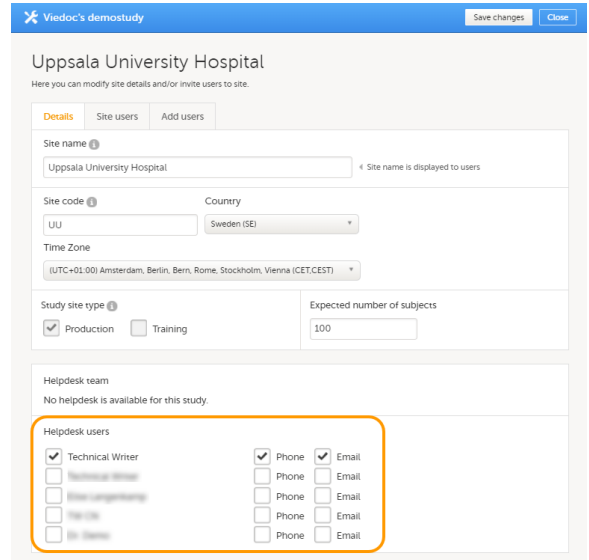


Assigning Helpdesk Users

1 Adding helpdesk users

- A helpdesk user is a user that can act as support for the individual site. Normally this is the monitor which is the natural point of contact for the site.
- For every site, click on the toolbox icon behind the name of the site in the study site list to open the site settings pop-up. In the field Helpdesk users, select the users that should be available as helpdesk users. Select the way the helpdesk user can be contacted: phone and/or e-mail.
- The users selected as helpdesk users will be displayed in Viedoc Clinic. Click the help icon on the landing page to view a list of helpdesk users that can be contacted by the site staff in case they need support.



Viedoc's demostudy Save changes Close

Uppsala University Hospital

Here you can modify site details and/or invite users to site.

Details Site users Add users

Site name Site name is displayed to users

Site code Country

Time Zone

Study site type Production Training Expected number of subjects

Helpdesk team
No helpdesk is available for this study.

Helpdesk users

<input checked="" type="checkbox"/> Technical Writer	<input checked="" type="checkbox"/> Phone	<input checked="" type="checkbox"/> Email
<input type="checkbox"/> [blurred]	<input type="checkbox"/> Phone	<input type="checkbox"/> Email
<input type="checkbox"/> [blurred]	<input type="checkbox"/> Phone	<input type="checkbox"/> Email
<input type="checkbox"/> [blurred]	<input type="checkbox"/> Phone	<input type="checkbox"/> Email
<input type="checkbox"/> [blurred]	<input type="checkbox"/> Phone	<input type="checkbox"/> Email