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STScI Resources for JWST Observers

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JWST Help Desk

Send your JWST pipeline/data/proposal questions to the [JWST Help Desk](#)



The screenshot shows the JWST Help Desk website. At the top, there is a navigation bar with the STScI logo and the text 'JWST Help Desk'. To the right of the navigation bar are links for 'Knowledge', 'Service Portals', and 'My Open Requests' with a notification badge showing '8'. The main content area has a yellow background with a grid pattern and the heading 'How can we help?'. Below the heading is a search bar with the text 'Search JWST Knowledge Base and Documentation System (JDox)'. The search bar contains the text 'How can we help?' and a search icon. Below the search bar are two main sections: 'Knowledge Base' with a green icon and the text 'Browse our Frequently Asked Questions, Release Notes, and Known Issues', and 'Get Help' with a yellow icon and the text 'Contact the JWST Help Desk to ask a question or report a problem.' At the bottom of the page, there are three columns of content: 'Announcements' with a link to 'Slow responses with ETC and Missing guide stars' dated '3mo ago', 'Helpful Links' with links to 'Help Desk Terms of Service' and 'James Webb Space Telescope', and 'Abstract Submission Entry Forms' with a link to '2025 Spring Symposium'.



JWST Office Hours

Webb Office Hours:

- Invite community to join a team of STScI experts to directly ask their data questions
- Cadence: 2nd and 4th Thursday of each month at 11am ET on WebEx
- Answer questions on Pipeline, calibration, instrument performance, proposal planning, etc.
- Not recorded, but Q&As are captured on the JWST Event Archive Page





JWebbinars

JWebbinars:

- STScI hosts regular JWebbinars to provide virtual, hands-on instruction on common data analysis tools and methods for JWST observations (e.g. Pipeline, Jdaviz, proposal tools (ETC/APT), Jupyter notebook demos)
- Upcoming: Pipeline 101 (Feb), Photometry (Feb), Coronagraphy (March), Grants (March)
- All webinars are recorded and archived for reference



JWebbinar






JWST Community Engagement


- Subscribe to [JWST Observer News](#):
 - Subscription news mailing list
 - Aim for ~ 4 news items per month
 - Post instrument/calibration/pipeline updates, observatory operations, upcoming events, workshops/webinars
- Follow us on social media
- More resources on <https://www.stsci.edu/jwst> including links to technical documents

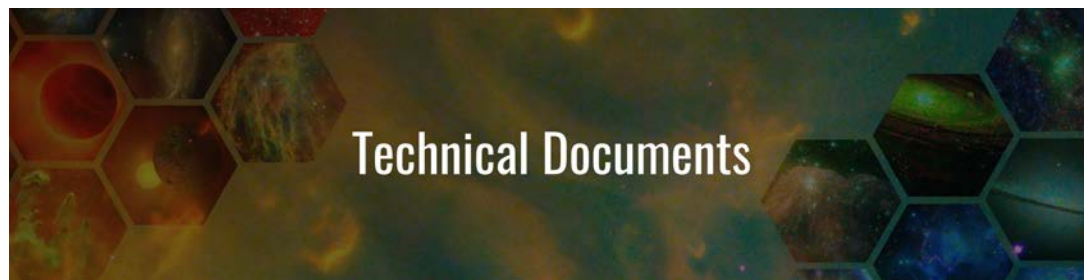


JWST Observer News

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A white rectangular box containing the JWST Observer News branding. It includes the title "JWST Observer News", the tagline "Subscribe and Stay Updated", a large QR code, and the STScI logo and name at the bottom.



JWST at the AAS

- Visit us at the STScI Booth:
 - "Ask-an-Expert" sessions are available
 - Complete a short survey about your experience as a JWST observer
- Join the JWST Town Hall
 - Wednesday the 15th 6:30 pm (ET)
 - Potomac Ballroom C
- Share your thoughts, concerns and feedback with us!

