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# User Support Department

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**Leader:** Tomáš Vrba

**Scope of work:**

The User Support Department provides installation and administration of end user stations including related end user support in the range of:

- installation and configuration of computers and accessories,
- purchases of HW/SW,
- repairs and upgrades of HW,
- software installation and licensing policy,
- user support.

Services are provided in the following locations:

<b>RCU, premises</b>	Helpdesk: <a href="https://servicedesk.cuni.cz">https://servicedesk.cuni.cz</a> ,	tel: 224 491 <b>555</b>
<b>D&amp;R, premises</b>	Helpdesk: <a href="https://servicedesk.cuni.cz">https://servicedesk.cuni.cz</a> ,	tel: 224 491 <b>555</b>
<b>CTF, Thákurova</b>	Helpdesk: <a href="https://servicedesk.cuni.cz">https://servicedesk.cuni.cz</a> ,	tel: 224 491 <b>555</b>
<b>FMP, DPV SC Hostivař</b>	Helpdesk: <a href="https://servicedesk.cuni.cz">https://servicedesk.cuni.cz</a> ,	tel: 224 491 <b>555</b>

The department also prepares user guides for users of the above mentioned locations for solving some situations (connection to Eduroam, VPN, use of FileSender, etc.). The list of manufactured guides can be found [here](#) .

**Holiday opening hours 1.7. - 31.8.**

Opening hours:	8:00 - 16:30
Office hours:	MON: 9:00 - 10:00
	WED: 14:00 - 15:00
	Other dates by prior arrangement.