



## DORMITORY APPLICATION AND SIGNING OF AN ACCOMMODATION CONTRACT

### Table of contents:

[Logging in to the ISKAM system](#) (step 1-3)

[Submitting the application](#) (step 4-6)

[Room reservation](#) (step 7-9)

[Payment of the security deposit](#) (step 10)

[Signing the Accommodation Contract](#) (step 11)

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### Logging in to the ISKAM system

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1. a) Logging in for the first-year students: On the page of the ISKAM system <https://iskam.upol.cz/> select Links from the menu, then Log candidates and enter your login information.

b) Logging in for other students: Log in through the UP Portal at <https://www.portal.upol.cz/> and click on the Dormitory/ISKAM tile. Continue from step 3 of this guide.

c) Logging in for the short-term exchange students: Log in through the UP Portal at <https://www.portal.upol.cz/> and click on the Dormitory/ISKAM tile. Continue from step 10 of this guide.





2. Enter your login details: surname including diacritics, and personal identification number (PN) without slashes. Foreign students with a birth code generated by Palacký University will use this birth code (it contains two letters at the end).

The login form for the ISKAM 4 system is displayed. It features a header with the ISKAM 4 logo. Below the logo, there are two input fields: 'Surname:' and 'PN:'. A red oval highlights these two input fields and the 'LOGIN' button located below them.

3. After logging in, click on the Accommodation tab - Accommodation requests (waiting lists).

The user profile page is shown. The top navigation bar is green and contains the 'Account', 'Accommodation', and 'Links' tabs, along with a 'LOGOUT' button. The 'Accommodation' tab is selected, and its dropdown menu is open, showing options: 'Accommodations list', 'Rentings', 'Booking', 'Accommodation requests (waiting lists)', and 'Defect log'. A red arrow points to the 'Accommodation requests (waiting lists)' option. The main content area is titled 'BASIC INFORMATION' and features a user profile icon. To the right of the icon is an 'EDIT' button. Below the icon, various personal details are listed: Address, Mobile, E-mail, Postal email, Bank account, Variable symbol (2220014654), and Account for services payments (19 - 1146360257 / 0100). A link 'View more information' is provided. At the bottom, the 'Main account' is shown as '0 Kč'.



## Submitting the application

4. Click on New request.

Account ▾ Accommodation ▾ Links ▾ LOGOUT

### WAITING LISTS

Waiting list

2023/2024 (9/17/2023 - 6/30/2024)

You can make a booking

[NEW REQUEST](#)

5. Choose your preferred and substitute dormitory (selected locations may no longer be available), choose your start date and confirm by clicking the Apply now button. The end date of accommodation is usually preset to 30/06 of the following year.

Account ▾ Accommodation ▾ Links ▾ LOGOUT

### NEW REQUEST

Preferred dorm: Šmeralova ▾

Substitute dormitory: Šmeralova ▾


Planned from: 09/11/2023 📅

Planned to: 06/30/2024 📅

[APPLY NOW](#)



6. By submitting a request, your request is registered and its status is "Approval in progress".

AccountAccommodationLinksLOGOUT

## WAITING LISTS

Waiting list

2023/2024 (9/17/2023 - 6/30/2024)

### Request

Request status: Approval in progress

Preferred dorm: Generála Svobodv

Substitute dormitory: Neředin

Planned from: 9/11/2023

Planned to: 6/30/2024

Invalidita: ☐

Osiřelost: ☐



## Room reservation

7. Requests are evaluated continuously, usually 3 times a week. You can check whether your request has been “Approved” by logging into the ISKAM system again (approx. in 2–3 working days) in the Accommodation tab – Accommodation requests (waiting lists). If it has been approved, continue by clicking on Make a booking. Bookings must be made within 14 days of the request being approved.

At this step, you may choose a dormitory other than the “assigned” or “preferred” dormitory.

**WAITING LISTS**

Waiting list

2023/2024 (9/17/2023 - 6/30/2024)

**Request**

Request status: Approved

Make a booking

Assigned dorm: Generála Svobody

Preferred dorm: Generála Svobody

Substitute dormitory: Neředín

Planned from: 9/11/2023

Planned to: 6/30/2024


Invalidita: ☐

Osířelost: ☐





8. Choose a specific room and confirm by clicking on the Select button.



Account Account Accommodation Links LOGOUT


### NEW BOOKING FROM THE WAITING LIST 2023/2024

From: 09/11/2023 To: 06/30/2024

Block	Floor	Room number	Cell	Number of beds	Available	Room attributes	Nationality of residents
GSA	0	004		2	2		Select
GSA	0	011		2	2		Select
GSA	0	012		2	2		Select
GSA	0	013		2	2		Select
GSA	0	015		2	2		Select
GSA	0	016		2	2		Select



9. Check that everything is as you intended and confirm the reservation by clicking the Confirm button. By clicking this button, the reservation has been made. **A confirmed reservation can no longer be changed via the web interface!** For any changes in the reservation, you must contact the officer of the relevant dormitory, preferably by e-mail (contacts for individual officers can be found on the SKM website <https://skm.upol.cz/en/contacts-of-skm/> – student accommodation department).

