

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

UIS Service Desk

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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.



## Portal Home

### Requests and Incidents



[Submit a Request](#)

[Report an Incident](#) ←

[View the Status of My Requests](#)



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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**.

The screenshot shows the incident report form for Incident 10077. The form is titled "Incident 10077" and has a status of "New". The user's name is "Kevin Ryan Mc Carty" and their phone number is "3038604176". The form includes a "Description" field, a "Comments" field, and two radio button questions: "Affect multiple users?" and "Prevent you from doing your work?". A "Submit" button is located at the bottom right of the form. Red boxes highlight the following elements: the "Attach a file" icon (f), the "Name" field (a), the "Description" field (b), the "Affect multiple users?" radio button (c), the "Prevent you from doing your work?" radio button (d), the "Comments" field (e), and the "Submit" button (g).

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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**.

