING COOKBOOKS

- Best Practices

JTI JPP JDAT JSP HOM Pages MIRI Imaging

Showing 1-10 of 22 for MIRI Imaging

[JWST Imaging](#)

Several JWST instruments have Imaging capabilities, covering different fields of view and different types of observations. See also: [MIRI Imaging Template APT Guide](#) The avail... JWST Observation Planning Apr 03, 2018

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Target acquisition (TA) is generally not required for MIRI imaging observations. For the specific instrument, target acquisition for MIRI imaging currently... JWST Observatory and Instrumentation Apr 03, 2018

[MIRI Imaging Dithering](#)

The JWST MIRI imaging mode provides dither templates for both point and extended sources. Recommended Strategies: Dithering, JWST Dithering Overview For most MIRI imaging s... JWST Observatory and Instrumentation Apr 03, 2018

[MIRI Imaging Template APT Guide](#)

This page contains instructions for filling out the APT MIRI imaging template, including full details on the various observing modes available with the MidInfrared Instrument (MIRI)... JWST Observation Planning Apr 03, 2018



# JDox Summary

Progress: [jwst-docs.stsci.edu](http://jwst-docs.stsci.edu) is now live! (>700 articles published!)

Published:

- ✓ GTO Call for Proposals
- ✓ DD-ERS Call for Proposals
- ✓ Cycle 1 GO Call for Proposals (*updated info soon!*)

Content Includes:

- ✓ Instrument Documentation
- ✓ Pipeline Documentation
- ✓ Proposal Workflow
- ✓ Context Sensitive Help
- ✓ ETC, APT, Other Tools
- ✓ Context Sensitive Help
- ✓ Science Use Cases
- ✓ Observing Techniques and Strategies
- ✓ Instrument Best Practices
- ✓ Reduction Pipeline
- ✓ Instructional Help Videos

comments / feedback?

JWST help desk user forum:  
[jwsthlp.stsci.edu](mailto:jwsthlp.stsci.edu)

# JWST Help Desk

---

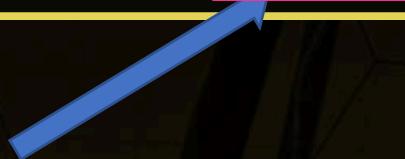
Stacey Bright

JWST Master Class

November 2019



jwsthlp.stsci.edu



# Welcome to the James Webb Space Telescope Help Desk



## Request a MyST Account

Please register to gain full access to the James Webb Space Telescope Help Desk. Without an account you may still search the knowledge base but you will not be able to submit requests or questions.

Use MyST account



## JWST Help Desk

jwsthlp.stsci.edu

- Search for answers via JDOX integration and specially written articles unique to the Help Desk
- Links, news, and announcements updated frequently
- Ask a question to be answered by an STScI fulfiller

The screenshot shows the JWST Help Desk website. At the top, there is a black header bar with the STScI logo and the text "JWST Help Desk". To the right of the header are links for "Knowledge", "My Open Tickets 18", and a user profile for "Stacey Bright". The main content area has a yellow background with a faint grid pattern. In the center, the text "How can we help?" is displayed in large, bold, black letters. Below this, a search bar contains the placeholder text "Search JWST Knowledge Base and Documentation System (JDOX)" and a magnifying glass icon. On the left side, there is a button labeled "How can we help?". Below the search bar, there are two main sections: "Knowledge Base" (with a green icon) and "Get Help" (with a yellow icon). The "Knowledge Base" section includes the subtext "Browse our Frequently Asked Questions, Release Notes, and Known Issues". The "Get Help" section includes the subtext "Contact support to make a request, or report a problem". At the bottom of the page, there are three cards: "Announcements" (listing "ETC 1.4 released! 9d ago"), "Helpful Links" (listing "James Webb Space Telescope" and "JWST User Documentation (JDOX)"), and "My Requests" (listing "Service Now sending duplicate emails INC0135754 2mo ago Request").



