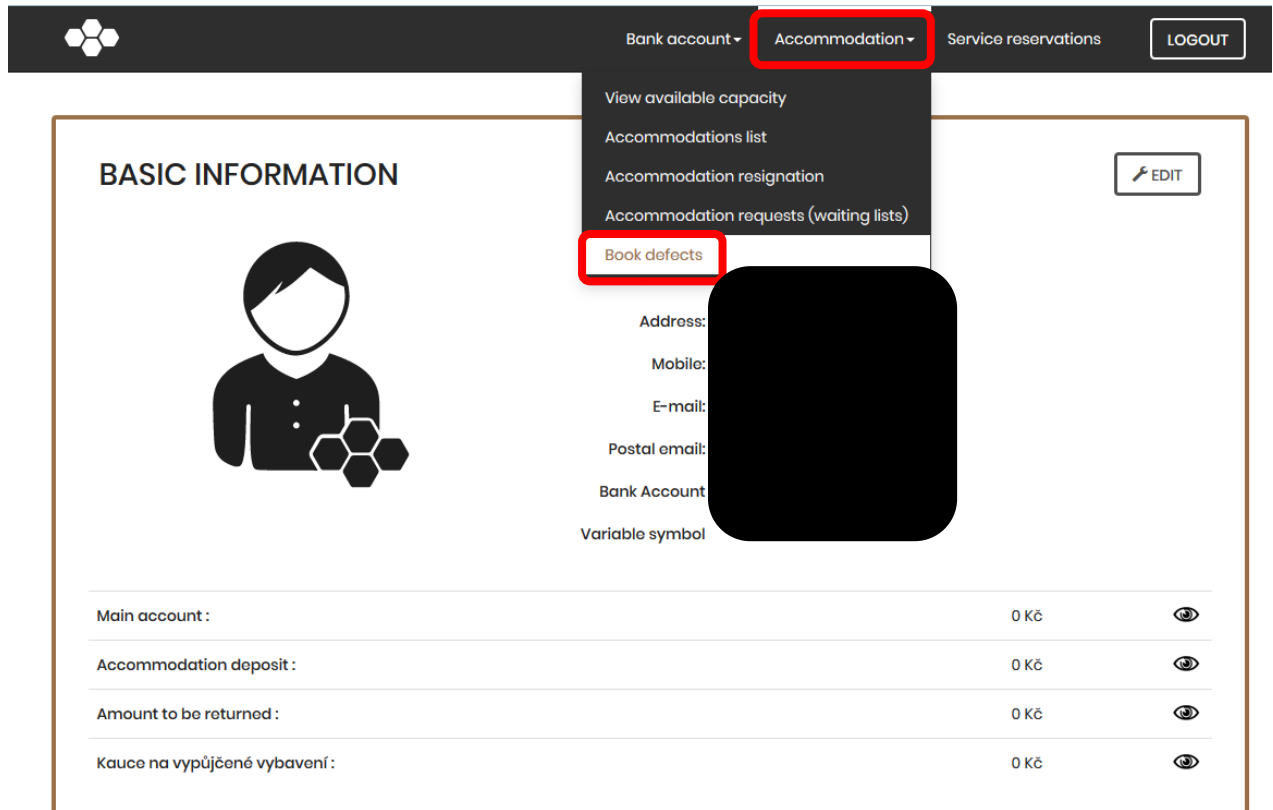


Manual for the „Online reporting defects“

This system does not serve to report emergency situations that need to be addressed immediately - please report these faults at the reception!

