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## Welcome to ESO Operations' new helpdesk!

2021-07-02 - Matheus Guilherme Brito - Comments (0) - General

As of 5 July 2021 this website provides access to the new helpdesk system (Deskpro) for all users, offering knowledgebase as well as a contact form to request support related to La Silla, Paranal and APEX observing facilities and operational services. We are striving to provide a better and more uniform experience for all users.

With the deployment of Deskpro helpdesk system the following email addresses are decommissioned:

- [usd-help@eso.org](mailto:usd-help@eso.org)
- [archive@eso.org](mailto:archive@eso.org)
- [p1@eso.org](mailto:p1@eso.org)
- [apex-help@eso.org](mailto:apex-help@eso.org)
- [p2pp-waiver@eso.org](mailto:p2pp-waiver@eso.org)
- [esoform@eso.org](mailto:esoform@eso.org)

We kindly ask all users to [Contact Us](#) using this platform. This will result in creation of a ticket in the system. Currently the tickets communication and resolution is done via email, much the same as in the old ticketing system. The ESO Deskpro portal is under active development and we expect to deploy new features, which will be announced here.

We welcome requests for support, reports on issues, as well as general feedback.

Detailed information about ESO Observing Facilities and observations with ESO Telescopes are available from the [ESO Science webpages](#).