How to Report an Issue for Someone Else

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 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. 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).

HELP DESK/TECHNICAL SUPPORT

HELP DESK NEWS:

The IT Help Desk telephone line at 619-249-4357 (HELP) is working and agents are on duty during normal business hours (7am - 5pm, Monday - Friday) to take your calls. You can also submit requests for assistance through the District's self-service portal to the online Cherwell ticketing system at https://sdusd.cherwellondemand.com.

Additionally, you can email your request for assistance to helpdesk@sdusd.net and our Cherwell system will automatically turn your email into a Help Desk ticket. Please make sure to include your name, employee ID, and a telephone number where you can be reached.

DEVICE RETIREMENT (THIS POLICY HAS BEEN SUSPENDED AT THIS TIME)

After an IT device has been in service at the district for 5 years, the IT department may remove the equipment or administratively disable it in order to keep the district's networks secure, efficient, and up-to-date with the latest technology support resources and reduce ongoing infrastructure and licensing costs to the district.

You can learn more about device retirement at the following link: https://www.sandiego.edu/it/it-resources/securedrive/device-retirement

SUBMIT YOUR TICKET ONLINE USING CHERWELL SERVICE MANAGEMENT

With a browser like Internet Explorer or Chrome, below you can submit a new Help Desk Ticket, or check the status of an existing ticket, any time via Cherwell Service Management:

https://sdusd.cherwellondemand.com

- [See instructions on how to report an issue in Cherwell CSM](https://sdusd.cherwellondemand.com)
- [See instructions on how to report an issue for someone else in Cherwell CSM](https://sdusd.cherwellondemand.com)
- [See instructions on how to view your open tickets in Cherwell CSM](https://sdusd.cherwellondemand.com)
- [See instructions on how to change your password in Cherwell CSM](https://sdusd.cherwellondemand.com)

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.

![Login button](image)

4. The SDCS login page will appear. Enter your District (DWA) Employee ID and Password, then click the Sign in button below.

![Login page](image)
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 Dialog]

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)*.

![Prior 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.

![Dialog box message](image)

**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.