

# How to View My Open Tickets in Cherwell

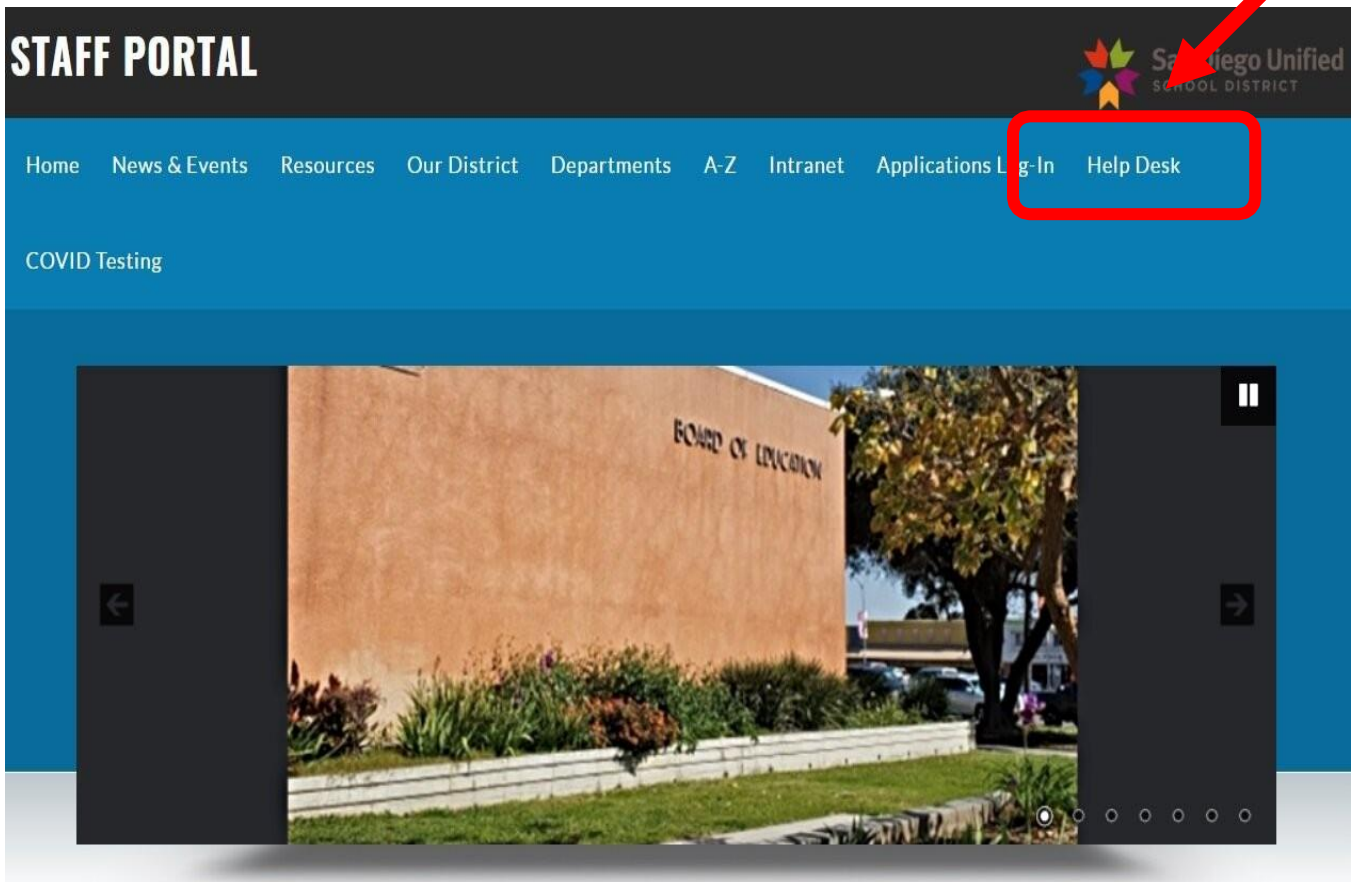
October 2021



The **IT Help Desk** at **San Diego Unified School District** uses the **Cherwell Service Management** system to create and manage service request 'tickets' for technical support and IT services. This **Job Aid** was created to assist District staff in using the online web form to view their own tickets (or tickets they created for someone else) in the **Cherwell Service Management (CSM)** system for technical support or IT service.

