

# How to Report an Issue for Someone Else

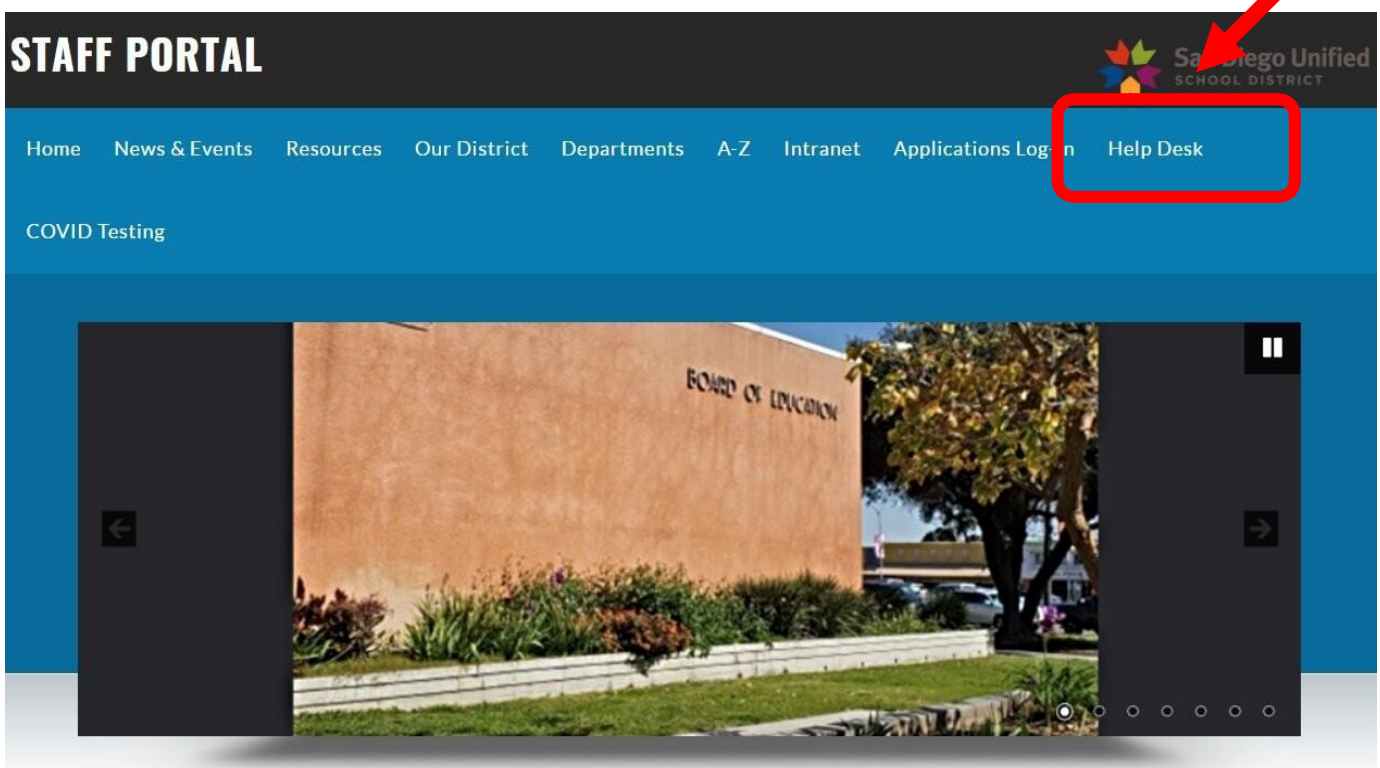
October 2021



The **IT Help Desk** at **San Diego Unified School District** uses the **Cherwell Service Management** system to create and manage service request 'tickets' for technical support and IT services. This **Job Aid** was created to assist District staff in using the online web form to create tickets for someone else in the **Cherwell Service Management (CSM)** system.

Follow the steps below to **Report an Issue for Someone Else** in the **Cherwell Service Management** system.

1. On the **San Diego Unified School District** website, click on the **Staff Portal**. In the top, right corner of the page click on the link, **Help Desk**.



