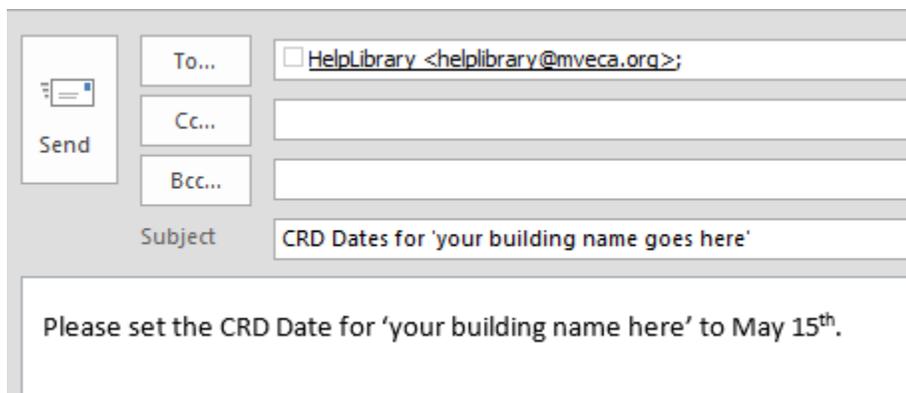


How to use Cherwell – the new MVECA Service Desk

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:



The screenshot shows an email composition interface. On the left is a 'Send' button with a paper plane icon. To its right are three fields: 'To...' containing 'HelpLibrary <helplibrary@mveca.org>', 'Cc...', and 'Bcc...'. Below these is a 'Subject' field containing 'CRD Dates for 'your building name goes here''. The body of the email contains the text: '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.

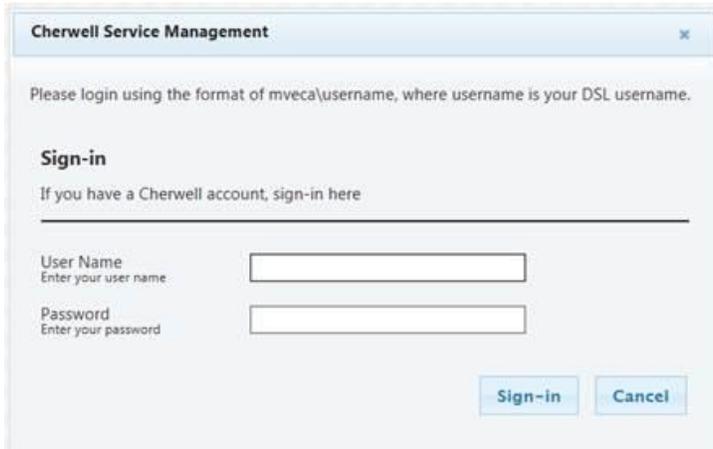
Library

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:



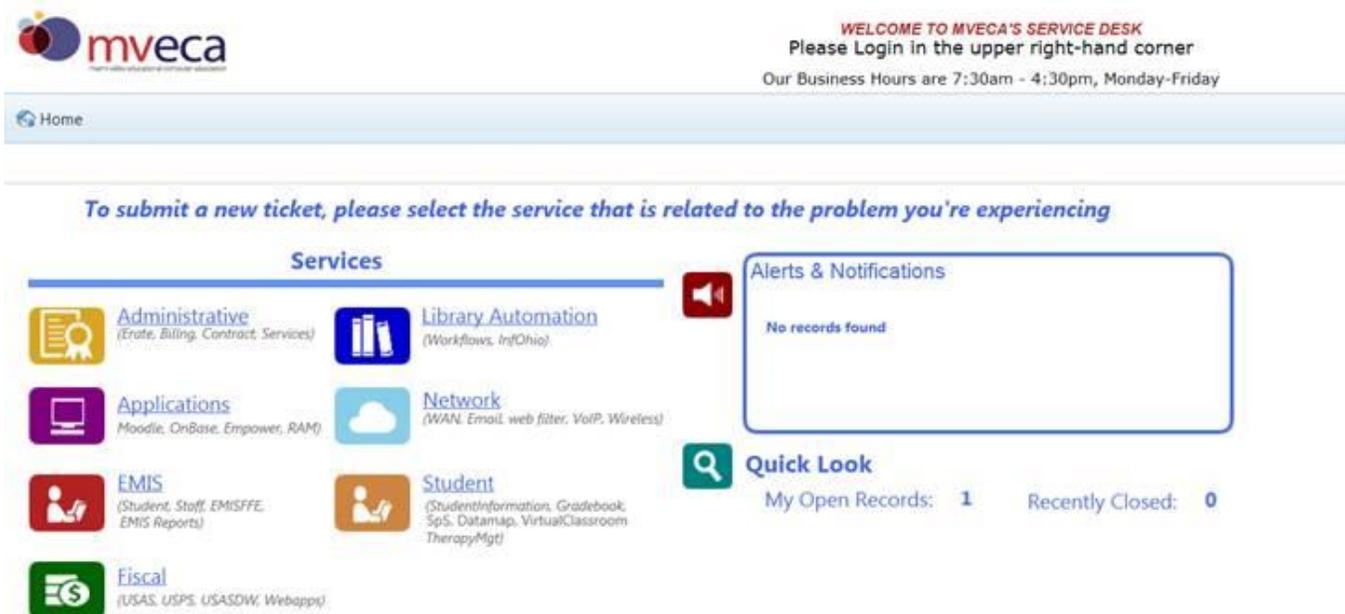
The dialog box is titled "Cherwell Service Management" and contains the following text: "Please login using the format of mveca\username, where username is your DSL username." Below this is a "Sign-in" section with the instruction "If you have a Cherwell account, sign-in here". There are two input fields: "User Name" with the subtext "Enter your user name" and "Password" with the subtext "Enter your password". At the bottom right are two buttons: "Sign-in" and "Cancel".

