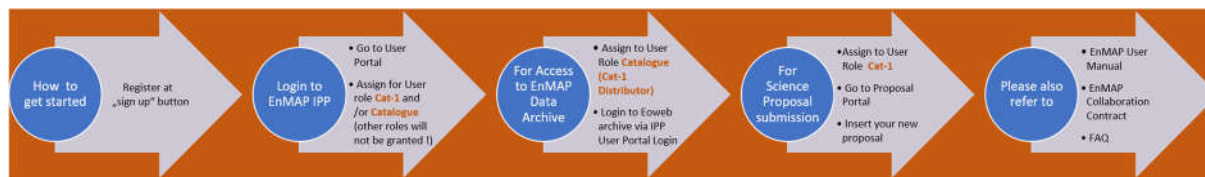


EnMAP FAQ

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1. How to get started ?



2. How can I register at the EnMAP Instrument Planning Portal ?

Please go to the “sign in” button at the front page and fill out the registration form. You should also provide full name and full address including street name, zip code, city and country.

EnMAP Service is obliged to carry out an EU Sanctions List Check for every user and requires this information, otherwise we cannot approve your EnMAP user account, if the information is not complete.

3. How can I update my registration data?

You can update your registration data, by logging into the EnMAP Instrument Planning Portal. In the User Portal you find the “Update Registration” button.

4. I have trouble logging into the EnMAP Instrument Planning Portal

Please be sure to use the right User login and User password. The user name is the name you inserted at the registration form.

5. I have trouble logging into the EOWEB Geoportal

To access the EnMAP data archive via the Eoweb Geoportal (EGP) you need a dedicated EnMAP account, a standard EOWEB account registered at EGP won't work here.

To get this account please login with your EnMAP IPP account at planning.enmap.org and apply for an EnMAP role that includes access to EnMAP archive data at EGP ([Catalogue User \(Cat-1 Distributor\)](#)).

If such a role is granted, a dedicated sub-account is created with role-specific access rights. Within the IPP User Portal you will then find a “login” button that allows you to login to EGP with that dedicated sub-account including access to EnMAP data in EGP. The EOWEB accounts available to you are shown in the User Portal of IPP (near the bottom), together with direct links to the EGP login.

We strongly recommend not to directly go to EGP with this account. The way to access EnMAP data at EGP is to log into EnMAP Instrument Planning Portal, go to User Portal and at the bottom of the page you see your role-specific sub-accounts, e.g. [Melanie.Mustermann-cat1distributor](#). For each sub-account there is a login-button with jumps into EGP.

The password remains the same as for your IPP account.

6. How can I access the EnMAP Data Archive ?

To access the EnMAP Data Archive you should go to the User Portal and assign for the User Role **Catalogue User (Cat-1 Distributor)**. If such a role is granted, a specific EOWEB account for EGP is created with role-specific access rights (you may consider them sub-accounts to your EnMAP IPP accounts).

EOWEB accounts available to you are shown in the User Portal of IPP (near the bottom), together with direct links to login to EGP. The password is the same as for your IPP account.

7. Which User Role should I choose?

For access to the EnMAP Data archive you should go to the User Portal and assign to the user role **Catalogue User (Cat-1 Distributor)**. For proposal submission and future observations requests please assign to the Role **Cat-1**.

All other user roles either are designated for external users but not yet released (**Charter, Internal**) or are available to internal users only (**PI-AO, Reviewer**). The role **Cat-2 Distributor** will be obsolete, soon. Therefore, requests for one of those roles will be rejected.

8. How can I submit a Proposal ?

You should first assign to the User Portal for the Role **Cat-1**. You should also choose which of the Announcements of Opportunities (A00001 or A00002) is appropriate for your proposal.

A proposal can be submitted by entering the Proposal Portal within the Instrument planning portal **(no Proposal template is required anymore!)**

You should select the A0 you are assigned to, click on "Create Proposal" and fill out the proposal information. Please don't forget to also add an observation to your proposal, otherwise the proposal submission is not finalised.

After successful submission, your proposal will then go through a review process, and once approved you will be able to submit future orders through the Observation Request Portal.

9. Is there a deadline for Proposal submission?

There are currently two different Announcement of Opportunities (A00001 and A00002) open for proposal submission. The general AO (A00001) will be open for the entire mission life time, so you are most welcome to submit your proposal here any time. The Special AO is specifically addressed for time series analysis, if your proposal fits in here you should submit your proposal latest by end of January 2023. We are also planning to renew this special AO every year.

10. How can I submit an Observation Request ?

The Observation Request Portal can be used as planning support for future orders or future orders can be submitted. It calculates real visibility contacts over a certain time period, which gives you the opportunity to check possible acquisitions for your area of interest. It also gives you the information about how many numbers of tiles per acquisition are needed to cover your area of interest.

Once your proposal is reviewed and accepted every **Cat-1 User** also receives full access to the observation request portal to submit own future orders.

11. How can I order L1B, L1C and L2A Products in EOWEB, I only see L0 ?

EOWEB archive generally stores all data in L0 for search and browse, so that the user can order different levels of processing (L1B, L1C, L2A) individually on request.

Once you found a scene (or several scenes) in the catalogue you would like to order, please select the scene(s) and go to the “shopping basket” sign. The order will go to the order request flow, where you will be able to choose different processing levels (L1B, L1C, L2A land.)

Please also note, the L2A water and L2A combined products will be made available shortly.

12. What should be done after an IPS maintenance to ensure that the new software is loaded by the browser?

Please delete the cache of the browser.

Please refer to the User Manual (<https://planning.enmap.org/usermanual.pdf>) or the EnMAP Collaboration Contract for further details.