UCCS Human Resources
UNIVERSITY OF COLORADO
COLORADO SPRINGS

Cherwell: External User Guide

Description

This guide is designed for campus business partners and UCCS employees to access and utilize the Cherwell Web Client to include; accessing the portal, navigating the portal, attaching documents, abandoning a ticket, and adding comments to an existing ticket. If you are inclined to provide feedback or find any errors, please contact Francesca Scott, HR Generalist by sending an email to hrhelp@uccs.edu or call x3372.

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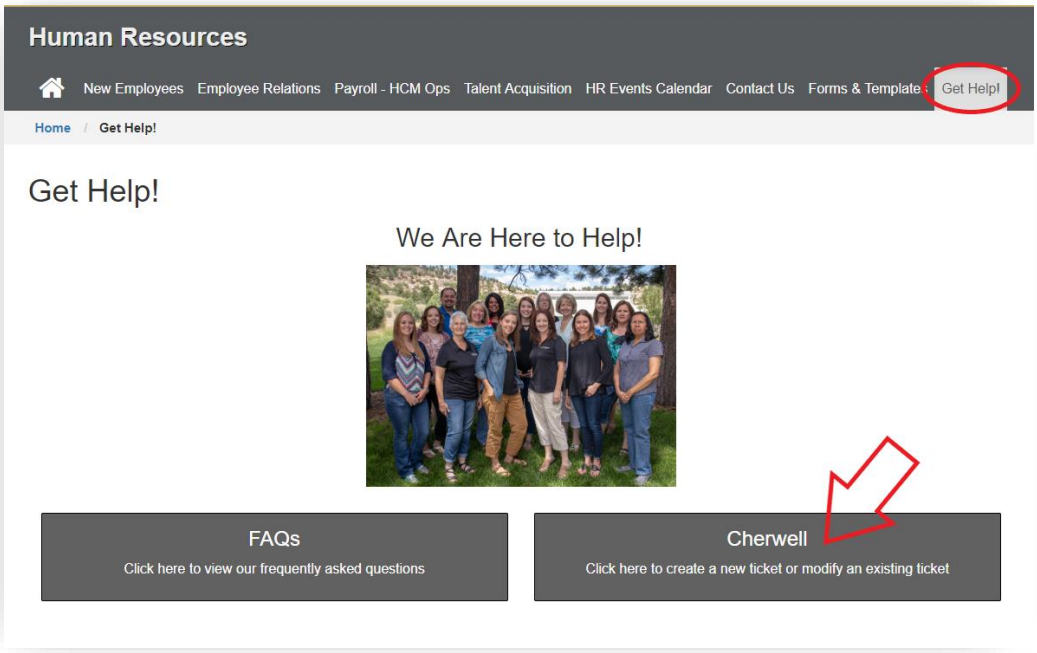
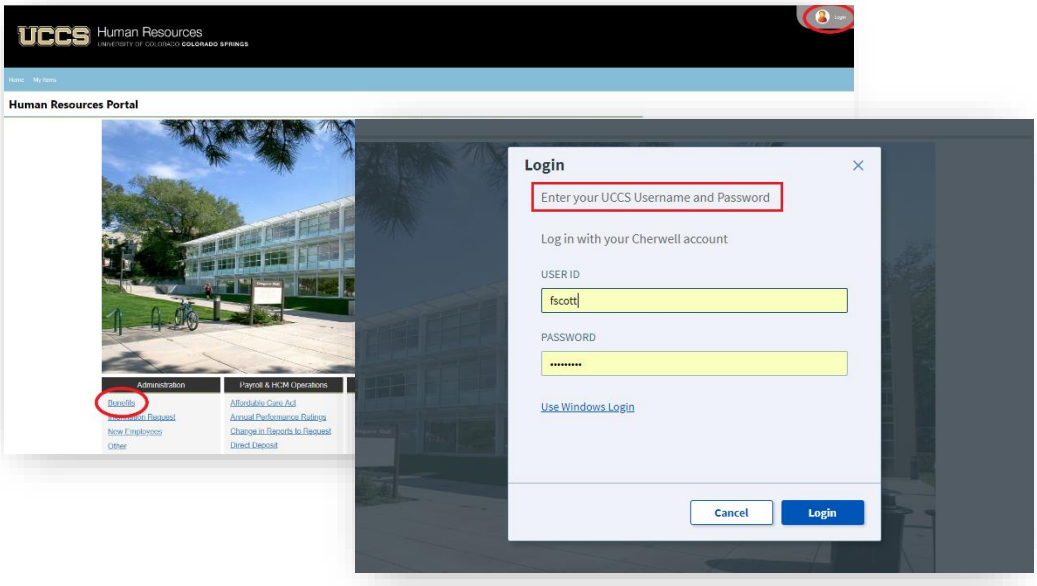
ACCESSING THE CHERWELL PORTAL

