![University of Colorado logo — Boulder | Colorado Springs | Denver | Anschutz Medical Campus — EMPLOYEE SERVICES]

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
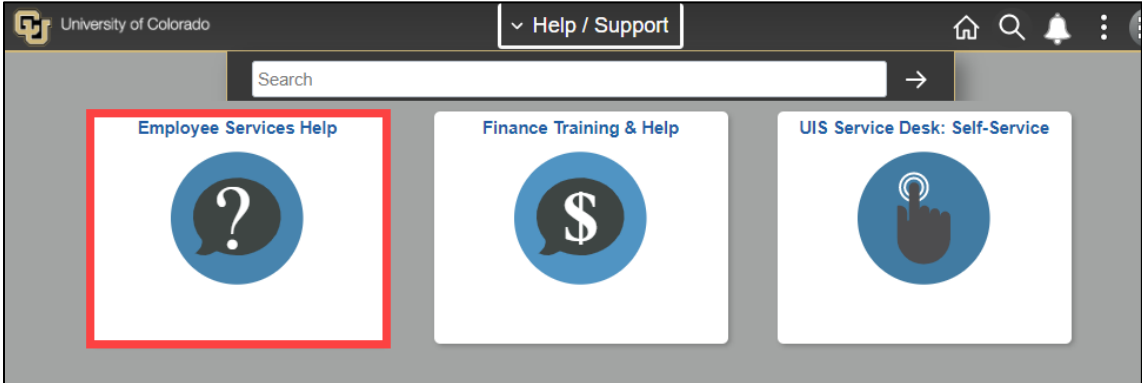- Payroll Calendars
- Regent Policy

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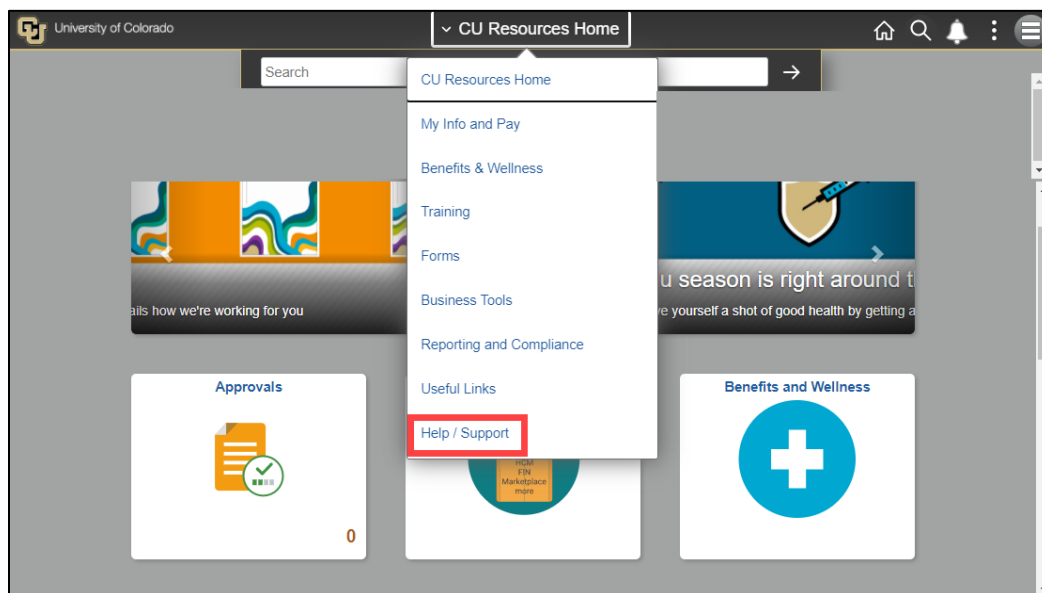
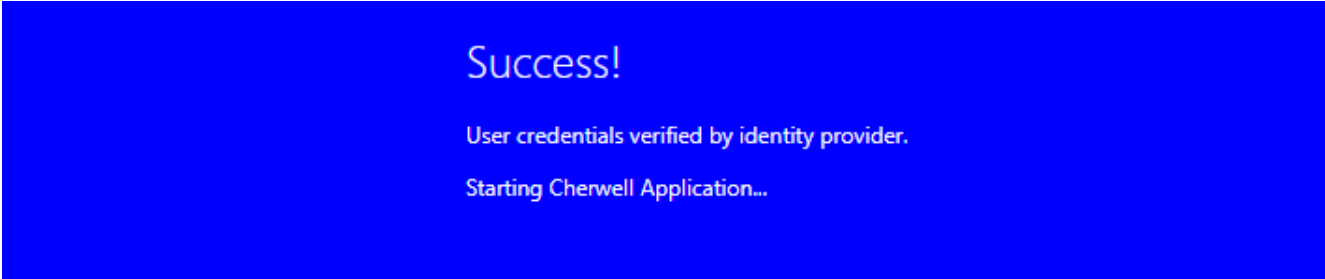2. Click the **Employee Services Help** tile.