3. You will use your Email or StudentInformation username and password.

- Enter your user name and **PRECEDE IT WITH “MVECA\”**.
- Example: mveca\xx_xxxxxxx
- Then enter your password.
- Click Sign-in.
- 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.

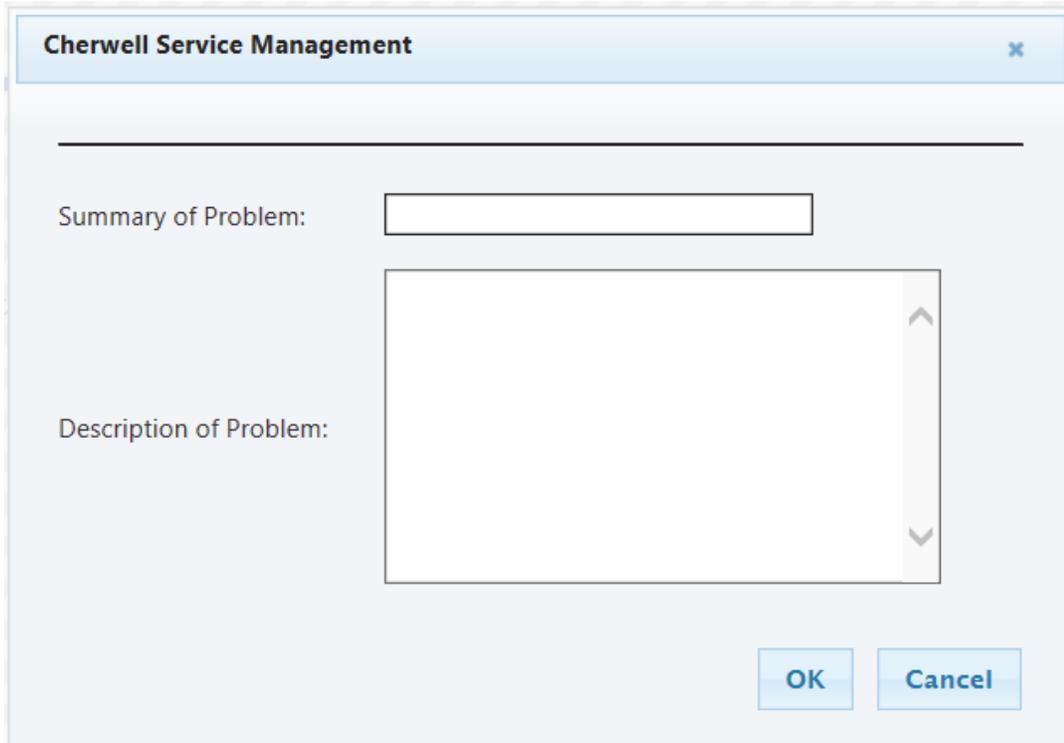
- “Library Automation” includes WorkFlows and INFOhio.
- You will see “My Open Records” and you can click on the number to then see your open tickets.
- You will see “Recently Closed” and you will be able to click on the number to view your closed tickets.



The home page features the MVECA logo on the left and a welcome message on the right: "WELCOME TO MVECA'S SERVICE DESK Please Login in the upper right-hand corner Our Business Hours are 7:30am - 4:30pm, Monday-Friday". A "Home" link is in the top left. A blue banner reads: "To submit a new ticket, please select the service that is related to the problem you're experiencing". Below this is a "Services" section with icons and descriptions for: Administrative (Erate, Billing, Contract, Services), Library Automation (Workflows, InfoOhio), Applications (Moodle, OnBase, Empower, RAM), Network (WAN, Email, web filter, VoIP, Wireless), EMIS (Student, Staff, EMISFFE, EMIS Reports), Student (StudentInformation, Gradebook, SpS, DataMap, VirtualClassroom, TherapyMgt), and Fiscal (USAS, USPS, USASDW, Webapp). On the right, there is an "Alerts & Notifications" box showing "No records found" and a "Quick Look" section showing "My Open Records: 1" and "Recently Closed: 0".

