# How to use Cherwell – the new MVECA Service Desk

You have 2 options when using Cherwell.

A. Option 1: Send an email with your request/issue to the email address listed below and a ticket will automatically be created in Cherwell. *In the Subject Line of your email, enter the main issue such as CRD Dates for 'your building name' (brief title of the request/issue). In the body of the email, please describe the issue or request and enter as many details of the issue or request as possible.*

Example email:
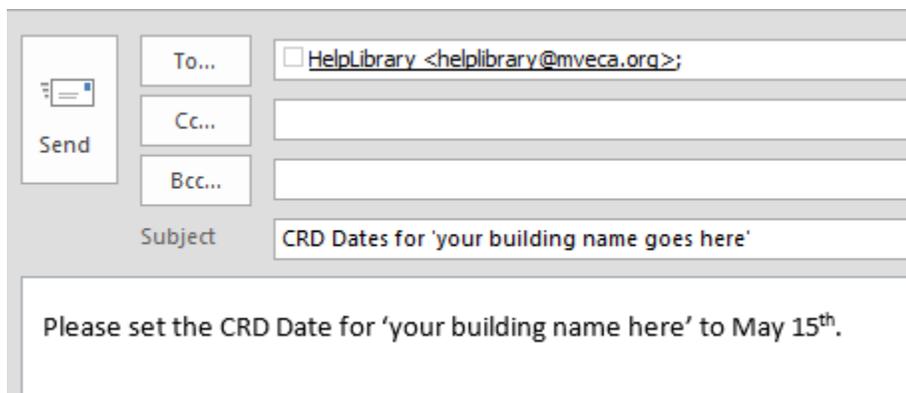
	To...	☐ HelpLibrary <helplibrary@mveca.org>;
Send	Cc...	
	Bcc...	
	Subject	CRD Dates for 'your building name goes here'

Please set the CRD Date for 'your building name here' to May 15th.

When we reply, you will receive an email including that response and you may *REPLY* to that email with your response. You will not need to log in to Cherwell unless you want to view your previous tickets and the history of responses on the tickets. All email history will be retained in Cherwell for later reference.
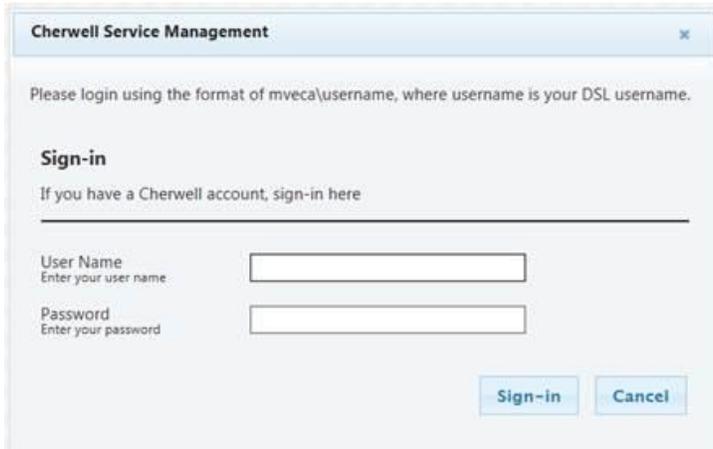
Library   HelpLibrary@mveca.org

B. Option 2: You may log in to Cherwell to create a ticket or view previous tickets and the history of responses using the following instructions.