1. Navigate to the Human Resources website (www.uccs.edu/hr) and click on the Get Help button
2. Then navigate to the button at the bottom right that says “Cherwell – Click here to create a new ticket or modify an existing ticket”



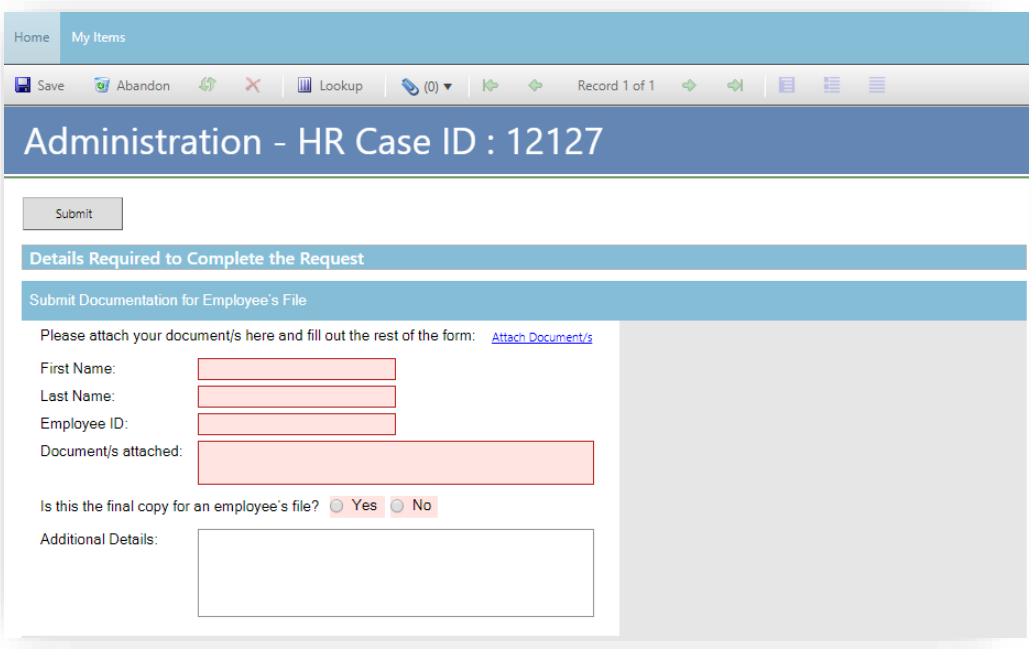
3. Login to Cherwell. You can either click the Login button at the top of the page or you can click on whichever ticket type you want to submit. Both will prompt you to login using your UCCS credentials.



