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 create tickets for someone else in the Cherwell Service Management (CSM) system.

Follow the steps below to Report an Issue for Someone Else 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](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](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, online via Cherwell Service Management at...

[https://sdusd.cherwellondemand.com](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. 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 report an issue for someone else, simply click the **Report An Issue** button below.

6. A new Incident Ticket will be generated with its corresponding number. Click on the link, **Are You Submitting On Behalf Of Someone Else?**, on the upper, left side of the page.
7. A **Staff Search** dialog box will appear. In the **Search** field provided, enter the name of the SDCS staff member you wish to represent, then click on the **Search** icon (*to the right of their name*). When their name appears in the list below, select it to regenerate the Incident Ticket that appeared prior to the search.

![Staff Search Dialogue Box]

8. The previous Incident Ticket with its corresponding number will reappear. Carefully enter the data in each field for the staff member you are representing. Then click, **Submit** (*on the right side of the page*).

![Incident Ticket]

**Note:** The SDCS staff member you are representing will be linked to this Incident Ticket in the **Cherwell CSM** system.
9. A dialog box will appear indicating that the reported incident *(for someone else)* was added to the *Cherwell Service Management* system. The process of submitting a request for *Technical Support* is now complete.

![Incident Ticket Dialog Box]

**Note:** Although this submitted Incident Ticket was created for someone else, it will be available for review in the *My Open Items* section of your *Cherwell Service Management* account. For more information on how to view your submitted Incident Tickets, see the *How to View My Open Tickets in Cherwell* Job Aid.