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:



The image shows a dialog box titled "Cherwell Service Management" with a close button (X) in the top right corner. Below the title bar, there is a horizontal line. Underneath the line, the text "Summary of Problem:" is followed by a single-line text input field. Below that, the text "Description of Problem:" is followed by a larger multi-line text area with a vertical scrollbar on the right side. At the bottom right of the dialog box, there are two buttons: "OK" and "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.
- If there is a student in question, specify the student or students.
 - 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.
 - 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.
 - Provide as many *details* as possible so we may answer you as quickly as possible and solve your issue.
 - Click "OK".

8. You will then see the following screen:

The screenshot displays the MVECA Service Desk interface. At the top left is the MVECA logo (Main Valley Educational Computer Association). At the top right, it says "WELCOME TO MVECA'S SERVICE DESK" and "Please Login in the upper right-hand corner". Below this, it states "Our Business Hours are 7:30am - 4:30pm, Monday-Friday". A navigation bar contains a "Home" button. Below the navigation bar is a toolbar with "Edit", "(0)", and "Record 1 of 1" buttons. The main content area shows instructions: "Click on 'Home' above to save your ticket" and "Click on 'Edit' above to add an attachment, close or reopen a ticket:". Below these are buttons for "Add Comment" and "Close Ticket". The ticket number "Ticket: 90103" is displayed. A "Customer Information" box shows "MVECA Portal", "No phone on record", "No email on record", and an "Alt. Contact" field. The "Status" is "New". The "Summary" and "Description" fields both contain the text "Testing Attachments". Below these are dropdown menus for "Service" (MVECA Library), "Category", and "SubCategory". The "Owned By" section shows "Owned by: - not yet assigned -" and "Owned by Team: MVECA-INFOhio". A "Journals" section shows a journal entry: "Journal - History, Created By MVECA Portal, 3/17/2015 10:01 AM" and "Details: The following changes were made to the Incident 90103 by mveca.portal on 3/17/2015: Field Owned By was set to the value .".

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.

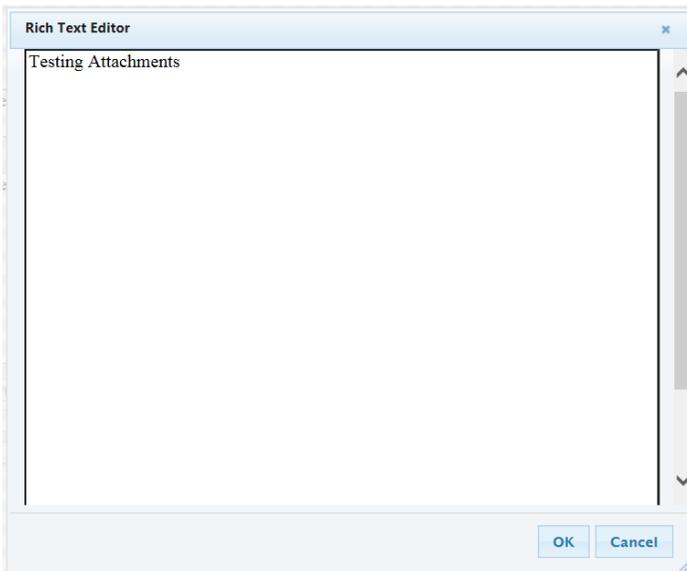
This is a close-up screenshot of the top navigation area of the MVECA Service Desk. It shows a light blue bar with a "Home" button (represented by a house icon) on the left. Below this bar is a toolbar with an "Edit" button (pencil icon), a button with "(0)" (paperclip icon), and a "Rec" button (refresh icon). Below the toolbar, the text "Click on 'Home' above to save your ticket" is displayed in blue.

- 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.



The image shows two text input fields. The top field is labeled "Summary:" and contains the text "Testing Attachments". A small icon with the letters "at" is visible in the top right corner of this field. The bottom field is labeled "Description:" and also contains the text "Testing Attachments". A similar "at" icon is visible in the top right corner of this field as well.

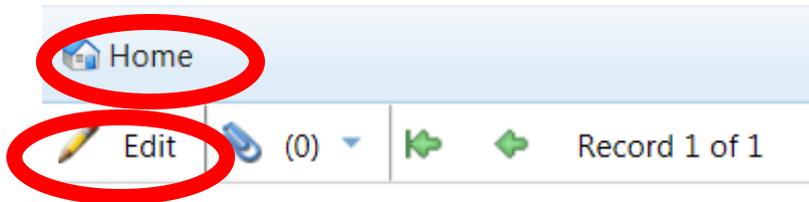
- b. Click on the  icon and it will let you add text to the box.



The image shows a dialog box titled "Rich Text Editor". The main area of the dialog is a large text box containing the text "Testing Attachments". At the bottom of the dialog, there are two buttons: "OK" and "Cancel". The dialog box has a standard Windows-style title bar with a close button (X) in the top right corner.

- 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:



Click on "Home" above to save your ticket

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

Add Comment Close Ticket

Ticket: 90177

Customer Information

Lynda Sidell

- No phone on record -

sidell@mveca.org

Alt. Contact:

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

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:

Customer Information

Lynda Sidell

- No phone on record -

sidell@mveca.org

Alt. Contact:

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.