TICKET HOW-TO

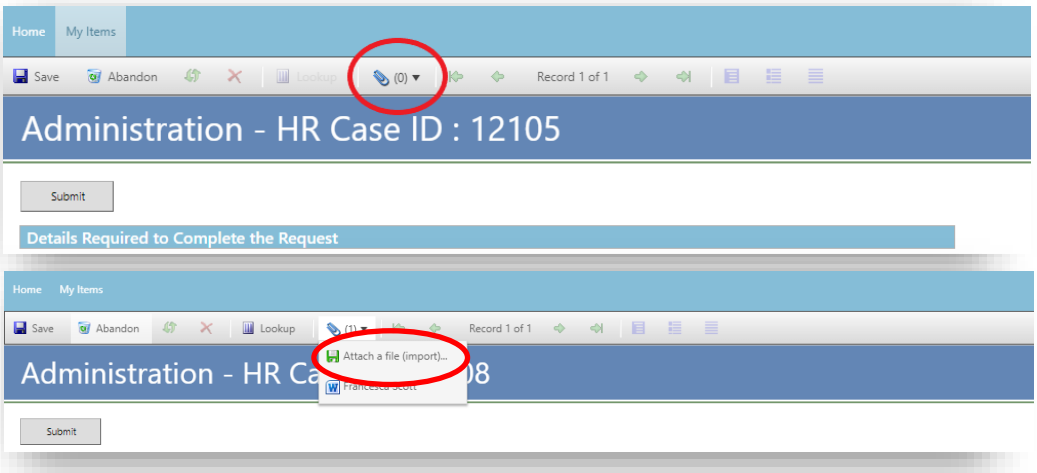
Creating a Ticket

1. Once you locate the type of ticket you are looking for, click on the ticket type and an HR Case will open. Enter the required information, indicated by a red box. If you are unsure of any information, please mark with zeros or “unknown” to continue.

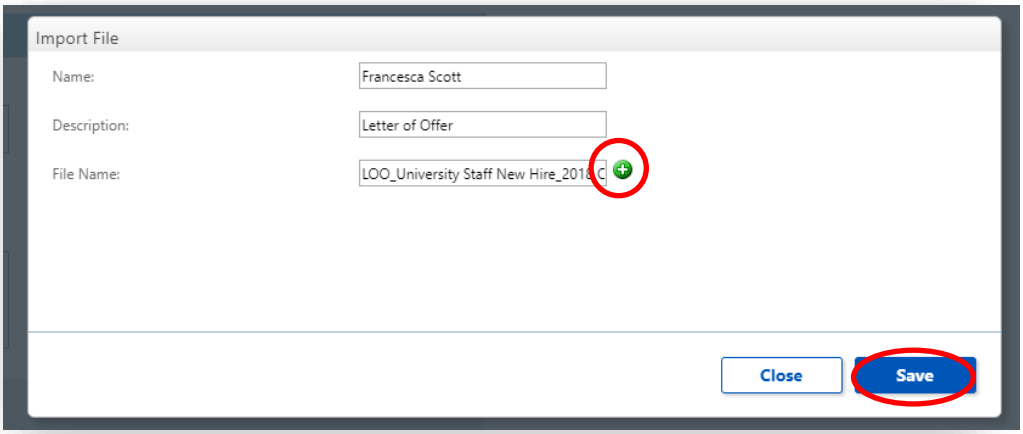


Attaching Documents

Attach any documents using the paperclip on the top toolbar, then “Attach a file”