## JWST Help Desk - Searching

### 1. Search:

- Returns both JDox and Knowledge Base articles

The screenshot shows the JWST Help Desk homepage. At the top center, the text "How can we help?" is displayed in large, bold, black font. Below it is a search bar with the placeholder text "Search JWST Knowledge Base and Documentation System (JDOX)". A blue arrow points from the "Search both JDox and Knowledge Base articles" bullet point to the search bar. To the right of the search bar is a magnifying glass icon. Below the search bar, there are two main sections: "Knowledge Base" on the left and "Get Help" on the right. The "Knowledge Base" section features a green circular icon with a white document icon, the text "Knowledge Base", and the sub-instruction "Browse our Frequently Asked Questions, Release Notes, and Known Issues". The "Get Help" section features a yellow circular icon with a white person icon, the text "Get Help", and the sub-instruction "Contact support to make a request, or report a problem". At the bottom of the page, there are three boxes: "Announcements" (with a recent release note), "Helpful Links" (listing the James Webb Space Telescope and JWST User Documentation/JDox), and "My Requests" (showing a recent duplicate email issue).

How can we help?

Search JWST Knowledge Base and Documentation System (JDOX)

How can we help?

Knowledge Base

Browse our Frequently Asked Questions, Release Notes, and Known Issues

Get Help

Contact support to make a request, or report a problem

Announcements

ETC 1.4 released!  
9d ago

Helpful Links

James Webb Space Telescope  
JWST User Documentation / JDox

My Requests

Service Now sending duplicate emails  
INC0135754 • 2mo ago • Request



# JWST Help Desk – Searching

## 1. Search:

- Results show JDox articles first

The screenshot shows a search results page for 'APT MIRI'. At the top, there's a navigation bar with the STScI logo and 'JWST Help Desk'. Below it, a breadcrumb navigation shows 'Home > Search'. A sidebar on the left has a 'All' button highlighted with a red box, and other options like 'Knowledge Base', 'Questions and Answers', 'Service Catalog', and 'JDox Confluence'. The main content area displays search results for 'APT MIRI', which include several links to 'APT Instructions for MIRI and NIRSpec SN 1987A Observations' and 'MIRI Imaging APT Template'.

Home > Search

All

Knowledge Base

Questions and Answers

Service Catalog

JDOX Confluence

Search results for 'APT MIRI'

APT Instructions for MIRI and NIRSpec SN 1987A Observations

APT Instructions for MIRI and NIRSpec SN 1987A Observations

APT Instructions for MIRI and NIRSpec SN 1987A Observations

APT Instructions for MIRI and NIRSpec SN 1987A Observations

MIRI Imaging APT Template

MIRI Imaging APT Template

MIRI MRS APT Template

MIRI MRS APT Template



# JWST Help Desk – Searching

## 1. Search:

- Results show JDox articles first
- Use sidebar tree to filter for Knowledge Base and other articles
  - Knowledge Base articles updated frequently and answer FAQ or provide helpful tips (whereas JDox articles freeze, these are flexible)

The screenshot shows the STScI JWST Help Desk interface. At the top, there's a navigation bar with the STScI logo and the text "STScI | JWST Help Desk". Below the navigation bar, the URL "https://stsci.instructure.com/courses/jwst-help-desk/search" is visible. The main content area has a breadcrumb navigation showing "Home > Search". On the right side, there's a search bar with the placeholder "Search for help...". A button labeled "APT MIRI" is also present. The left side features a sidebar tree with categories: "All" (selected), "Knowledge Base" (highlighted with a pink border), "Questions and Answers", "Service Catalog", and "JDOX Confluence". The "Knowledge Base" item is highlighted with a pink rectangle. The main content area displays search results for "APT MIRI". The first result is titled "APT - MIRI Questions" and includes the text: "APT - MIRI Questions 1. Why do I get three visits instead of one when I do a MIRI MRS mo: software limitation in the way MRS mosaics are implemented. MIRI MRS". It also shows the article ID KB0010020 and a publication date of 2 years ago. The second result is titled "APT - Release Notes" and includes the text: "APT 27.1 contains the following change you should be aware of: Graphical Timeline tool timing (modeled on the HST Orbit Planner's time line). APT 26.1 contai". It shows the article ID KB0011960 and a publication date of 22 days ago. The third result is titled "Read these recent Knowledge Base articles" and includes the text: "Many Knowledge Base articles have been written recently to address Frequently Asked Q and date. The full list of articles is also available at https://stsci.instructure.com/courses/jwst-help-desk/knowledge-base". It shows the article ID KB0010620 and a publication date of about a year ago.

