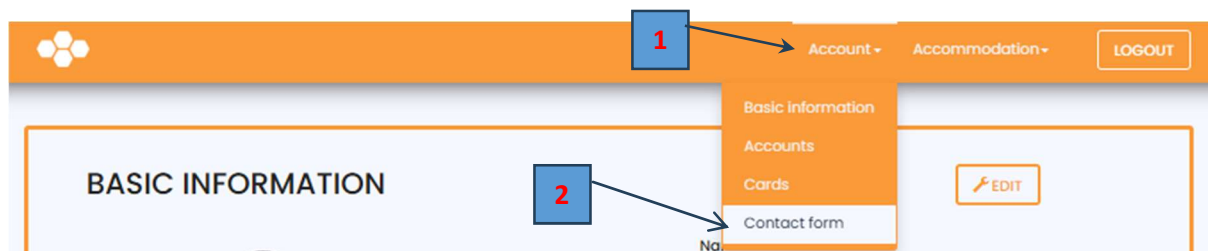


Contact forms

- You have to log in first

The screenshot shows the ISKAM 4 login interface. At the top, there is a logo consisting of three hexagons with icons (a bed, a fork and knife, and a document) followed by the text "ISKAM 4". Below the logo, there are two input fields: "Login:" and "Password:". The "Login:" field contains the text "TBU_name@utb.cz". The "Password:" field contains a series of dots. Below the password field is a dark blue button labeled "LOGIN". There are two blue callout bubbles. The first bubble points to the "Login:" field and contains the text "For example: A_dobry@utb.cz". The second bubble points to the "Password:" field and contains the text "The password you were assigned at enrollment, unless you have changed it."

- Then go to the Account menu → Contact form



- Select the desired item and click submit

The screenshot shows a web interface for a 'CONTACT FORM'. At the top, there is an orange header bar with a logo on the left and the word 'Account' on the right. The form itself is titled 'CONTACT FORM' and has a 'Subject:' label followed by a dropdown menu. The dropdown menu is currently open, showing a list of options. A blue speech bubble points to the dropdown menu with the text: 'This is a drop-down menu, you need to open it.' Below the dropdown menu is a large text input field. Another blue speech bubble points to this field with the text: 'You may or may not specify the requirement here.' To the left of the input field, there is a 'Guidance:' section with a list of bullet points. At the bottom of the form, there is a 'SUBMIT' button.

CONTACT FORM

Subject: Zrušení žádosti o ubytování / Cancellation of application for accommodation

Guidance:

- Make sure to select the correct subject of the form.
- Forms are processed continuously; please wait for an email confirmation regarding...
- The forms are not intended for submitting general enquiries, but solely for providing...
- Do not submit the form multiple times; please wait for confirmation that your request...
- Misuse of the forms is subject to a fee.

SUBMIT

For example, I want my deposit back. The procedure is as follows:

- Log in
- Then go to Account menu ➔ Contact form
- From the menu, select Refund Deposit - Overpayment ...:
 - Log in
 - Then go to Account menu ➔ Contact form
 - From the menu, select Refund of Deposit – Overpayment....

This screenshot shows the same 'CONTACT FORM' as the previous one, but with the dropdown menu open. The dropdown menu is now expanded, showing a list of options. The first option is 'Zrušení žádosti o ubytování / Cancellation of application for accommodation', which is highlighted in blue. Other options include 'Zrušení rezervace lůžka / Cancellation reservation of bed', 'Zrušení zamítnuté žádosti o ubytování / Cancellation of a rejected accommodation request', 'Výpověď z ubytování bez uvedení důvodů / Termination of accommodation without giving reasons', 'Výpověď z ubytování z důvodu zahraničního výjezdu / Termination of accommodation due to exchange travel', 'Výpověď z ubytování z důvodu nesouhlasu dle PPDU / Termination of accommodation on grounds of non-consent according to the DRLA', and 'Vrácení kauce - přeplatku v ISKAM / Return of deposit - overpayment in the ISKAM system'. The 'SUBMIT' button is still visible at the bottom.

CONTACT FORM


Subject: Zrušení žádosti o ubytování / Cancellation of application for accommodation

Guidance:

- Make sure to select the correct subject of the form.
- Forms are processed continuously; please wait for an email confirmation regarding...
- The forms are not intended for submitting general enquiries, but solely for providing...
- Do not submit the form multiple times; please wait for confirmation that your request...
- Misuse of the forms is subject to a fee.

SUBMIT

- And then send it. There is no need to write anything. Before you send the deposit/overpayment request, you must have the bank account number where you want to send the money filled in in ISKAM.



Account ▾Accommodation ▾

LOGOUT

CONTACT FORM

Subject: Vrácení kauce - přeplatku v ISKAM / Return of deposit - overpayment in the ISKAM system ▾

Guidance:

- Make sure to select the correct subject of the form.
- Forms are processed continuously; please wait for an email confirmation regarding the outcome.
- The forms are not intended for submitting general enquiries, but solely for providing clarifications.
- Do not submit the form multiple times; please wait for confirmation that your request has been recorded. You will receive an email copy.
- Misuse of the forms is subject to a fee.

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SUBMIT

Always send the form only once and do not use it for sending enquiries.