

# How to View the Status of an Open Incident or Request

UIS Service Desk

303-860-HELP (4357)

[help@cu.edu](mailto:help@cu.edu)



University of Colorado

Boulder | Colorado Springs | Denver | Anschutz Medical Campus

# How to View the Status of an Open Incident or Request

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 **View the Status of My Requests** 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. Alternatively, open incidents and requests are listed on the right-hand side of the self-service landing page. Click the **numeric icon** next to **Open Service Requests** or **Open Incidents**.

### My Items

Open Service Requests  0

Open Incidents  0

### UIS Service Desk Hours

Monday - Friday **7:30am - 5:30pm**

Saturday & Sunday **Closed**

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4. The **My Items** dashboard will now open.

5. All open requests and incidents will be visible with the **My Open Incidents and Requests** section.

6. All incidents and requests that were recently closed will be visible within the **My Recently Closed Incidents and Requests** section.

## My Items

### My Open Incidents and Requests

**10073, New, Priority 3, Kevin Ryan Mc Carty**

Last Modified 7:01 PM by Kevin Ryan Mc Carty

Category: AV / Meeting Support

Subcategory: Request Meeting Setup

I would like to request a meeting setup.

### My Recently Closed Incidents and Requests

No records found

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7. To open an incident or request, hover over the title and click to open.

## My Items

### My Open Incidents and Requests

[10073, New, Priority 3, Kevin Ryan Mc Carly](#) 

Last Modified 7:01 PM by Kevin Ryan Mc Carly  
Category: AV / Meeting Support  
Subcategory: Request Meeting Setup  
I would like to request a meeting setup.

### My Recently Closed Incidents and Requests

No records found

# How to View the Status of an Open Incident or Request

8. The **Incident** or **Request** form will now open.

- a. Click the **Add Comment** link to add an update to your case.
- b. Use the **Edit** utility to edit the details of your case (description, specific form, etc.).
  - a. When finished editing, click the **Save** icon.
- c. Use the **Attach a File** utility to attach a document to your case.
- d. Use the **Arrow Keys** to navigate between your open cases.

9. Be sure to click **Save** before closing when making changes.

Home Service Catalog

Edit Save Abandon Lookup (0) Record 1 of 1

## Service Request 10073

Status: New Request Meeting Setup

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

Owned By:  
Estimated Response: 2/5/2015 6:50 PM  
Estimated Completion: 2/5/2015 6:50 PM

Comments: [Add Comment](#)

Description:  
I would like to request a meeting setup.