How to View My Open Tickets in Cherwell
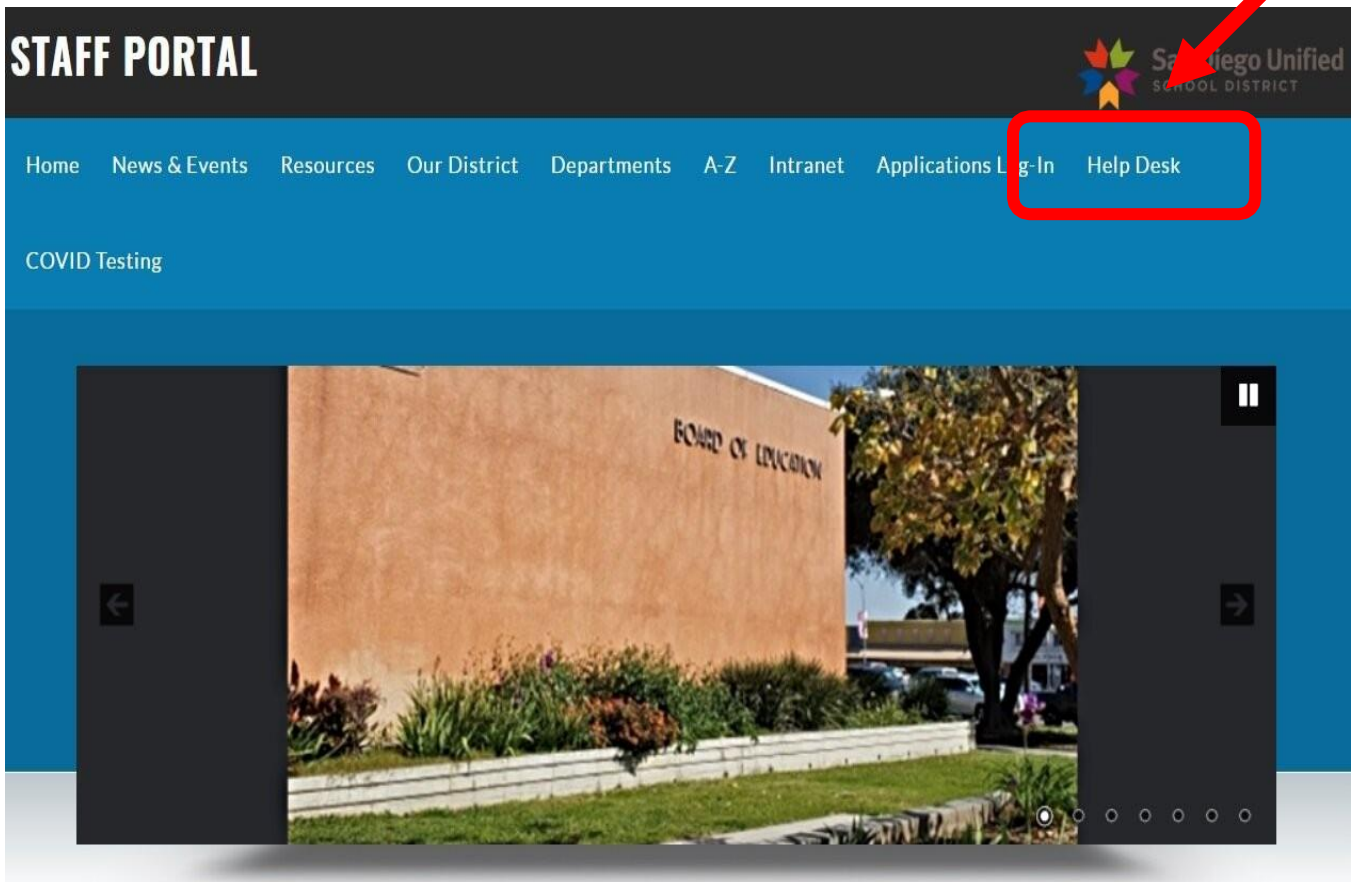
October 2021

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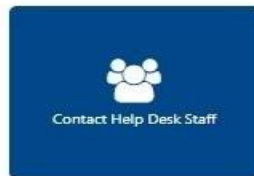
2. The **Help Desk/Technical Support** home page will display. Under the heading, **Help Desk News**, you will find important information regarding the new **Cherwell Service Management** system. To get to the **Cherwell