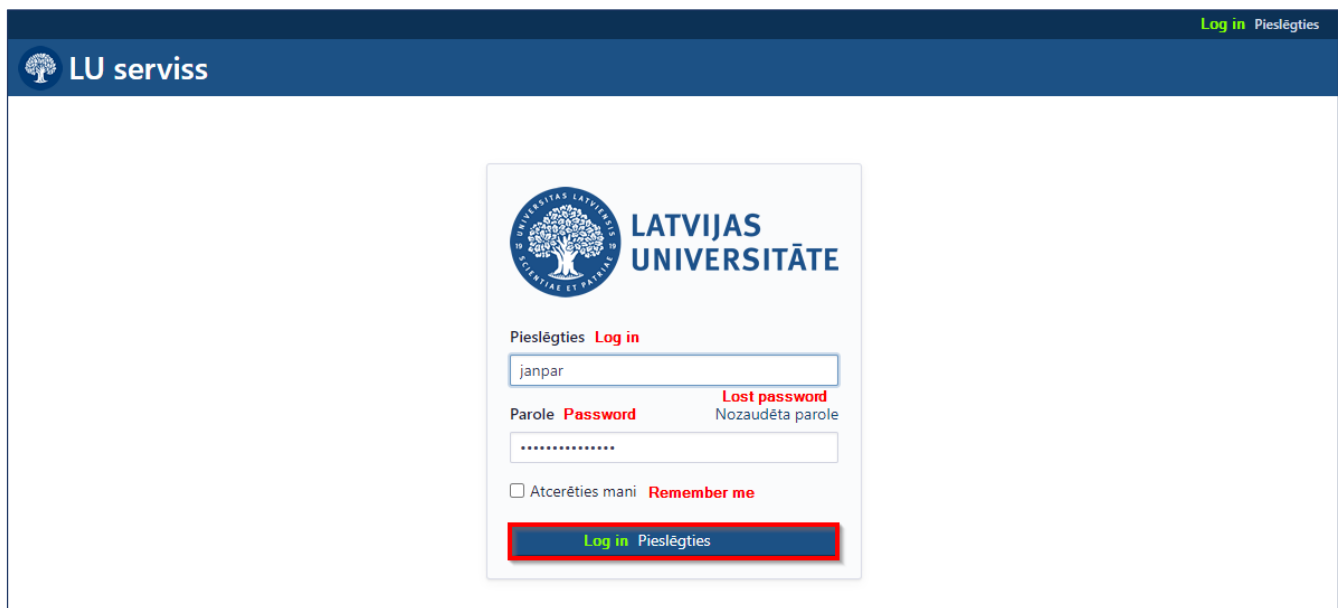


Service request registration in the IT service system

The **IT service of the University of Latvia** uses the service request registration and management system serviss.lu.lv, which allows users to register various types of service requests by connecting to the system with the username and password assigned by the University. Work assignments, problem reports and IT system change requests are registered in the system.

Connecting to the IT service system and changing your system language

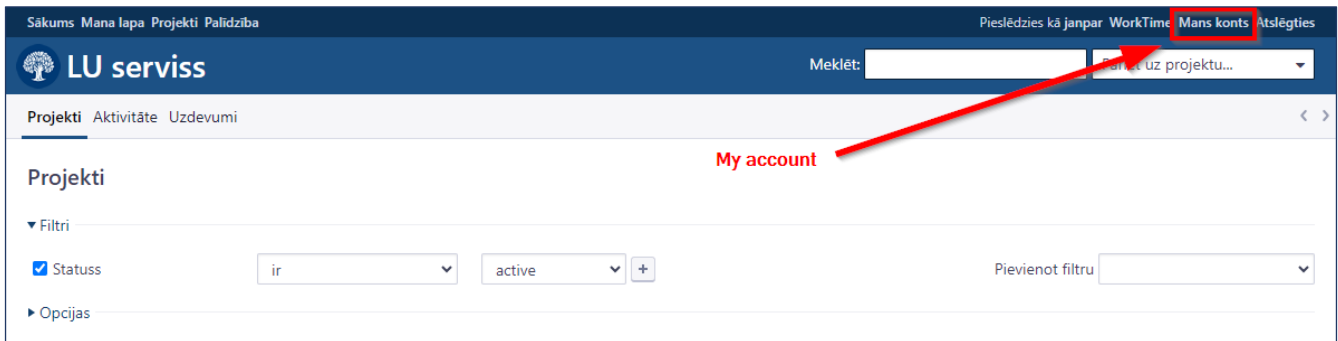
Open the system website serviss.lu.lv. First, you need to log in. To do that, enter your UL username and password, and click the button **“Pieslēgties”** (**“Log in”**) (see the image below).