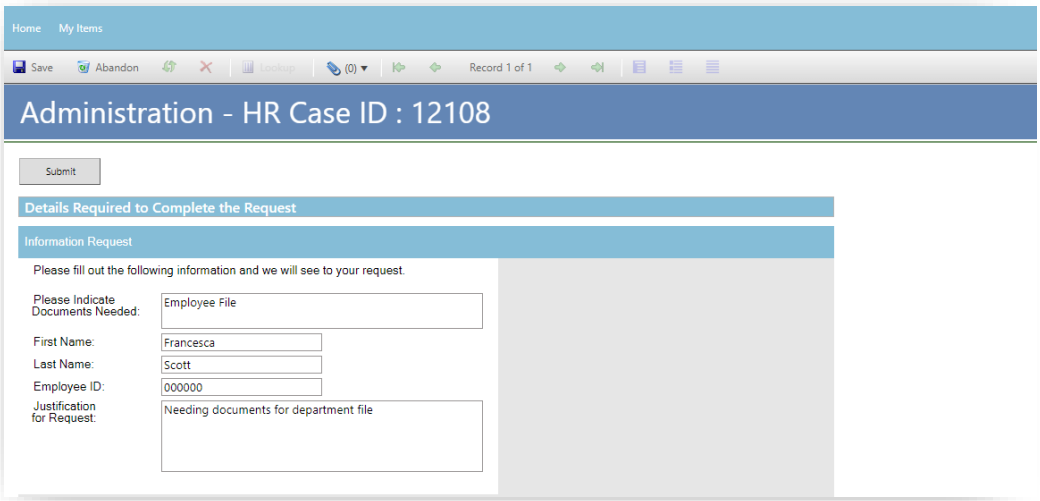


2. This box will then open, enter your name, the name of the document (in description) and click the green plus sign button. This will open a browse box for you to locate the file on your computer. Once you have located the proper document, click save. You can upload multiple documents by repeating these steps.



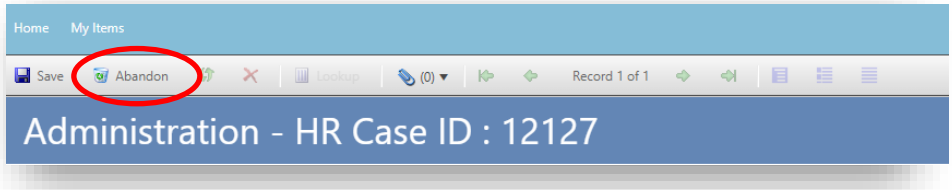
Submitting the Ticket

After your information is filled out and your attachments are attached (if necessary), click the submit button at the top left side of the HR Case.



Abandoning the Ticket

You can abandon the ticket by clicking on the Recycle bin icon, if you choose to not submit.

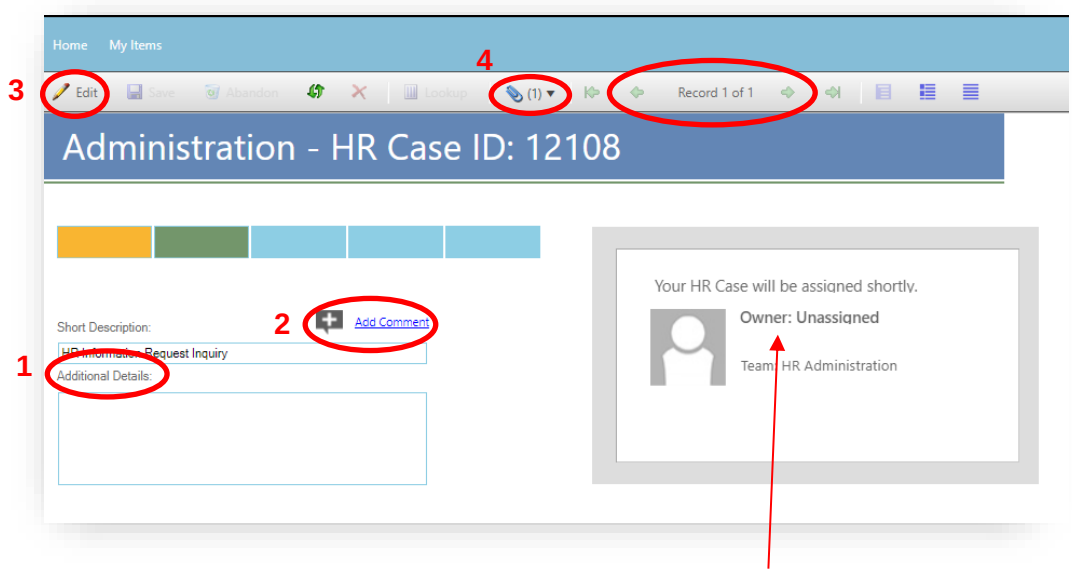


After Submission

After submitting your HR Case, this screen will appear. In this screen you will have the opportunity to add:

1. additional details
2. comment to the owner
3. edit your ticket
4. attach another document.