Follow the steps below to **View My Open Tickets** using the **Cherwell Service Management** system.

1. On the **San Diego Unified School District** website, click on the **Staff Portal**. In the top, right corner of the page click on the link, **Help Desk**.



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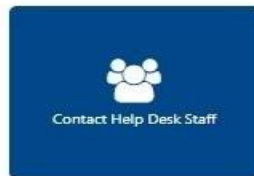
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2. The **Help Desk/Technical Support** home page will display. Under the heading, **Help Desk News**, you will find important information regarding the new **Cherwell Service Management** system. To get to the **Cherwell CSM** home page, simply click on the link: <https://sdusd.cherwellondemand.com> (see the **red** arrow below).

IT Department / IT Resources / Help Desk/Technical Support

Print A+ A-

## HELP DESK/TECHNICAL SUPPORT



- Password Self Service
- PowerSchool Handbooks & Job Aids
- Online Learning - Resources For Teachers
- Online Learning - Resources For Families
- Email
- Google Suite Help
- Instructional Technology
- i21 Classroom Refresh
- Self Help
- Tech Tips



## HELP DESK NEWS

The IT Help Desk telephone line at 619-209-4357 (HELP) is working and agents are on duty **during normal business hours (7am - 5pm, Monday - Friday)** to take your calls.

You can also submit requests for assistance through the District's self-service portal to the online Cherwell ticketing system at <https://sdusd.cherwellondemand.com/>.

Additionally, you can email your request for assistance to us at [helpdesk@sandi.net](mailto:helpdesk@sandi.net) and our Cherwell system will automatically turn your email into a Help Desk ticket. Please make sure to include your name, employee ID, and a telephone number where you can be reached.

## DEVICE RETIREMENT (THIS POLICY HAS BEEN SUSPENDED AT THIS TIME)

After an IT device has been in service at the district for 5 years, the IT department may remove the equipment or administratively disable it in order to keep the districts network secure, efficiently utilize the district's technology support resources, and reduce ongoing infrastructure and licensing costs to the district.

You can read more about device retirement at the following link...

<https://www.sandi.net/itd/it-resources/security/device-retirement>

## SUBMIT YOUR TICKET ONLINE USING CHERWELL SERVICE MANAGEMENT

With a browser like Internet Explorer, Chrome or Firefox, you can submit a new Help Desk Ticket, or check the status of an existing ticket, any time via Cherwell Service Management at...

<https://sdusd.cherwellondemand.com>

- See instructions on how to report an issue in Cherwell CSM
- See instructions on how to report an issue for someone else in Cherwell CSM
- See instructions on how to view your open tickets in Cherwell CSM
- See instructions on how to change your password in Cherwell CSM

Please create 1 ticket per computer for equipment hardware issues. Each ticket may report multiple issues about a computer/equipment.

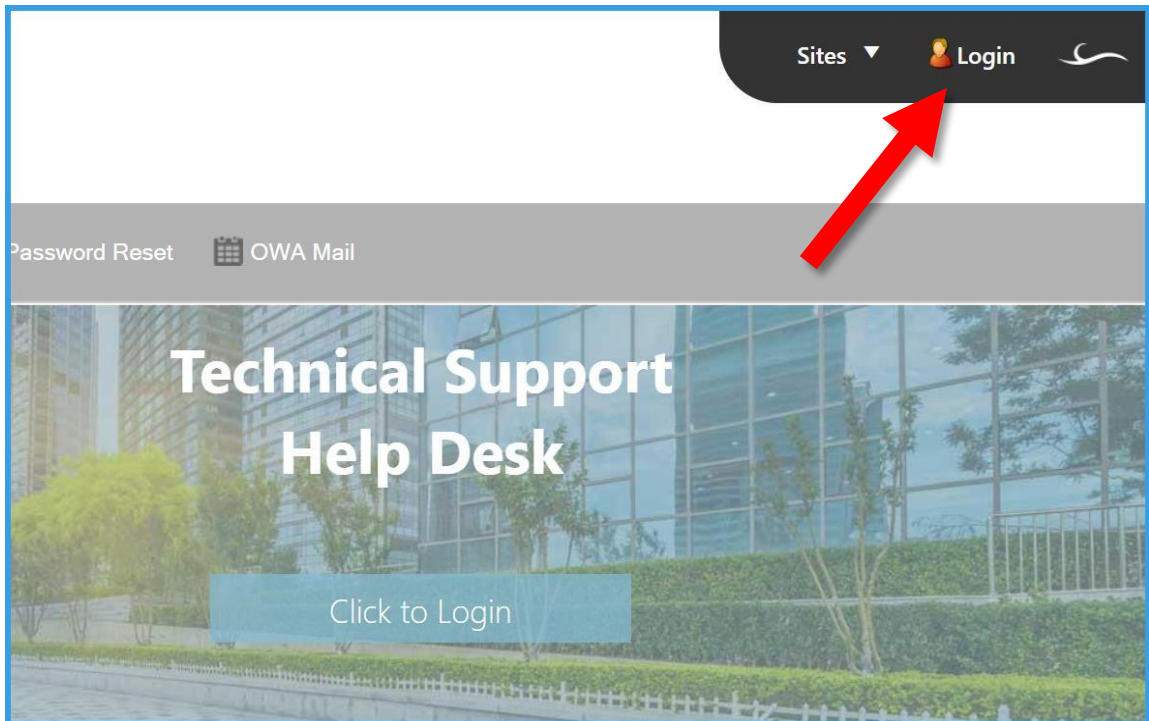
**Note:** There are four Job Aids available with instructions on how to use the **Cherwell Service Management** system (see the **green** highlighted area above). To learn more about how to use the basic features of the **Cherwell CSM** system, simply click on any Job Aid link to open it in a new tab (in **PDF** form).