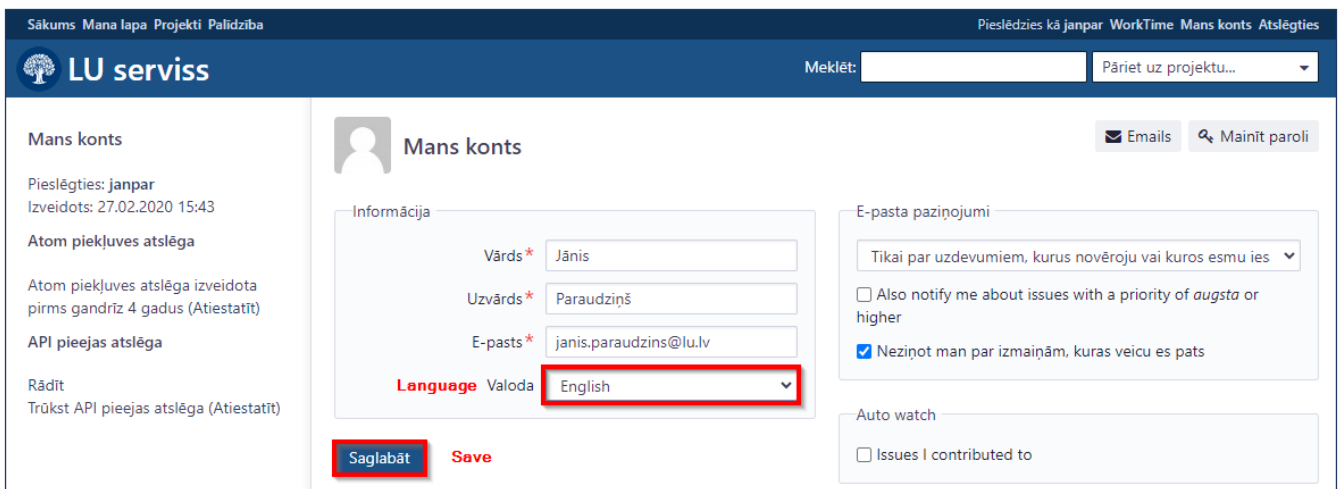
The screenshot shows the login interface for the 'LU serviss' system. At the top right, there is a 'Log in Pieslēgties' link. The main header contains the 'LU serviss' logo and text. The central login form includes the University of Latvia logo and name, followed by the text 'Pieslēgties Log in'. There are two input fields: one for the username 'janpar' and one for the password, which is masked with dots. A 'Lost password' link is provided next to the password field. Below the password field is a checkbox for 'Atcerēties mani Remember me'. At the bottom of the form is a prominent 'Log in Pieslēgties' button.

After successful login, you will be directed to the main page.

The second thing you need to do is to change the system language. To do that, click the button **“Mans kots”** (**“My account”**) (see the image below).

