In an attempt to better serve the UT Health Community (regarding AV support requests), Interactive Video Services (UCT – AV) requires that event information to be collected by way of Interactive Video Services “UCT-AV Service Request Form” (below). **It is important that the UCT-AV Service Request Form be submitted** (**as soon as possible**), so that event requiring AV support can be entered into the Interactive Video Services (UCT – AV) calendar system in order for scheduled support to be established. Once entered into the calendar system a service request confirmation / outlook invitation will be sent to you.

**Please complete the requested information (below) and “COPY/PASTE” into an email and submit to** [**Interactive Video Services (UCT-AV)**](https://webmail.uth.tmc.edu/owa/redir.aspx?C=-7OZ0dOCS0WlCSyN2zak-fby_bBd69IIdgDglyI7RcolgJmwP5OR589NTFjSi7IBLSkJnaw5ewA.&URL=mailto%3avideo%40uth.tmc.edu%3fsubject%3dUCT-AV%2520support%2520request) **(using this link)**

*FYI: Unfortunately, the common practice of providing late notification / unclear or no event information has been excessive in the UCT building (regarding AV support request). This has caused event delay, scheduling conflict, and other problems in the past.* ***These submitted event details will certainly help verify that things go as planned on the day of the supported meeting/event. Thanks again for the help.***

**Thank you for your assistance (in advance). Have a great day.**

**Brian Duke**Systems and Applications Specialist I

*Audio/Visual Support Specialist***UTHealth** | The University of Texas Health Science Center at Houston | **UCT - IMM**

[**Interactive Video Services**](https://webmail.uth.tmc.edu/owa/redir.aspx?C=-7OZ0dOCS0WlCSyN2zak-fby_bBd69IIdgDglyI7RcolgJmwP5OR589NTFjSi7IBLSkJnaw5ewA.&URL=http%3a%2f%2fwww.uthouston.edu%2fvideo%2f)
7000 Fannin | UCT 1018 | Houston, TX 77030

## Interactive Video Services

**UCT-AV Support Request Procedures**

## Hours of operation: Monday – Friday, 8:30am – 5:00pm (closed on UT Holidays)

|  |  |
| --- | --- |
| UT Employee Name: |  |
| Telephone: |  |
| UT E-mail: |  |
| School / Department / Business:  |  |

|  |  |
| --- | --- |
| **Title of Event:** |  |
| **Date of Service Requested:** |  |
| **Room location(s) of event:**

|  |  |
| --- | --- |
| [ ]  | UCT 9.43 |
| [ ]  | UCT 1010 |
| [ ]  | UCT 1505c |
| [ ]  | OTHER UCT LOCATION  |
|  |  |
|  |  |

**Event set–up time** ***(please allow 30 minutes for AV set–up)*:** |  |
| **Actual event start time** **(not set up)**:  |  |
| **Actual event end time** **(not reset / clean up):** |  |

|  |  |
| --- | --- |
| **Estimated number of guests:** |  |
| **Will an AV technician be required to be onsite through the entire event? (TBD)** |  |
| **Event Coordinator (and /or non-UT other relevant) contact information:** |  |

|  |  |
| --- | --- |
| **Please provide accurate event details and instructions** |  |
|  |  |
|  |  |
|  |  |

**AV Equipment required:**

|  |  |
| --- | --- |
| [ ]  | **Local Room projector (location dependant)** |
| [ ]  | **Microphone (location dependent)**  |
| [ ]  | **Other equipment not mentioned (please clarify; dependent on availability)**  |

**Event Type:**

|  |  |
| --- | --- |
| [ ]  | **PowerPoint presentation:** |
| [ ]  | ***(If so) Will the event involve multiple PowerPoint presentations/speakers? (Advance presentation submission is recommended*** |
| [ ]  | **Webinar:** |
| [ ]  | **Video Conference:** |
|  |  |
| [ ]  | **Audio reinforcement (portable lectern/microphone):**  |
| [ ]  | **Other (please clarify):** |

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Computer Use:**

|  |  |
| --- | --- |
| [ ]  | **Local Room PC (location dependant)** |
| [ ]  | **Customer provided PC / MAC laptop *(MAC – VGA adapter and power supply to be provided by customer):***  |
| [ ]  | **Alternate computer setup** |

**Upon submission of completed UCT-AV service request:**  **A UCT – AV e-mail confirmation will be sent to the customer.**  **A UCT-AV calendar invitation will be sent to the UT e-mail address provided. *Accept the invitation to complete the UCT-AV service request.***  ***PLEASE NOTE: it is also recommended that the event coordinators send necessary follow-up communication(s) to UCT – AV staff (PRIOR to date of event) to address additional concerns or alterations to the original UCT-AV service request*****ADDITIONAL INFORMATION** Presently, Interactive Video Services (UCT-AV)  staff is limited to supporting functions/events that occur during regularly scheduled business hours.**Hours of Operation:  Monday – Friday, 8:30 a.m. – 5:00 p.m. (closed on UT Holidays).**  **AV support is not guaranteed without advance notification.** Events that take place outside of normal listed business hours may acquire fees to cover expenses and potential overtime pay.**Smaller meetings/seminars/events:** Interactive Video Services (UCT-AV) service ***request should be submitted at least five (5) business days prior to the date of the event.*** **Larger meetings/seminars/events:** (functions that require multiple days, multiple room usage, multiple presentations, etc.) Interactive Video Services (UCT-AV) ***service request should be submitted at least four to six (4 – 6) weeks prior to the date of the event.*** **A:**

|  |  |
| --- | --- |
| [ ]  | **Local Room PC (location dependant)** |
| [ ]  | **Customer provided PC / MAC laptop *(MAC – VGA adapter and power supply to be provided by customer):***  |
| [ ]  | **Alternate computer setup** |

**Event set–up time** ***(please allow 30 minutes for AV set–up)*:** |  |

**Recurring events:** Due to problems in the past; UCT-AV can no longer accept a “blanket request” for recurring events.***A “UCT-AV Service Request” submission is required for each individual event/function/etc., or adequate A/V support may not be available.***

**Please provide Interactive Video Services (UCT-AV) with “accurate” event details and advanced event notification.** This helps ensure that the appropriate amount of Audio/Visual support can be provided for the UCT event.

**Cancellations/Delays:**  **Cancellation of AV request** (or event detail changes/delays) **must be submitted** via the Interactive Video Services (UCT-AV) service request system. It is required that this notification be given at the time of knowledge of event cancellation/delay (OR no less than one business day prior to the scheduled event).