1. Search:
   • Returns both JDOX and Knowledge Base articles
1. Search:
   - Knowledge Base articles can be updated frequently (whereas JDox articles freeze, these are flexible)

<table>
<thead>
<tr>
<th>ETC Known Issues - Accuracy</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Accuracy:</strong> (Be sure to read “Caveats &amp; Limitations”) Using the header keywords in any of the articles, the Download package will produce a uniformly-spaced wavelength array with the correct number of points.</td>
</tr>
<tr>
<td>Authored by Bryan Holler • 23 Views • 10/30/2023</td>
</tr>
</tbody>
</table>

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<thead>
<tr>
<th>ETC 1.7 Known Issues - Mostly Harmless</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mostly Harmless: There is a round-off error in the results (#1931) Most fields on the UI are validated before submission.</td>
</tr>
<tr>
<td>Authored by Karla Petersen • 8/10/2023 • 484 Views</td>
</tr>
</tbody>
</table>

**Tips for Submission of Tickets to the JWST TTRB**

- The JWST Telescope Time Review Board (TTRB) adjudicates requested Program Change Requests (PCRs) and Webb Operational Problem Reports (WOPRs) that affect accepted JWST programs. These requests are judged based on two important policy aspects:
  - **Author:** William Blair • 50 Views • 2y ago

**General Target Visibility Tool (GTVT) and Moving Target Visibility Tool (MTVT) FAQ**

- The JWST Moving Target Visibility Tool (MTVT) comes packaged with the General Target Visibility Tool (GTVT). Installation instructions can be found here. Below are some common questions regarding the GTVT and the MVT.
  - **Author:** Bryan Holler • 50 Views • 2y ago

**Long Range Plan and Visit Plan Windows Can Change**

- Accepted JWST programs each cycle are entered into a Long Range Planning (LRP) process for the entire cycle, the goal of which is to balance resources, accommodate requirements, and provide schedulers with a weekly pool of visits to use in constructing the plan.
  - **Author:** William Blair • 55 Views • 10/30/2023

**Time Accounting and Overheads Questions**

- **Question:** No Accounting not working sometimes? **Fixed!**
  - The JWST Telescope Time Review Board (TTRB) adjudicates requested Program Change Requests (PCRs) and Webb Operational Problem Reports (WOPRs) that affect accepted JWST programs. These requests are judged based on two important policy aspects:
  - **Author:** William Blair • 50 Views • 2y ago

**Smart Accounting charging 1800s initial slews for two observations which can be done back to back?**

- Observations can be done at the same time, AP Visit Planner will notice this and only assign one initial slew. The part of the way Smart Accounting works. If you want a better estimate for your Target of Opportunity, put in an instance and run Smart Accounting. Note the amount of time the proposal takes. When you are ready to submit a proposal, click the “Request custom time” and enter the amount of time that you would like to request and the reason that it does not match the calculated
2. Announcements

- New APT/ETC releases, downtime, deadlines, etc.
- Could be used in the future for reposting other performance updates, releases, etc., for additional user visibility
3. Terms of Service

- Help Desk Staff will respond within 2 business days
- Privacy and Proprietary Information
- We will be respectful to the users of the Help Desk, Help Desk users are required to do the same
4. Get Help:
   • Ask a question
Card descriptions and FAQs:

- Teams include a description and add links to FAQs, JDox pages, know issues, tutorials, etc
5. Usage:

- Determining the new normal
- Respond within 2 business days
  - Resolution may take longer depending on difficulty of question and back and forth with the user
  - Avg resolution time is less than a week from submitting the question
5. Usage:

- Pipeline accounts for 25% of all questions during July and August 2022
- MIRI has the most questions of the 4 instrument teams (17% of questions)
5. FAQ:

- Calibration Reference files: where to find them, how to navigate, CRDS environment, permissions, etc
- Debugging Pipeline errors, e.g. installation, defaults, setting parameters, datamodels, Image3
- Accessing Data on MAST – (MAST has their own Help Desk as well).
- Data product names, header keywords, DQ flags
- Artifacts/detector performance (across all instruments): ghosts, hot pixels, stripes, saturation, persistence, etc
- Early stage/pre-flight reference files in use (and constantly being improved)
- Setting up observations (approved programs working with PC and Instrument Scientists)
- Data Analysis Tools: loading data, installing, launching software
- General Documentation
5. Usage:

- **Documentation**
  - Users seem to be having a hard time finding available articles/resources
  - We are working to add more links and updates to KB articles and Cards so users can better find resources
  - We are tracking the usage of JDox articles in answers and the need for updates/new articles
    - Will implement similar tracking info for Pipeline documentation and updates (the Pipeline team already tracks HD tickets in their workflow)
- **Implementation and feedback to teams**
  - Each team has a Help Desk lead that tracks tickets and ensures info is reported back to their team
  - Feedback/FAQ from users are used for updating proposal reviews, writing JDox articles, notebooks, debugging, etc.