

How to Submit a Request using the Cherwell Self-Service Landing Page

UIS Service Desk

303-860-HELP (4357)

help@cu.edu



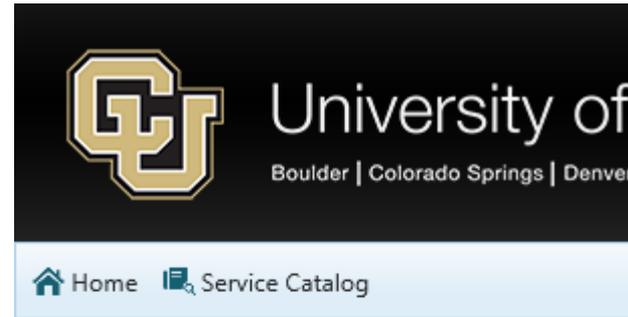
University of Colorado

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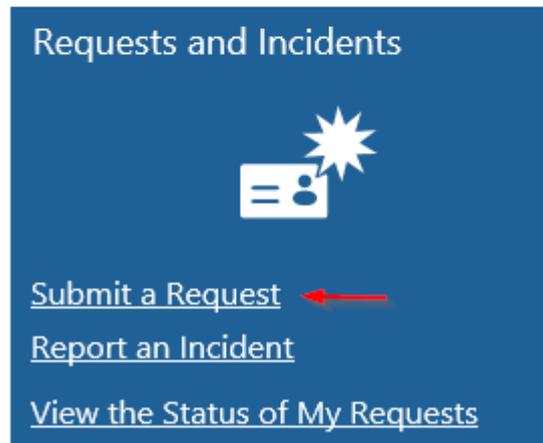
How to Submit a Request using the Cherwell Self-Service Landing Page

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 **Submit a Request** link within the **Requests and Incidents** section.



Portal Home



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3. The Cherwell service catalog will open. Locate the service you would like to request. In this example, we will be using the **Request Meeting Setup** subcategory, located within the **Desktop Support Services → AV / Meeting Support** category.

4. Click the desired service request subcategory to open the service request form.

Note: When you hover over a service category, the box color alters and additional service request subcategories will become visible.

[Communications](#) 

[Conference Calling](#)

[Desktop Support Services](#) 

[AV / Meeting Support](#)

[Request for Information](#)
[Request Meeting Setup](#)



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5. The Service Request form will now open.

- a. Your **Name** and **Phone Number** will be visible.
- b. In the **Description** field, enter a description for your request.
- c. Complete the required information within the specifics form.
 - a. **Note:** The specifics form will vary by request type.
- d. If desired, use the **Attach a file** utility to attach a document to your request.
- e. When you are finished, click **Submit**.

Home Service Catalog

Save Abandon Lookup (0) Record 1 of 1

Service Request 10073

Status: New Request Meeting Setup

 **Kevin Ryan Mc Carty**
Phone: 3038604176
Dept:

Description:

Subject:

Primary Location:

Date and Time:

Number of Participant Sites: 0

Duration
Hours: Minutes:

Equipment Needed

Projector? Video Conference?
 Laptop?
 Speakers?

Video Conference Locations:

Connection Information

Audio Conference Setup Needed? Desktop Sharing Needed?

Submit

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6. Your request has now been submitted, and the service request 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 **Service Request ID**.

