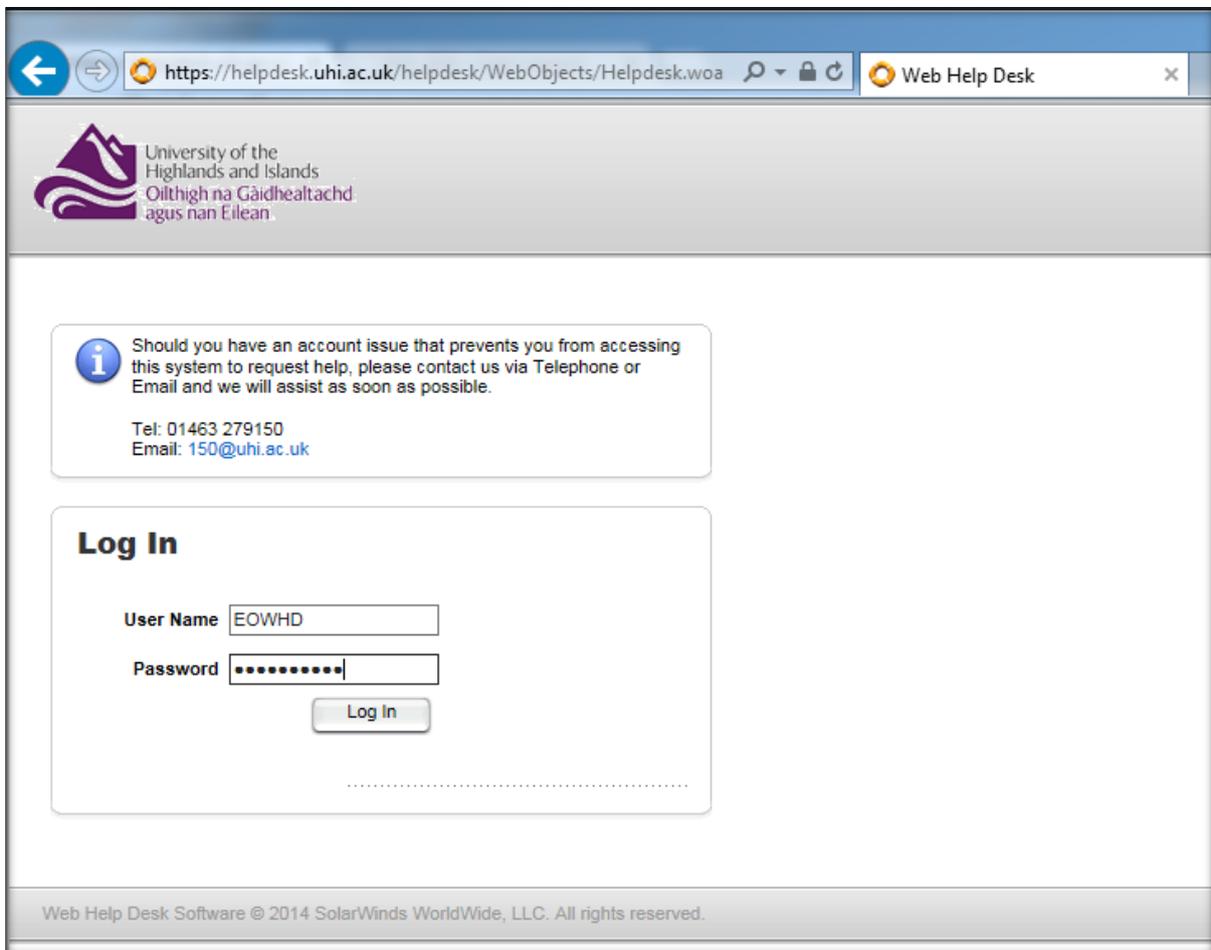


## VC Booking Form Guide

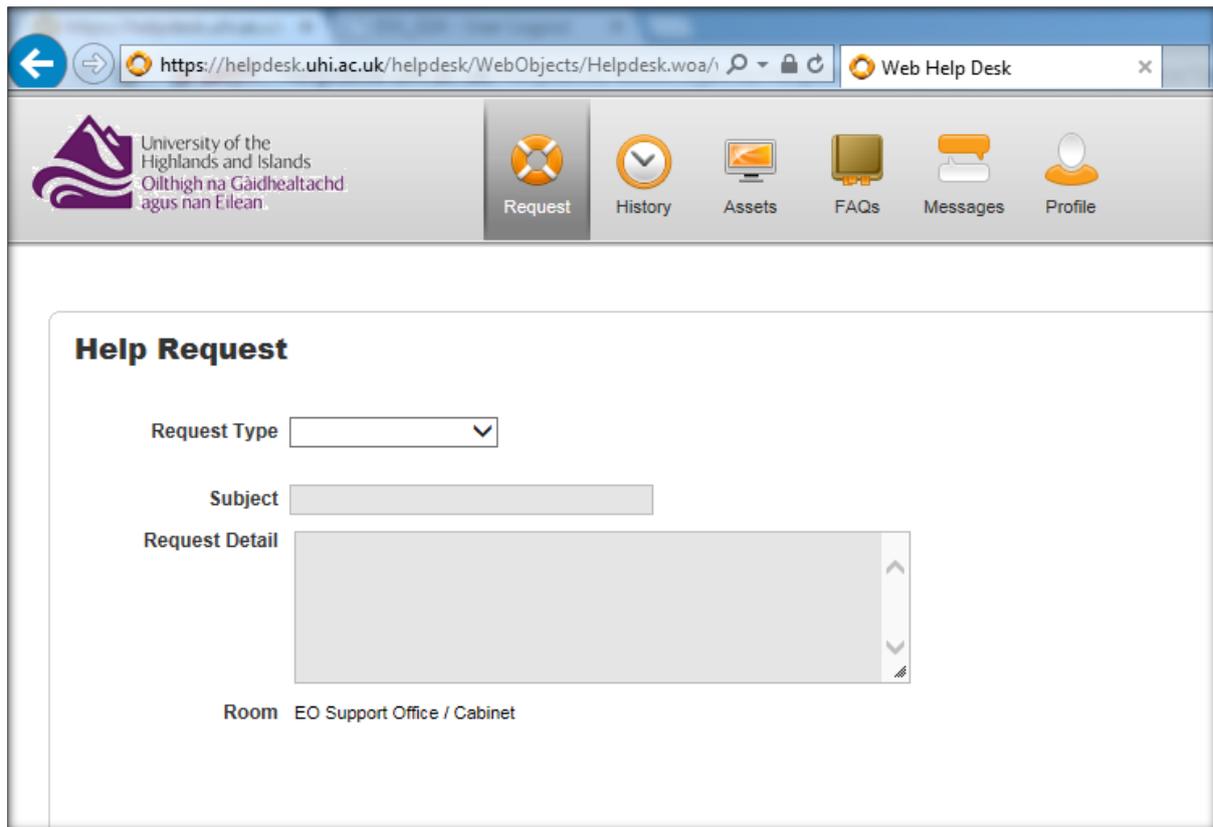
To access and use the new Video conferencing Booking Service form, please begin by accessing the Webhelpdesk system here: <https://helpdesk.uhi.ac.uk/>

Access is granted using your standard staff login details.



The screenshot shows a web browser window with the URL <https://helpdesk.uhi.ac.uk/helpdesk/WebObjects/Helpdesk.woa> and the page title "Web Help Desk". The page header includes the University of the Highlands and Islands logo and name. Below the header, there is an information box with a blue 'i' icon and the text: "Should you have an account issue that prevents you from accessing this system to request help, please contact us via Telephone or Email and we will assist as soon as possible. Tel: 01463 279150 Email: [150@uhi.ac.uk](mailto:150@uhi.ac.uk)". Below this is a "Log In" section with a "User Name" field containing "EOWHD", a "Password" field with masked characters, and a "Log In" button. At the bottom of the page, there is a footer: "Web Help Desk Software © 2014 SolarWinds WorldWide, LLC. All rights reserved."

