Technical Support Centre

System links
http://gedimai.kvk.lt/
https://kvkedu.sharepoint.com/sites/gedimusistema

What it is

Klaipėda State University of Applied Sciences operates the **Technical Support Centre**.

It is an online system for **registering a problem or a work request**. It can be used by college staff and other users who have a college account.

Two types of requests can be submitted:

- an **IT request** – when a computer, application, information system, access or similar does not work;
- an **infrastructure request** – when the issue relates to a building, room, furniture, doors, windows, outdoor area or similar.

The system was previously known as the **IT Incident Reporting System**. The current name is the **Technical Support Centre**.

Who this guide is for

This guide helps you:

- open the system;
- choose the correct request type;
- fill in and submit a form;
- add more information if you are asked to;
- view your requests and their status;
- understand which emails you will receive.

No technical knowledge is required. Follow the steps in order.

How to open the system

1. Open a web browser.
2. In the address bar, enter one of these links and press **Enter**:
    - http://gedimai.kvk.lt/
    - https://kvkedu.sharepoint.com/sites/gedimusistema
3. If you are asked to sign in, use your **college Microsoft 365 account** (work email and password).

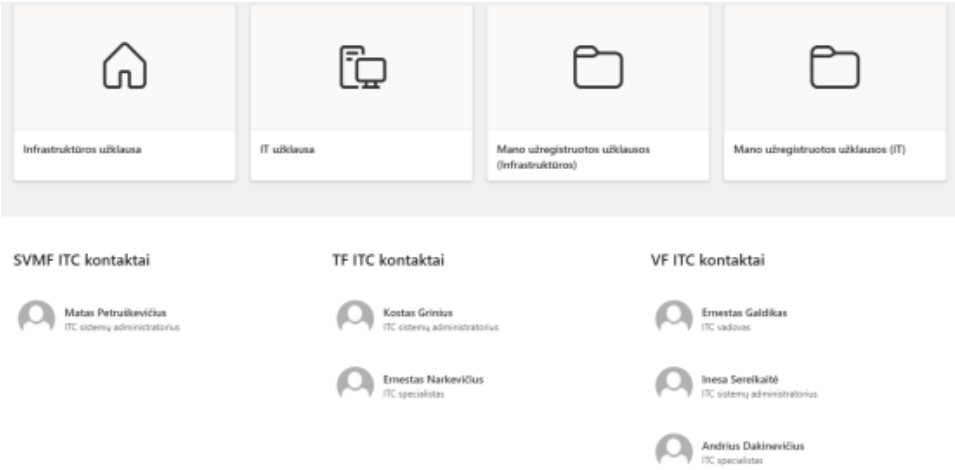
Both links open the same system. After signing in, you should see the **Technical Support Centre** home screen.

What you see on the home screen

The home screen usually shows **four tiles**:

- **Infrastructure request** – to register a new infrastructure problem or work request
- **IT request** – to register a new IT problem
- **My registered requests (Infrastructure)** – to view your earlier infrastructure requests
- **My registered requests (IT)** – to view your earlier IT requests

At the bottom of the same screen, **ITC contacts by unit** are shown (SVMF, TF, VF).



System home screen

Which request type to choose

Before you click a tile, decide which group your situation belongs to.

Infrastructure request

Choose this tile if the issue relates to a building, room or facilities. For example:

- a door, lock or window does not work;
- furniture needs to be moved;
- there is a facilities problem in a room;
- another issue related to a building, room or outdoor area.

IT request

Choose this tile if the issue relates to computer equipment or information systems. For example:

- a computer will not start or freezes;
- a monitor, printer, projector, mouse or keyboard does not work;
- an application does not work or shows an error;
- there is a problem with Moodle, Microsoft 365, email or another IT system;
- you need help with access or an account.

How to submit a new request

Step 1. Open the system

Open the system using one of the links (see **How to open the system**) and sign in if asked.

Step 2. Choose the request type

On the home screen, click one of the tiles:

- **Infrastructure request**
- **IT request**

The request form will open.

