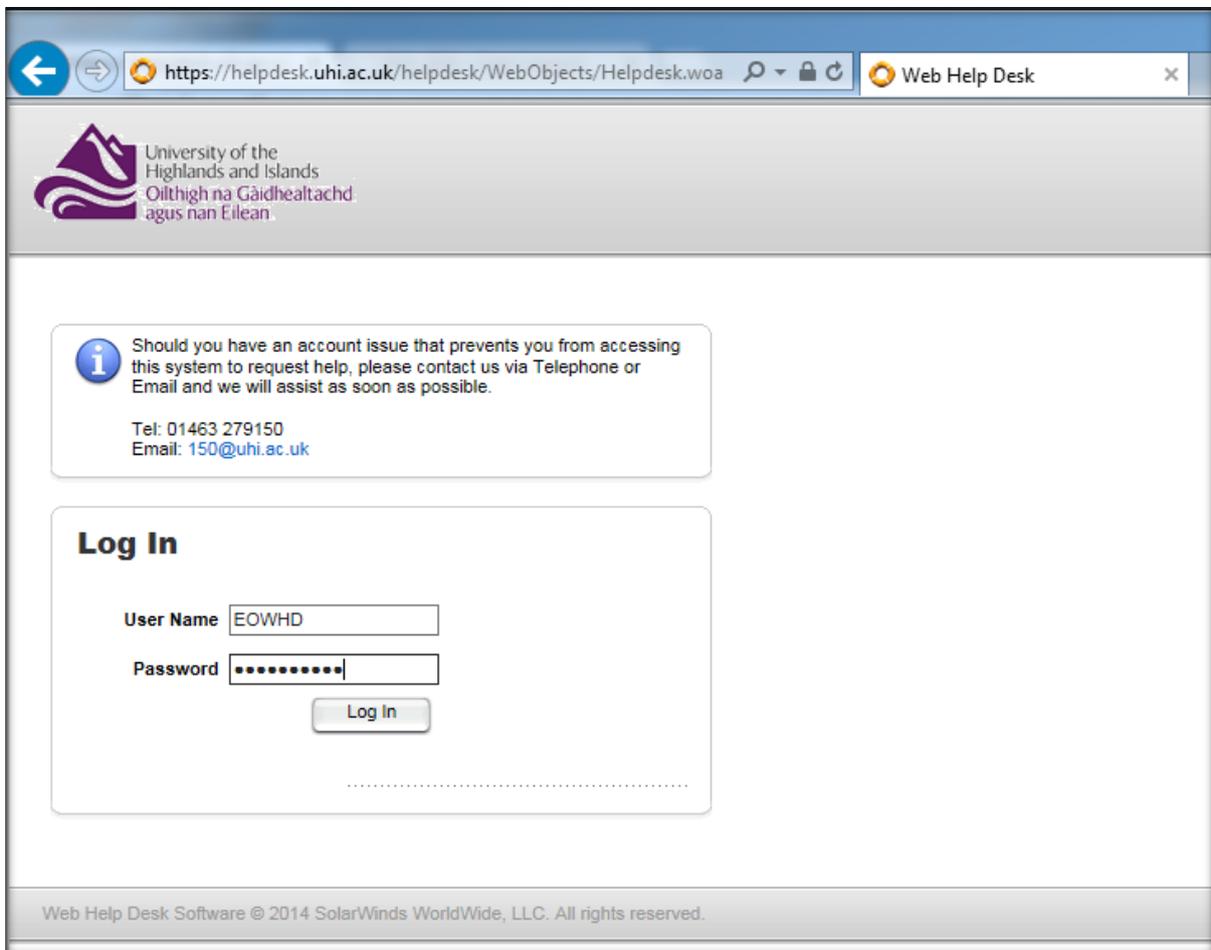# VC Booking Form Guide
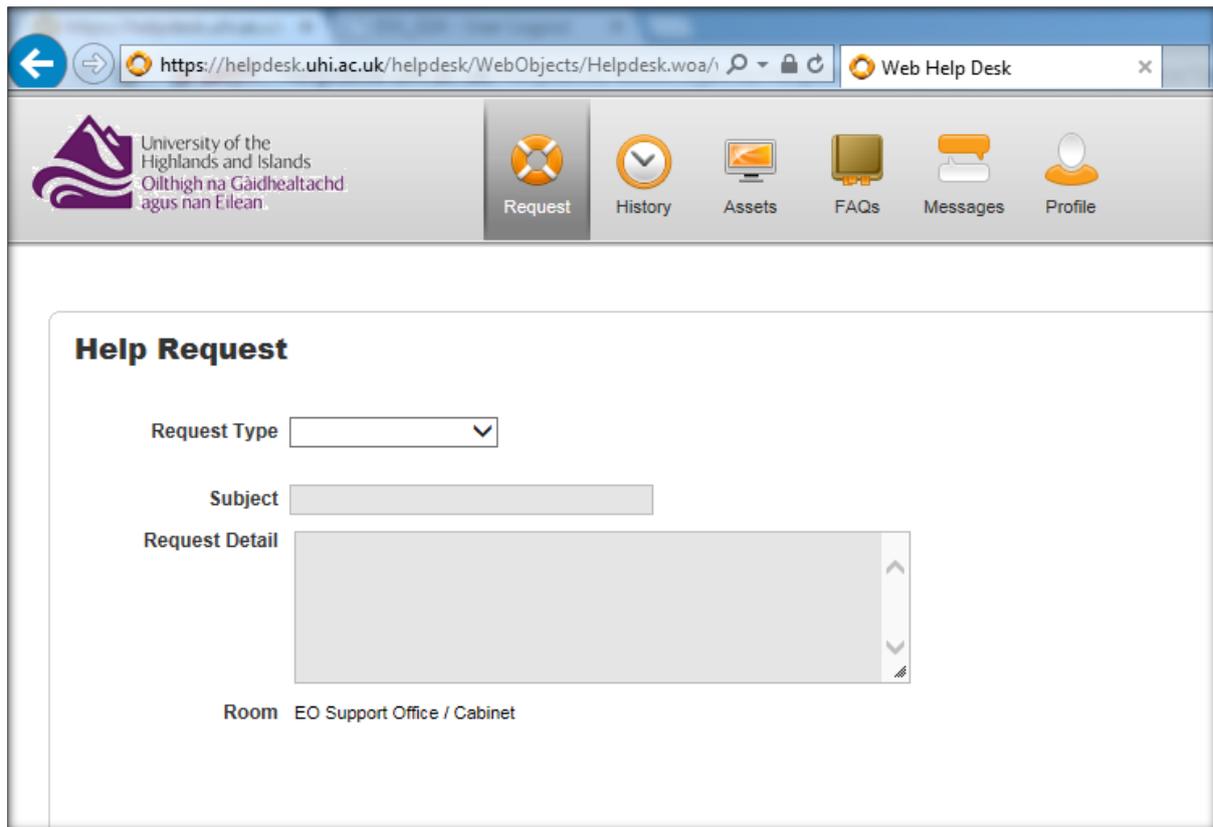
To access and use the new Video conferencing Booking Service form, please begin by accessing the Webhelpdesk system here: https://helpdesk.uhi.ac.uk/