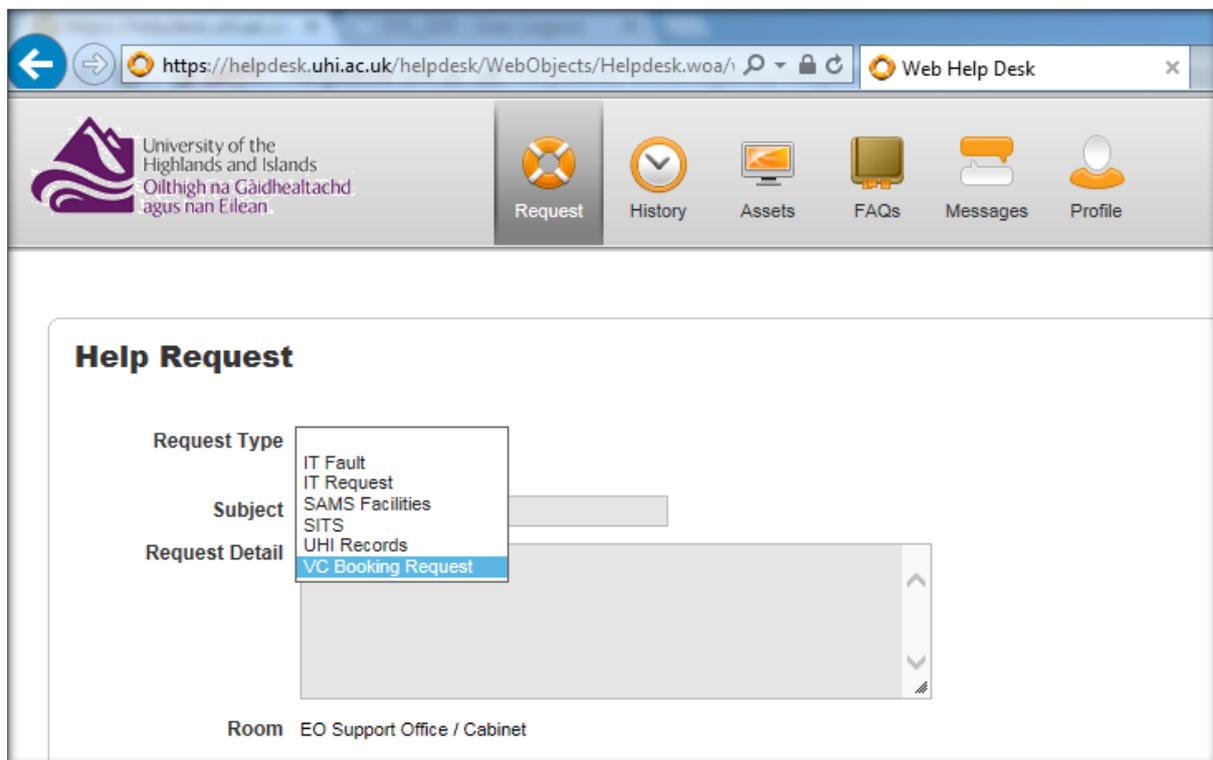
Once logged into the system you are taken to the default Help Request entry Screen.



The screenshot shows a web browser window with the URL <https://helpdesk.uhi.ac.uk/helpdesk/WebObjects/Helpdesk.woa/>. The page header includes the University of the Highlands and Islands logo and navigation icons for Request, History, Assets, FAQs, Messages, and Profile. The main content area is titled "Help Request" and contains the following form fields:

- Request Type**: A dropdown menu.
- Subject**: A text input field.
- Request Detail**: A large text area for entering details.
- Room**: A label with the value "EO Support Office / Cabinet".

From this page, please select the Request Type drop down menu and choose the “VC Booking Request” option.