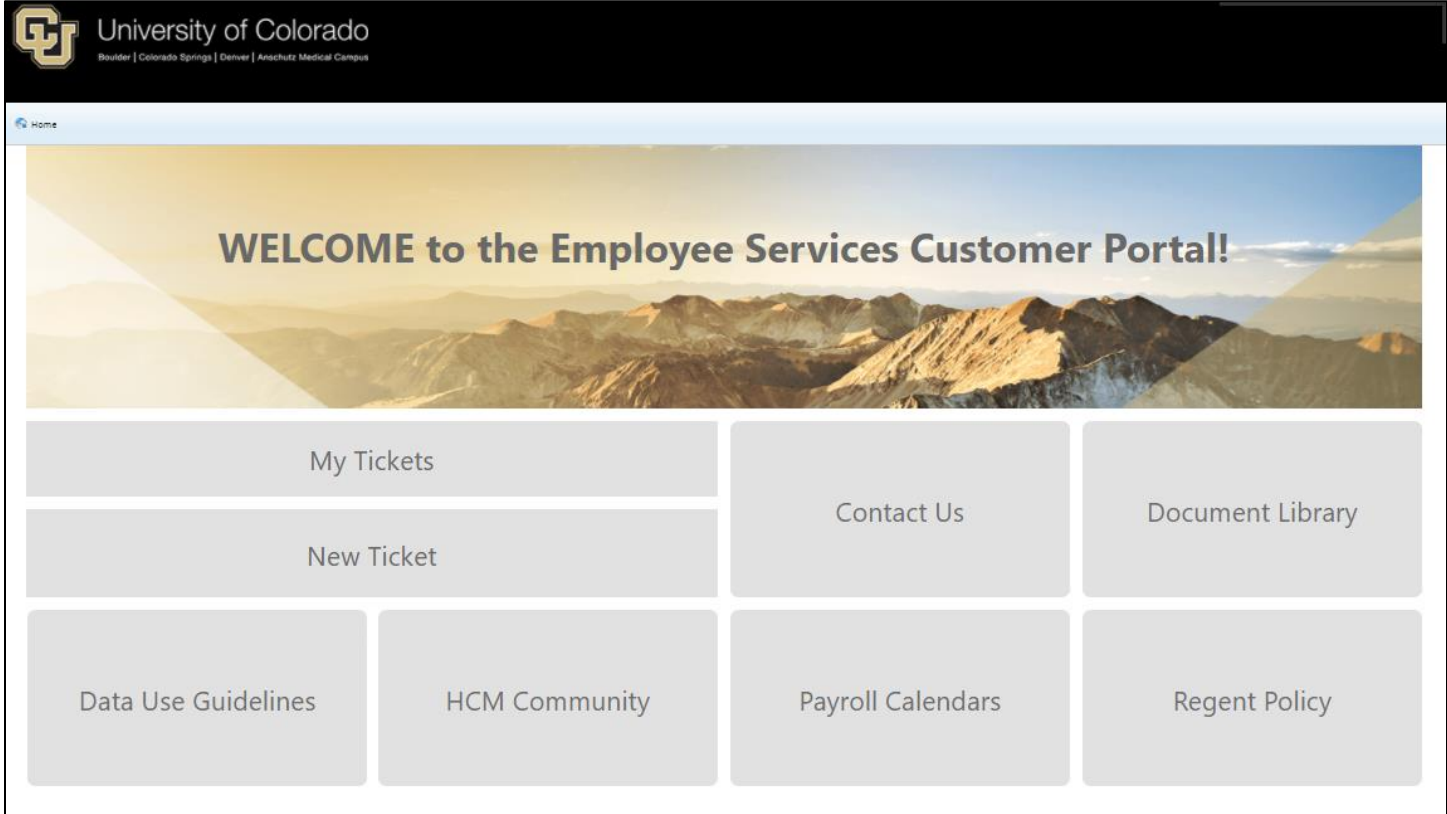

3. Click your CU campus.

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

