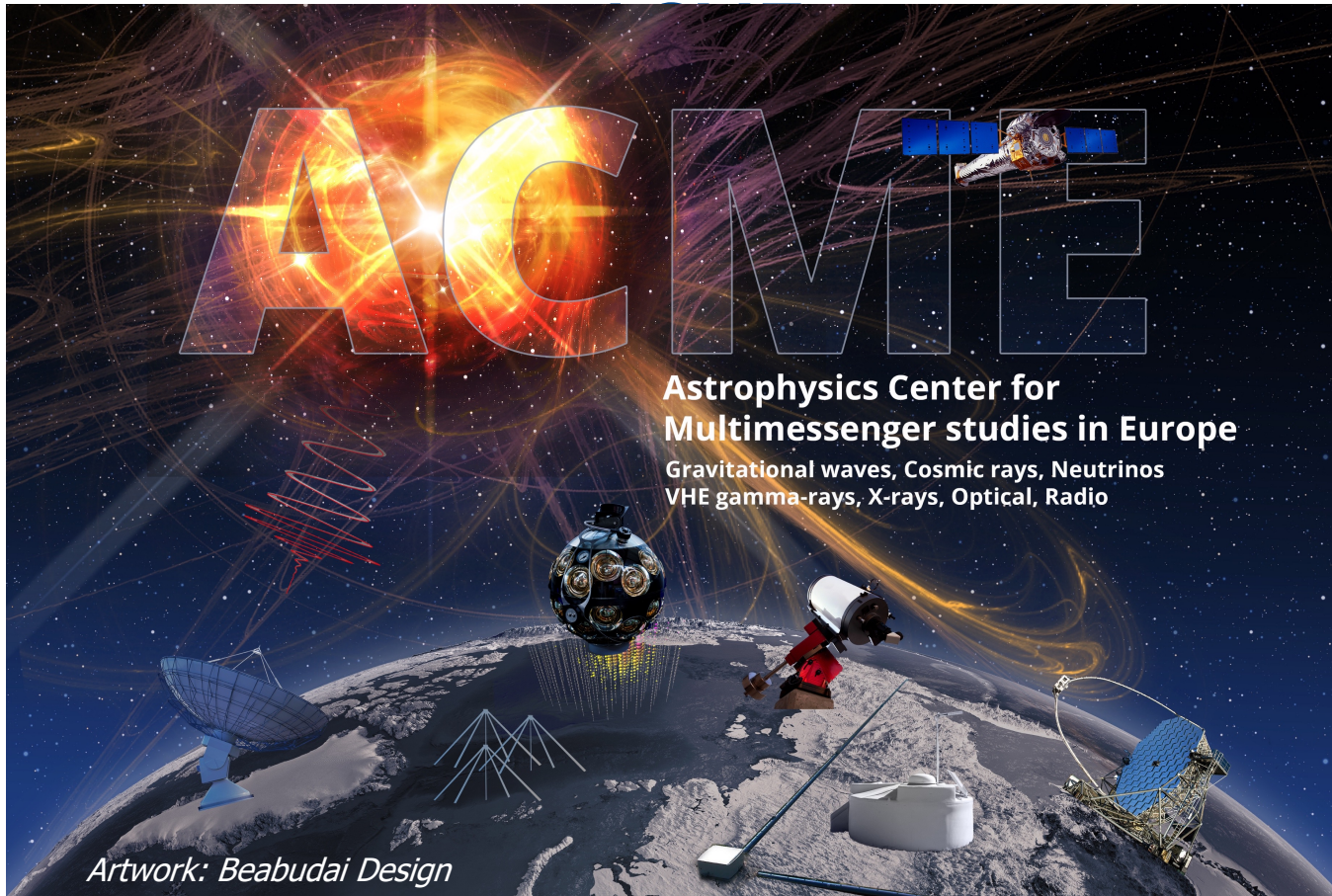
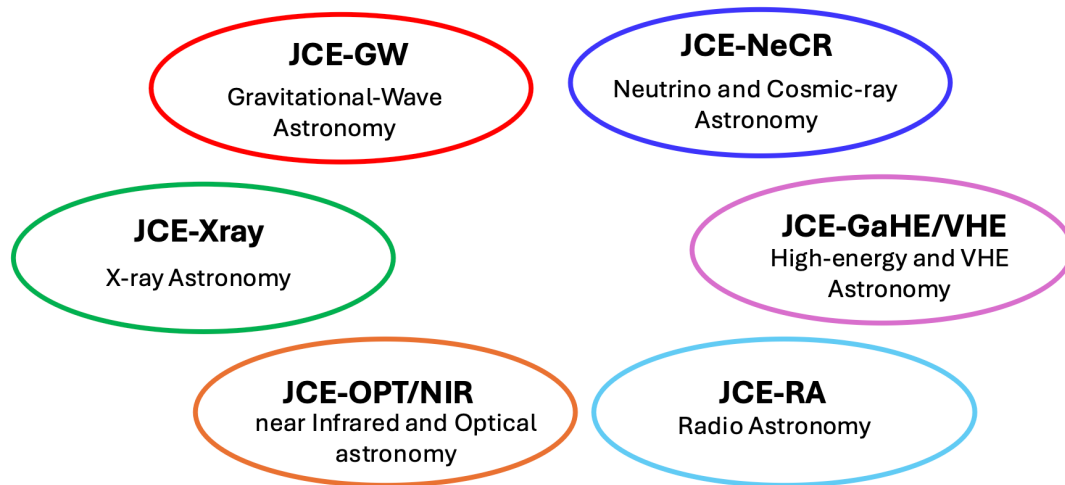