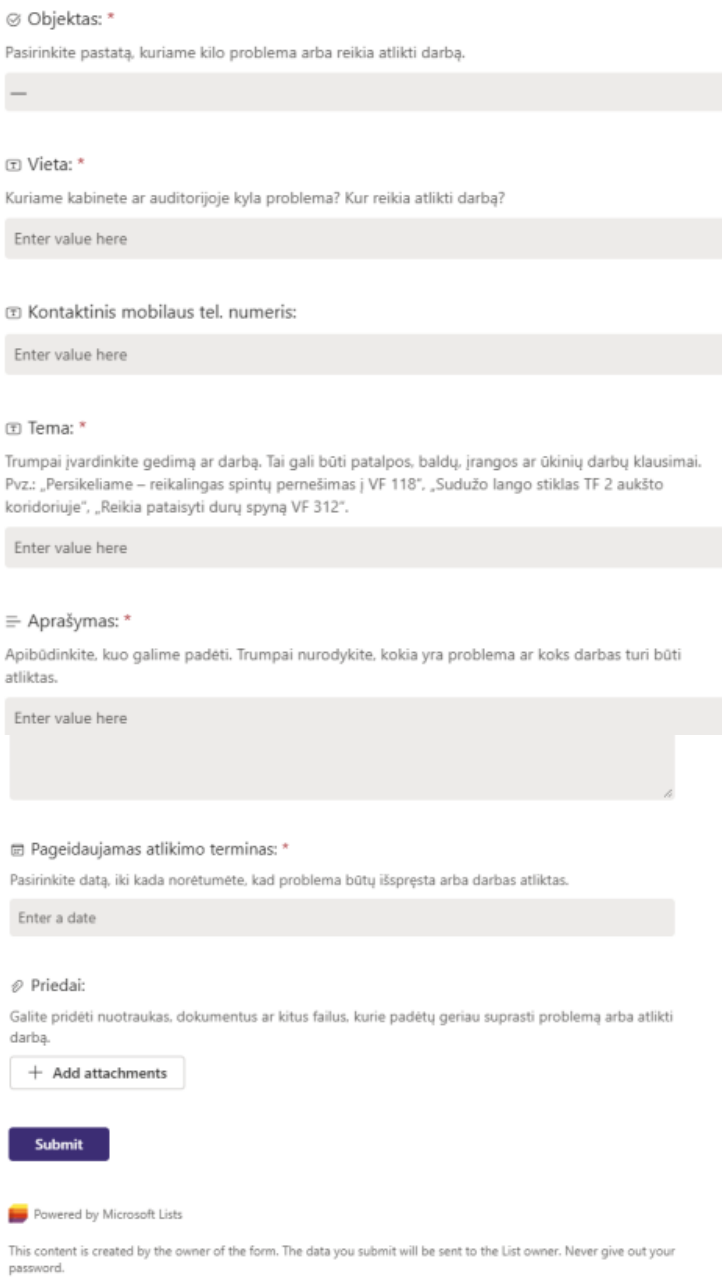
Step 3. Fill in the form

Important:

- Fields marked with an asterisk (*) are **required**.
- Write clearly and specifically.
- The more detail you provide, the faster help can be given.
- In **Attachments**, upload photos of error messages or the visible problem.

Infrastructure request form

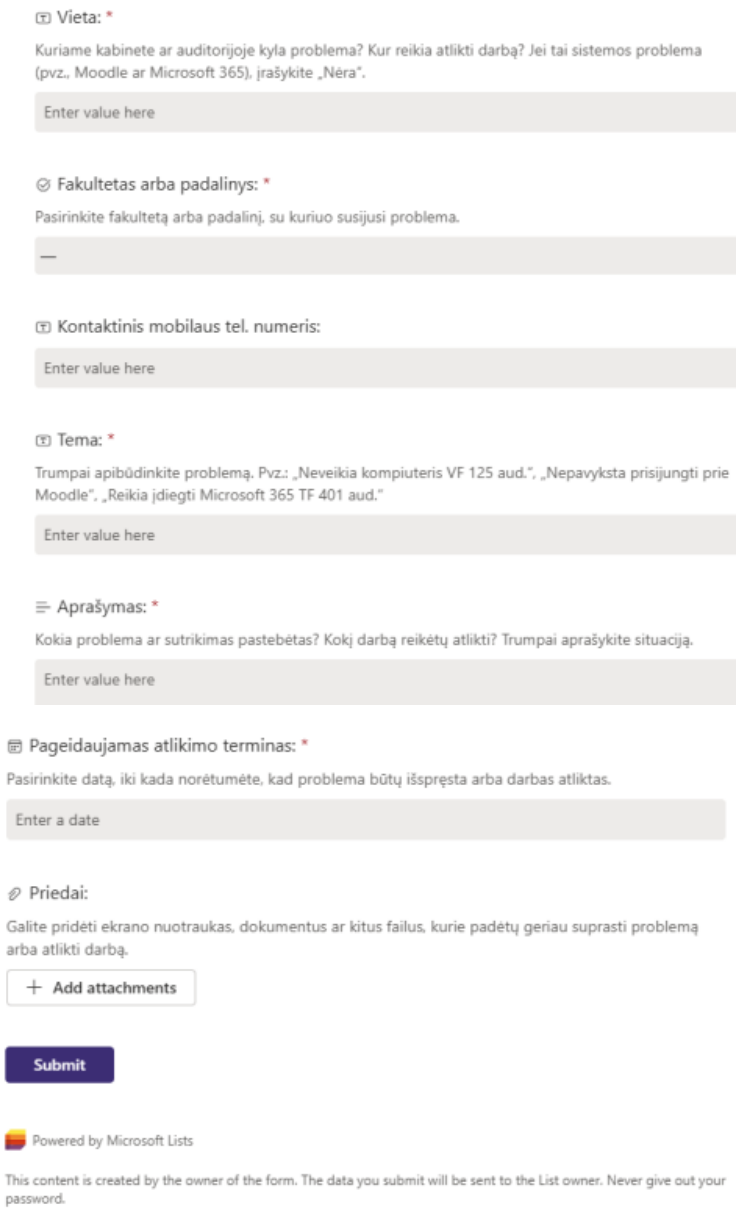
- **Object*** – the building (object) where the problem is or where work is needed.
- **Location*** – office, classroom or other exact place (for example `Room 101`).
- **Mobile phone number** – optional, but useful for contact.
- **Subject*** – a short title (for example `Office door will not close`).
- **Description*** – what is wrong or what work is needed.
- **Preferred completion date*** – the date by which you would like it resolved.
- **Attachments** – photos or other files (recommended).