1. Go to the following URL: https://support.oecn.org/CherwellPortal/mveca#0

How to sign in to Cherwell – MVECA Service Desk

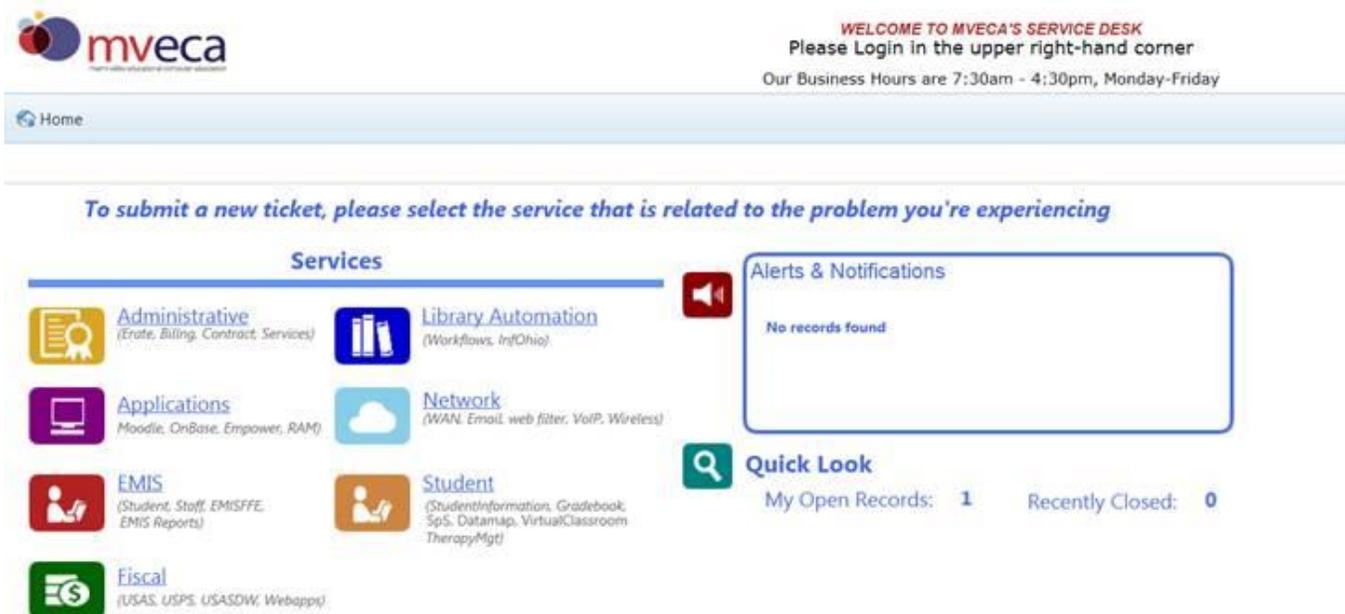2. When you go to the above URL, you will see the following "Sign-in" dialog box:

3. You will use your Email or StudentInformation username and password.
    a. Enter your user name and **PRECEDE IT WITH "MVECA\".**
    b. Example: mveca\xx_xxxxxxxx
    c. Then enter your password.
    d. Click Sign-in.
    e. Your cursor may spin 30-45 seconds before logging you in. Please be patient.
4. Once you are in, you will see the following screen listing the service areas for MVECA. Under each of the MVECA service areas is a description of the software which the specified area supports.

    a. "Library Automation" includes WorkFlows and INFOhio.
    b. You will see "My Open Records" and you can click on the number to then see your open tickets.
    c. You will see "Recently Closed" and you will be able to click on the number to view your closed tickets.

How to Create a New Ticket in Cherwell - MVECA's Service Desk

5. To create a new ticket, Click on the service area of "Library Automation" (or any other appropriate area you are requesting assistance with) and you will see the following dialog box appear:
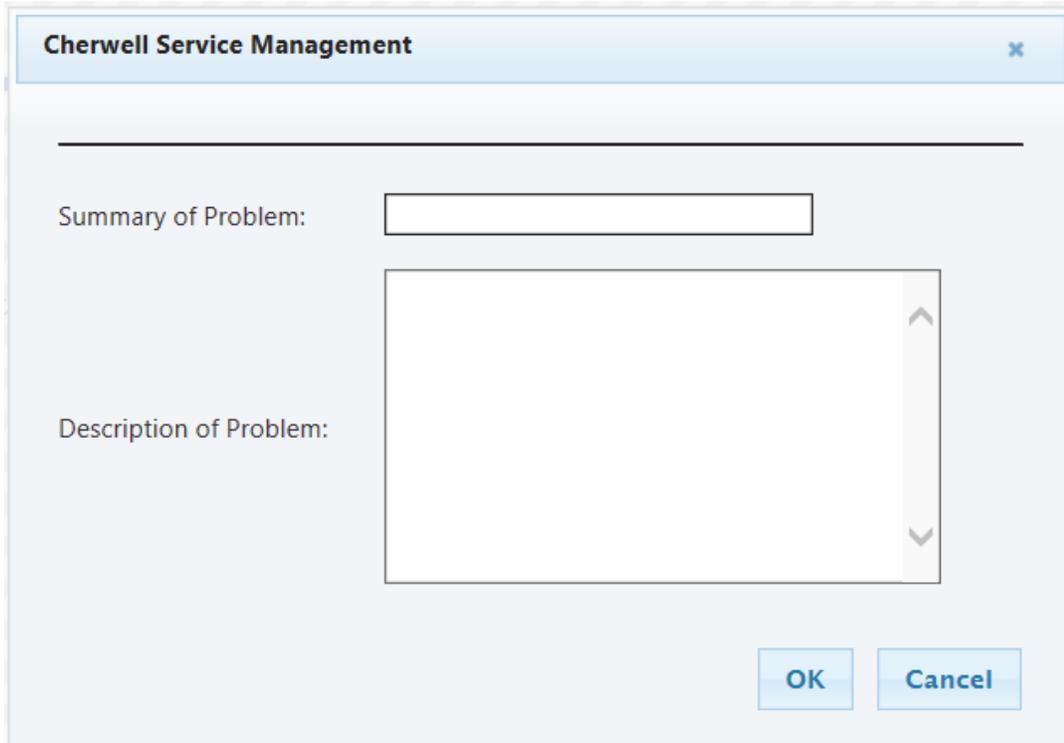
Cherwell Service Management ✖