This screenshot shows the same "Help Request" form as the previous image, but with the "Request Type" dropdown menu open. The menu options are:

- IT Fault
- IT Request
- SAMS Facilities
- SITS
- UHI Records
- VC Booking Request** (highlighted)

The "Subject" and "Request Detail" fields are still present, and the "Room" is still "EO Support Office / Cabinet".

This will take you to the new VC Booking Request Form;

**Help Request**

Request Type

**Instructions**

This is for booking VCs, room bookings should still be carried out as per local procedures.

Please enter your Conference title in the Request Details section of the form.

Fields marked with a red asterisk are mandatory.

If your conference takes place within the next 4 hours, please contact Service desk on ext: 150 internally, or : 01463 279150 Externally.

**Request Detail**

Date and start time of conference \*  :  :

End time \*  :  :

Recurring Dates / Schedule

Conference type \*

Does the conference take place within the next 4 hours? \*

Does this conference take place within the next 24 hours? \*

Recording Required? \*

Rooms / Studios \*

Jabber Users \*

External (non-UHI) Or Audio/Telecom only participants with full contact details

Please complete all fields in the form where appropriate.

Fields marked with a Red Asterisk are mandatory and must be entered.

e.g.

The blue  Symbol to the right of the field can be clicked on to provide further instruction on the information required;

Recurring Dates / Schedule

Conference type\*

Does the conference take

**i** If the conference is recurring, please list the dates or schedule

When you are finished inputting information, click the Save button in the bottom right corner of the screen;

Any attempt to save or submit the form without all the required information will result in an error message being displayed indicating the missing required information;

**Help Request**

 **Conference type is a required field.**

If you have completed all required fields, and save the form, you should see the following message;

https://helpdesk.uhi.ac.uk/helpdesk/WebObjects/Helpdesk.woa/ Web Help Desk

University of the Highlands and Islands  
Oilthigh na Gàidhealtachd agus nan Eilean

 Request  History  Assets  FAQs  Messages  Profile

**Thank You!**

Your ticket number is 388719.  
You can use the History button above to check the status of your ticket.  
An email confirmation is on its way to EOWHD@uhi.ac.uk

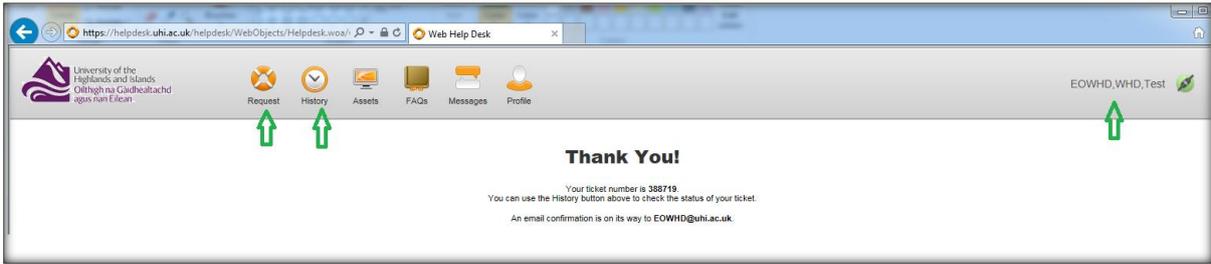
Your booking request will then sent to the VC Team who will arrange your booking.

You can then click on any of the icons on the task bar to choose another option.