STScI | JWST Help Desk

APT MIRI

Home > Search

All

Knowledge Base

Questions and Answers

Service Catalog

JDOX Confluence

Search results for 'APT MIRI'

APT - MIRI Questions

APT - MIRI Questions 1. Why do I get three visits instead of one when I do a MIRI MRS mo: software limitation in the way MRS mosaics are implemented. MIRI MRS

Article: KB0010020 · Published: 2y ago

APT - Release Notes

APT 27.1 contains the following change you should be aware of: Graphical Timeline tool timing (modeled on the HST Orbit Planner's time line). APT 26.1 contai

Article: KB0011960 · Published: 22d ago

Read these recent Knowledge Base articles

Many Knowledge Base articles have been written recently to address Frequently Asked Q and date. The full list of articles is also available at https://stsci.instructure.com/courses/jwst-help-desk/knowledge-base

Article: KB0010620 · Published: about a year ago

JWST Master Class, Nov 2019 - STScI

STScI | SCIENCE INSTITUTE



## JWST Help Desk – Getting help

### 2. Get Help:

- Ask a question

The screenshot shows the JWST Help Desk website with a yellow header bar containing the text "How can we help?" and a search bar labeled "Search JWST Knowledge Base and Documentation System (JDOX)". A large blue arrow points from the "Ask a question" bullet point to the "Get Help" button, which is highlighted with a red border. The "Get Help" button has a yellow icon of a person and the text "Get Help" and "Contact support to make a request, or report a problem". Below the header, there are three main sections: "Knowledge Base" (with a green icon and text about frequently asked questions), "Announcements" (with a recent release of ETC 1.4), "Helpful Links" (with links to the James Webb Space Telescope and the JWST User Documentation), and "My Requests" (with a service now issue about duplicate emails).

How can we help?

Search JWST Knowledge Base and Documentation System (JDOX)

Ask a question

Get Help

Contact support to make a request, or report a problem

Knowledge Base

Browse our Frequently Asked Questions, Release Notes, and Known Issues

Announcements

ETC 1.4 released!

9d ago

Helpful Links

James Webb Space Telescope

JWST User Documentation / JDOX

My Requests

Service Now sending duplicate emails

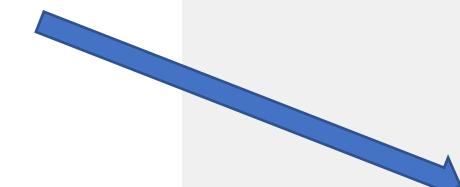
INC0135754 • 2mo ago • Request



## JWST Help Desk – Getting help

### 2. Get Help:

- Ask a question
- Many cards in the catalog to choose from to expedite service
- Or if uncertain choose “General Support”



Categories

James Webb Help Desk 15

James Webb Help Desk

APT Support Request assistance with the Astronomer's

View Details

Constraints & Schedulability Ask questions about schedulability and

View Details

ETC Support Request assistance with the Exposure Time Calculator

View Details

JWST Science Policies Request assistance for Science Policy Issues.

View Details

JWST SN Requests & Issues Submit JWST Requests and Issues related to

View Details

MAST Services Information about the MAST Archive

View Details

MIRI Support Request assistance with the Mid-Infrared Instrument

View Details

NIRCam Support Request assistance with the Near-Infrared Camera

View Details

NIRISS Support Request assistance with the Near-Infrared Imager and

View Details

NIRSpec Support Request assistance with the Near-Infrared

View Details

Office of Public Outreach Contact the STScI Office of Public Outreach about

View Details

Pipeline Support Request assistance with the JWST pipeline

View Details

Solar System Observing Ask questions about proposal writing for solar

View Details

WebbPSF / JWST Telescope Request assistance with the WebbPSF tool or the

View Details

JWST General Support Request general JWST support for issues not covered

View Details



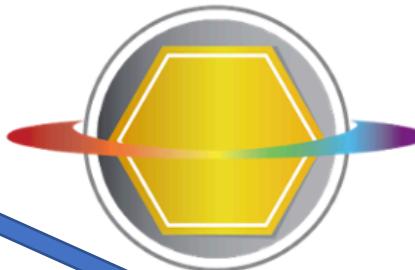
## JWST Help Desk – Getting help

### 2. Get Help:

- Card specific information/description
- Includes link to Known Issues, FAQ, videos, JDox