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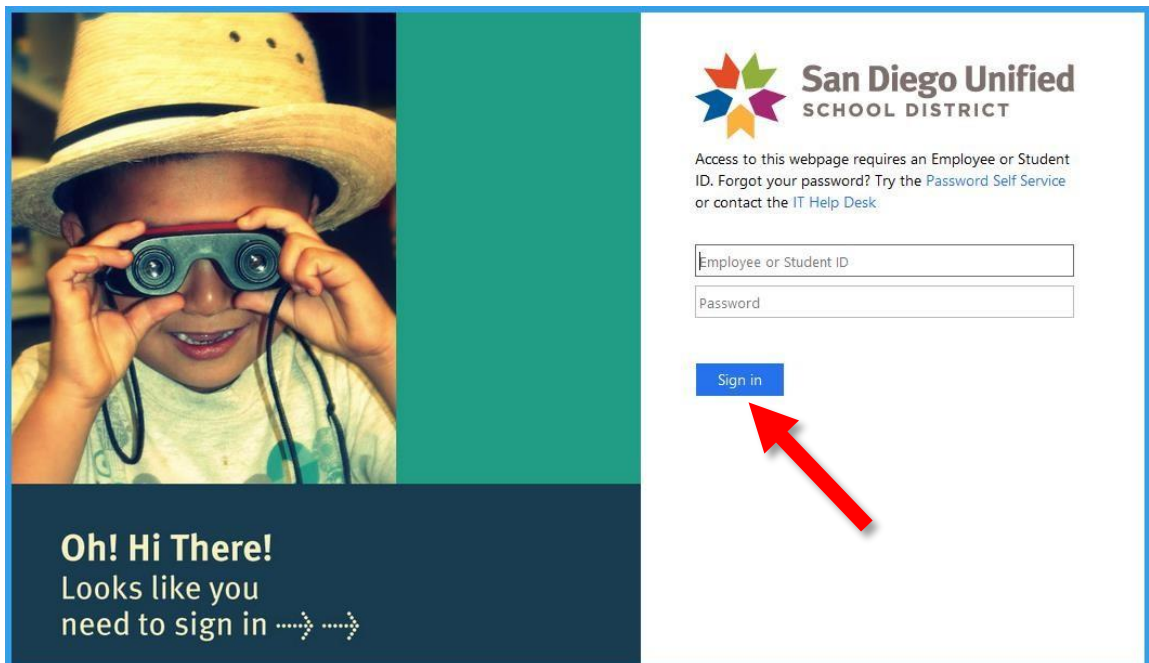
October 2021



3. On the **Cherwell Service Management** system home page, click the **Login** button in the upper, right corner of the page to log in to your **Cherwell CSM** account.



