

## iService

You can now submit and view your requests and incidents in **one convenient location**. Discover all the cool features and tools iService has to assist you.

What can you do in iService?

- view your incidents
- submit requests
- search our knowledge base
- browse our catalogs
- and so much more

Visit iService at <https://dhs.easyvista.com/> or from the Computer Applications page on the DHS Intranet.



To access the portal, simply type in your DHS network email in the login field and use your network password.



You can now navigate the self-service portal.

If you need help navigating iService, please view the videos below.

Features include:

**Service Request Management** – Receive and log all requests for maintenance, supplies and equipment.

**Incident Management** – Manage incidents associated with any IT applications, systems or infrastructure.

**Change Management** – Manage change requests that result in fixes or updates to software applications.

To view our training materials, go to the heading “iService: Training Videos” on the [Data-processing Systems](#) page of the DHS website. You can also view the videos by clicking the titles below:

- [Self-service introduction for staff and providers](#)
- [Self-service quick guide for staff and providers](#)
- [Technical training for back-end-users](#)
- [Technical training for back-end-users \(manual\)](#)

Please reach out to the DHS service desk with any questions or concerns on the iService application.

**DHS Service Desk**

[ServiceDesk@AlleghenyCounty.US](mailto:ServiceDesk@AlleghenyCounty.US)