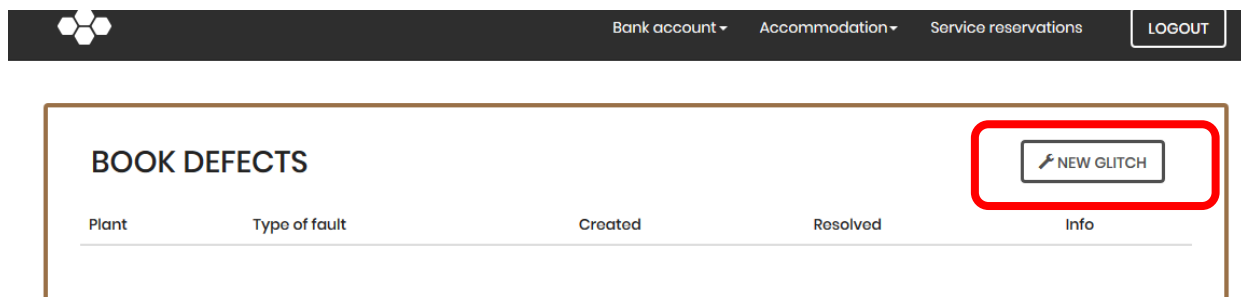
On the main ISKAM web page, select "Accommodation" and then " Book Defects":



The screenshot shows the top navigation bar with a logo on the left and links for "Bank account", "Accommodation", "Service reservations", and "LOGOUT". The "Accommodation" link is highlighted with a red box. A dropdown menu is open under "Accommodation", listing options: "View available capacity", "Accommodations list", "Accommodation resignation", "Accommodation requests (waiting lists)", and "Book defects". The "Book defects" option is also highlighted with a red box. Below the menu, there is a "BASIC INFORMATION" section with a user icon and an "EDIT" button. A large black redaction box covers the contact information fields (Address, Mobile, E-mail, Postal email, Bank Account, Variable symbol). At the bottom, there is a table with financial data:

Main account :	0 Kč	👁
Accommodation deposit :	0 Kč	👁
Amount to be returned :	0 Kč	👁
Kauce na vypůjčené vybavení :	0 Kč	👁

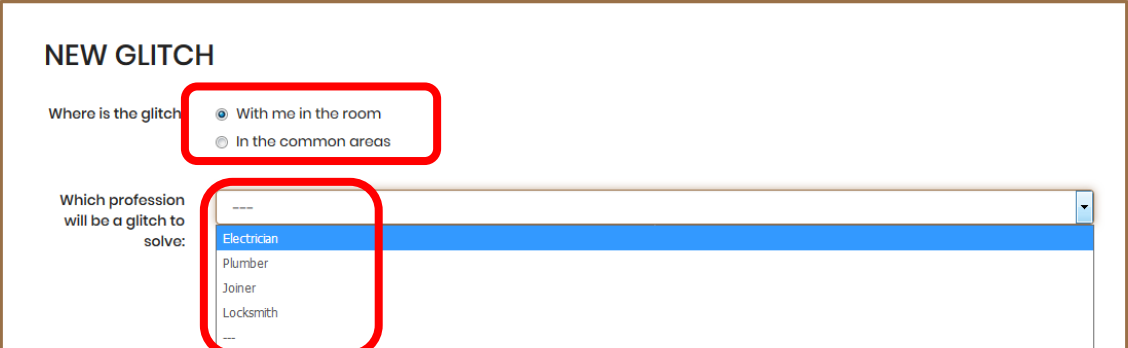
Choose the option „New Glitch“:



The screenshot shows the top navigation bar with a logo on the left and links for "Bank account", "Accommodation", "Service reservations", and "LOGOUT". The "Accommodation" link is highlighted with a red box. Below the navigation bar, there is a "BOOK DEFECTS" section with a "NEW GLITCH" button highlighted with a red box. Below the button, there is a table with columns: "Plant", "Type of fault", "Created", "Resolved", and "Info".