CSM** home page, simply click on the link: https://sdusd.cherwellondemand.com *(see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


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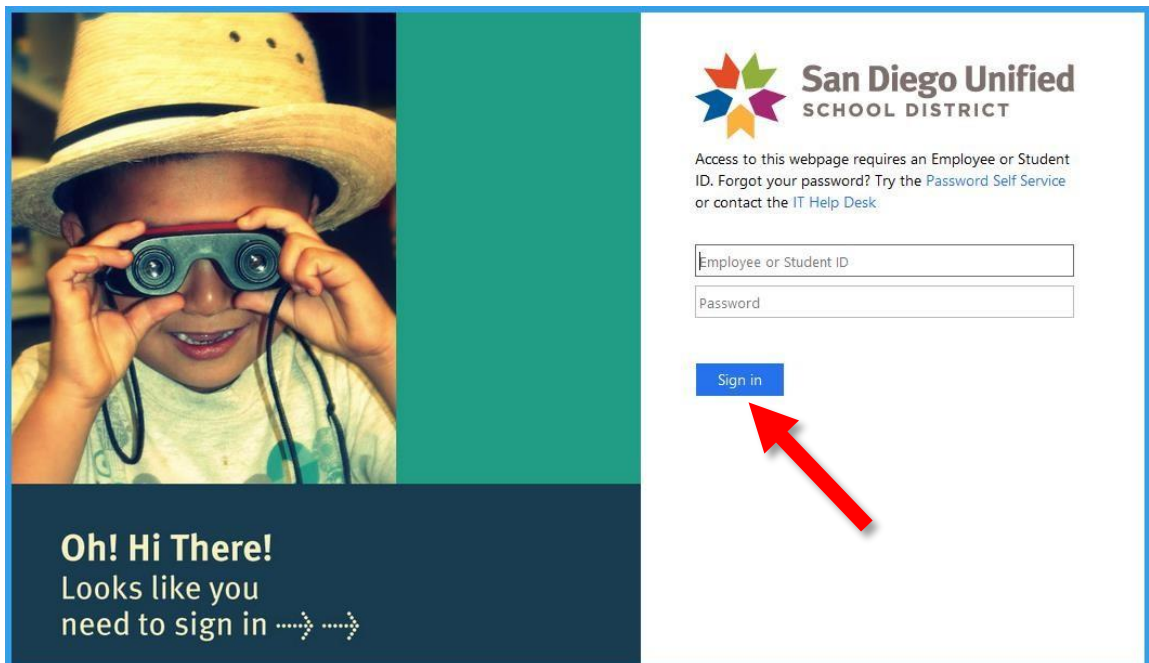
3. On the **Cherwell Service Management** system home page, click the **Login** button in the upper, right corner of the page to log in to your **Cherwell CSM** account.