#### ETC Support

Request assistance with the Exposure Time Calculator (ETC)



The JWST ETC uses preliminary calibrations to estimate integration times and signal-to-noise ratio for common modes of observation.

Typical requests include issues with:

- Problem reports
- Interpretation of results
- Advice in specifying inputs
- Help with user interface
- ETC/APT

Please include the workbook id and the affected calculation id(s), if any.

If reporting a problem, please include the date and time that the problem occurred, as well as the web browser, browser version, and operating system. This will assist us in investigating the problem.

Useful Links:

- [ETC JDox Pages](#)
- [ETC Video Tutorials on YouTube](#)
- [ETC Known Issues](#)
- [ETC FAQs](#)

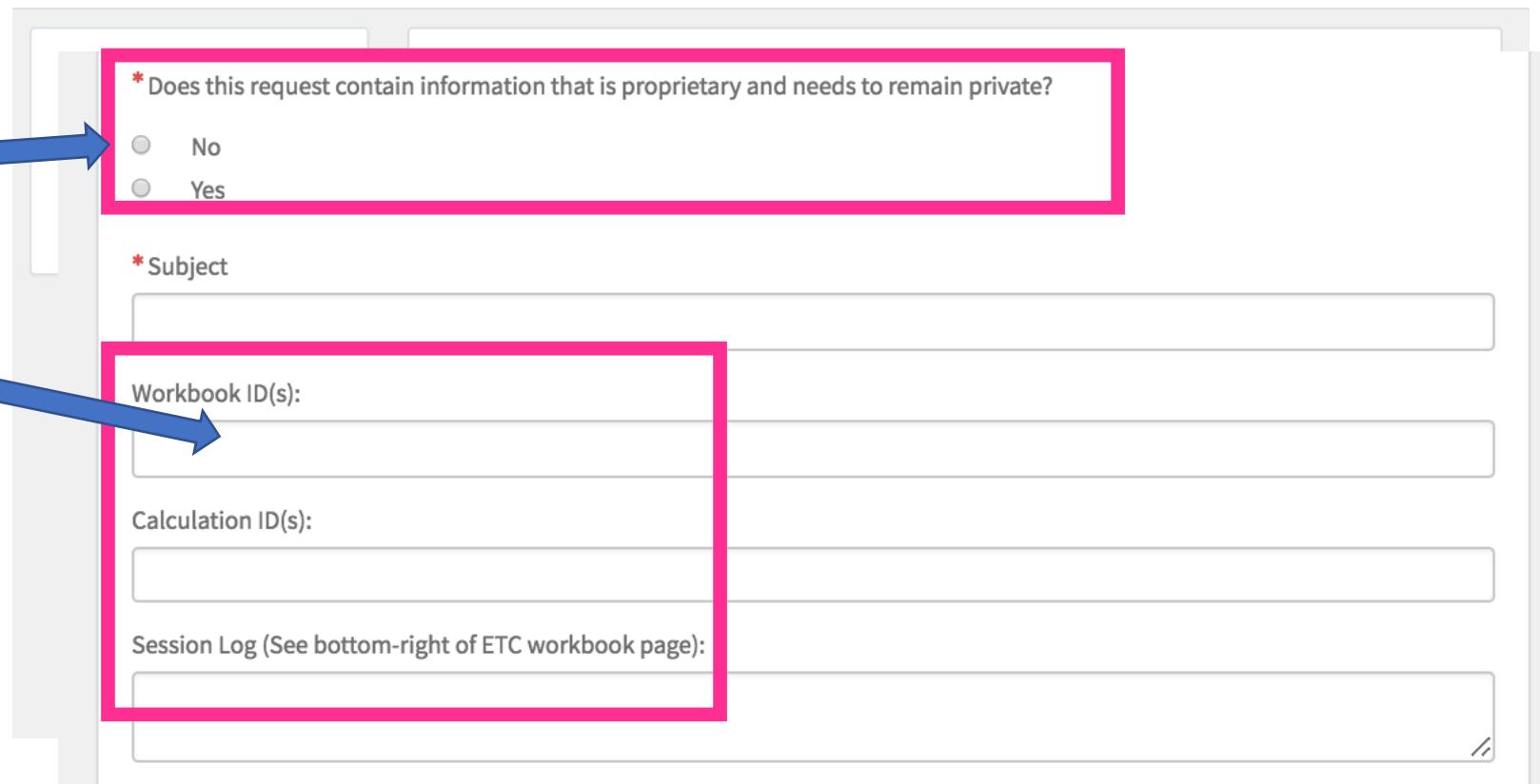
General questions and user feedback are also welcome.



