

# Employee Services: Step-by-Step Guide

## Opening a Cherwell Ticket

This guide describes how to open an Employee Services (ES) Data ticket through the ES Customer Portal for Cherwell. This guide also describes using this portal to check the status of your tickets.

Currently, only ES Data tickets can be opened using the method described in this guide. Reasons for opening an ES Data ticket may include:

- Reporting an issue with an existing PS Query
- Requesting a modification to an existing PS Query
- Submitting an idea for a new PS Query
- Asking any general HCM data-related questions

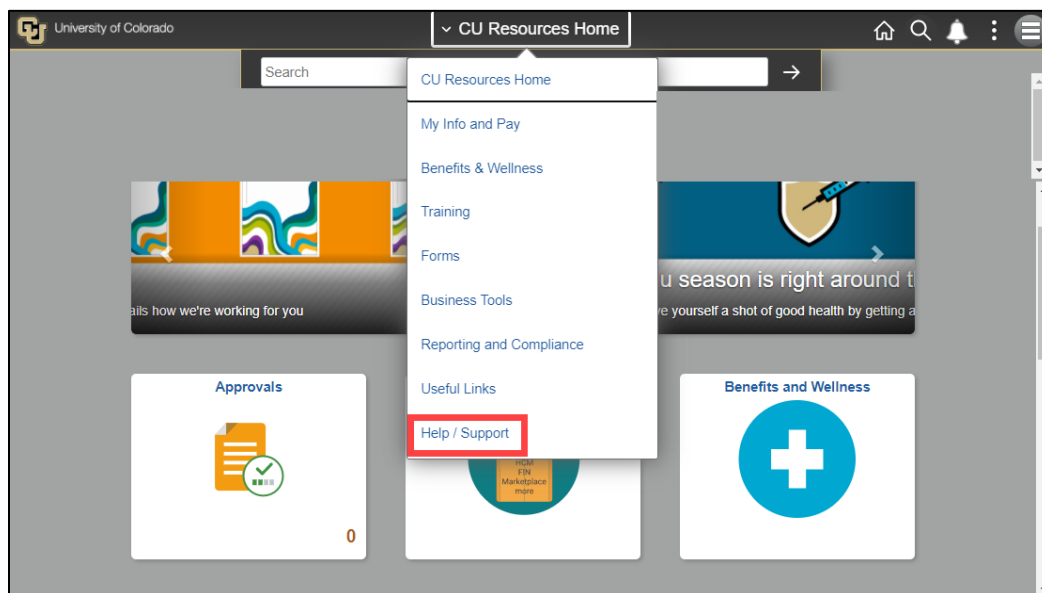
The following employee-portal resources are also available from the ES Cherwell Customer Portal landing page:

- Contact Us
- Document Library
- Data Use Guidelines
- HCM Community
- Payroll Calendars
- Regent Policy

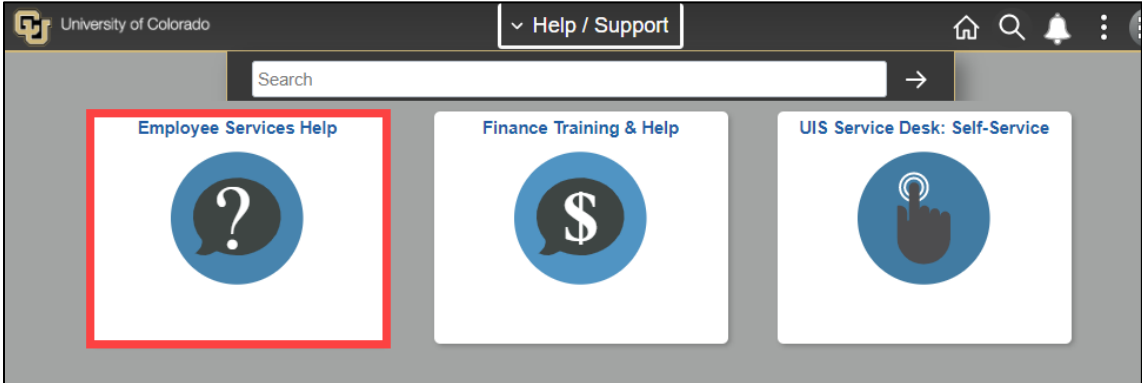
## Navigating to the ES Customer Portal for Cherwell

To access the ES Customer Portal for Cherwell page:

1. From the employee portal, click **Help/Support** from the CU Resources Home menu.



2. Click the **Employee Services Help** tile.



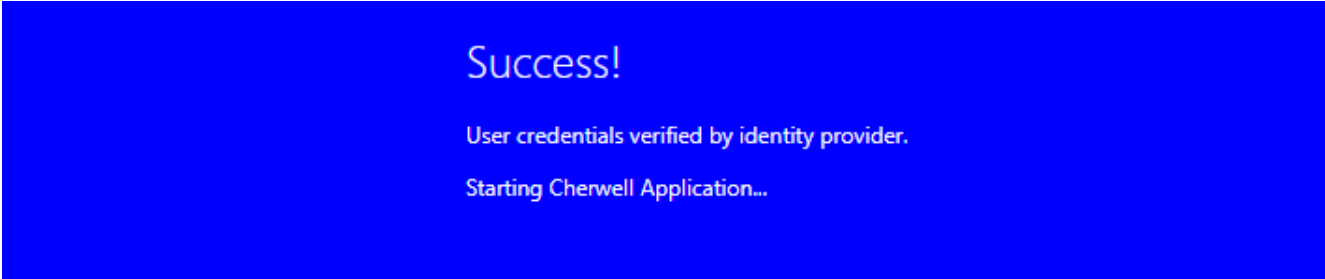
3. Click your CU campus.



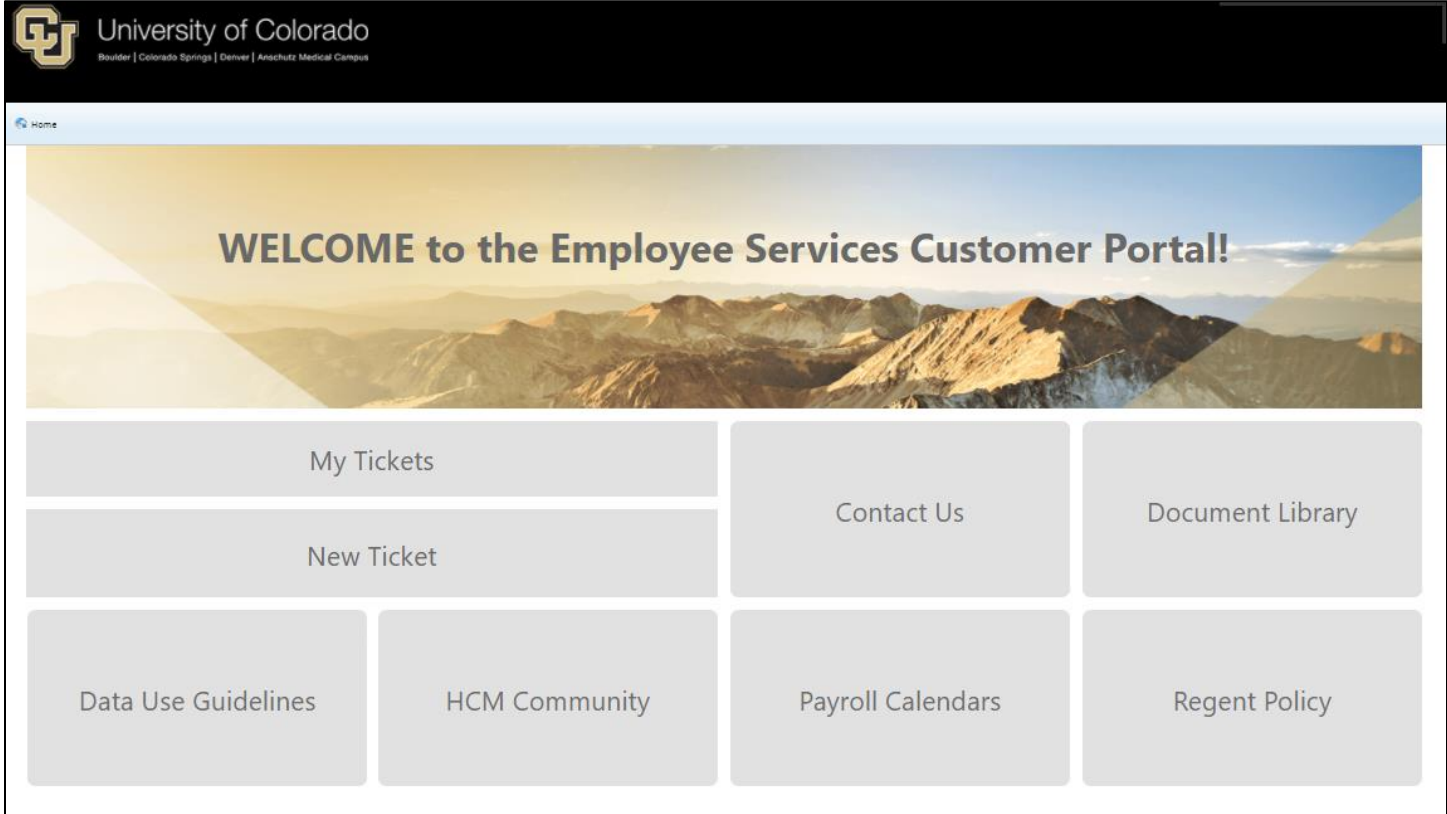
4. Enter your single sign-on credentials, and click **Submit**.