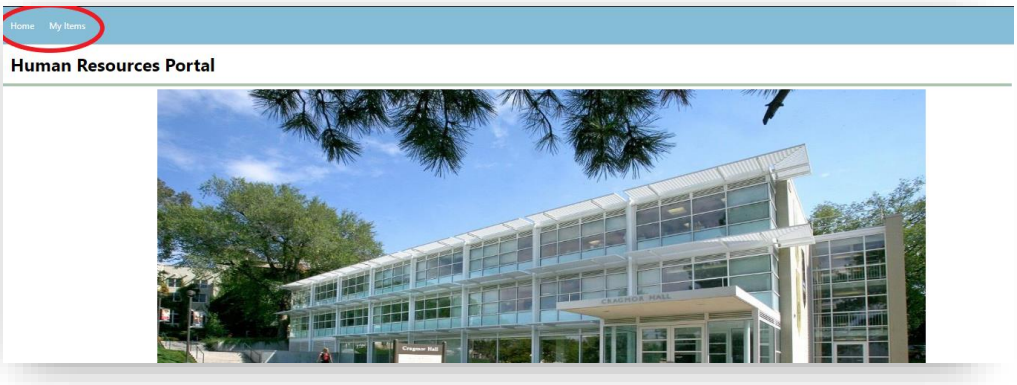
If you have multiple cases open you are able to scroll through using the green arrows. All the above options are highlighted below.



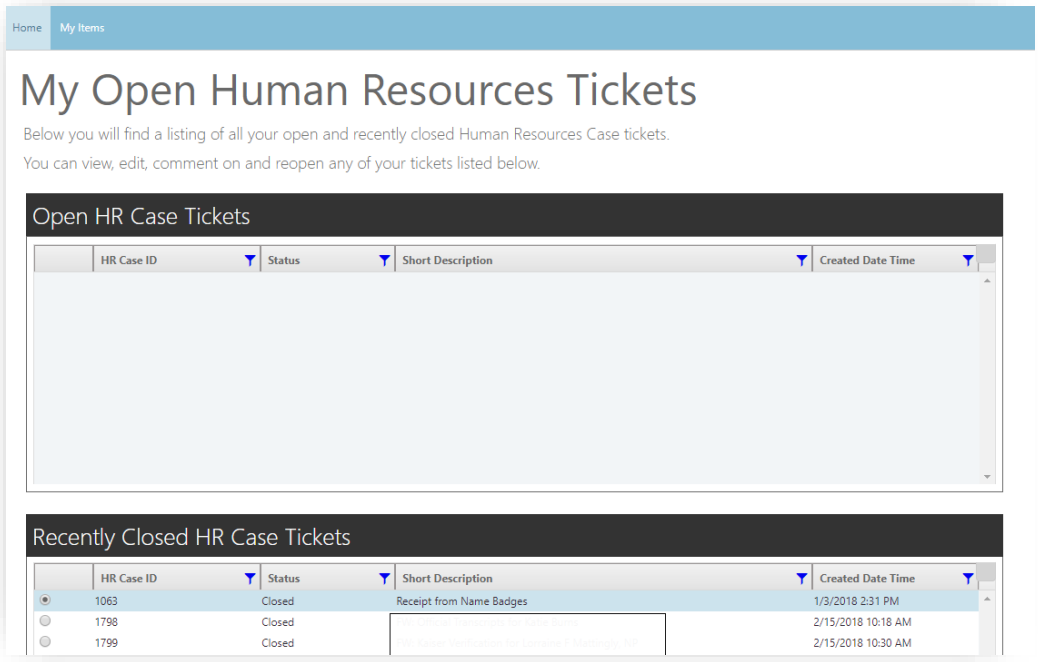
As soon as your ticket has been assigned to an HR representative, you will see a name appear under "Owner". This is who will be communicating with you and resolving your request.