## JWST Help Desk – Getting help

### 2. Get Help:

- General Information/Description
- Proprietary? 
- Catalog Specific Information
  - Workbook ID, draft APT proposal, etc.
  - Allows us to answer the question more quickly if we have this information
  - Most important for APT and ETC questions



\* Does this request contain information that is proprietary and needs to remain private?

No  
 Yes

\* Subject

Workbook ID(s):

Calculation ID(s):

Session Log (See bottom-right of ETC workbook page):



## JWST Help Desk – Getting help

### 2. Get Help:

- General Information/Description
- Proprietary?
- Catalog Specific Information
  - Workbook ID, etc
- Add collaborators
- Add attachments

The diagram illustrates the process of adding attachments. A blue arrow points from the 'Add attachments' list item to the 'Add attachments' button, which is highlighted with a pink border. Another blue arrow points from the 'Add collaborators' list item to the 'Add attachments' button.

\* Description

Email addresses of others to be notified of updates to this record:

Please provide a comma separated list of email addresses to be added to the watch list. These addresses will be e-mailed each time a new comment has been made to this record.

Submit

Add attachments



## JWST Help Desk - Answers

### 3. Answers:

- Viewable within Help Desk via “My Open Tickets” tab or home page
- Also sent via email

The screenshot shows the STScI JWST Help Desk interface. At the top, there's a navigation bar with the STScI logo and "JWST Help Desk". A blue arrow points from the "My Open Tickets" tab (which has a red box around it) to the main content area. Another blue arrow points from the "Get Help" button to a "My Requests" box at the bottom right.

The main content area features a large yellow background with the text "How can we help?". It includes a search bar labeled "Search JWST Knowledge Base and Documentation System (JDOX)" with a magnifying glass icon. Below the search bar is a "Get Help" button with a yellow speech bubble icon, followed by the text "Contact support to make a request, or report a problem".

At the bottom, there are sections for "Helpful Links" (including "James Webb Space Telescope" and "JWST User Documentation / IDocs") and a "My Requests" box. The "My Requests" box contains a single item: "Service Now sending duplicate emails" with the ID "INC0135754" and a timestamp "2mo ago • Request".

At the very bottom, the text "JWST Master Class, Nov 2019 - STScI" is visible.



## JWST Help Desk - Answers

### 3. Answers:

- Viewable within Help Desk via “My Open Tickets” tab or home page
- Also sent via email
- Answers shown in chat format



The screenshot shows the STScI | JWST Help Desk interface. At the top, there is a navigation bar with the STScI logo, the text "JWST Help Desk", and links for "Open Requests 2", "My Open Tickets 7", and a user profile for "Stacey Bright". The main area displays a ticket conversation between two users, Jessica Hale-Lynch and Stacey Bright.

**Jessica Hale-Lynch (JH) message:**

Jessica Hale-Lynch  
⌚ 10d  
Hello Stacey,  
  
In revieweing our previous changes to ServiceNow, we have realized that Closure Codes can be updated, similar to Subcategories, without the need for an RFC. So - I will be working on Dev and Test to get these in the correct place, and limited to the correct group. Once that is tested thoroughly, I will update you, and put these into place on Thursday evening, when I am doing other work with ServiceNow after hours.  
  
