ACCESS TO ESA EARTH OBSERVATION DATA

ENVISAT
ERS-1 and ERS-2
PROBA
ALOS
SPOT-1 to SPOT-4
JERS
IRS
KOMPSAT
LANDSAT
NOAA
NIMBUS-7
SCISAT
SeaStar
Terra/Aqua
SERVICES

EOHELP - THE EARTH OBSERVATION HELP & ORDER DESK

The EOHelp team (eohelp@esa.int) provides assistance and advises users on EO data issues and on how to get data, answer questions related to ESA and Third Party EO missions, handles the ordering function and gives access to EO data catalogues, provides tools and EO related documentation.

EO DATA CATALOGUE

The EOLI-SA tool provides access to the multi-mission catalogue, allowing the user to perform queries on data availability and to submit the order for all the missions handled by ESA. The tool is freely distributed and can be downloaded from http://eolisa.esa.int/geteolisa/index.html.

Users have to register with EOHelp to be able to place orders.

MISSION PLANNING

Requests from users for new acquisitions are handled by the User Services Mission Planners who are the interface to the Satellite Operation Controllers. The Mission Planning unit is in charge of generating a conflict-free plan for the satellite.

DATA DISTRIBUTION

Data products are delivered in several ways:
- on media, the traditional method for delivering ASAR HR and MERIS FR products
- via Internet: small products are delivered via Internet through interfaces as the Envisat Rolling Archive and Web File Server
- via Telecom satellite (DSS) for Envisat Low Rate products systematic delivery

For information contact: eohelp@esa.int or visit Earthnet on-line at: http://earth.esa.int

PROJECT SUBMISSION

1 - Help, assistance?
http://evisat.esa.int/
contacts
eohelp@esa.int

2 - Response
(Catalogue, documentation)
http://eopli.esa.int
eoelp@esa.int

3 - Submit proposal

4 - Project approval

DATA ORDERING

1 - Access to catalogue

2 - Selection of products and ordering options

4a - Archived data?

4b - New acquisition?

Order Desk
<table>
<thead>
<tr>
<th>E-mail address</th>
<th><a href="mailto:eohelp@esa.int">eohelp@esa.int</a></th>
</tr>
</thead>
<tbody>
<tr>
<td>Web site</td>
<td><a href="http://envisat.esa.int/contactus">http://envisat.esa.int/contactus</a></td>
</tr>
<tr>
<td>Telephone</td>
<td>0039 06 94180 777</td>
</tr>
<tr>
<td>Fax</td>
<td>0039 06 94180 272</td>
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</tbody>
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