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# Manula how to report technical defects in dormitories

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## Instructions for using the QR code and Internet link

A label has been affixed to the inside of your room door with a QR code when using a smart phone.

### Label



### 1. Using your smart phone

After launching the QR code scanner on your smart phone, scan the QR code on the label and you will have the following two option:

1. The Internet link opens automatically with the form for reporting malfunctions
2. An Internet link will appear and then you must press the button – Go to the website – and the form for reporting malfunctions will be displayed.

### Form on your phone

The image displays two screenshots of a mobile web application interface for reporting a fault. The left screenshot shows the form title "Hlášení závad na objektech Kolejí a menz Univerzity Karlovy" and several input fields: "Jméno a příjmení \*", "E-mail \*", "Telefon \*", "Budova \*", "Místnost \*", "Podlaží \*", "Předmět požadavku \*", and "Detailní popis požadavku \*". The right screenshot shows the "Budova \*" dropdown menu with "Vyberte" selected, a "Místnost \*" field, a "Podlaží \*" field, a "Předmět požadavku \*" field, and a "Detailní popis požadavku \*" field. Below these fields is a "Přidat přílohu" link, a consent checkbox "Souhlasím s tím, aby technik vstoupil do místnosti. \*", a CAPTCHA image with the code "426018", and a green "ODESLAT" button. The footer of the right screenshot includes "© ComArr | www.comarr.cz | www.taskpool.cz".

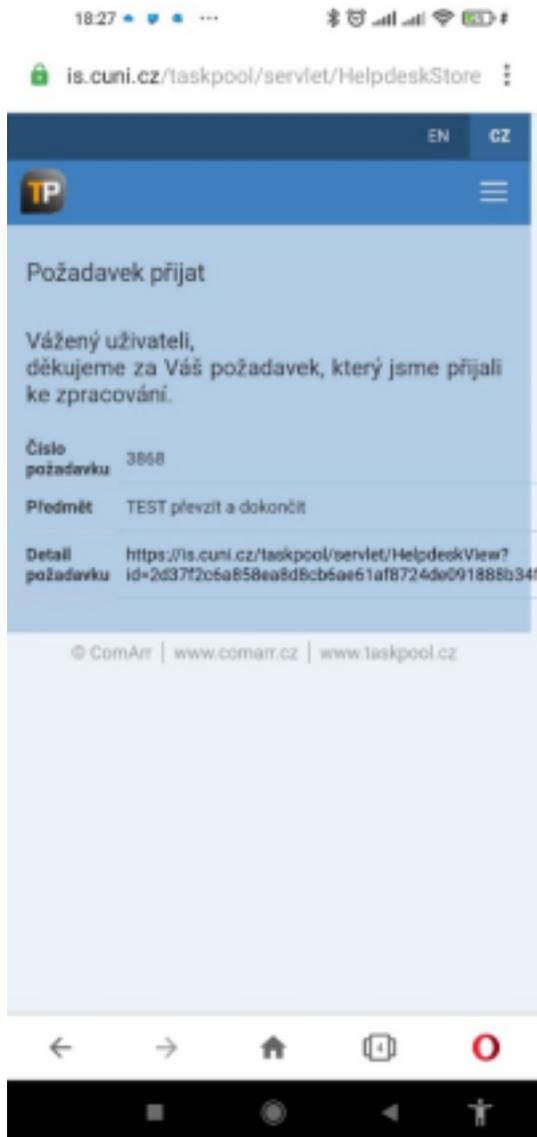
#### All fields in the form are required (\*).

- First name and surname
- E-mail address
- Phone number
- Building – here you must select your dormitory and specific building
- Room number
- Floor – this is the first number in your room number
- Subject of the request – basic information concerning the malfunction
- Detailed description of the request – here you can specify your request so that it is understandable to the maintenance persons
- Add attachment – you can add, for example, a photo
- Entry consent – here you must select YES, otherwise the request cannot be sent
- Copy the code from the image – you must copy the number on the righthand side
- Click on the Send button

You could see a window stating that the form contains errors. Click OK to return to the form, and the incorrect fields will be highlighted in red. Please correct them and resubmit the form.

If sent correctly, you will receive a return message – see the image below.

#### Confirmation of request



After filling in the form for the first time, the form will offer the previously used text when you use it again, so completing the form will be quicker.

## 2. Using your computer

The procedure for reporting malfunctions using your computer is similar to using your smart phone.

First insert the following address into your web browser: **cuni.cz/kam-udrzba** or **https://cuni.cz/kam-udrzba**.

Form

## Hlášení závad na objektech Kolejí a menz Univerzity Karlovy.

**Jméno a příjmení \***

**E-mail \***

**Telefon \***

**Budova \***

Vyberte ▼

**Místnost \***

**Podlaží \***

**Předmět požadavku \***

**Detailní popis požadavku \***

 [Přidat přílohu](#)

**Souhlasím s tím, aby technik vstoupil do místnosti. \***

NE

### All fields in the form are required (\*).

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- E-mail address
- Phone number
- Building – here you must select your dormitory and specific building
- Room number
- Floor – this is the first number in your room number
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### Confirmation of request

## Požadavek přijat

Vážený uživateli,  
děkujeme za Váš požadavek, který jsme přijali ke zpracování.

**Číslo požadavku** 3988

**Předmět** TEST převzít a dokončit

**Detail požadavku** <https://is.cuni.cz/taskpool/servlet/HelpdeskView?id=7b075a2ac861d3f722ccb0cd7a7a97ac785a506d1b16adea83a5ac99>