The IT Help Desk at San Diego Unified School District uses the Cherwell Service Management (CSM) 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 first set up, and then use, the Self-Service, Password Reset feature in the Cherwell CSM system.

There are two essential parts to the Self-Service, Password Reset feature. First, you must set up this feature to activate the Self-Service, Password Reset. Then, you will be able to use the Self-Service, Password Reset to change (or reset) your District (DWA) Password at any time without the assistance of the SDCS Help Desk.

**Part 1**: provides the necessary steps for you to set up and activate the Self-Service, Password Reset feature in the Cherwell CSM system *(these steps must be completed or you will not be able to reset your District (DWA) Password without the assistance of the SDCS Help Desk)*.

**Part 2**: provides the necessary steps for you to change (or reset) your District (DWA) Password at any time using the Self-Service, Password Reset feature in the Cherwell CSM system.

### Part 1: How to Set Up the Self-Service, Password Reset Feature in Cherwell CSM

Follow the steps below to set up and activate the Self-Service, Password Reset feature in the Cherwell Service Management system.

1. On the San Diego Unified School District website, click on the Staff Portal and sign in. In the bottom, left corner of the page under the heading, Shortcuts, click on the link Technical Support/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. In the top, right corner of the page, click on your name to reveal the drop-down menu. Then, select **My Profile**.

6. Your **My Profile** page will display. Carefully check the information provided in each field for accuracy. If needed, make corrections to these fields.

**Note:** You **must** provide your mobile phone number to enable **SMS** (text) **Validation** options (*see Step 10, Option 2 & Option 3, below*).

**Important:** If you have not previously **set up** the **Self-Service, Password Reset** feature in your **Cherwell CSM** account, you will be prompted to do so when you open your **My profile** page. A message will appear in the upper, right section of the page stating that you need to set up your password reset options (*see the red arrow above or the enlarged view below*).
7. Click on the **Edit** button in the top, left corner of your **My profile** page to reveal the **Password Reset Options** section.

8. The **Password Reset Options** section will display below your **Profile** information. First, enter a **Non-District** email address in the **ALTERNATE E-MAIL** field to enable important update notifications from the **Cherwell Service Management** system.

9. Next, in the **VALIDATION TYPE** field, click on the drop-down arrow to reveal the three available options for secure, password-reset validation.
10. Three password-reset validation options are available within the Self-Service, Password Reset feature. The Secret Question, the SMS (text) Validation, or the Secret Question + SMS (text) Validation. You must select one of the three validation options and complete the setup process to activate the Cherwell CSM system Self-Service, Password Reset feature (see the three validation option descriptions below).

- Selecting Option 1; Secret Question, will prompt the user to choose a personal question from a drop-down menu and then enter the answer to that question in the field provided to complete the validation setup. This question and answer will be used by the Cherwell CSM system to securely validate the user during the password reset process.

- Selecting Option 2; SMS (text) Validation, will prompt the user to select their current mobile carrier from the drop-down menu in the MOBILE CARRIER field to complete the validation setup. During the password reset process, the Cherwell CSM system will send an SMS (text) Validation code to the user’s cell phone to securely validate the user.
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- Selecting **Option 3; Secret Question + SMS (text) Validation**, will prompt the user to **both**: select a personal question from a drop-down menu and then provide the answer, as well as, prompt the user to select their current mobile carrier to complete the setup process. During the password reset process, the **Cherwell CSM** system will send an **SMS (text) Validation** code to the user’s cell phone, as well as, require the user to answer the personal question to securely validate the user.

11. Once you have selected one of the three options for secure validation and entered the required information in the corresponding fields, click on the **Save** button in the top, left corner of the page to complete the **Self-Service, Password Reset** setup.

![Password Reset Options](image)

**Note:** With this **Self-Service, Password Reset** feature set up and saved, you may change *(or reset)* your District (DWA) Password at any time without assistance from the **SDCS Help Desk**.

For instructions on how to change or reset your District (DWA) Password, see below, **Part 2: How to Change Your District (DWA) Password in Cherwell CSM**.
Part 2: How to Change Your District (DWA) Password in Cherwell CSM

IMPORTANT: You must first set up the Self-Service, Password Reset feature in the Cherwell Service Management system prior to an attempt to reset your District (DWA) Password (see above, Part 1: How to Set Up the Self-Service, Password Reset Feature in Cherwell CSM).

Note: Unless this initial setup process is complete, you will not be able to change (or reset) your password without the assistance of the SDCS Help Desk.

Follow the steps below to change (or reset) your District (DWA) Password in the Cherwell Service Management system.

1. On the San Diego Unified School District website, click on the Staff Portal and sign in. In the bottom, left corner of the page under the heading, Shortcuts, click on the link Technical Support/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).

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**Help Desk News:**

New Help Desk Ticketing System – Cherwell Service Management replaced Remedy October 1, 2018

The District’s IT Help Desk has a new ticketing system called Cherwell Service Management (CSM). Cherwell CSM went live October 1, 2018.

