Cherwell Help Desk System

The current Unicenter Helpdesk used by HCCA and most of the State ITCs is being replaced by Cherwell Service Desk. Cherwell will be used by ITCs across the state of Ohio and has been designed to ensure it will meet the unique needs of our school districts. **HCCA will be cutting over to the new Cherwell Service Desk on Monday, February 9, 2015.**

Although you will still be able to log into Unicenter Helpdesk to view previously closed tickets and to manage current active tickets, you will not have the ability to create new tickets.

To help you with the transition, we have created a step-by-step guide to creating Cherwell Service Desk incident tickets. Tickets will be created through a portal page OR by sending an email message to a specific address, depending on the category of your request. All subsequent notifications/updates to your tickets can be done via email, including closing the ticket. We believe you will find the features of this new system easier to use when creating and following the progress of your tickets. Links to the portal page and email addresses will also be posted on HCCA's web site (www.hccanet.org).

To create a new ticket via email, use the following addresses:

1. itsupport@mail.hccanet.org for tickets regarding email, network, internet access, webfilter, vpn, or other related IT issues/questions.
2. studentsupport@mail.hccanet.org for tickets regarding DASL, EMIS, ProgressBook, SpS, or other related Student Services issues/questions.
3. financesupport@mail.hccanet.org for tickets regarding accounting, payroll, USAS/USPS, or other related Finance issues/questions.
4. onbasesupport@mail.hccanet.org
5. mailto:infohiosupport@mail.hccanet.org for HCCA Library Services, INFOhio Digital Resources, or other related INFOhio issues/questions
6. ducksupport@mail.hccanet.org
7. Hcca1support@mail.hccanet.org for tickets regarding hcca1 system issues/questions
8. passwordsupport@mail.hccanet.org

Creating Tickets using the Cherwell Portal:

- To create a new ticket in the Cherwell Service Desk portal, point your web browser to: http://support.oecn.org/cherwellportal/hcca
User Name = Same as your Unicenter Helpdesk Login
Password = Same as your Unicenter Helpdesk Password

