

## Instructions for using the Contact Centre for PhD students

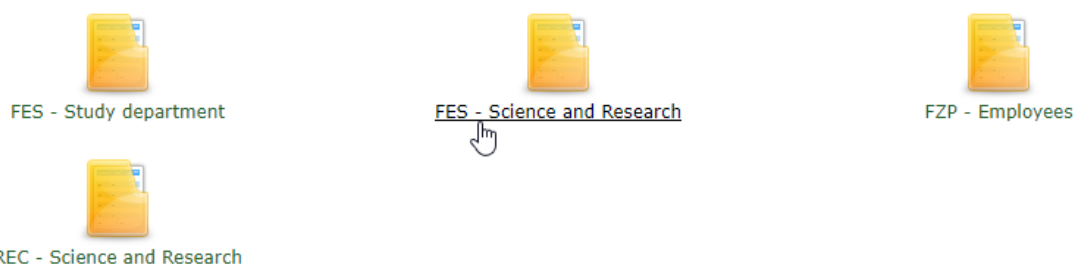
- online submission of requests -

The Contact Center (CC) is a universal tool for submitting online queries (requests, notifications, ...). Each CC is open to a group of students whose suggestions are handled by the responsible person (e.g. administrator of the given study programme).

After login in to the personal UIS administration, open the contact center in the E-agenda window using the link **Contact Center**. Alternatively, via the Student's Portal, click on the Contact Center icon and the "Searching for solution" link.

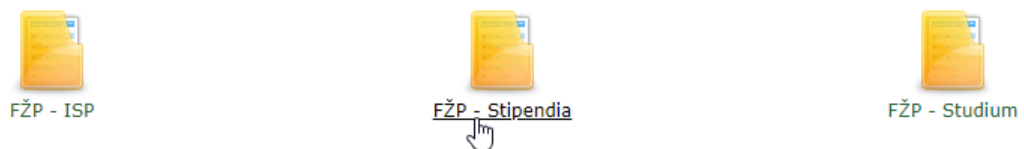
If a CC is available for your studies, you will see its folders. Other folders can be available if you are employed at the faculty or you are a member of a project on which it is necessary to submit time sheets, etc.

Contact center

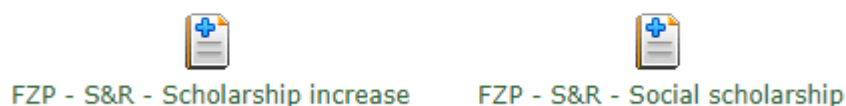


Specifically, CC Science and Research is further divided into three folders according to the focus of a particular request. These folders include specific electronic forms for submitting your request.

Contact center/FES - Science and Research



Contact center/FES - Science and Research/FŽP - Stipendia



Individual forms are defined according to the type of needs. If there is not a form suitable for your request, use the "General Request" form in the study folder.

The form consists of a title of the request, which is predefined according to the type of request. You can edit the name of the request when needed (especially if a general request is used). The form also includes form fields (mandatory or optional) and annotations in italics.

Some forms may also include an attachment. Annotations will inform you about the need to upload the attachment to the form. Use a suitable file name (e.g. study overview) and fill in the description of the file.

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Before submitting the form, confirm that the request is true and correct.

Submit the request by clicking on the "Submit" button.

### Agreement

I hereby confirm that the provided information is true and correct

### Attachments

Description:	<input type="text"/>	File:	Select file
Description:	<input type="text"/>	File:	Select file
Description:	<input type="text"/>	File:	Select file
Description:	<input type="text"/>	File:	Select file
Description:	<input type="text"/>	File:	Select file

Submit

After submitting the request, you can monitor its status in the "My Queries" tab. The assigned request must first be accepted by the competent person (solver). Then the status changes to Solving, the person who solves the complaint and the decision deadline will be displayed. Deadlines are given by the Administrative Procedure Rules.

State	Subject	Competent person	Submitted	Process by	Query conclusion	Last change	Commenting	Comments	Details	Progress
	Změna formy studia	Ing. Jana Stýblová	02/10/2022 11:37	01/11/2022		02/10/2022 11:37				

If the solver finds the request incomplete, they will return it to you with a comment on what needs to be added. You can edit texts written in forms as well as attachments.

Click the "Progress" icon to open the request. The information required by the solver is given in the "History of requests states" in the Note.

Ord.	State
2nd	<b>Name:</b> Řešitel - kontrola a doplnění <b>Solver:</b> Ing. Jana Stýblová <b>Last change:</b> 06/10/2022 15:54 <b>Note to the file:</b> předáno k vyřízení školiteli

Use the editing icons to replenish the required information (form fields or attachments). Then, write in the yellow form field "Addition" a message for the solver of your complaint and click on the "Save" button.

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**Addition:**

I have added the required information.



**Save**

Your response and send time will be recorded in the History of requests states. If you have correctly completed all the required information, the solver can process your request and forward it to the responsible persons for approval. You can also follow the statements of other responsible persons here.

After the approval of the responsible persons, the solver changes the status of the request to "Approved". After finishing of the required changes and settings in the system, they will set your suggestion to the "Approved and Completed" state. Your suggestion will be moved to the "Processed queries" tab. Complaints that have been rejected will also be moved to this folder.

1 **My queries (1)** Searching for solution

2 **Unprocessed queries** Processed queries

The table contains your submitted queries which have not been solved yet. In column Comments you can communicate with a query solver. You will be informed about new commentaries in column New.

Sel.	State	Subject	Competent person	Submitted	Process by	Query conclusion	Last change	Comments			Actions	
								Total	New	Display		
		Změna formy studia	Ing. Jana Stýblová	02/10/2022 11:37	01/11/2022		02/10/2022 11:37	0				