FINDING PREVIOUS OR EXISTING TICKETS

1. You can return to the main page in Cherwell at any time by clicking the Home link at the top of the page. This will always be in the same place no matter what page you are on within Cherwell. (Refer to red circle below)
2. By selecting "See My Items", at the top of the page next to "Home", you will be directed to a list of all your HR cases. This is how you will view your open and closed tickets.



3. You can click on a case ID to see information regarding the case. All your information is stored in Cherwell and you are given a short description of the subject. Making these subjects informative will be key i.e. Letter of Offer – Scott.

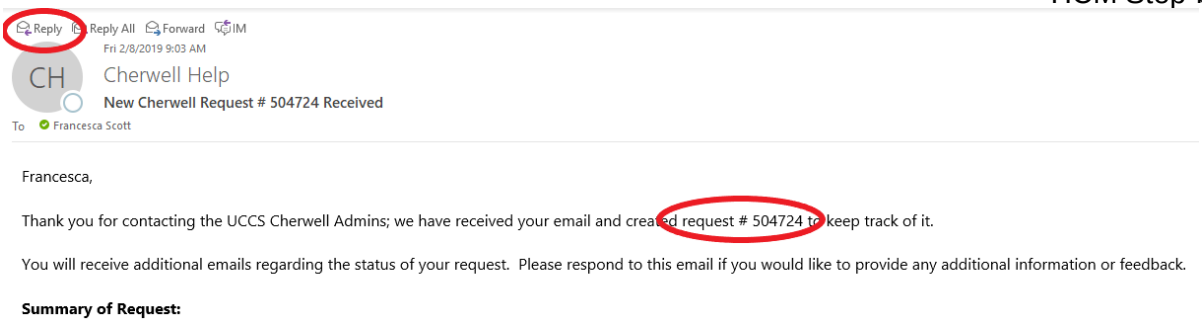


FOLLOW-UP QUESTIONS

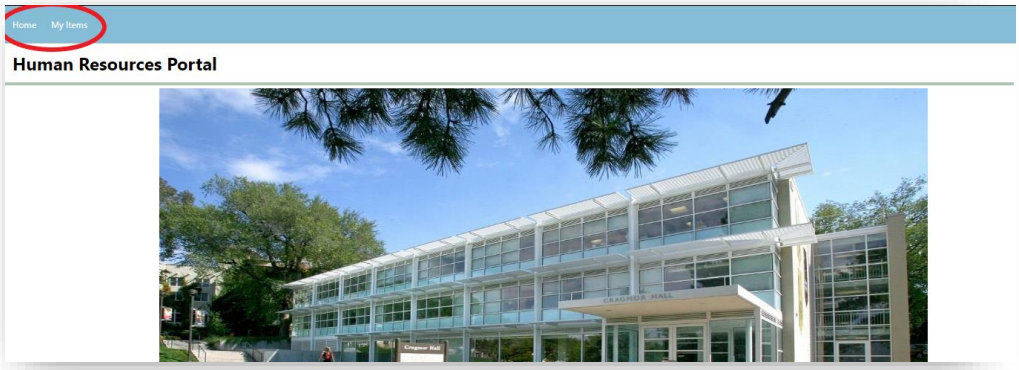
After a ticket is submitted, the employee or HR can follow-up with comments, progress information, or questions regarding the ticket.