- You will be presented with a login page:
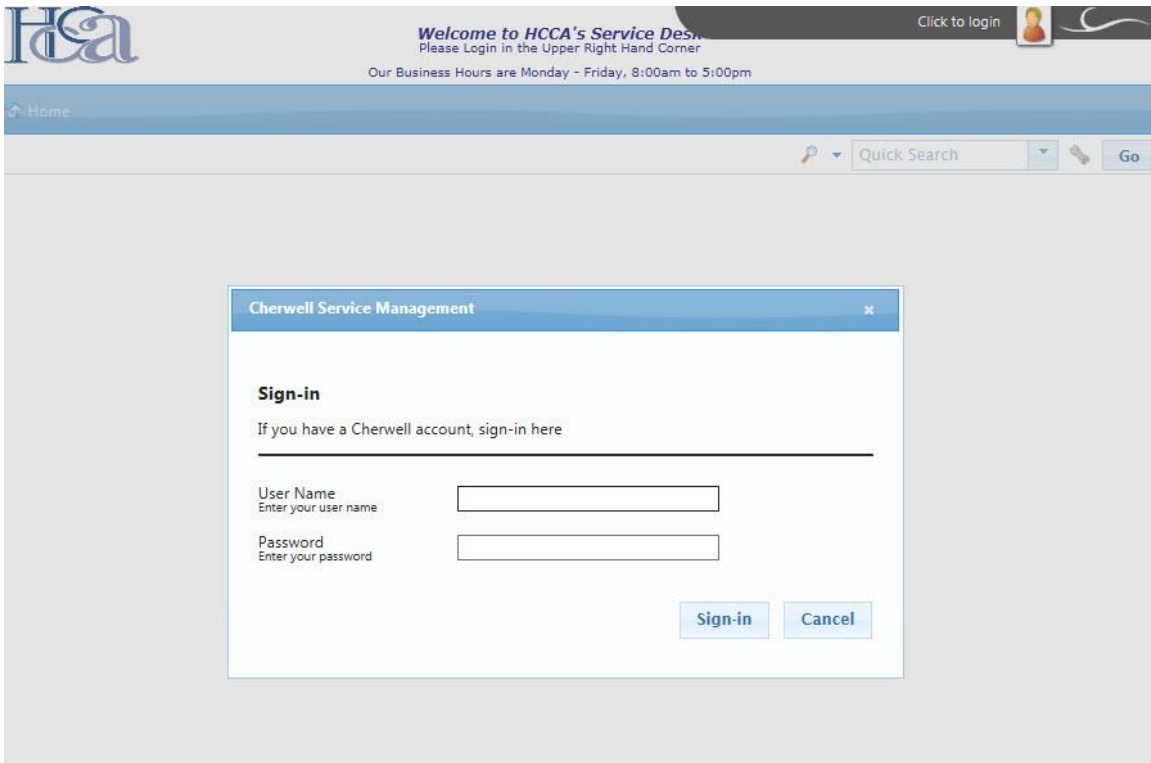
- You will see the Request Area page after a successful login.
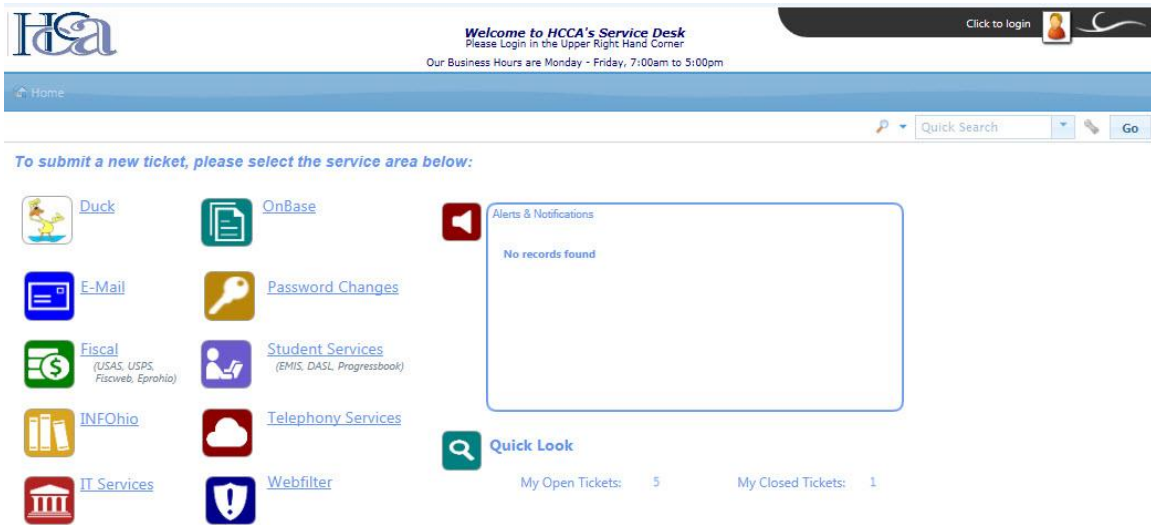
- Click on the icon representing the area you are requesting help with.

- Complete Specific Details and Brief Summary of the problem. Click on "OK" to save the ticket.

- The Description of Problem (specific details) requires a detailed description of the problem you are experiencing. This will help HCCA staff to better respond to your question/problem and resolve any issues you may have.
- The Summary of Problem should be 3-5 words that describe your problem so your ticket can be assigned to the correct staff member.
- Once you click "OK," you will be presented with the Incident Report, including the ticket#.

- After you have created your ticket, you can add an attachment, modify your description, or add a comment. You must be in "Edit" mode to do any of these. Click on the "Edit" icon. Additional comments will be added to the "Journals" area:
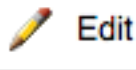
- To add an attachment, click on the paperclip icon and navigate to the document you want to attach.

- To add a comment, click on "Add Comment" under "I want to:" at the bottom left of the screen:

- After making any changes or additions, save your ticket:

- You will receive an email notification that identifies your Incident.
- As the incident is updated by an HCCA staff member, you will receive additional email notification regarding progress on the issue.

- If, after you have received the notifications, you have additional information to supply, you may reply directly to the Support email. Email replies will update the ticket for the support specialist.
- To view your Open or Closed Incidents, you may log back into the portal to see the current status of your request/s. Click on the number next to "my open records" or "recently closed" to view any open or closed request.

🔍 Quick Look

My Open Records: 1   Recently Closed: 0