If this is acceptable, please let me know.  
  
Thanks,  
Jessie Lynch

**Stacey Bright (SB) messages:**

Stacey Bright  
⌚ 2mo  
Can we please add two new closure codes  
1. Solved (using JDox article)  
2. Solved (needs JDox article)

Stacey Bright  
⌚ 2mo  
INC0018602 Created

A green circle at the bottom left contains the text "Start".



## JWST Help Desk - Answers

### 3. Answers:

- Viewable within HelpDesk via “My Open Tickets” tab or home page
- Also sent via email
- Answers shown in chat format
- Shows fulfiller when assigned
- Add collaborators after submitting
- Upload more attachments

The screenshot shows a ticket detail view in the Help Desk system. A pink box highlights the "Agent working on this Incident: Jessica Hale-Lynch" section. Another pink box highlights the "Add to Watchlist" input field, and a third pink box highlights the "Attachments" area.

Agent working on this Incident:  
Jessica Hale-Lynch

Number: INC0018602 State: Customer  
Customer Scheduled  
Created: 2mo Updated: 3d  
Options

Subject: Add JDox Closure Codes  
Describe Enhancement  
Can we please add two new closure codes  
1. Solved (using JDox article)  
2. Solved (needs JDox article)

Add to Watchlist  
Enter an email address to follow  
Add

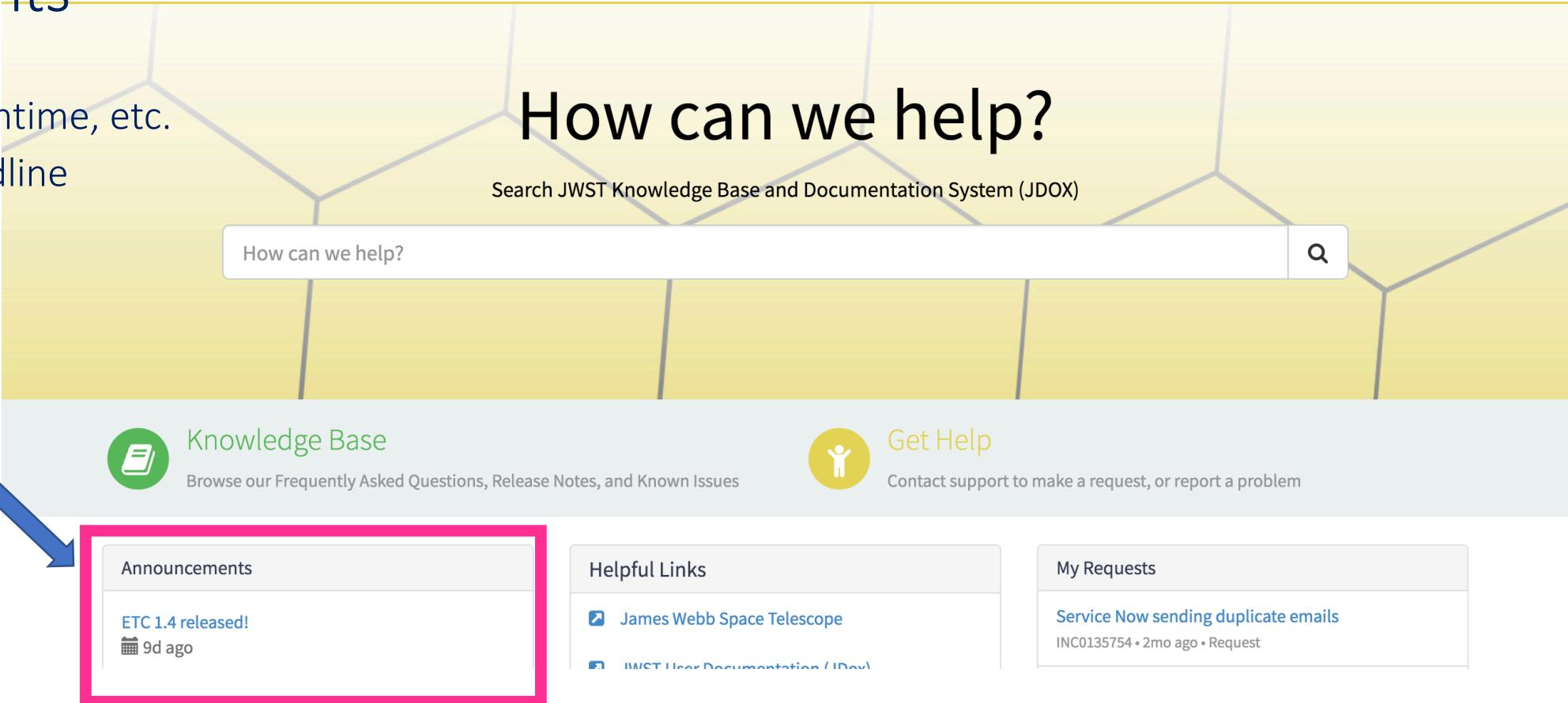
Attachments  
Drop files here



## JWST Help Desk - Announcements

### 4. Announcements

- Posted news
- New releases, downtime, etc.
- Helpful during deadline periods





# JWST Help Desk – Terms of Service

## Terms of Service

Outlines expectations for both the user and us, as fulfillers

- We aim for friendly service and to answer within 2 business days
  - We don't have dedicated staff for only help desk questions
  - Resolution may take longer if the question is complex
- When using you are considered a visitor to STScI and agree to abide by “Standards of Workplace Conduct”

The screenshot shows the JWST Help Desk website. At the top, there's a navigation bar with the STScI logo, 'JWST Help Desk', 'Knowledge', 'Service Portals', 'My Open Tickets (19)', and 'My Open Requests (1)'. Below the header is a yellow background section with a search bar containing 'Search JWST Knowledge Base and Documentation System (JDox)' and a magnifying glass icon. In the center, there's a large text 'How can we help?' above a subtext 'Search JWST Knowledge Base and Documentation System (JDox)'. Below this is