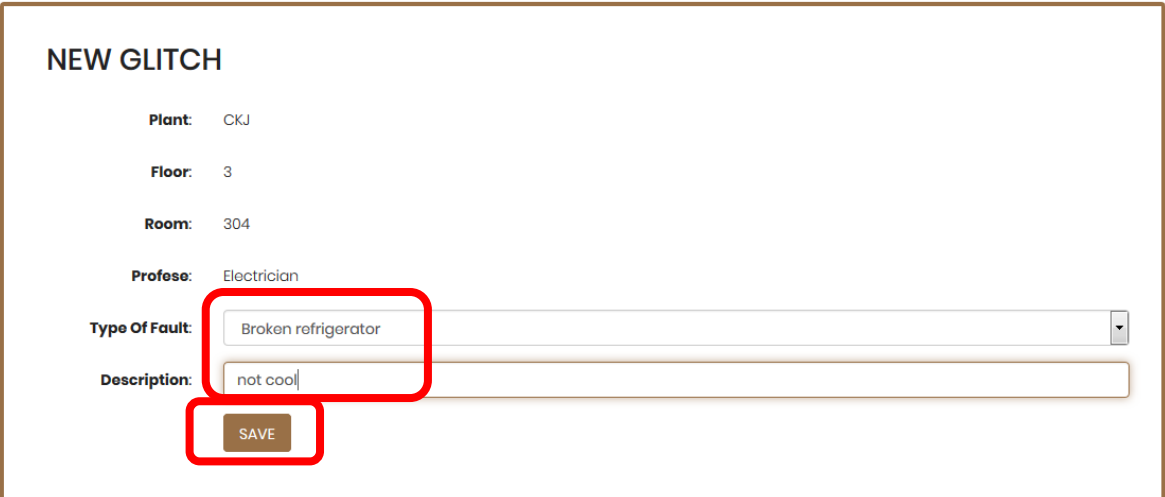
Plant	Type of fault	Created	Resolved	Info
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Choose whether this is a glitch in the room or in the common areas and also a profession that will solve the defect:



The screenshot shows the 'NEW GLITCH' form. At the top, there is a dark navigation bar with a logo on the left and links for 'Bank account', 'Accommodation', 'Service reservations', and a 'LOGOUT' button. The form itself has a white background and a brown border. It contains two sections: 'Where is the glitch' with two radio button options, 'With me in the room' (selected) and 'In the common areas'; and 'Which profession will be a glitch to solve:' with a dropdown menu. The dropdown menu is open, showing a list of professions: 'Electrician' (highlighted in blue), 'Plumber', 'Joiner', 'Locksmith', and a blank option at the bottom. Red boxes highlight the selected radio button and the dropdown menu.

You select "Type of Fault" and you can specify the defect in the description, you will finally press "Save":



The screenshot shows the 'NEW GLITCH' form with the following fields filled in: 'Plant: CKJ', 'Floor: 3', 'Room: 304', and 'Profese: Electrician'. The 'Type Of Fault:' dropdown menu is open, showing 'Broken refrigerator' selected. The 'Description:' text input field contains the text 'not cool'. A 'SAVE' button is located at the bottom of the form. Red boxes highlight the 'Type Of Fault:' dropdown menu, the 'Description:' text input field, and the 'SAVE' button.

The entered defect will appear in the overview:

Bank account ▾ Accommodation ▾ Service reservations **LOGOUT**

BOOK DEFECTS

[NEW GLITCH](#)

Plant	Type of fault	Created	Resolved	Info
CKJ	Broken refrigerator	12/22/2017 10:34:39 AM		

The responsible person of SUZ VŠE can continuously work on the defect, who can write notes such as:

Bank account ▾ Accommodation ▾ Service reservations **LOGOUT**

GLITCH

[EDIT THE DESCRIPTION](#)

Plant	Floor	Room	Type of fault	Created	Resolved
CKJ	3	304	Broken refrigerator	12/22/2017 10:34:39 AM	

Description

not cool

Reply

The new fridge is ordered, it will be in 2 days

The moment this defect has been finally resolved, this will appear in the overview:

Bank account ▾ Accommodation ▾ Service reservations **LOGOUT**

GLITCH

[EDIT THE DESCRIPTION](#)

Plant	Floor	Room	Type of fault	Created	Resolved
CKJ	3	304	Broken refrigerator	12/22/2017 10:34:39 AM	12/22/2017 10:37:43 AM

Description

not cool

Reply

The new fridge is ordered, it will be in 2 days