

Service request registration in the IT service system

The **IT service of the University of Latvia** uses the service request registration and management system <u>serviss.lu.lv</u>, 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 <u>serviss.lu.lv</u>. 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).

		Log in Pieslēg	es
🖗 LU serviss			
	A LATVILAS		
	UNIVERSITĀTE		
	STALL T PART		
	Pieslēgties Log in		
	janpar		
	Parole Password Nozaudēta parole		
	Atcerēties mani Remember me		
	Log in Pieslēgties		

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 konts**" ("**My account**") (see the image below).

Sākums Mana lapa Projekti Palīdzīb				Pieslēdzies kā janpar WorkTime Mans konts	Atslēgties
LU serviss			Meklēt:	Pener uz projektu	•
Projekti Aktivitāte Uzdevumi					$\langle \rangle$
Projekti		м	y account		
▼ Filtri					
Statuss	ir 🗸 active	~ +		Pievienot filtru	~
► Opcijas					

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

Sākums Mana lapa Projekti Palīdzība Pieslēdzies kā janpar WorkTime Mans konts Atslēgti				
🐢 LU serviss		Meklēt: Pāriet uz projektu 👻		
Mans konts	Mans konts	🕿 Emails 🛛 🔍 Mainīt paroli		
Pieslēgties: janpar Izveidots: 27.02.2020 15:43	Informācija	E-pasta paziņojumi		
Atom piekļuves atslēga	Vārds* Jānis	Tikai par uzdevumiem, kurus novēroju vai kuros esmu ies 💙		
Atom piekļuves atslēga izveidota pirms gandrīz 4 gadus (Atiestatīt)	Uzvārds* Paraudziņš	Also notify me about issues with a priority of augsta or higher		
API pieejas atslēga	E-pasts* janis.paraudzins@lu.lv	Neziņot man par izmaiņām, kuras veicu es pats		
Rādīt Trūkst API pieejas atslēga (Atiestatīt)	Language Valoda English	Auto watch		
	Saglabăt Save	□ Issues I contributed to		

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

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

Home My page Projects Help				Logged in a	s janpar Worl	kTime My account Si	ign out
🖗 L us erviss			Search	1:	Jump t	to a project	•
My account	 Account was successfully 	updated.					
Login: janpar Created: 27.02.2020 15:43 Atom access key	My account				➡ Emails	a Change passv	vord
Atom access key created almost 4	Information			Email notifications			
API access key	First name*	Jānis		Only for things I watch or I	m involved i	n	*
Show	Last name *	Paraudziņš		Also notify me about issue	s with a prio	rity of <i>augsta</i> or	
Missing an API access key (Reset)	Email * j	janis.paraudzins@lu.lv		I don't want to be notified	of changes t	that I make myself	
	Language	English	~				

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).

Home My page Projects Help		Logged in as janpar WorkTime My account Sign out
LU serviss	Search:	Jump to a project 👻
Projects Activity Issues		< >
Projects		
▼ Filters		
✓ Status is	✓ active ✓ +	Add filter 🗸 🗸
► Options		
 Apply 2 Clear Save custom query Register of IT requests IT pieteikumu reģistrs - Šajā projektā iespējams reģistrēt jaunus pieteikumus, kā arī iespējams apskatīt visus Jūsu līdzšinējos pieteikumus 		
ISIAN Šeit atrodami uzdevumi, kas piešķirti izpildei ITD IS izstrādes un attīstības nodaļai		
ITIN Šeit atrodami uzdevumi, kas piešķirti izpildei ITD IT infrastruktūras nodaļai		
LUIS Šeit atrodami uzdevumi, kas piešķirti izpildei ITD LUIS nodaļai		

2. Click the button "**New issue**" (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	< >
lssues	New issue
▼ Filters ✓ Status open ✓	Add filter 🗸 🗸
► Options	
✓ Apply 2 Clear	

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 pieteiku	ımu reģistrs -	Search:	- IT pieteikumu reģistrs - 👻
+ Overview Activity Iss	ues		$\langle \rangle$
New issue			
Subject*	Guest access to university Wi-Fi		
Description*	Edit Preview В I Ц S ↔ Н н н 🗮 🗮	፲ ፲ Ⅲ >_ % M	0
	Hello! Please provide me with a guest access to the Unive Thank you! Best regards, Jānis Paraudziņš.	rsity Wi-Fi network.	<u>ب</u>
Status* Files	Reģistrēts 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.

Home My page Projects Help Logged in as janpar WorkTime My account Sign out					
👰 - IT pie	teikumu reģistrs -		Search:	- IT pieteikumu reģistrs - 🕞 👻	
+ Overview A	ctivity Isues			< >	
✓ Issue #70600	created.				
Pieteikums #7	70600			🖋 Edit 🛛 🏠 Watch 📟	
Gues Added by	t access to university Wi-Fi y J ānis Paraudziņš less than a minute ago.				
Status:	REĢISTRĒTS	Start date:	13.12.2023		
Priority:	= Normāla	Due date:			
Assignee:		% Done:	0%		
Category:	-	Estimated time:			
Pieteikuma tips:	Konsultācija				
Description				🗩 Quote	
Hello!					
Please provide me v Thank you!	vith a guest access to the University Wi-Fi network.				
Best regards, Jānis Paraudziņš.					

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).

Home My page Project	ts Help			Logged in as janpar WorkTime	My account Si	gn out
👰 - IT piet	teikumu reģistrs -	Se	earch:	- IT pieteiku	muta gistrs -	•
+ Overview Ac	tivity Issues					$\langle \rangle$
✓ Issue #70600	created.					
Pieteikums #7	0600			🖋 Edit	☆ Watch	
Guest Added by	access to university Wi-Fi Jānis Paraudziņš less than a minute ago.					
Status:	REĢISTRĒTS	Start date:	13.12.2023			
Priority:	= Normāla	Due date:				
Assignee:	-	% Done:	0%			
Category:	-	Estimated time:				
Pieteikuma tips:	Konsultācija					