

# IT Incident Reporting System



Links to the system: <http://gedimai.kvk.lt/> or <https://kvkedu.sharepoint.com/sites/gedimusistema>

The „**IT Incident Reporting System**“ operates at Klaipėdos valstybinė kolegija. In this system, you can report problems related to the college's IT equipment and resources, such as:

- **Technical issues and malfunctioning IT equipment** (e.g., non-working printer, monitor not turning on, computer not booting, projector not displaying, headphones or microphone not transmitting sound, etc.);
- **Software issues** (e.g., a computer program in a classroom not working, the program shutting down unexpectedly, the program displaying an error message, etc.);
- **System failures and disruptions** (e.g., EDINOS login not working, Moodle system errors and problems, printing or library system not functioning, etc.).

When filling out a request form in the „IT Incident Reporting System,“ provide as much information as possible to help resolve the issue. If possible, attach screenshot files ([information on how to take a screenshot](#)) or other relevant details.

## How to use the system:

<https://kvkedu.sharepoint.com/sites/gedimusistema/SitePages/Kaip-naudotis-sistema-.aspx>

From:

<https://vikis.kvk.lt/> - **KVK Vikis**

Permanent link:

[https://vikis.kvk.lt/doku.php?id=en:kt\\_sis:gedimai](https://vikis.kvk.lt/doku.php?id=en:kt_sis:gedimai)

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