Access is granted using your standard staff login details.

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

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

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

Help Request

Request Type	VC Booking Request

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 asterix 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 * [   ] 📅 [00 ▾] : [00 ▾]

End time * [   ] 📅 [00 ▾] : [00 ▾]

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? * [No   ▾] ⓘ

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

Recording Required? * [No   ▾] ⓘ

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

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;

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


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.
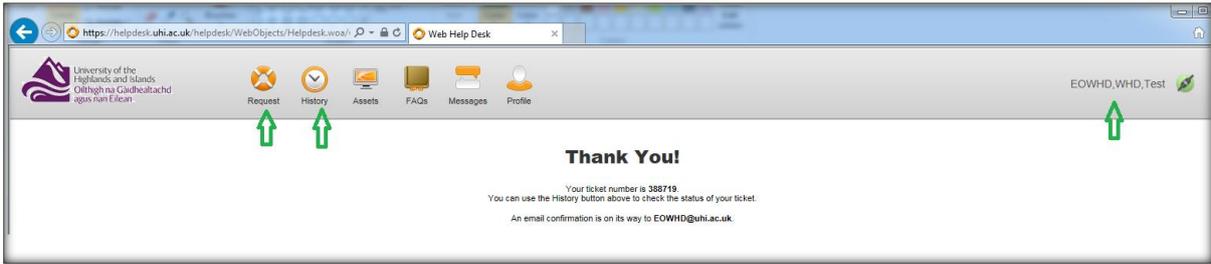
The Helpdesk Email system will now send you a confirmation email regarding your booking.
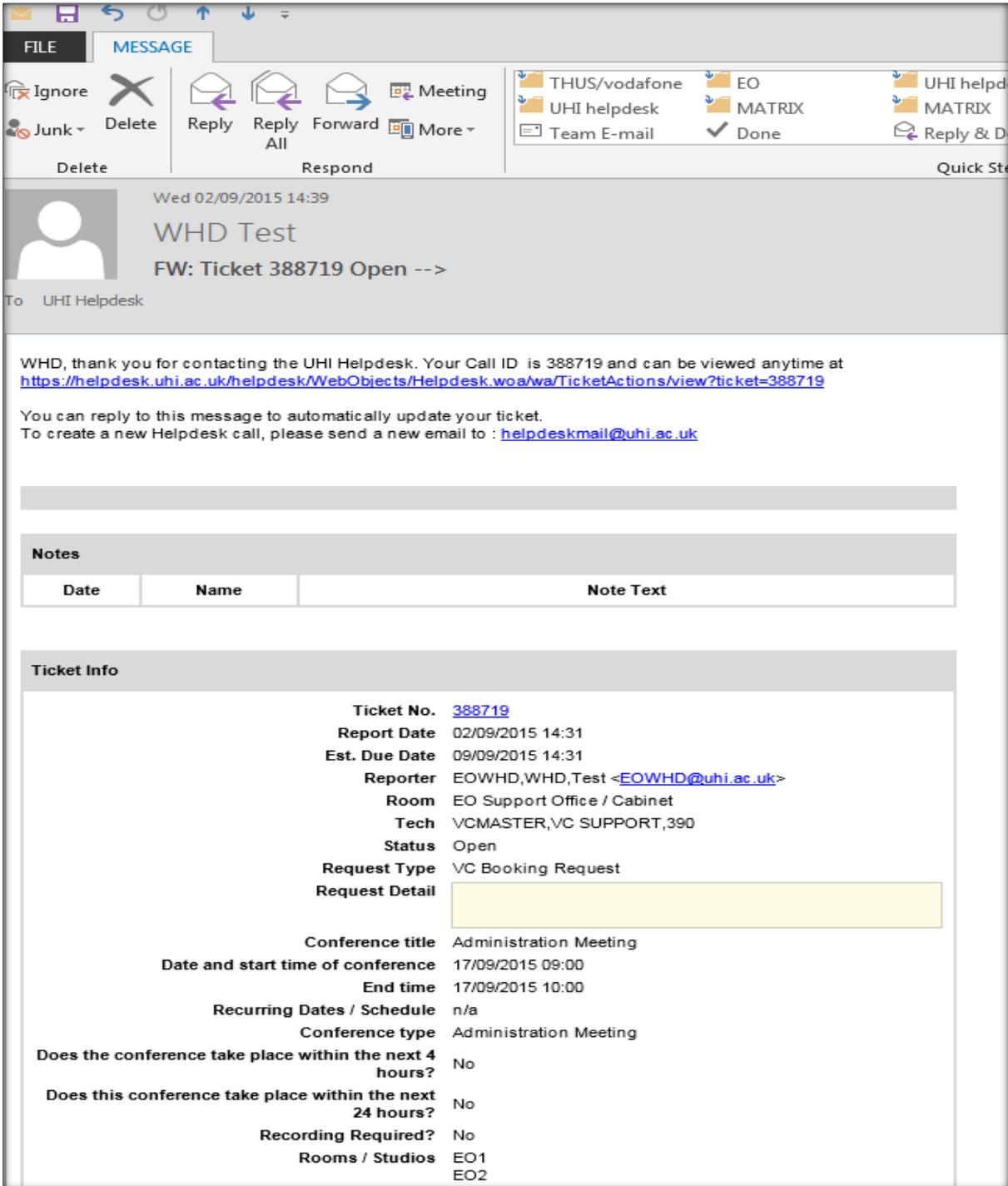
You will receive a further email when the booking has been fully confirmed and input into the system.

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