

## 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 demo study 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 ⓘ  
Uppsala University Hospital 4 Site name is displayed to users

Site code ⓘ Country  
UU Sweden (SE)

Time Zone  
(UTC+01:00) Amsterdam, Berlin, Bern, Rome, Stockholm, Vienna (CET/CEST)

Study site type ⓘ Expected number of subjects  
☒ Production ☐ Training 100

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"/> Technical Writer	<input type="checkbox"/> Phone	<input type="checkbox"/> Email
<input type="checkbox"/> Researcher	<input type="checkbox"/> Phone	<input type="checkbox"/> Email
<input type="checkbox"/> Nurse	<input type="checkbox"/> Phone	<input type="checkbox"/> Email
<input type="checkbox"/> Biotech	<input type="checkbox"/> Phone	<input type="checkbox"/> Email