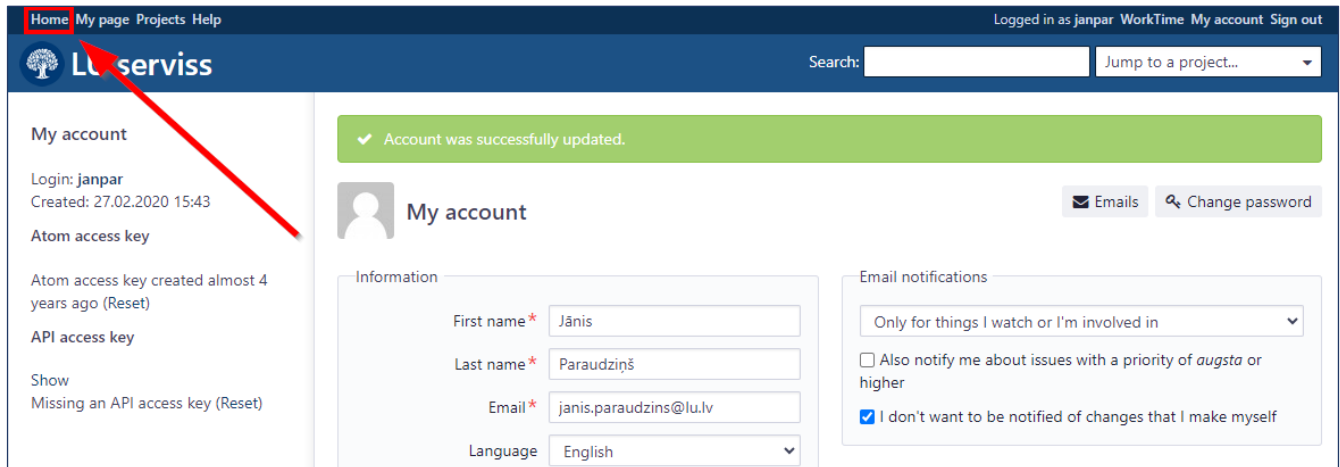


In the section **“Valoda”** (**“Language”**) you can choose the preferred language and then click the button **“Saglabāt”** (**“Save”**) (see the image below).



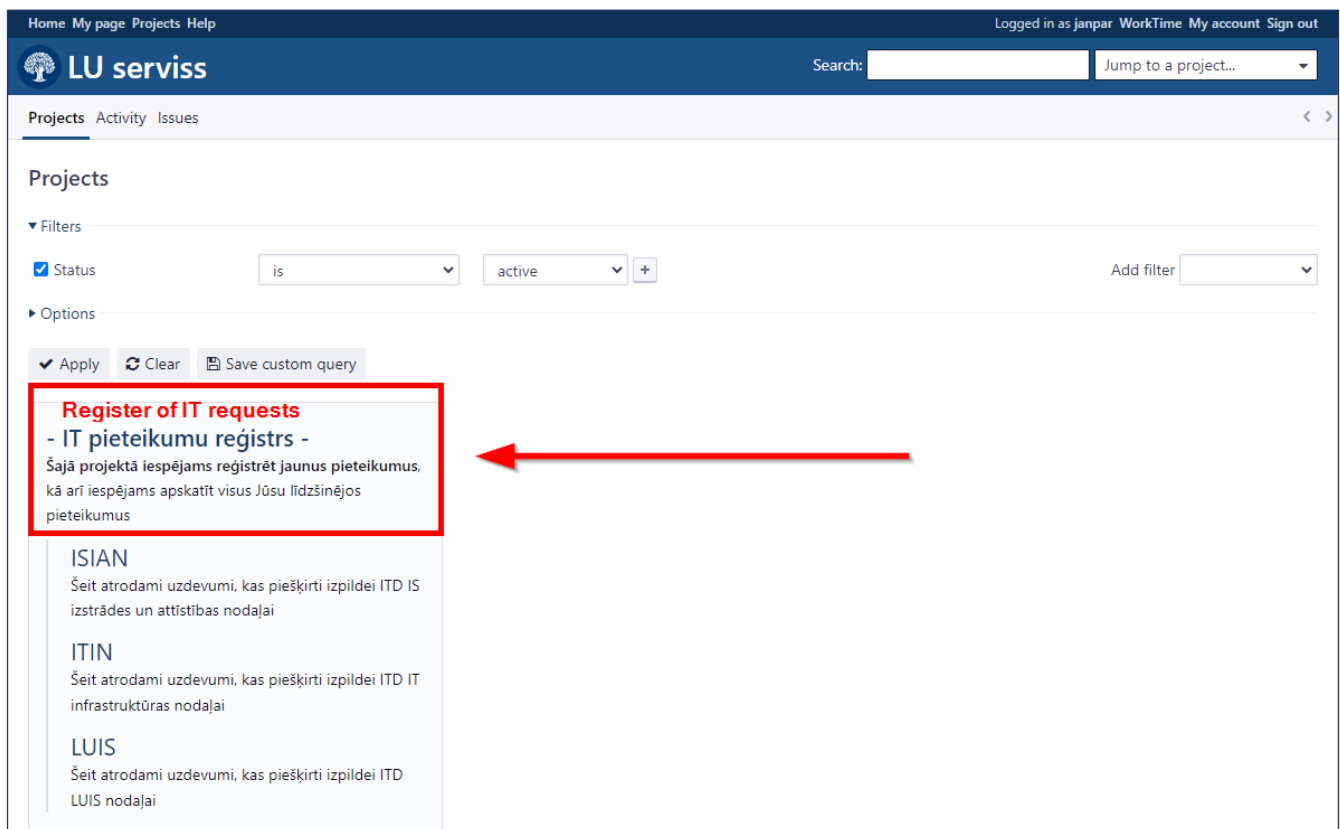
Please note! The language needs to be changed only once.