The following message appears briefly before redirecting you.



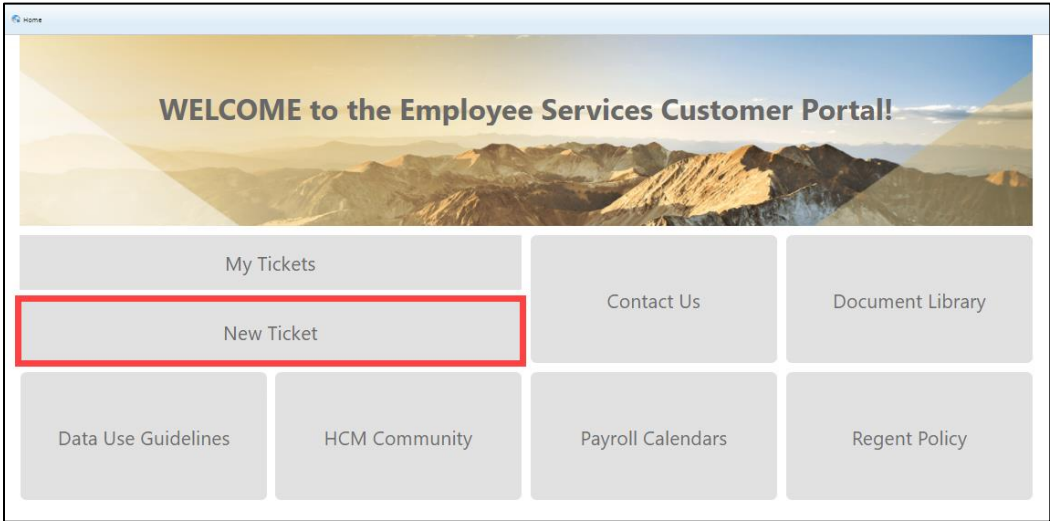
The Employee Services Customer Portal landing page for Cherwell opens.



# Creating a New Ticket

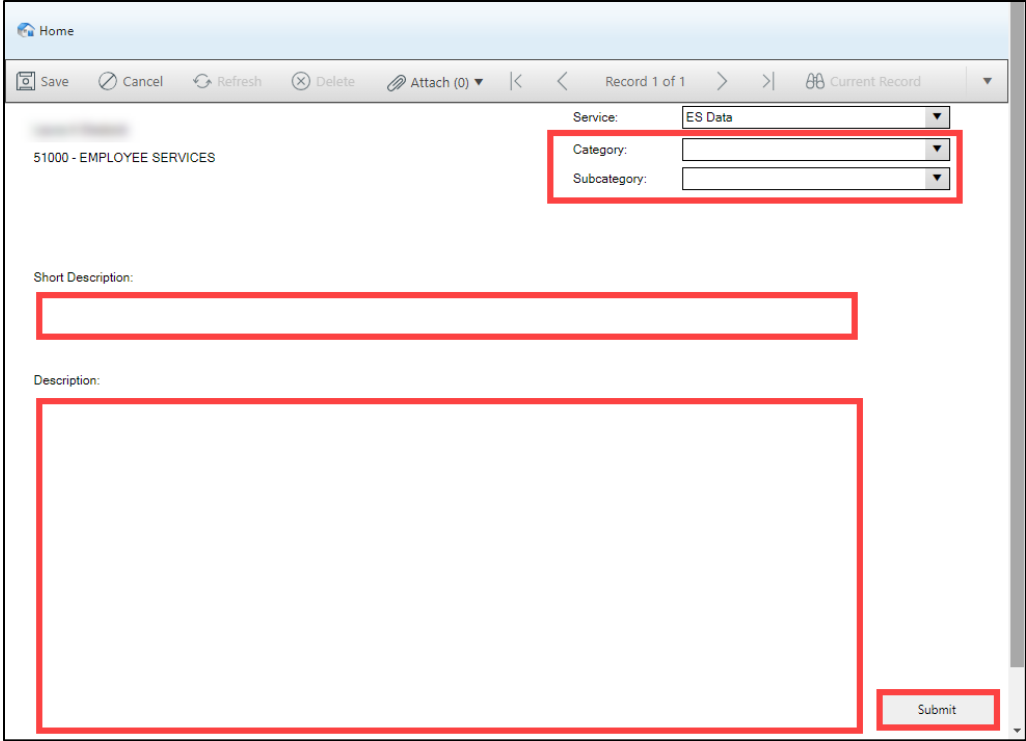
To open a new ES Data ticket:

- 1. Click **New Ticket**.