Summary of Problem: [   ]

Description of Problem: [   ]

OK   Cancel

6. In the "Summary of problem:" *enter a brief "title" of the issue (ex: CRD date for 15/16).*

7. In the "Description of problem:" *enter the complete details of the issue.*
   a) If there is a student in question, specify the student or students.
   b) If there is a specific report in question, specify the report name or number and leave it on your Finished Reports screen for us to view.
   c) If you are receiving an error message, copy and paste that error message in to a word document or notepad document and attach it to the ticket.
   d) Provide as many *details* as possible so we may answer you as quickly as possible and solve your issue.
   e) Click "OK".

8. You will then see the following screen:

9. If everything in your Summary and Description is complete and correct, Click "Home" in the top left of your screen above the word "Edit" to save the entry.
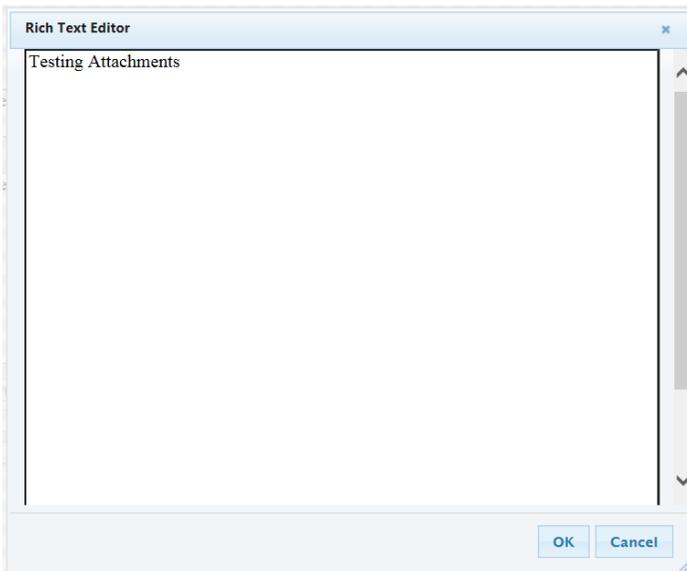
a. If you need to edit the text in the Summary or Description box, single click inside the box (Summary or Description). You will see a "text" icon appear in the upper right hand corner of each of the boxes.

b. Click on the Icon and it will let you add text to the box.

c. Click "OK" when done or "Cancel" to return to the prior screen.

10. In the upper left side of your screen you will see instructions posted:

a. If you do not need to make any changes:
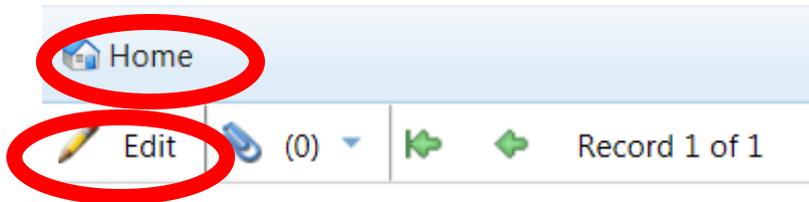
Click on "Home" above to save your ticket

b. If you need to:
  i. Add an attachment
  ii. Add a comment
  iii. Enter an Alt. Contact or phone number in the Alt. Contact box
  iv. Close
  v. Reopen a ticket

  vi. Then: **Click on "Edit" above to add an attachment, close or reopen a ticket:**

c. If you do not have a phone number showing on record:

Please enter your phone number in the "Alt. Contact:" box. You may also add an alternate contact in this box with their phone number if you would like for us to contact someone else on the issue in the Cherwell ticket you have created.