a dark grey footer bar with two main sections: 'Knowledge Base' (with a document icon and 'Browse our Frequently Asked Questions, Release Notes, and Known Issues') and 'Get Help' (with a person icon and 'Contact support to make a request, or report a problem'). The main content area below the footer has three columns: 'Announcements' (listing 'Trouble accessing www.stsci.edu?', 'Help Desk Terms of Service', 'JWST VIDEO tutorials now available.', 'about a month ago', 'ETC 1.5 released!', '2mo ago', and 'APT 27.3 Released', '2mo ago'), 'Helpful Links' (listing 'James Webb Space Telescope', 'JWST User Documentation (JDox)', and 'Space Telescope Science Institute'), and 'My Requests' (listing several items like 'Create JWST Master Class Catalog', 'User, Nikole Lewis, cannot log in', 'Service Now sending duplicate emails', etc.). A blue arrow points from the bottom left towards the 'Help Desk Terms of Service' link in the 'Announcements' column, which is highlighted with a pink rectangular box.



# JWST Help Desk – Terms of Service

## Terms of Service

Outlines expectations for both the user and us, as fulfillers

- You can provide feedback about the Help Desk by submitting using the “JWST General Card”
- Feedback survey will be coming soon

 STScl | JWST Help Desk

Knowledge Service Portals ▾ My Open Tickets 19 My Open Requests 1

Home > Knowledge Base Search

Help Desk Terms of Service KB0012255

Authored by Tyler Desjardins • 1 View • Today

## Space Telescope Science Institute Help Desk Terms of Service

### Welcome to the STScl Help Desks

Thank you for using the Help Desks at the Space Telescope Science Institute (STScl). The Help Desk ecosystem includes the following missions and projects:

- Hubble Space Telescope (HST)
- James Webb Space Telescope (JWST)
- Barbara A. Mikulski Archive for Space Telescopes (MAST)
- STScl Office of Public Outreach (OPO)

By contacting any of the Help Desks, you are agreeing to the terms described in this document. Please note that this document provides guidance for the use and service expectations for the Help Desks. *This document does not constitute a legally binding contract.*

### Who can use the Help Desk?

Anyone may contact our public Help Desks. The HST, JWST, and MAST Help Desks are primarily intended for professional scientists to obtain assistance with the planning of observations, data retrieval, and analysis of