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- The **Help Desk/Technical Support** home page will display. Under the heading, **Help Desk News**, you will find important information regarding the new **Cherwell Service Management** system. To get to the **Cherwell CSM** home page, simply click on the link: <https://sdusd.cherwellondemand.com> (see the **red** arrow below).

IT Department / IT Resources / Help Desk/Technical Support

Print A+ A-

## HELP DESK/TECHNICAL SUPPORT



## HELP DESK NEWS

The IT Help Desk telephone line at 619-209-4357 (HELP) is working and agents are on duty **during normal business hours (7am - 5pm, Monday - Friday)** to take your calls.

You can also submit requests for assistance through the District's self-service portal to the online Cherwell ticketing system at <https://sdusd.cherwellondemand.com/>.

Additionally, you can email your request for assistance to us at [helpdesk@sandi.net](mailto:helpdesk@sandi.net) and our Cherwell system will automatically turn your email into a Help Desk ticket. Please make sure to include your name, employee ID, and a telephone number where you can be reached.

## DEVICE RETIREMENT (THIS POLICY HAS BEEN SUSPENDED AT THIS TIME)

After an IT device has been in service at the district for 5 years, the IT department may remove the equipment or administratively disable it in order to keep the districts network secure, efficiently utilize the district's technology support resources, and reduce ongoing infrastructure and licensing costs to the district.

You can read more about device retirement at the following link...

<https://www.sandi.net/itd/it-resources/security/device-retirement>

## SUBMIT YOUR TICKET ONLINE USING CHERWELL SERVICE MANAGEMENT

With a browser like Internet Explorer, Chrome, or Firefox, you can submit a new Help Desk Ticket, or check the status of an existing ticket, any time via Cherwell Service Management at...

<https://sdusd.cherwellondemand.com>

- [See instructions on how to report an issue in Cherwell CSM](#)
- [See instructions on how to report an issue for someone else in Cherwell CSM](#)
- [See instructions on how to view your open tickets in Cherwell CSM](#)
- [See instructions on how to change your password in Cherwell CSM](#)

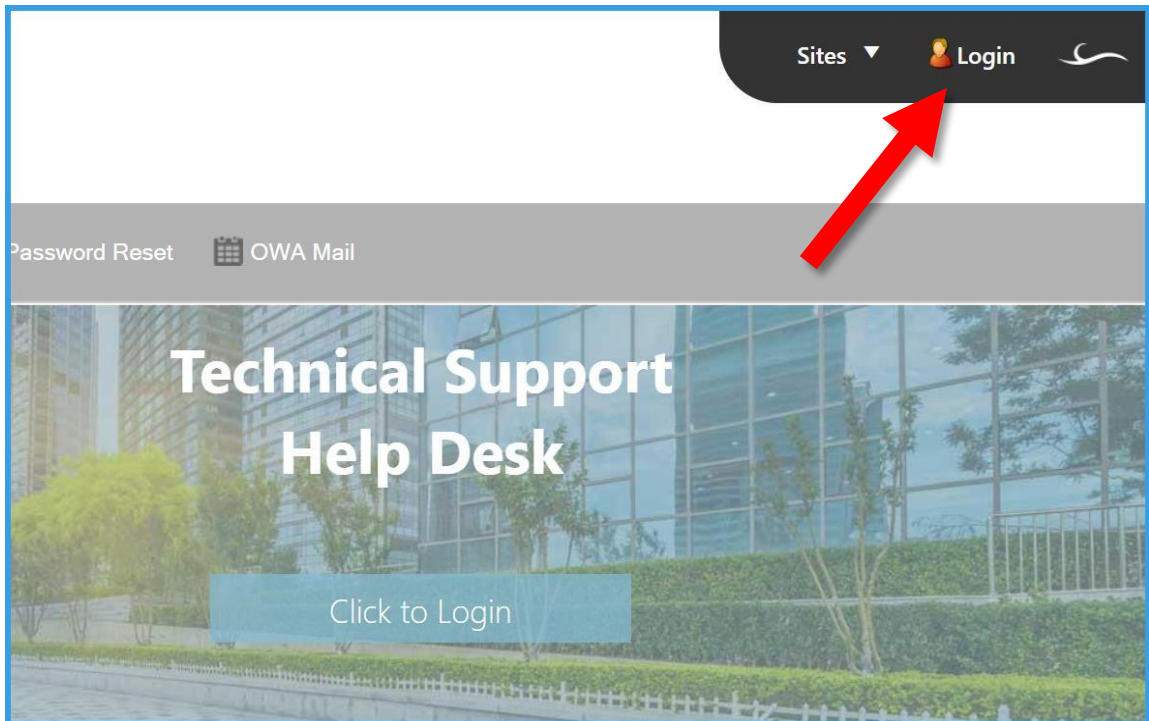
Please create 1 ticket per computer for equipment hardware issues. Each ticket may report multiple issues about a computer/equipment.

