# Creating and Viewing Tickets in Cherwell
# Email Method

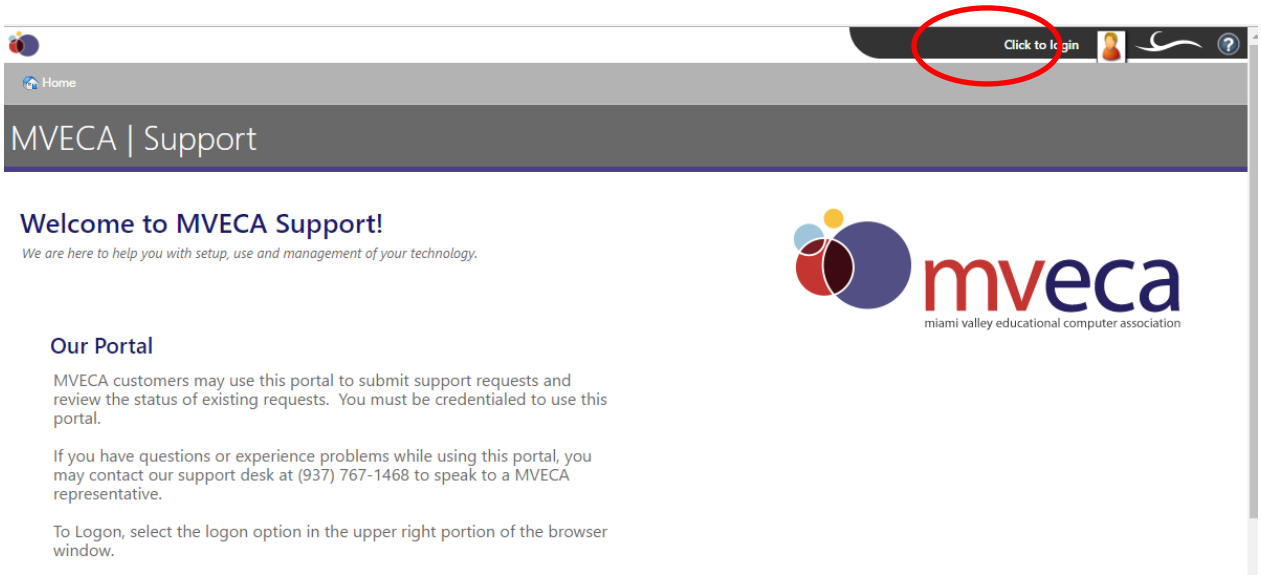
1. Tickets may be created by sending an email to one of the email addresses below. In the subject line, enter a brief description of the request or issue you are experiencing. The body of the email should contain a detailed explanation of the request/issue. Please provide as much information as possible – if there is an associated error message, please attach that as well. The more detail we receive, the faster the ticket will be resolved.

   Email addresses:
   - HelpAdmin@mveca.org – Administrative requests/issues, Contract questions
   - HelpApplication@mveca.org – Cherwell, Moodle, Navisite, Penelope
   - HelpEmis@mveca.org – Staff and Student EMIS
   - HelpFiscal@mveca.org – EIS, Fiscweb, Kiosk, OnBase, Ram, Sungard, USAS, USPS
   - HelpLibrary@mveca.org – WorkFlows, InfOhio
   - HelpNetwork@mveca.org – Email, Wireless, VoIP, Web Filter, DNS
   - HelpStudent@mveca.org – ProgressBook Suite, Roster Verification