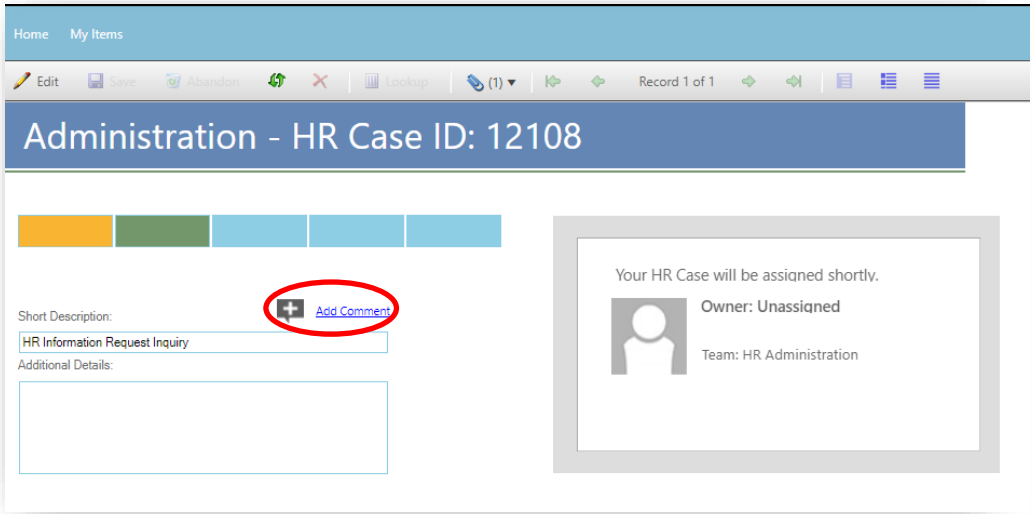
Employee Follow-up

1. There are two ways an employee can follow-up; comment, ask questions or simply inquire the status. First being a reply to the case creation email. Below you will see and example of the email, if you simply reply to that email, it will alert HR and we can respond appropriately.



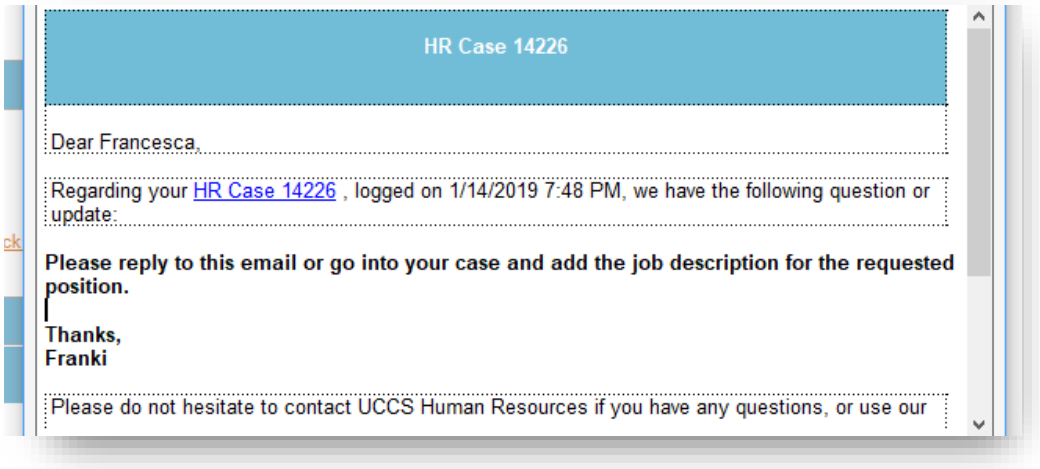
2. The other way you can follow-up is by locating your ticket in My Items your portal, then once you locate the ticket, you can click add comment.





