

How to Withdraw an Open Incident or Request

UIS Service Desk

303-860-HELP (4357)

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How to Withdraw 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. The **My Items** dashboard will now open.

4. Locate the incident or request you would like to withdraw, and **click in the open area** to the right of the text to select the case to display additional options.

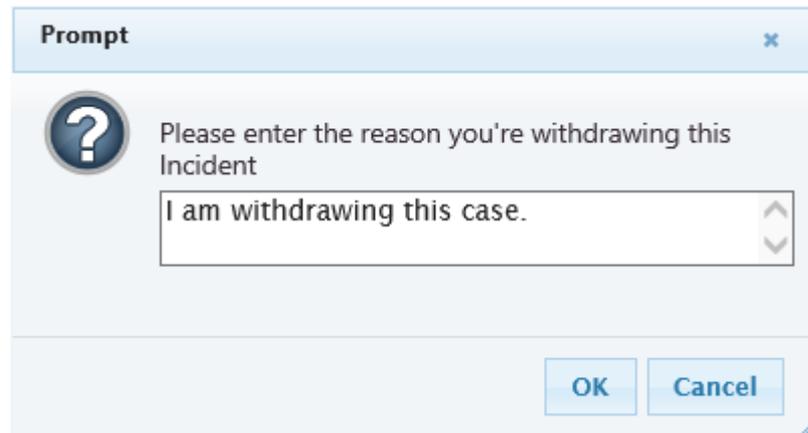
5. The field will turn a dark blue. Click **Withdraw** to open the withdraw prompt. Alternatively, you can click **Add a Comment** to add a comment to your case.

My Items

The screenshot displays the 'My Items' dashboard. It is divided into two main sections: 'My Open Incidents and Requests' and 'My Recently Closed Incidents and Requests'. The top section, 'My Open Incidents and Requests', has a dark blue header. Below the header, there is a list of incidents. The first incident is highlighted in a dark blue background. The text for this incident is: '10073, New, Priority 3, Kevin Ryan Mc Carty'. Below this, in smaller text, it says: 'Last Modified: 7:01 PM by Kevin Ryan Mc Carty', 'Category: AV / Meeting Support', 'Subcategory: Request Meeting Setup', and 'I would like to request a meeting setup.' To the right of the incident text, there are two buttons: 'Add a Comment' with a speech bubble icon and 'Withdraw' with a red 'X' icon. A red arrow points to the 'Withdraw' button. The bottom section, 'My Recently Closed Incidents and Requests', has a dark blue header and contains the text 'No records found' in the center.

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6. Enter a reason for the withdrawal, then click **OK**.



The image shows a 'Prompt' dialog box with a light blue header and a close button (x) in the top right corner. On the left side of the dialog, there is a circular icon containing a question mark. To the right of this icon, the text reads 'Please enter the reason you're withdrawing this Incident'. Below this text is a text input field containing the text 'I am withdrawing this case.' with a vertical scrollbar on the right side. At the bottom right of the dialog, there are two buttons: 'OK' and 'Cancel'.

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7. A dialog box will open to confirm your withdrawal. Click **OK** to close.

Your case has now been withdrawn.