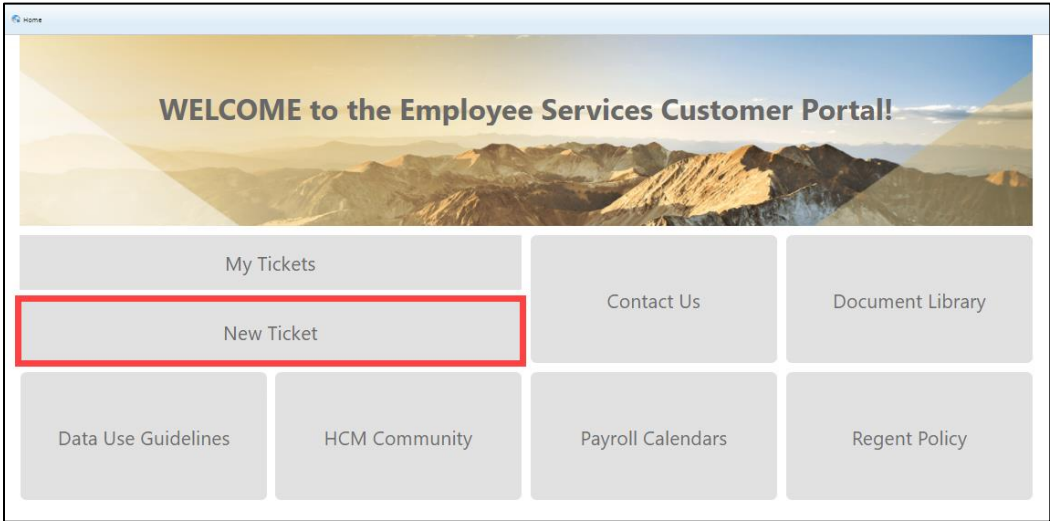The following message appears briefly before redirecting you.