User Support - ACME



- **ACME project aims to support Multi-messenger science**
 - Joint Centres of Expertise are formed in various domains
 - Help access to MM instruments across Europe and world-wide
 - Let's share our expertise!

Joint Centres of Expertise



➤ ACME JCEs

- Six centres in different domains, with several nodes each
- The radio JCE domains:

Effelsberg [MPIfR-Bonn]
e-MERLIN [JBCA]
LOFAR [Astron]
EVN [JIVE]

- These offer a complete service of expertise on the infrastructures, observations, data analysis and interpretation



VA hands-on sessions



ACME hands-on sessions

Experts from the six Centres of Expertise are organizing a series of remote tutorials and hands-on sessions covering software packages, data analysis tools, observational techniques, and theoretical modelling in the context of multi-messenger astronomy.

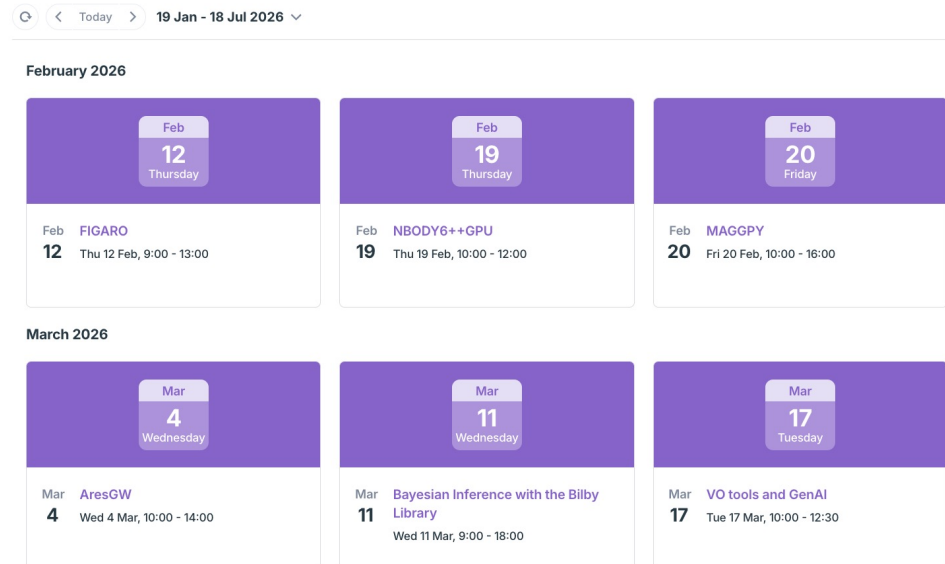
Each session typically includes: an introduction to the featured tool or package, including its role in multi-messenger astronomy, practical exercises allowing participants to interact directly with the software or tool, and opportunities to ask questions. Complementary lectures on relevant instruments, science cases, and the current status and future perspectives of the field will also be provided.

