

# ALMA Science

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## What happens when I submit a helpdesk ticket?

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When you submit a helpdesk ticket, notification is sent to triage staff at your affiliated ALMA Regional Center (ARC). Triage staff will assign the ticket to the appropriate staff person within the ARC and a reply will be sent within two working days.

72 hours prior to a proposal deadline, the Proposal Submission Emergency department will be opened. This department is monitored continuously by collaboration among all 3 ARCs until the proposal deadline.

Related Knowledgebase article:

- ["Who answers my helpdesk ticket?"](#)