The Employee Services Customer Portal landing page for Cherwell opens.
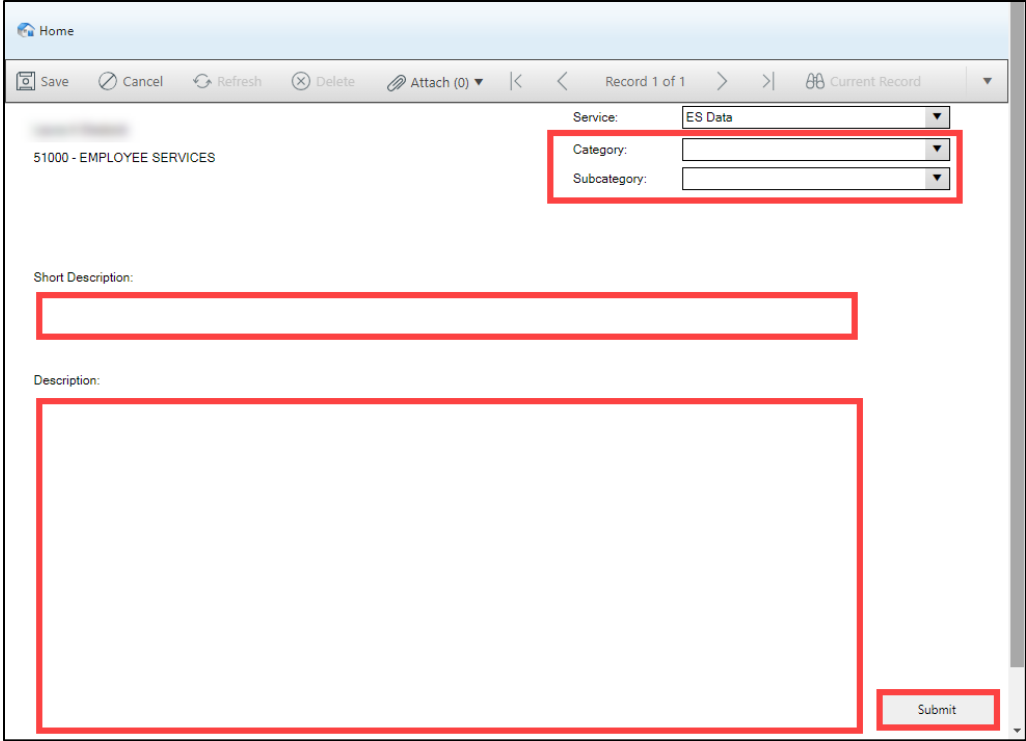
Creating a New Ticket

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**.
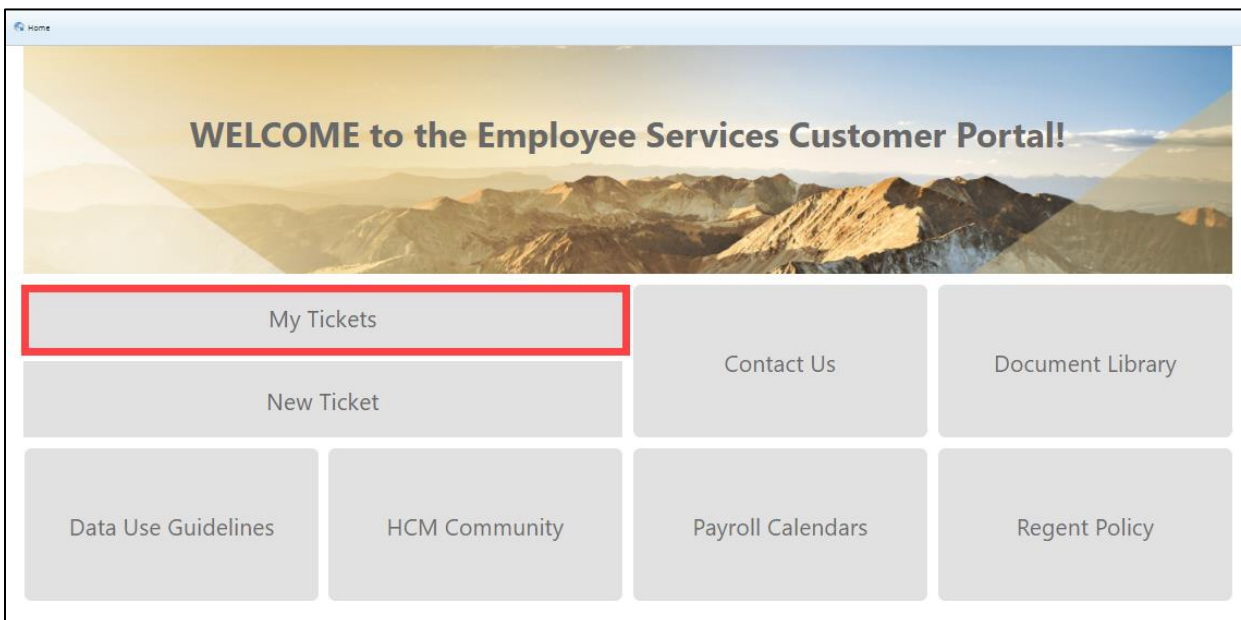
3. Enter any description details, and click **Submit**.

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

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.

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.