How to View the Status of an Open Incident or Request

UIS Service Desk

303-860-HELP (4357)

help@cu.edu

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.

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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.**

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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
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My Recently Closed Incidents and Requests
No records found

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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.