How to View My Open Tickets in Cherwell

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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. 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).

**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.
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.