When the language is changed, click the button “Home” (see the image below).

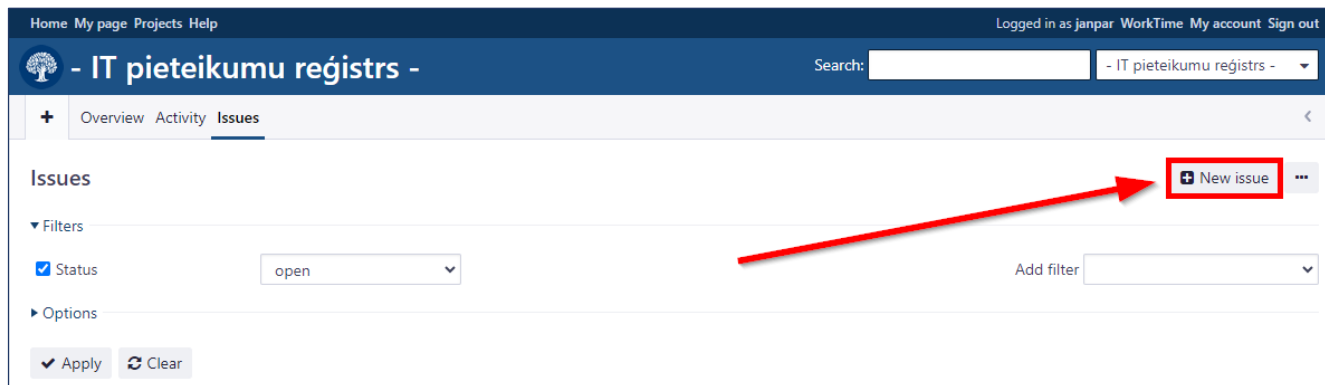


Service request registration

1. To register a new service request in the system, click on the “IT pieteikumu reģistrs” (“Register of IT requests”) (see the image below).



2. Click the button **"New issue"** (see the image below).



3. Fill in your request subject (“**Subject**”) and description (“**Description**”), and then click the button “**Create**” (see the image below).

Home My page Projects Help Logged in as janpar WorkTime My account Sign out

- IT pieteikumu reģistrs - Search: - IT pieteikumu reģistrs -

Overview Activity Issues

New issue

Subject* Guest access to university Wi-Fi

Description* Edit Preview **B** *I* U ~~S~~ </> H H H >_ </>

Hello!

Please provide me with a guest access to the University Wi-Fi network.
Thank you!

Best regards,
Jānis Paraudziņš.

Status* Reģistrēts

Files Choose Files No file chosen
(Maximum size: 29.5 MB)

Create Create and add another

In case of successful creation of the service request, you will see a green pop-up message (see the image below) and receive a notification about the service request registration to your e-mail address.

The screenshot shows the user interface of the IT service request system. At the top, there is a navigation bar with links for Home, My page, Projects, and Help. The user is logged in as 'janpar' and has access to WorkTime, My account, and Sign out. The main header displays '- IT pieteikumu reģistrs -' with a search bar and a dropdown menu. Below the header, there are tabs for Overview, Activity, and Issues. A green notification bar at the top indicates 'Issue #70600 created.' The main content area shows the details for 'Pieteikums #70600', which is in an 'OPEN' state. The title is 'Guest access to university Wi-Fi', added by Jānis Paraudziņš less than a minute ago. The status is 'REGISTRĒTS'. The priority is 'Normāla'. The start date is 13.12.2023, and the due date is also 13.12.2023. The % Done is 0%. The category is 'Konsultācija'. The description includes a greeting and a request for guest access to the University Wi-Fi network.

After finishing work, it is necessary to sign out of the system for security reasons. To do that, click the "Sign out" button in the upper right corner (see the image below).

This screenshot is identical to the one above, but with a red arrow pointing to the 'Sign out' button in the top right corner of the navigation bar. The button is highlighted with a red box, and the arrow originates from the center of the page and points towards the button.