How to View My Open Tickets in Cherwell

October 2018

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 and sign in. In the bottom, left corner of the page under the heading, Shortcuts, click on the link Technical Support/Help Desk.
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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).

![Help Desk/Technical Support](image)

**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, online 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).
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.
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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.