Booking Process for the ICT Lab

In order to request use of the Cisco PODs at the SAM Campus, communication must be made to the IT Helpdesk by a single user.

The Booking Calendar is made available online at the following Link: [http://sam.edu.tt/arumsc/](http://sam.edu.tt/arumsc/)

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**Requesting use of the PODs:**

**Step 1** – Ensure that the calendar is free by accessing [http://sam.edu.tt/arumsc/](http://sam.edu.tt/arumsc/). Also note the Color Scheme that is available on the right hand side of the Online Calendar.

**Step 2** - An email must be to helpdesk@sam.edu.tt meeting the following requirements;

- The program manager, aru.msc@sam.edu.tt must be CCed in this email
- The email subject must read : ICT Lab Booking
- This email body should include the following items:
  - Time Option (Part Time/Saturday)
  - Student Name
  - Booking Date
  - Booking Time

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**Booking Policies & Restrictions**

- PODs can only be booked, based on availability by the IT Department
- Bookings can be made for single users
- Bookings are on a first come, first serve basis
- In the event that a student is late or unable to attend the booking session, it is required that the IT Department is contacted.
- Bookings will be cancelled after ½ hour of un-attendance
- Bookings received after 4:30 PM will be responded to within the next working day
- Bookings are limited to 4 hours per session

This information is also made available online on the SAM IT Department Website at the following Link: [http://sam.edu.tt/arumsc/north-ict-cal/](http://sam.edu.tt/arumsc/north-ict-cal/)