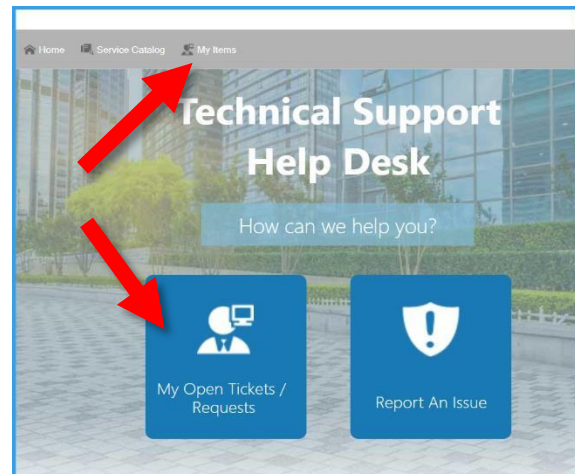
4. The **SDCS** login page will appear. Enter your District (**DWA**) **Employee ID** and **Password**, then click the **Sign in** button below.



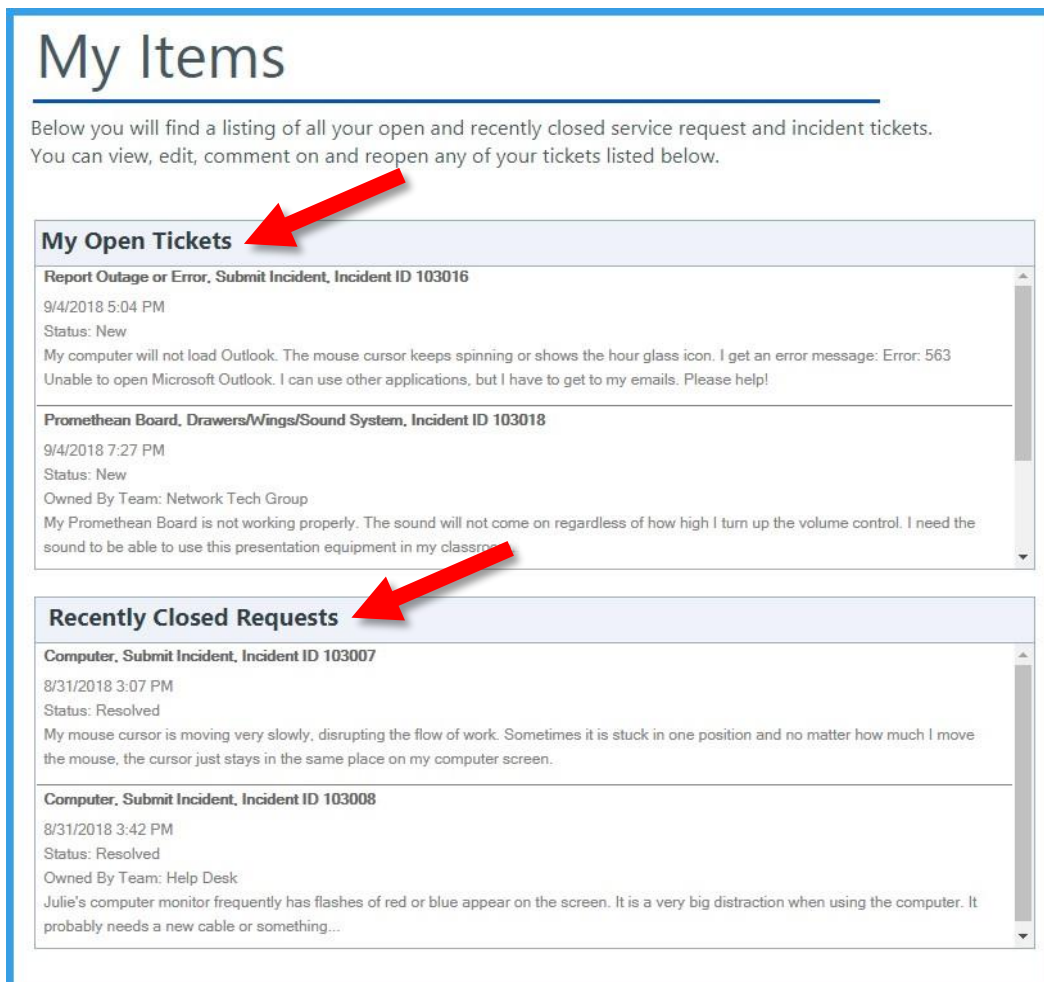
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October 2018

5. Your **Cherwell Service Management** account home page will display. To view your **Open (or Closed)** Incident Tickets, simply click on the **My Open Tickets/Requests** button below, or the **My Home** link at the top of the page. Both options will take you to your **My Items** page.