Also in News

- Read these recent Knowledge Base articles
- 157 Views
- JWST ERS Budget questions
- 118 Views
- How do I get ready for JWST? Participate in our training events!
- 88 Views
- APT 27.3 Released
- 33 Views
- NIRSpec Observation Visualization Tool (NOVT) Update: Critical Bug Fix
- 25 Views

[View all 10 articles](#)

KB Top Rated

- Do my NIRSpec IFU Observations need leakage calibration exposures?
- ★★★★★
- Read these recent Knowledge Base articles
- ★★★★★
- Time-lapse: James Webb Space Telescope Mirror Rollout



# JWST Help Desk – Special Workshop Support

## Workshop Support:

During your local workshop we will provide a 2-hour session where a Help Desk fulfills will be on call to answer your questions:

- We will use the “Master Class” card to initiate one long chat that we will use to communicate during your 2-hour session

The screenshot shows the STScI JWST Help Desk interface. At the top, there is a navigation bar with the STScI logo, "JWST Help Desk", "Open Requests 2", "My Open Tickets 7", and a user profile for "Stacey Bright". Below the navigation bar is a main content area. A large blue arrow points from the text in the previous section towards a specific message in the chat window. The chat window has a pink border and contains the following text:  
Jessica Hale-Lynch (@ 10d)  
Hello Stacey,  
  
In reviewing our previous changes to ServiceNow, we have realized that Closure Codes can be updated, similar to Subcategories, without the need for an RFC. So - I will be working on Dev and Test to get these in the correct place, and limited to the correct group. Once that is tested thoroughly, I will update you, and put these into place on Thursday evening, when I am doing other work with ServiceNow after hours.  
  
If this is acceptable, please let me know.  
  
Thanks,  
Jessie Lynch

Below this message, there are two more messages from "Stacey Bright" (@ 2mo) and a "Start" button at the bottom.

Stacey Bright (@ 2mo)  
Can we please add two new closure codes  
1. Solved (using JDox article)  
2. Solved (needs JDox article)

Stacey Bright (@ 2mo)  
INC0018602 Created

Start



# JWST Help Desk – Special Workshop Support

## Workshop Support:

During your local workshop we will provide a 2-hour session where a Help Desk fulfiller will be on call to answer your questions:

- If participants have questions during the workshop they can submit questions as usual, by selecting the appropriate category (normal 2-business day turnaround)
- You can also submit a question to any category at any time throughout the workshop
- More details on Friday

**STScI | JWST Help Desk**

Open Requests 2 My Open Tickets 7 SB Stacey Bright

Categories

James Webb Help Desk

James Webb Help Desk Your JWST gateway. Report issues and submit requests.

View Details

APT Support Request assistance with the Astronomer's Proposal Tool (APT)

View Details

Constraints & Schedulability Ask questions about schedulability and observing with JWST

View Details

Coronagraphy Ask about NIRCam or MIRI coronagraphic imaging

View Details

Data Analysis Tools for JWST Request assistance with STScI-developed data analysis tools.

View Details

ETC Support Request assistance with the Exposure Time Calculator (ETC)

View Details

JWST Master Class Practice submitting a JWST Help Desk Ticket

View Details

JWST Science Policies Request assistance for Science Policy Issues.

View Details

JWST SN Requests & Issues Submit JWST Requests and Issues related to ServiceNow

View Details

MIRI Support Request assistance with the Mid-Infrared Instrument (MIRI)

View Details

NIRCam Support Request assistance with the Near-Infrared Camera (NIRCam)

View Details

NIRISS Support Request assistance with the Near-Infrared Imager and Slitless Spectrograph (NIRISS)

View Details

NIRSpec Support Request assistance with the Near-Infrared Spectrograph (NIRSpec)

View Details



## JWST Help Desk – Any Questions?

jwsthlp.stsci.edu



Login

# Welcome to the James Webb Space Telescope Help Desk



Request a MyST Account

Please register to gain full access to the James Webb Space Telescope Help Desk. Without an account you may still search the knowledge base but you will not be able to submit requests or questions.