

# CAMS User Support Journey

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## Table of Contents

- [What is it?](#)
- [CAMS User Support Journey](#)
  - [Step 1](#)
  - [Step 2](#)
  - [Step 3](#)
  - [Step 4](#)
- [Related articles](#)

## What is it?

In this context, a user journey is a path a user may take to reach their goal when using a particular website.

For our user community, the goal is to find the information they are looking for as quickly as possible, in the most efficient way from the Copernicus Atmosphere Monitoring Service ([CAMS](#)) Atmosphere Data Store ([ADS](#)).

ECMWF User Support has developed various tools for self-help, available 24/7 for its Copernicus Atmosphere Monitoring Service (CAMS) users. To better guide our CAMS users through the different tools at their disposal, a dedicated CAMS User Support Journey map has been developed and is described below.

## CAMS User Support Journey



### Step 1

The **Copernicus Atmosphere Data Store (ADS)** is the first step of the CAMS User Support Journey. The ADS functions as a one-stop shop to explore a wealth of free information about the Earth's past, present and future Atmosphere. The ADS is the cornerstone of the CAMS infrastructure. It provides scientists, policy makers and businesses easy access to the CAMS data, documentation and the results from the Evaluation and Quality Control (EQC) of the data.. [Register for free](#) to obtain access to the ADS data.

### Step 2

The [CAMS Knowledge Base \(CKB\)](#) is the second step of the CAMS User Support Journey. It is a trusted source of reference information for users and it contains information that is critical for the correct usage of Copernicus data (e.g. data format, units conversions or API errors). The CKB is also the repository for some of the documentation of the datasets of the Copernicus Atmosphere Monitoring Service (CAMS). The CKB is constantly evolving as new content is added.

### Step 3

The [Forum](#) is the third step of the CAMS User Support Journey. This is a community-based place where users can ask questions and share their knowledge and experience with others about the Copernicus Atmosphere Monitoring Service (CAMS) . Anyone can browse and search the forum. To join and interact with the community (by posting a "New Topic"), first open an [ECMWF web account](#). If you already have it you need simply to login!

### Step 4

Still can't find the answer? Use your ECMWF web account to log on to the [ECMWF Support Portal](#) and **raise your question** with the C3S support team, part of the ECMWF Support. We aim at resolving requests within 5 working days. It may however take longer when external parties may need to be involved (e.g. technical and scientific experts, data providers, etc). You can use our secure Support Portal to communicate with us, to share your requests with other ECMWF web account holders (i.e. sharing is similar to the cc function in email) and also to check on the status of your current and past enquiries. You may have ideas for how the CAMS can be improved. As a user-driven service, CAMS encourages its users to submit their **user requirements** using the ECMWF Support Portal. Alternatively, let us know by completing this [short online survey](#). User requirements requests are processed by the Evaluation and Quality Control (EQC) service for the improvement of CAMS.

*This document has been produced in the context of the Copernicus Atmosphere Monitoring Service (CAMS).*

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## Related articles

- [Access to CAMS global forecast data](#)
- [Atmosphere Data Store \(ADS\) documentation](#)
- [CAMS - Q&A](#)
- [CAMS Global air quality forecast WMS gallery](#)
- [CAMS global biomass burning emissions based on fire radiative power \(GFAS\): data documentation](#)