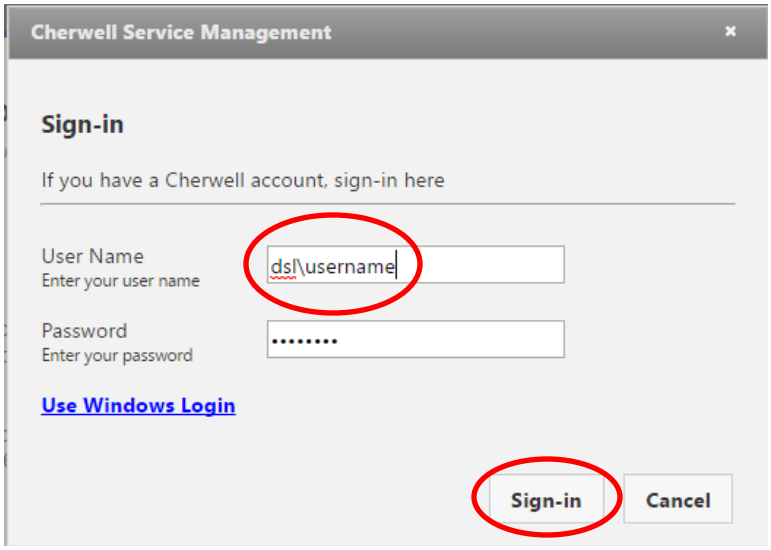
   When an email is sent to one of these addresses, a ticket will be automatically generated. All communication can be done through email, by replying directly to the messages you receive. If you would like to view past tickets, you will need to follow the instructions below.

## Using MVECA's Cherwell Portal to Create or View Tickets

2. To create or view tickets using the Cherwell portal, navigate to https://servicedesk.mveca.org/cherwellportal/mveca. On the splash screen, click the **Click to login** link, located in the upper right-hand corner of the browser window.

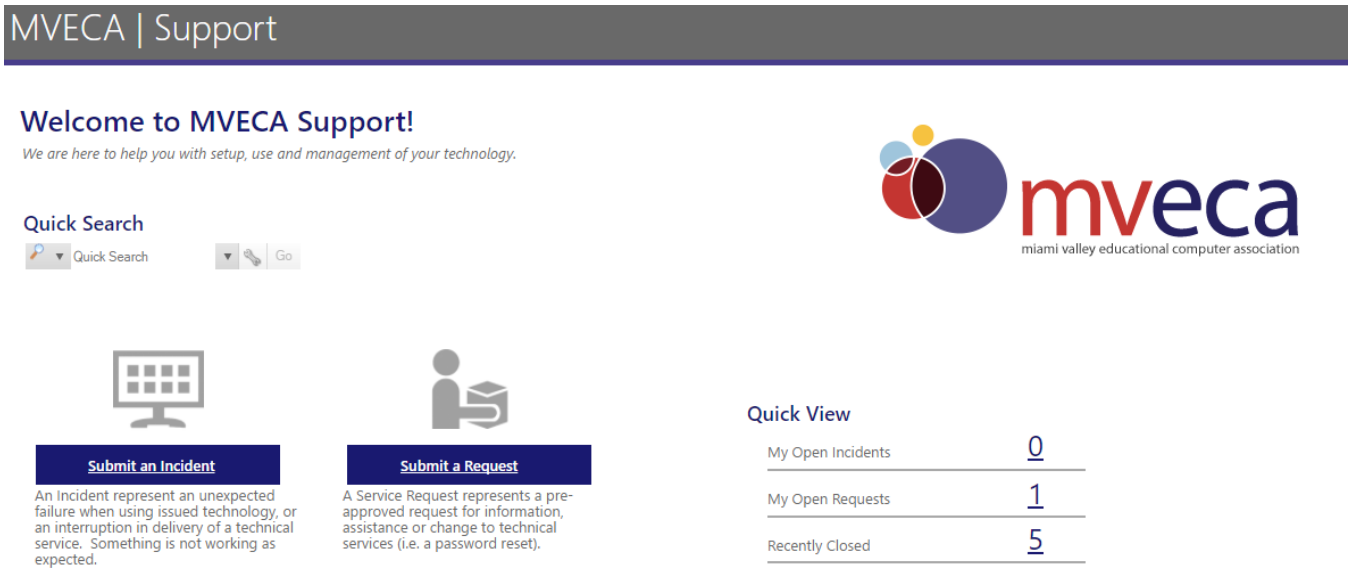


You will see the login dialogue box appear. Use your Active Directory username (the same username used to login to the ProgressBook Suite, USASDW, or MVECA hosted email) and password. This username will need to be preceded by **dsl**, as in the example below:



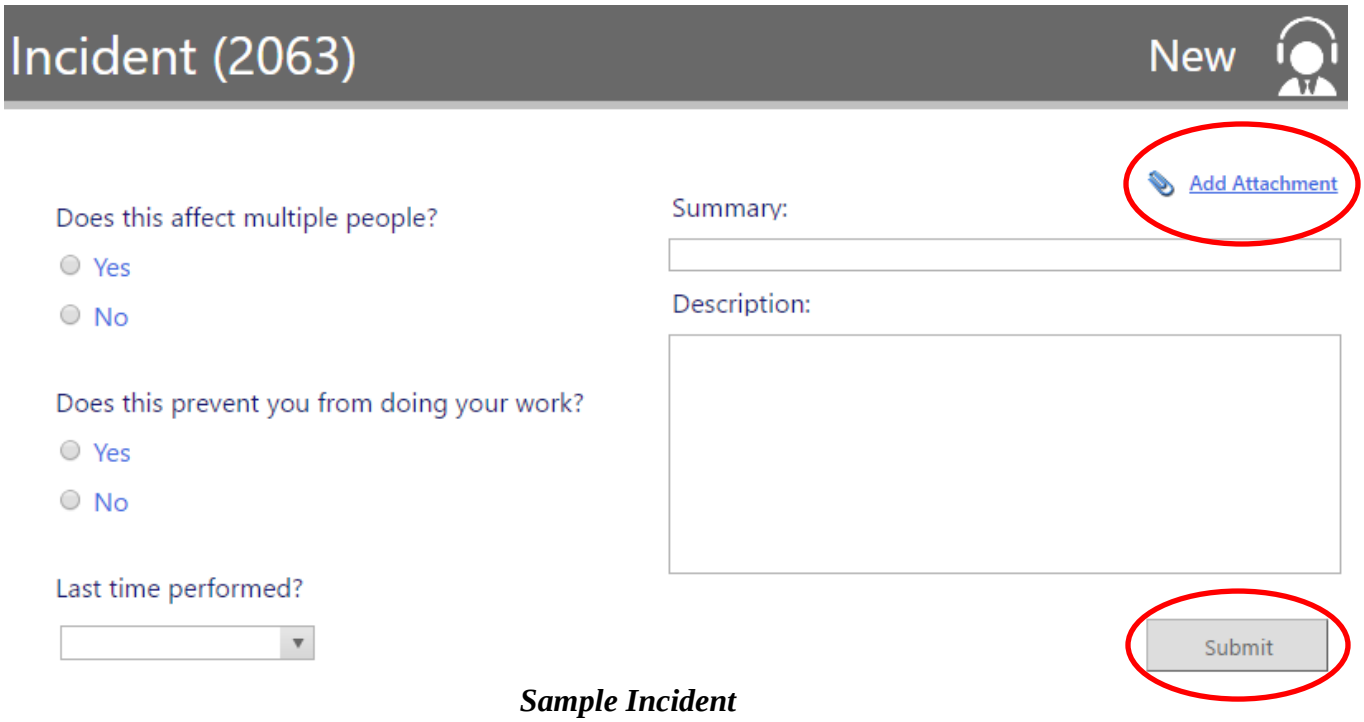

***Login times may take 30-45 seconds, so please be patient.***

Once logged in, you will see the following screen:




To create a ticket, you will click either **Submit an Incident** or **Submit a Request**, depending on what you need. Most tickets will be created using **Submit a Request**. As a general rule, an **Incident** will be used for something that is broken, a **Request** will be anything you need help with. Once the appropriate link has been clicked, you will be presented with another dialogue box requesting information:

***Sample Service Request***

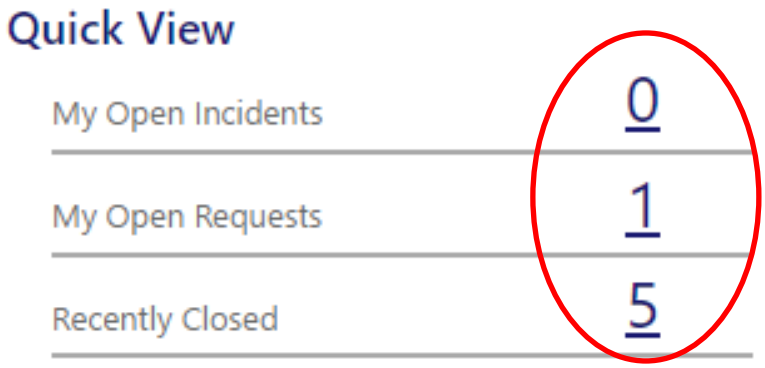



***Sample Incident***

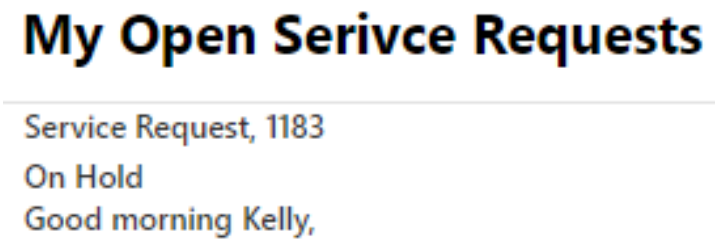
In both examples, you will enter a brief title of the issue/request you are submitting in the **Summary** field. In the **Description** field, you will enter a detailed description of the request/issue. Please be as detailed as possible, so we may quickly assist you. If you need to attach an error

report or any other documentation, click the **Add Attachment** link (*see **above)*** and add the additional documentation. Once all fields have been filled out, click **Submit**. After clicking **Submit**, you will receive communication that your ticket has been created.

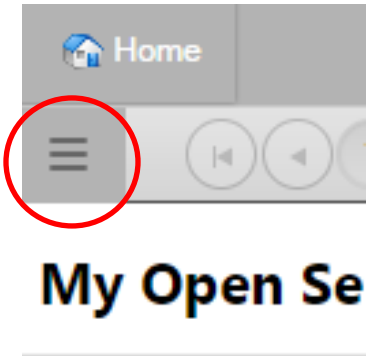
On the main support page, you will also see **My Open Incidents**, **My Open Requests** and **Recently Closed tickets**.



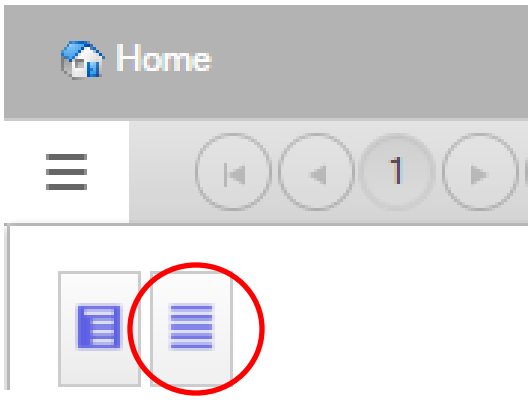

If you have any available, simply click the number located next to area you would like to see, and you will be taken to a list of tickets.



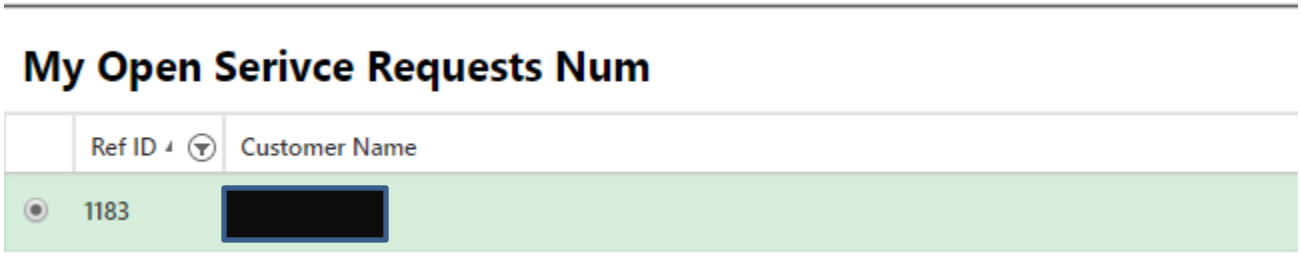

The default list view may be difficult for you to see all tickets. If you would like to change that, click the three gray lines in the upper left-hand area of the **My Open Incidents**, **My Open Requests** and **Recently Closed** screen.