6. Your **My Items** page will display with your **Unresolved** Incident Tickets below the **My Open Tickets** banner. Your **Resolved** Incident Tickets will display under the **Recently Closed Requests** banner.



## My Items

Below you will find a listing of all your open and recently closed service request and incident tickets. You can view, edit, comment on and reopen any of your tickets listed below.

### My Open Tickets

**Report Outage or Error, Submit Incident, Incident ID 103016**  
9/4/2018 5:04 PM  
Status: New  
My computer will not load Outlook. The mouse cursor keeps spinning or shows the hour glass icon. I get an error message: Error: 563 Unable to open Microsoft Outlook. I can use other applications, but I have to get to my emails. Please help!

**Promethean Board, Drawers/Wings/Sound System, Incident ID 103018**  
9/4/2018 7:27 PM  
Status: New  
Owned By Team: Network Tech Group  
My Promethean Board is not working properly. The sound will not come on regardless of how high I turn up the volume control. I need the sound to be able to use this presentation equipment in my classroom.

### Recently Closed Requests

**Computer, Submit Incident, Incident ID 103007**  
8/31/2018 3:07 PM  
Status: Resolved  
My mouse cursor is moving very slowly, disrupting the flow of work. Sometimes it is stuck in one position and no matter how much I move the mouse, the cursor just stays in the same place on my computer screen.

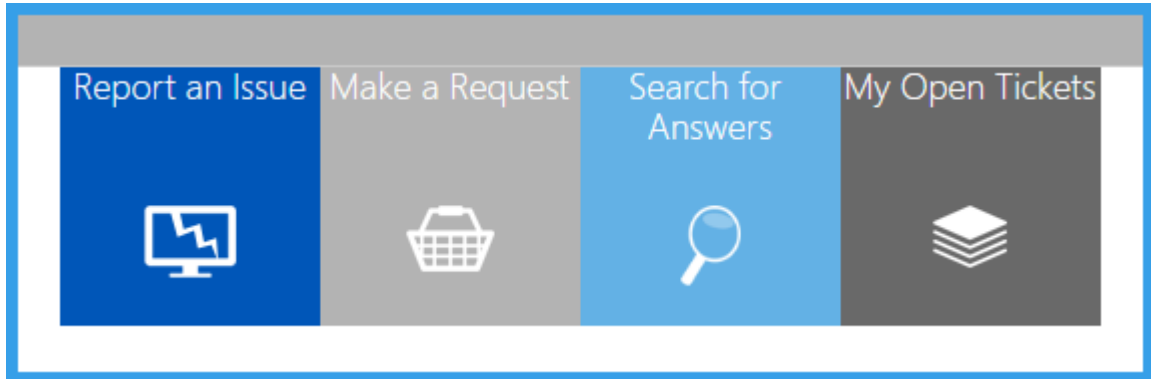
**Computer, Submit Incident, Incident ID 103008**  
8/31/2018 3:42 PM  
Status: Resolved  
Owned By Team: Help Desk  
Julie's computer monitor frequently has flashes of red or blue appear on the screen. It is a very big distraction when using the computer. It probably needs a new cable or something...



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October 2018

7. In addition to the **Open** and **Closed** Incident Tickets displayed on your **My Items** page, four shortcut links are located in the upper, right corner of the page to facilitate navigation.



- The first icon, **Report an Issue**, will take you directly to a new Incident Ticket page where you can report an issue to the **SDCS Technical Support** staff.
- The second icon, **Make a Request**, will take you directly to the **Service Catalog** page where you can make a request for assistance using specific, category selections. This method of creating a more specific Incident Ticket enables **SDCS Technical Support** to expedite your reported issue to qualified support staff
- The third icon, **Search for Answers**, will take you to a **Search** page where you can search for answers to specific technical issues (*or review previous **Search** results*).
- The fourth icon, **My Open Tickets**, will take you to your **My Items** page.

**Note:** For instructions on how to create a new Incident Ticket, please see the **How to Report an Issue in Cherwell** Job Aid.

For instructions on how to create a new Incident Ticket for someone other than yourself, see the **How to Report an Issue for Someone Else** Job Aid.