HR Follow-up

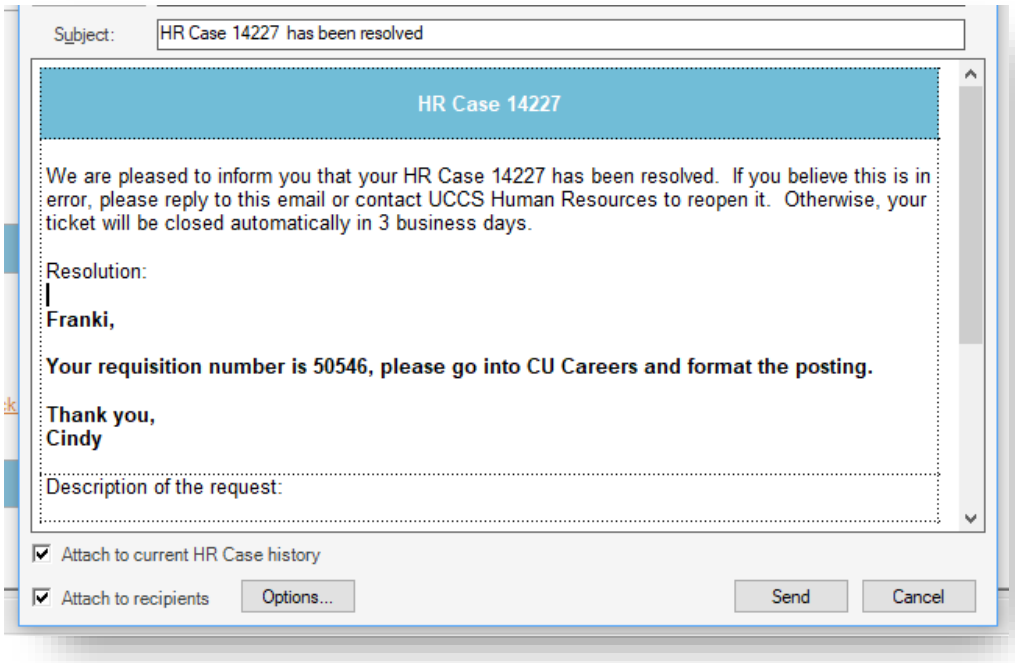
If HR sends a follow-up email, it will appear in your email inbox and the email will look like the following image.

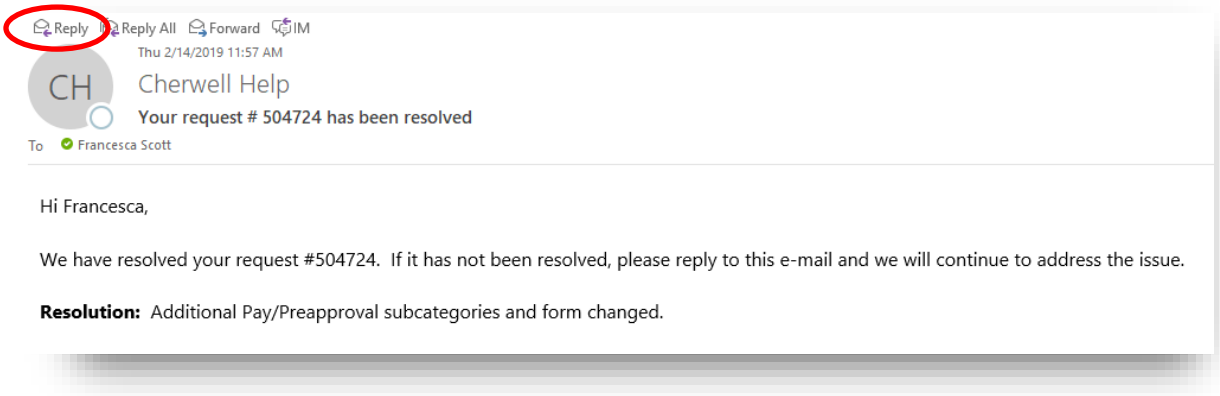


TICKET RESOLUTION

Resolution Email

After Human Resources has resolved your open tick, you will receive a resolution email that looks like the following image. Typically, the HR office trys to bold our resolution response.



Re-opening a Ticket

If you do not believe that the ticket is not quite resolved or you have more questions, simply reply to the resolution email and it will re-open your case and HR will respond accordingly.