Cherwell CSM will significantly improve the ability of the IT Help Desk and IT Support Teams and technicians to provide support for the District’s information technology and users. Cherwell CSM also includes a new self-service portal that will make it much easier for users to find solutions to their technology issues, to open and track their own tickets, and to communicate with IT Help Desk and Technical Support Teams in resolving open tickets. Cherwell CSM includes a new self-service password reset tool which will allow users to securely reset their own passwords without the need to call the IT Help Desk. Access Cherwell Service Management here: https://sdusd.cherwellondemand.com.

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, through the 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.

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**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. In the upper, left section of the Cherwell Service Management system home page, click on the link, Self-Service, Password Reset to begin the password reset process.

4. The Password Reset Form page will display. In the Enter your User Account field, enter your SDCS Employee ID number and then press the Enter key on your keyboard (or, click on the binoculars icon to the right of the Enter your User Account field).
5. The **Password Reset Form** will expand revealing the password-reset validation option you selected previously in the **Self-Service, Password Reset** setup process *(see above, Part 1: How to Set Up the Self-Service, Password Reset Feature in Cherwell CSM)*. In the example below, **Option 3: Secret Question + SMS (text) Validation**, is displayed to demonstrate both validation types. To reset your District (DWA) Password using this validation option, you would have to **both**, answer the personal question and enter the **SMS (text) Verification Code** received on your cell phone. After each field is filled in correctly, you would press the **Enter** key to prepare for the next step. *(A green circle with a checkmark will appear to the right indicating that all fields are completed correctly.)*

![Password Reset Form](image)

6. With all fields completed correctly, you would simply click on the **Submit Password Reset Form** button in the top, left section of the page to complete this step of the password reset request.

**NOTE:**
If you selected, **(Option 1) Secret Question** validation during the **Self-Service, Password Reset** setup, then you would simply need to answer the personal question and then click on the **Submit Password Reset Form** button to complete this step of the password reset request.

If you selected, **(Option 2) SMS (text) Validation** during the **Self-Service, Password Reset** setup, then you would simply need to enter the **SMS (text) Verification Code** received on your cell phone and then click on the **Submit Password Reset Form** button to complete this step of the password reset request.

In the example above, **Option 3: Secret Question + SMS (text) Validation** was used to demonstrate both validation options 1 & 2, simultaneously.
7. In each of the three password-reset validation options, once the **Submit Password Reset Form** button is selected, a **Password Reset** information page will display indicating that you have successfully submitted your password-reset request.

![Password Reset Information Page](image)

You have submitted your password reset request.

Please NOTE that the system will take approximately one minute to complete your password reset.

Once complete, your password will be reset to the District standard password format

“SdcsXXXX” where “XXXX” is the last 4 digits of your social security number (example: Sdcs1234).

To complete the process, the system will require you to set a unique password for your account.

Please click the link below to go to the District’s email web site where you will enter your default password.

The system will prompt you to change your default password to something unique.

[https://exchange.sandi.net](https://exchange.sandi.net)

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**Note:** Your District (DWA) Password has now been reset to the **SDCS** default password; **SdcsXXXX**, with the **XXXX** representing the last four digits of your **Social Security** number. For example, if your **Social Security** number were, **123-45-6789**, then your **SDCS** default password would be, “**Sdcs6789**”. You will use your temporary default password to set up a new, unique password after clicking on the link provided in the middle of the page: [https://exchange.sandi.net](https://exchange.sandi.net).

8. Next, click on the link provided in the middle of this information page:

[https://exchange.sandi.net](https://exchange.sandi.net) (see the red arrow above).
9. The District’s Outlook Web Application Sign In page will display. Enter your six digit, **User name (SDCS Employee ID)** in the field provided. Then, in the **Password** field below, enter the **SDCS** default password; **SdcsXXXX**, with the **XXXX** representing the last four digits of your **Social Security** number. Then click **Sign In** at the bottom of the page.

10. The Change Password dialog box will then appear. In the **Current Password** field, enter your SDCS default password; **SdcsXXXX**, with the **XXXX** representing the last four digits of your **Social Security** number.

(For a complete list of District Password Format rules, see the screenshot on the following page.)
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Note: To create a new password, you must follow the District’s Password Format rules.

![Password Format Rules](image)

11. In the **New Password** field, enter a unique password that conforms to the District’s Password Format rules. Then, confirm the new password by re-entering it in the field below. Finally, click the **Submit** button to reset your District (DWA) Password.

![Submit Password](image)

12. An **Outlook** dialog box will display indicating that your password change was successful. Click, **OK**, to sign in using your new District (DWA) Password.

![Outlook Dialog](image)

Note: The **Self-Service, Password Reset** process can be repeated as many times as needed. Each time you reset your password, you will have to re-sign in to all of your District applications using your new District (DWA) Password.