



Why do I need a User Portal account and other general FAQ

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Why do I need a User Portal account?

Introduced in November 2007, the ESO User Portal is an interface connecting ESO and its user community. Here you can find few useful answers to the most common questions about the purpose of the User Portal.

- **When do I need to use the User Portal?**

Answer: You will need to use your single User Portal username and password to access all science and observations related web-based applications where logins are normally required (e.g. p1 for submitting your proposal and p2 for preparing your observations). Included in this is requesting data from the Science Archive Facility, *especially* when you as a Principal Investigator request to retrieve your proprietary raw data, checking the time allocation information for observing proposals, checking the status of Service Mode runs, etc.

- **Which browser do I need to use to access the User Portal?**

Answer: The ESO User Portal runs under any modern browser.

- **I have problems with logging into the User Portal and/or authenticating myself when starting a User Portal dependent application. Who should I contact?**

Answer: In case of problems please submit a [helpdesk ticket](#) via the button on the top right of this page (note that the login link on top right uses the User Portal). Please provide as many details as you think necessary (including what you are trying to do, in what way it fails, what browser (version) you are using, etc.).

- **Is there an ESO User Portal Newsletter?**

Answer: No, there is no User Portal Newsletter. ESO does produce an electronic newsletter (see <http://www.eso.org/sci/enews> for details, including how to subscribe), and news about the ESO User Portal will be announced there.

Tags

purpose