**Note:** There are four Job Aids available with instructions on how to use the **Cherwell Service Management** system (see the **green** highlighted area above). To learn more about how to use the basic features of the **Cherwell CSM** system, simply click on any Job Aid link to open it in a new tab (in **PDF** form).

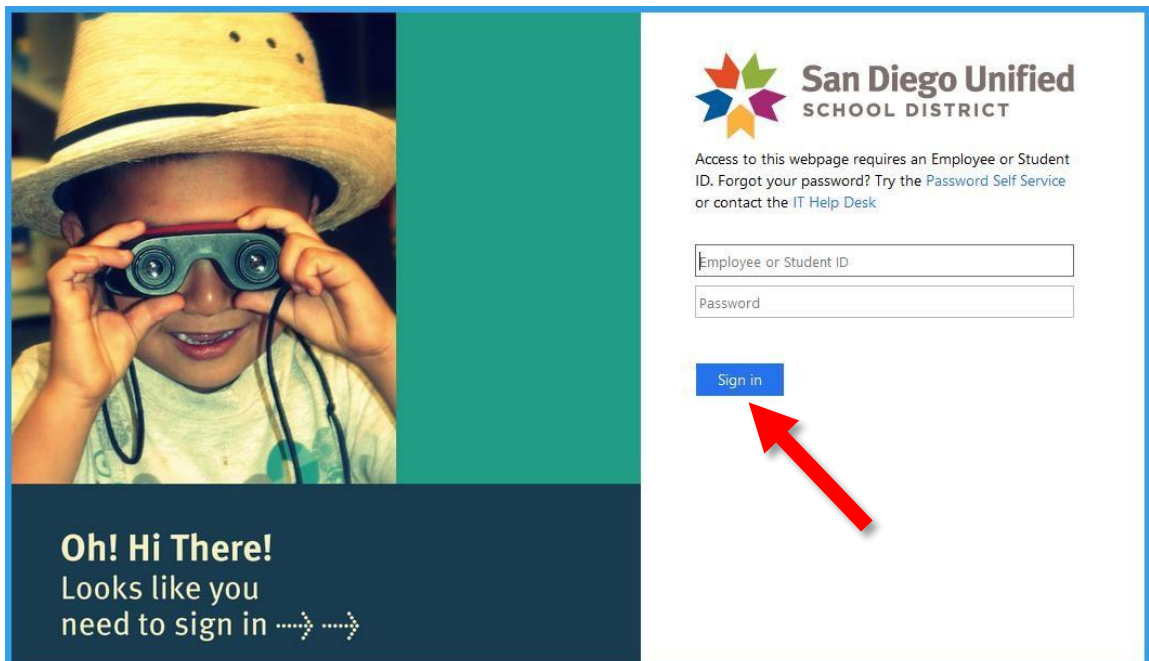
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3. On the **Cherwell Service Management** system home page, click the **Login** button in the upper, right corner of the page to log in to your **Cherwell CSM** account.



4. The **SDCS** login page will appear. Enter your District (**DWA**) **Employee ID** and **Password**, then click the **Sign in** button below.