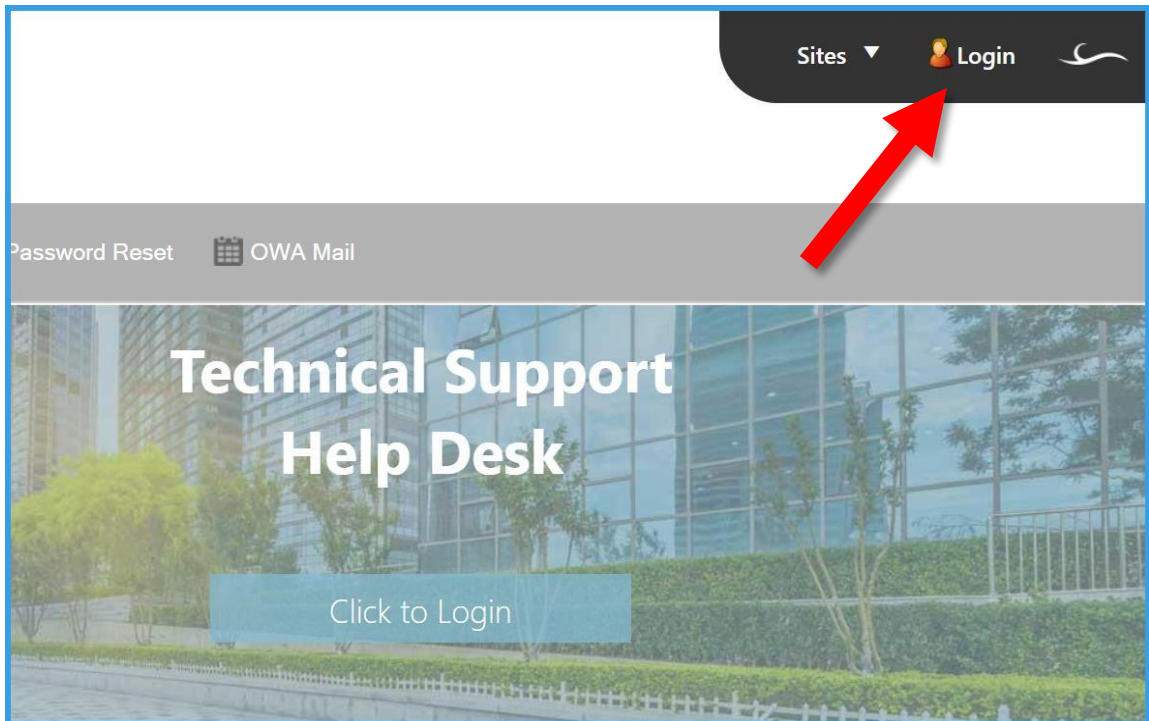

4. The **SDCS** login page will appear. Enter your District (**DWA**) **Employee ID** and **Password,** then click the **Sign in** button below.
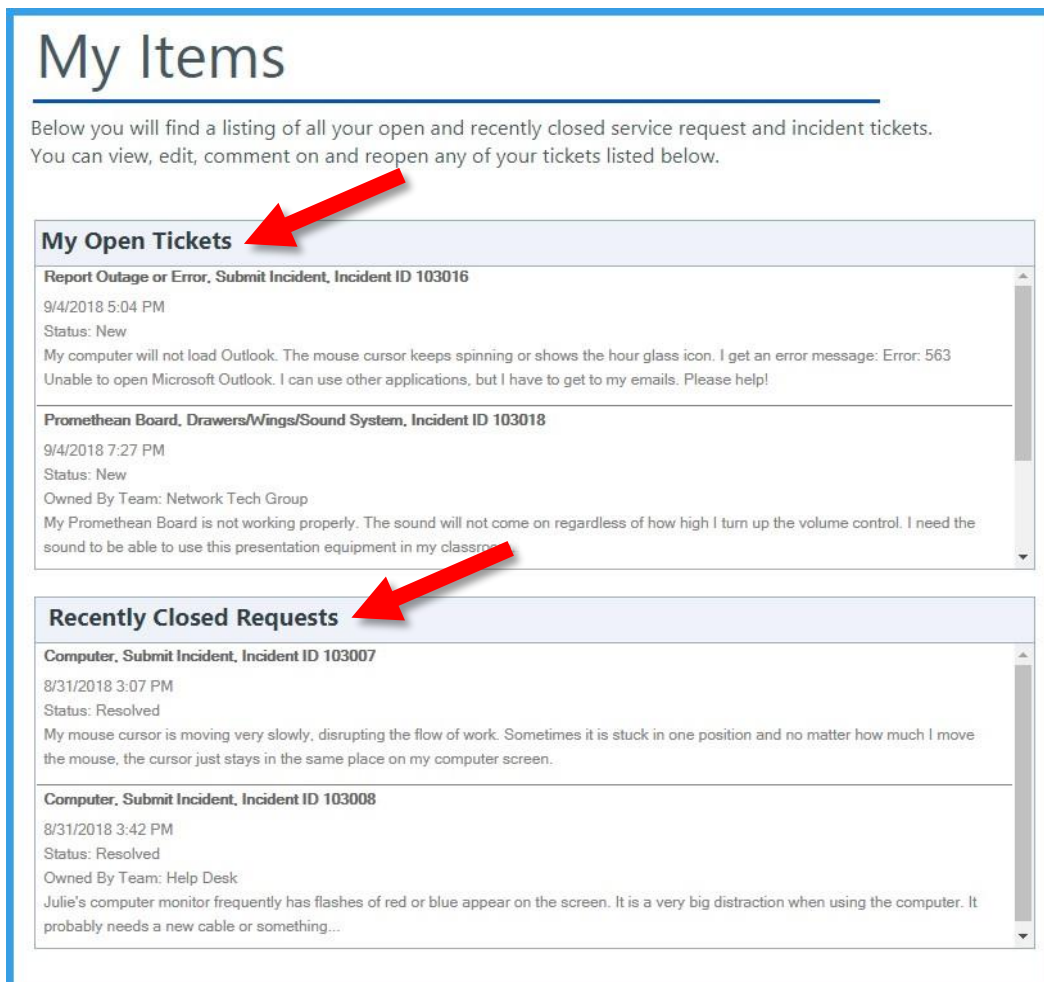
5. Your **Cherwell Service Management** account home page will display. To view your **Open** *(or Closed)* Incident Tickets, simply click on the **My Open Tickets/Requests** button below, or the **My Home** link at the top of the page. Both options will take you to your **My Items** page.
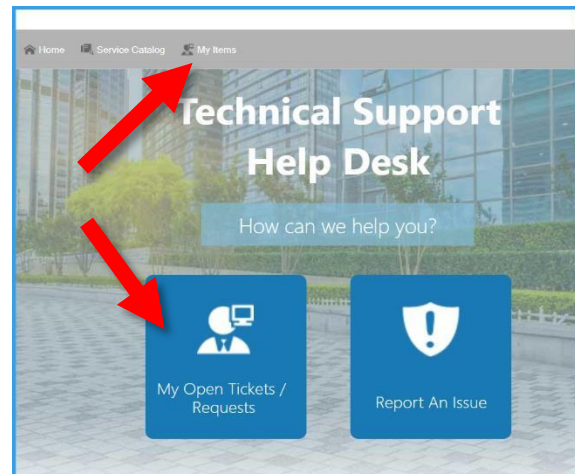