 Account ▾ Accommodation ▾ Links ▾ LOGOUT

### SUMMARY

Dormitory:	Generála Svobody
Block:	GSA
Floor:	0
Room:	011
Number of beds:	2
Cell:	Separate room
From:	9/11/2023
To:	6/30/2024
Price per night:	104 Kč

<< BACKCONFIRM





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## Payment of the security deposit

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10. Within 14 days of the reservation being approved, you must pre-book your place (i.e. steps 7–9), pay a security deposit of 30 times the daily dormitory fee (depending on the type of accommodation chosen) and sign the Accommodation Contract. For existing students, the security deposit will be transferred. If the security deposit is not paid and the Accommodation Contract is not signed within 14 days of the request being approved, the pre-book will expire.

Payment can be made non-cash (by bank transfer or via the [GP Webpay](#) payment gateway), cash or by card at selected dormitory reception desks.

**Bank:** Komerční banka

**Account number:** 19-1146360257

**Bank code:** 0100

**Variable symbol:** You can find the variable symbol, after logging into the ISKAM system, on the initial page among your personal data - it always starts with 222xxxxxxx and has a total of 10 characters. The variable symbol **MUST ALWAYS** be included in the case of a bank transfer SO WE CAN MATCH THE PAYMENT.

*In an emergency, your personal identification number can be used temporarily as a variable symbol. Foreign students, including students from Slovakia, who have a personal identification number generated by the UP, will use this PIN (birth code) which contains two letters at the end. Do not enter letters into the variable symbol. Please include the full birth code with letters, first and last name in the message to the recipient. Please note that the bank transfer ideally takes 2-3 working days.*

### Information for payment from abroad:

Name: Univerzita Palackého v Olomouci, Správa kolejí a menz

IBAN: CZ4401000000191146360257

SWIFT: KOMBCZPPXXX

### Branch address:

Komerční banka a.s., pobočka Olomouc

Tř. Svobody 14

772 00 Olomouc, Czech Republic

Please note that the bank transfer ideally takes 2-3 working days.



## Signing the Accommodation Contract




11. The contract can be signed electronically through the ISKAM system, or in exceptional cases in writing at the SKM UP office.

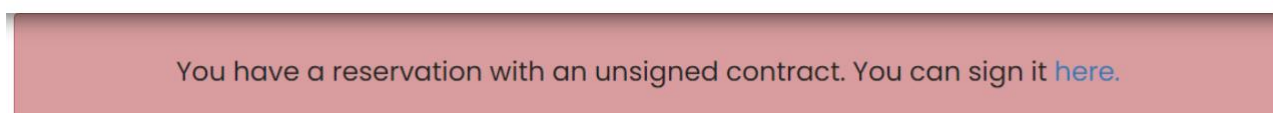
The contract cannot be concluded if the security deposit is not fully paid. **If the security deposit is not paid and the contract is not signed within 14 days of making the reservation, the reservation will be cancelled.**

After a successful reservation, you will see this message in the ISKAM system: "You have a reservation with an unsigned contract. You can sign it here." Click "here" to go directly to the contract details.

The second option is through the Accommodation tab - Accommodations list, click on Accommodation details (eye icon). Here you will see the status of your contract. Click "Unsigned" to go directly to the contract details.



ACCOMMODATIONS LIST							
Dormitory	Block	Room	Start date	End	Status	Price	Detail
Generála Svobody	GSA	011	9/11/2023	6/30/2024	Booking	104 Kč / Night	 
Bedřicha Václavka	BVC	702	8/26/2022	8/28/2022	Checked out	684 Kč/Total	



GSA:011 9/11/2023-6/30/2024	
Accommodation status:	 <b>Unsigned</b>
Contract:	104 Kč
Price per night:	30,472 Kč
Total Price:	2
Number of beds:	Separate room
Cell:	No roommate
Roommates:	
The nearest uncleared period:	9/11/2023 - 9/30/2023, estimated price: 1,976 Kč



Before signing the contract, it is necessary to open the preview and read the contract. Then check the box "I confirm that I have familiarized myself with the contents of the contract". You will now be allowed to sign the contract by clicking the Sign contract button.

You have a reservation with an unsigned contract. You can sign it [here](#).

## CONTRACT

For: John Doe

Accommodation start date: 9/11/2023

Accommodation end date: 6/30/2024

Dormitory: Generála Svobody

Block: GSA

Room: 011

Contract status: **Unsigned**

Contract preview:

☐ confirm that I have familiarized myself with the contents of the contract

Signing of contract:



After the contract is successfully signed, its status will change to "Signed...". Your contract can be accessed at any time in the ISKAM system by clicking on Contract preview.

## CONTRACT

For: John Doe

Accommodation start date: 9/11/2023

Accommodation end date: 6/30/2024

Dormitory: Generála Svobody

Block: GSA

Room: 011

Contract status: Signed 4/4/2023

Contract preview:

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### *Cancellation of reservation, termination of contract, non-accommodation*

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By signing the Accommodation Contract, it becomes binding and can only be cancelled under the conditions specified in the contract Article 5.

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*In case of any problems or questions, contact us at [koleje@upol.cz](mailto:koleje@upol.cz)*

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