The Information Management Services (IMS) Department provide the following services for external users. Some services entail a cost which will be outlined below.

Services for External Users:
1. Temporary logins to access Unitec computers
2. General AV Technician support
3. Loan Equipment
4. Video Conferencing

PLEASE COMPLETE THE FORM AT THE END OF THIS DOCUMENT TO SUBMIT LOAN EQUIPMENT BOOKING REQUESTS. Requests for general technician support, logins or video conferences can be sent directly via email to imssupport@unitec.ac.nz or askims@unitec.ac.nz.

Bookings must be made for any support or loan equipment requests at least 5 days in advance for your booking. Our equipment is in high demand so we cannot guarantee it will be available.

NOTE: All **ROOM BOOKINGS** need to be arranged via the Unitec timetabling: They can be contacted at timetabling@unitec.ac.nz (Ph: 09 815 4321, Ext. 8461).   Room booking for Building 76 is done by Compass.

1. Temporary logins to access the Unitec Computers

IMS can allocate a temporary login to access the Unitec computers on the dates required.
Note: Please advise if you will need access to the Unitec wireless network as wireless is not available in all locations and requires a particular type of login.

Note: We suggest you save all material to your own USB device or CD rather than saving to the network drive or local laptop drive.

2. General AV Technician support

If you require assistance with connecting your laptop or other devices to the equipment located in the room you have booked, we can arrange an AV technician to assist at the charges below.

Service	Charges
AV technician support during normal working hours (8.00am – 5.00pm Monday to Friday)	Free support for the first 15 minutes. Support thereafter will be charged at $40.00 per hour or part there of if a technician is required onsite.
AV technician support outside of normal working hours	$80.00 per hour or part there of

3. Loan AV Equipment

IMS provides the following loan AV equipment.   Please call us at least 5 days in advance to book the equipment. Please provide us with the name and number of the person to be using the equipment.

Item	Charges
Portable projector	1 full day(4 hours or more): $100.00 Half Day (4 hours or less): $50.00
Laptop	1 full day(4 hours or more): $80.00 Half Day (4 hours or less): $40.00
Portable screen	$15 per day

Note: The equipment is NOT to be taken off campus and is only to be used for presentations and is not for long term use. The equipment is not available for general use.

Support:
Technical support can be requested if you need assistance with connecting/using this equipment (see 'General AV Technician support' details above).

Liability:
External Visitors who borrow AV equipment are responsible for the equipment until it is returned and signed off. **If equipment is stolen or damaged while in your care, you are responsible for IMMEDIATE replacement and repair.**

Equipment collection and return:
Please collect and return the equipment to the ask IMS Help Desk in 180-2132 during our normal working hours:
Monday – Thursday: 8.00am – 7.00pm
Friday: 8.00am – 5.00pm
Saturday: 8.00am – 4.00pm
   Late return penalty:
The loan equipment is in high demand. It is therefore very important that you return all the equipment at the time arranged when making a booking. If you intend on returning the equipment but are unable to during the normal hours of support please notify the ask IMS Help Desk on Ext. 8484 ASAP. **A daily fee of $40.00 will be charged if the equipment is not returned at the arranged time.**

4. Video Conferencing

Video Conferencing is a collaborative communication tool which allows for meetings, interviews and lectures to take place over a network in real time across distances. It uses the data network to transfer packets containing audio and video.

Where can I do video conferencing?

IMS is able to facilitate video conferencing sessions using the Cisco/Polycom Video Conferencing (IP H.323 Based) from the Board Room B48 and IMS meeting 180-B010 using the IP based Cisco video conferencing kit. And from client desktop using the options IMS yet to confirm the recommended options

Those wishing to utilise this service are asked to follow the guidelines below:

1. Room availability must be determined (at both ends) BEFORE you can book your conference time. Please give 3 weeks notice for international conference sessions or 2 weeks notice for domestic sessions.

2. The Board Room B48 needs to be booked on 09 815 4321 Ext 7762 .

3. AV support must be booked and you will need to provide the following information:

   - Time and date of session – if international, time difference of remote site.
   - Number of people to attend the local session.
   - Type of session: interview, meeting or lecture.
   - Phone number of technical contact at the remote site.
   - Who is going to initiate the call (local or remote).
   - If call is to be initiated locally, provide the access number of the remote site.

Video Conference support involves the following charges:

Service	Charges
AV Support	During work hours (8.00am – 5.00pm Monday to Friday): $40.00 per day. This is a one off charge for all set up and support requirements. After hours: $80.00 per hr
Video Conference charges	**National:** - $110.00 1st hr (minimum charge) - $45.00 Subsequent hrs **International:** - $150.00 1st hr (minimum charge) - $55.00 Subsequent hrs

External Users booking form for Loan IMS Equipment			

Name		**Phone**	
Organisation		**Email**	
Postal Address			

Enquiry Information

Equipment Required	Projector Laptop Portable screen		
Day/Dates Required			
Exact time equipment will be collected/support is required		**Exact time equipment will be returned**	
Type of Room	Computer Lab☐ Lecture Theatre☐ Classroom☐ Flat☐ Tiered☐		
Description of Booking			
Do you require IMS Technical Support?		**If yes, please see the 'General AV technician Support' field above for charges**	
Do you require a PC login(s)?		**If Yes, do you require access to the Wireless Network ?**	
Do you have any further requirements?		**If yes, please clarify?**	