6. Your **My Items** page will display with your *Unresolved* Incident Tickets below the **My Open Tickets** banner. Your *Resolved* Incident Tickets will display under the **Recently Closed Requests** banner.

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.
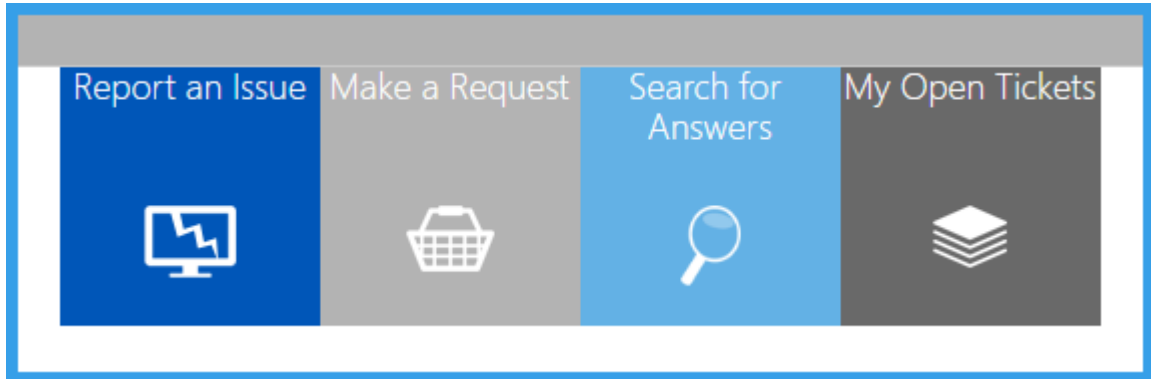
- The first icon, **Report an Issue**, will take you directly to a new Incident Ticket page where you can report an issue to the **SDCS Technical Support** staff.

- 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.