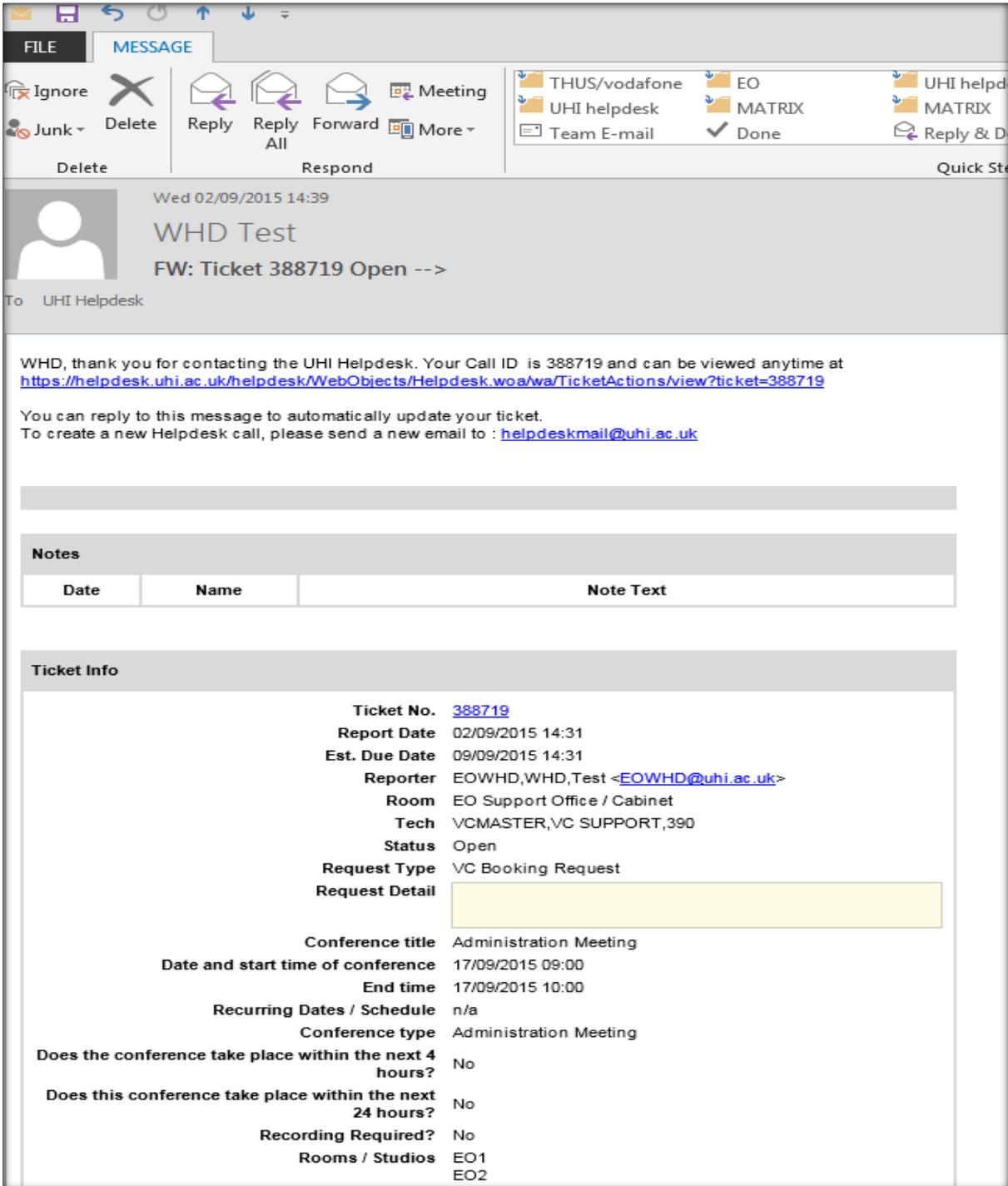
**Request** will take you back to submit another request of any type.

**History** will take you to a list of all calls you have logged with us, VC Booking Requests or otherwise. Which you can view, or edit.

Clicking on **your name** in the top right of the page, will log you out of the system.



The Helpdesk Email system will now send you a confirmation email regarding your booking.



You will receive a further email when the booking has been fully confirmed and input into the system.

You can also reply to this email message at any time to request updates or changes to your booking.

A full guide for use of the Helpdesk systems self-service portal is available here;

<https://helpdesk.uhi.ac.uk/helpdesk/WebObjects/Helpdesk.woa/wa/FaqActions/view?faqId=383>