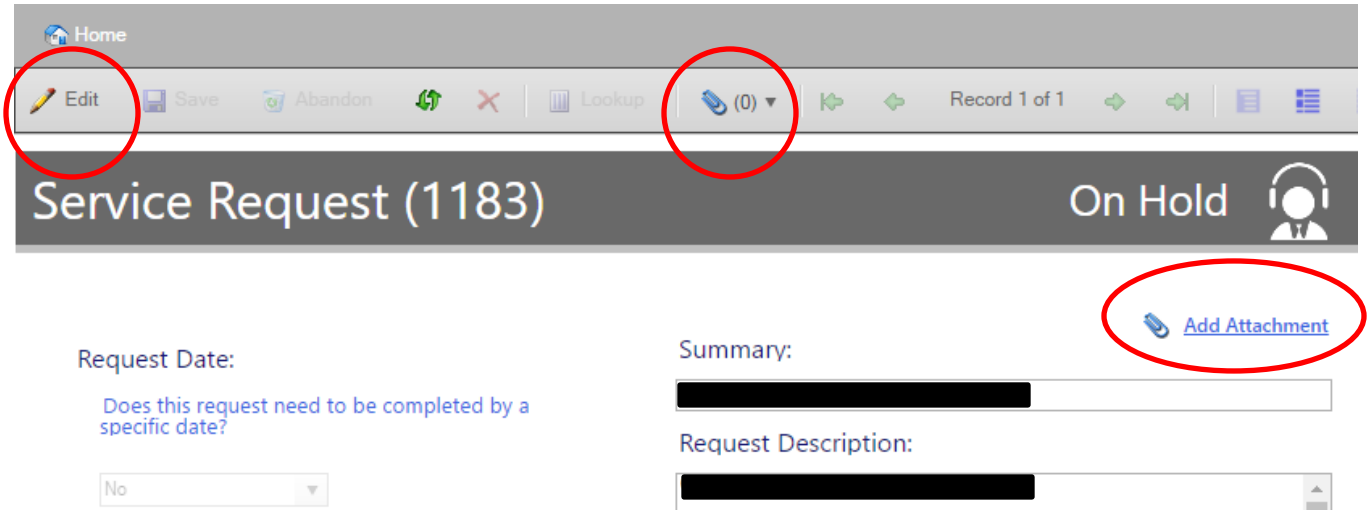
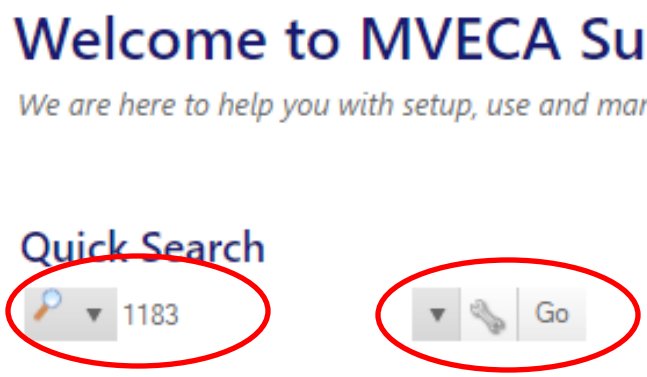
Click the box that has the blue lines to change to grid view, which makes it easier to see many tickets.




If you would like to view the contents of the ticket, simply click the ticket in the list.




You also have the ability to add additional information to the ticket from this page by clicking the Edit link or the blue paperclip.



To search for tickets using the **Quick Search** box on the main support page, enter a ticket number or key text from the ticket and click **Go**.