How to Report an Incident using the Cherwell Self-Service Landing Page

UIS Service Desk

303-860-HELP (4357)

help@cu.edu

University of Colorado

Boulder | Colorado Springs | Denver | Anschutz Medical Campus

How to Report an Incident using the Cherwell Self-Service Landing Page

1. Sign in to the Cherwell self-service landing page (instructions provided separately. Please visit the UIS Service Desk website).

2. Once you are signed in, click the **Report and Incident** link within the **Requests and Incidents** section.

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3. The Incident record form will open.

a. Your **Name** and **Phone Number** will be visible.

b. In the **Description** field, enter a description for your request.

c. Use the **radio button** to report whether or not the issue is affecting multiple users

d. Use the **radio button** to report whether or not this issue is preventing you from doing your work.

e. Add any relevant comments in the **Comments** field.

f. If desired, use the **Attach a file** utility to attach a document to your request.

g. When finished, click **Submit**.

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4. Your request has now been submitted, and the incident confirmation dialog box will open. Click **OK** to close this dialog box.

Note: You will receive a confirmation email from the UIS Service Desk that includes your **Incident ID.**

Cherwell Service Management   ✕

Your Incident has been added to the Cherwell system. Your Incident ID is 10077.

OK