Registration is required at least five days before the session begins. Registered participants will receive the videoconference link and supporting materials by email ahead of the event.

After each session, a short survey will be distributed to collect anonymous feedback and usage statistics.

Once the sessions are completed, if you need further information, support, or have requests tailored to your individual research needs, please remember that a [dedicated ticketing system](#) is available. It allows you to interact directly and individually with the experts.

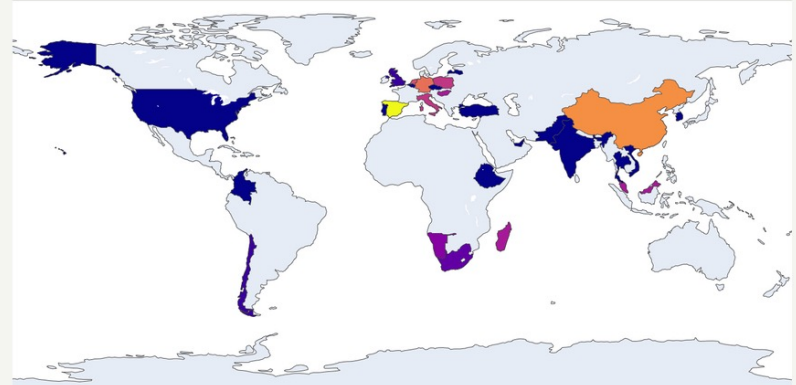
You can find the list of upcoming events below. Click on an event to view its full description and register using the "Sign Up" button. Please note: event times are shown in the time zone indicated at the bottom right corner of the calendar view.



➤ Online training

- Calendar of "Hands-on and Tutorial" available on the JCE web page, including clear information on how and where to register for each event
- Announcements of the scheduled Hands-on and Tutorials are distributed every 3-4 months through the major international mailing lists of the astronomical and astroparticle physics communities

VA hands-on sessions



Geographical distribution of participants



➤ Online training

- Example: online EVN User Training on 29 April 2025
- Around 70 people joined from 27 countries