Infrastructure request form

IT request form

- **Location*** – office or classroom. If the problem is with a system (for example Moodle or Microsoft 365), you may enter `None`.
- **Faculty or unit*** – the faculty or unit related to the problem.
- **Mobile phone number** – optional, but recommended.
- **Subject*** – briefly what does not work (for example `Printer in room 205 does not work`).
- **Description*** – what does not work, what you see on screen, when it started and what you have already tried.
- **Preferred completion date*** – the date by which you would like it resolved.
- **Attachments** – a screenshot or other file (strongly recommended).



IT request form

How to describe the problem better

- **Weaker:** `The computer does not work.`
- **Better:** `In room 205 the desktop computer will not start. The power light is on, but there is no image on the monitor. Noticed today at 9:00.`

How to take a screenshot (Microsoft guide): copy the window or screen contents.

Step 4. Submit the request

1. Check that all required fields (*) are filled in.
2. Click **Submit** at the bottom of the form.

Note. Your name and email address are usually filled in automatically from the signed-in account.

Step 5. Email confirmation

After a successful submission, you should receive a confirmation email in your **college email**.

Gedimų sistema: Užklausa #31 Neveikia spausdintuvas sukurta

KA KVK Power Automate <power.automate@kvk.lt>
23:29

To: studas3 studas3

Dėkojame, Jūsų užklausą gavome. Artimiausiu laiku susisieksime ir išspręsime Jūsų problemą.
Savo problemos statusą visada galite stebėti čia.

Tai yra automatinis pranešimas. Prašome neatsakyti į šį elektroninį laišką.

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Klaipėdos valstybinė kolegija | www.kvk.lt
El.paštas: itcentras@kvk.lt

Confirmation email

How to add information to a request

If more details are needed to resolve your request, you will receive an **email** asking you to add information.

Gedimų sistema: reikia papildyti informaciją #30 Sugedo kompiuteris užklausoje

KA KVK Power Automate <power.automate@kvk.lt>
11:22

To: studas3 studas3

Jūsų užregistruotos problemos informaciją reikia papildyti.

Komentaras: Gal galėtumėte nurodyti, ar anksčiau naudojantis kompiuteriu, buvo iškilusi ši problema?

Užregistruoto gedimo informaciją galite papildyti čia.
Papildomą informaciją įrašykite laukelyje Aprašymas.

Tai yra automatinis pranešimas. Prašome neatsakyti į šį elektroninį laišką.

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Email asking for more information

Do the following:

1. Open the email you received.
2. Click the link or button **here** in the email (or another link to the request).
3. In the **Description** field, enter the missing information.
4. Add attachments if needed.

Adding information to a request

After you successfully add information, you will usually receive a confirmation email.

Email after information was added

How to view your requests

1. Open the system home screen.
2. Click **My registered requests (Infrastructure)** or **My registered requests (IT)**.

My registered requests

What request statuses mean

- **New** – the request has been received; it is being handled or is in the queue.
- **Waiting for information** – your additional information is needed.
- **Completed** – the work is marked as finished.

When the problem is resolved, you will usually receive an email with a **comment about the solution**.

Email about a resolved request

Contacts

In urgent cases, use the **ITC contacts** shown at the bottom of the home screen by unit (SVMF, TF, VF).

College contacts online: www.kvk.lt/en/contacts ITC unit: Information Technology Centre

Even if you call, it is still **recommended to register the request in the system** so there is a clear record of the report.

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