A new ticket window appears. ES Data will be the default value displayed in the Service dropdown list.

- 2. From the other dropdown lists, select a **Category** and a **Subcategory**.
- 3. Enter any description details, and click **Submit**.



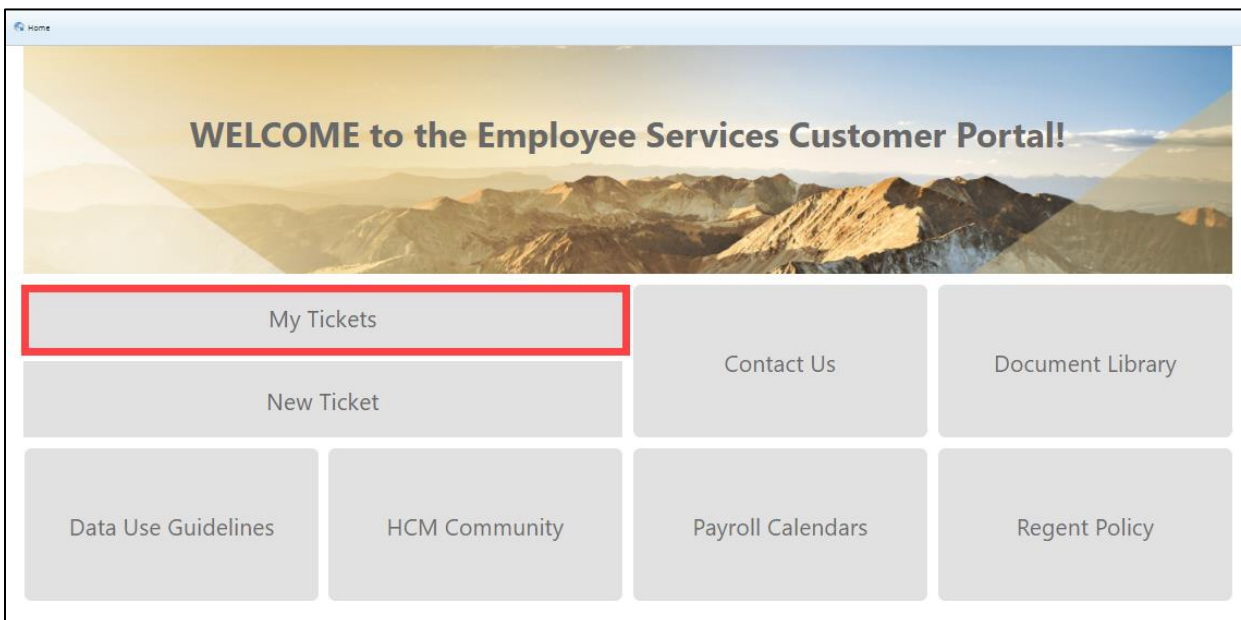
If successful, the Submit button appears grayed out. To return to the Cherwell landing page, click **Home** in the top-left corner.

The screenshot shows a web browser window with a 'Home' button highlighted in red in the top-left corner. The browser's address bar shows 'Record 1 of 1' and 'Current Record'. The page title is 'Status: New' and the ES Ticket ID is 355691. The form contains the following elements:

- Service: ES Data
- Category: PeopleSoft Query
- Subcategory: Report an Issue
- Short Description: PS Query issue EXAMPLE
- Description: For ES HCM campus call. Enter details here!
- Submit button (grayed out)

## Viewing the Status of a Ticket

To view the status of an existing ticket, click **My Tickets**:



You should see your ticket and any other tickets you have created.

Home

Records 1 - 150 of 150 | < < 1 of 1 > > | All ▾ 🔍 Current Record ☰ List 🗪 Grid Multi-column sort

### My Tickets

View my active tickets

ES Ticket ID	Created Date Ti...	Stat...	Service	Category	Subcategory	Short Description
355691	11/3/2020 12:09 PM	New	ES Data	PeopleSoft Query	Report an Issue	PS Query Issue EXAMPLE

Your tickets list may look different from this example when you first view it. Use the tools menu to set up your own default view. You'll only need to do this once as your changes will be saved.

Home

Records 1 - 150 of 150 | < < 1 of 1 > > | All ▾ 🔍 Current Record ☰ List 🗪 Grid Multi-column sort

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