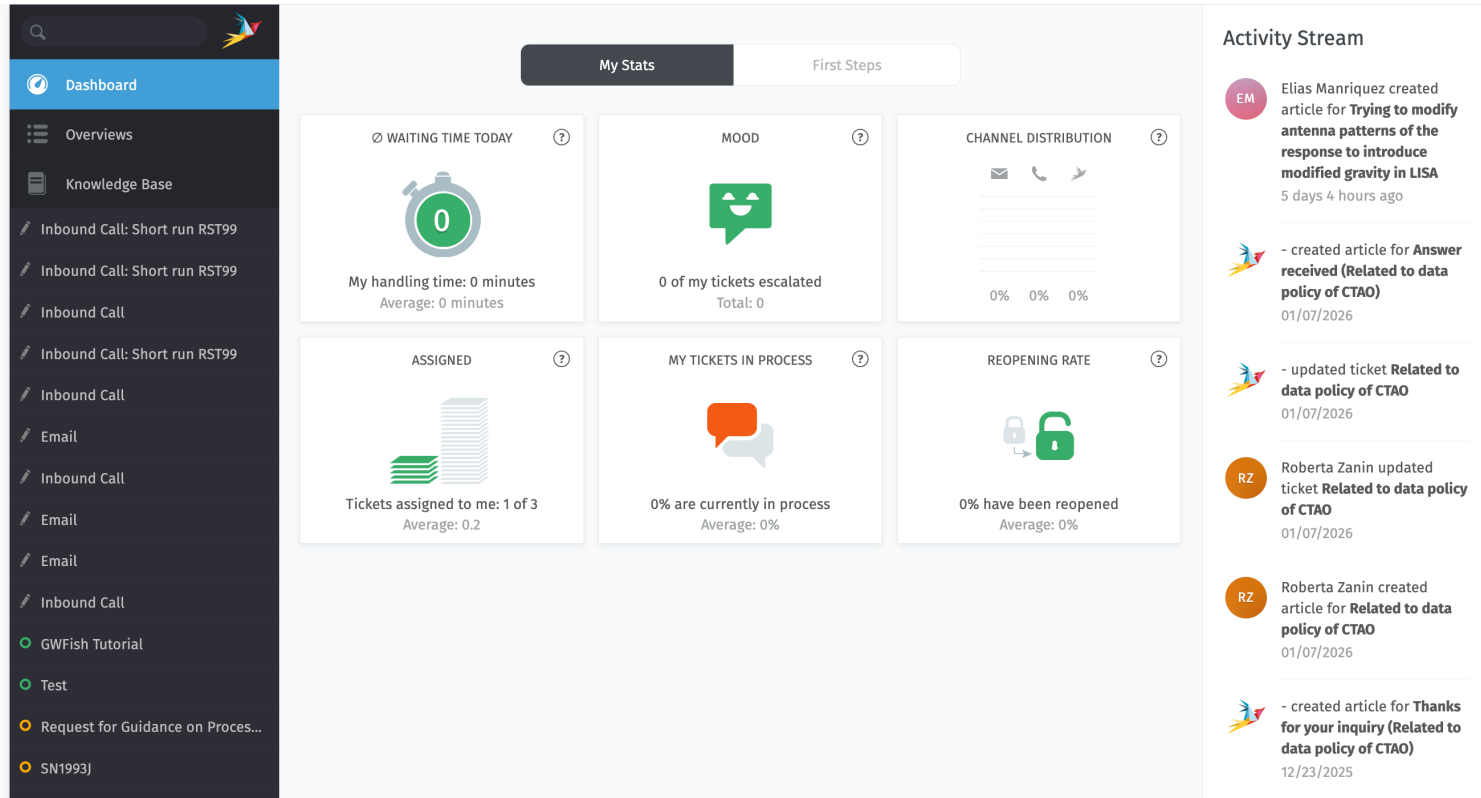
Multi-day Schools



➤ Training the next-generation radio astronomers

- ACME supported ERIS in Noto in 2026, and the multi-hub JIVE VLBI School in 2025
- Next JIVE VLBI School is expected in the autumn of 2027!

Helpdesk ticketing system



➤ Ask an expert online (in any domains!)

- This requires a registration at the ACME JCE web pages
<https://www.acme-astro.eu/centres-of-expertise/>
- For the Radio JCE this does not replace already existing communication channels, but adds an extra layer to reach out to the broader community

'End-to-end' user support



**Joint Centres of Expertise:
Supporting Astronomers**

The ACME Project Joint Centres of Expertise help astronomers at every step of their journey.

Proposal Submission <i>Help with Observing Proposal Submission</i>  Guidance on crafting successful proposals	Observation Planning <i>Strategies & Schedule Preparation</i>  - Optimizing observation plans - Observing schedule file preparation
Instrument Support <i>Calibration & Metadata</i>  - Instrument setup & calibration - Providing calibration metadata	Data Reduction <i>Analysis & Calibration Pipelines</i>  - Developing calibration pipelines - Advanced analysis techniques
Data Archiving <i>Archiving & Retrieval Tools</i>  - Long-term data storage solutions - Tools for searching & retrieving data	Data Analysis & Interpretation <i>Extracting & Interpreting Data</i>  - Extracting scientific results - Providing interpretative insights

Expert Support at Every Stage of the Journey

- **Ask an expert online (in any domains!)**
 - JCEs provide 'end-to-end' user support for projects with ACME-related science cases where PI-led observations are carried out by ACME-associated facilities
 - This covers steps from proposal preparation, help with observation planning, data reduction, and interpretation of results
 - Also check out the TNA visiting scheme at the ACME web pages!