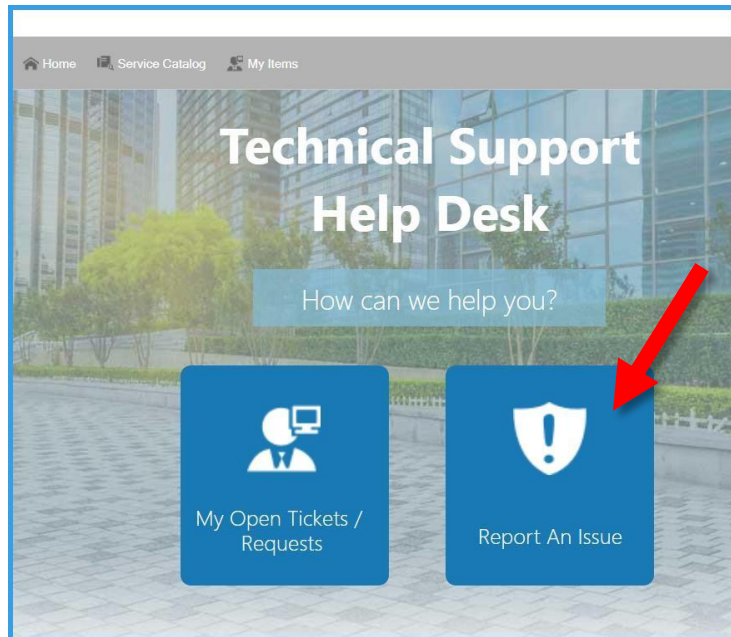


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5. Your **Cherwell Service Management** account home page will display. To report an issue for someone else, simply click the **Report An Issue** button below.



6. A new Incident Ticket will be generated with its corresponding number. Click on the link, [Are You Submitting On Behalf Of Someone Else?](#), on the upper, left side of the page.

Home Service Catalog My Items

Save Abandon Lookup (0) Record 1 of 1

## Ticket #103008

The Date & Time below is not a guaranteed time of service

Preferred Availability Date: Preferred Time:  
MM/dd/yyyy hh:mm AM

[Are You Submitting On Behalf Of Somebody Else?](#)

Verify Site: Verify Phone: Verify Room:  
5434A.Educational Technology 619\*555-1234 #302

Does this prevent you from doing your work?  
 Yes  
 No

Does this affect multiple users?  
 Yes  
 No

Please describe the issue you're having:

CTAG Number:

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7. A **Staff Search** dialog box will appear. In the **Search** field provided, enter the name of the SDCS staff member you wish to represent, then click on the **Search** icon (*to the right of their name*). When their name appears in the list below, select it to regenerate the Incident Ticket that appeared prior to the search.

FULL NAME	FIRST NAME	LAST NAME	EMPLOYEE ID
Julie	Julie		

8. The previous Incident Ticket with its corresponding number will reappear. Carefully enter the data in each field for the staff member you are representing. Then click, **Submit** (*on the right side of the page*).

**Ticket #103008**

The Date & Time below is not a guaranteed time of service

Preferred Availability Date: 09/07/2018 Preferred Time: 10:00 AM

Verify Site: 5434A.Educational Technology Verify Phone: 619-544-1234 Verify Room: #303

Does this prevent you from doing your work?  
 Yes  
 No

Does this affect multiple users?  
 Yes  
 No

Please describe the issue you're having:  
Julie's computer monitor frequently has flashes of red or blue appear on the screen. It is a very big distraction when using the computer. It probably needs a new cable or something...

CTAG Number: C0003688813

**Submit**

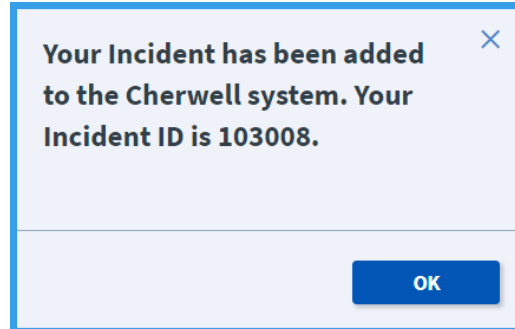
**Note:** The SDCS staff member you are representing will be linked to this Incident Ticket in the Cherwell CSM system.

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9. A dialog box will appear indicating that the reported incident (*for someone else*) was added to the **Cherwell Service Management** system. The process of submitting a request for **Technical Support** is now complete.



**Note:** Although this submitted Incident Ticket was created for someone else, it will be available for review in the **My Open Items** section of *your* **Cherwell Service Management** account. For more information on how to view your submitted Incident Tickets, see the **How to View My Open Tickets in Cherwell** Job Aid.