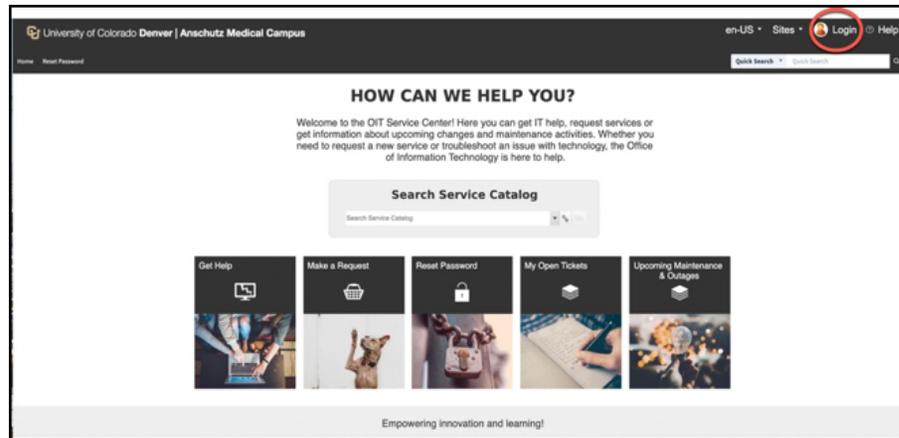


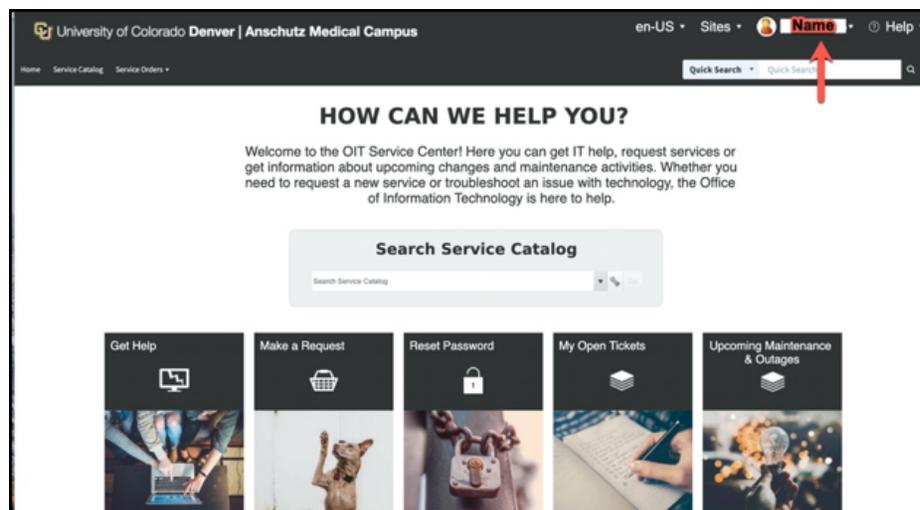
OIT Service Center Job Aid

General Overview

- The new OIT Service Center Portal link is: servicecenter.oit.ucdenver.edu/CherwellPortal
- Log in to the landing page to access your account by clicking the “Login” button at the top right corner of the page and enter your university credentials.



- You will know that you are logged into the landing page once you see your name at the top (where the Login button was):



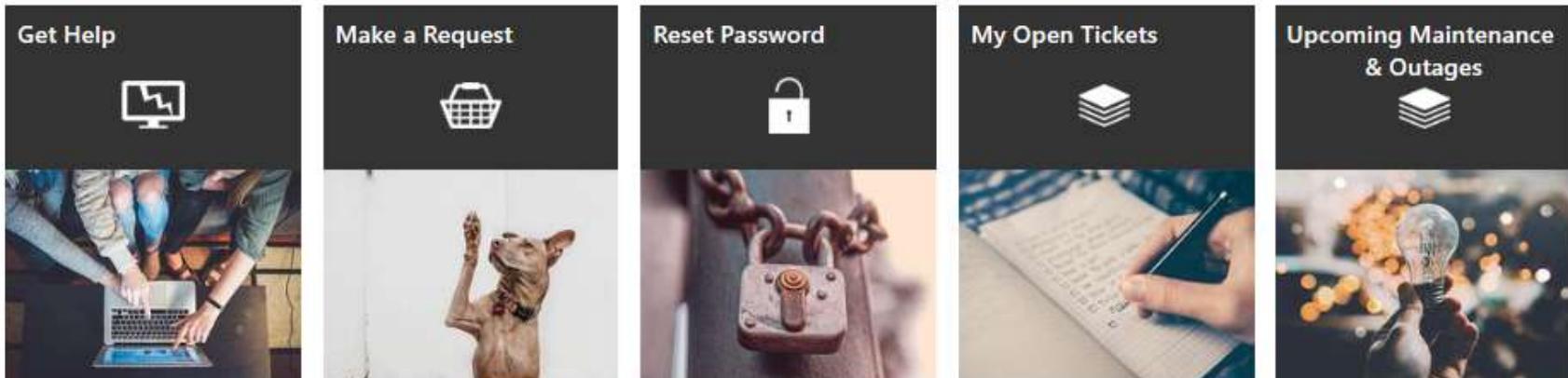
Resources

- Search Service Catalog - Here you will be able to utilize the search functionality:

Search Service Catalog

▼ 🔑 Go

- Get Help, Make a Request, Reset Password, My Open Tickets, Upcoming Maintenance & Outages tiles:



- **Get Help** - Once you click the “Get Help” tile, you will be presented with the following form:

 **University of Colorado Denver | Anschutz Medical Campus**

Home Service Catalog Service Orders ▾

Save Cancel Refresh Delete Attach (0) ▾ Record 1 of 1 Current Record List Grid

Referred

Submit

Please describe the issue you're having:

Does this prevent you from doing your work?

Yes

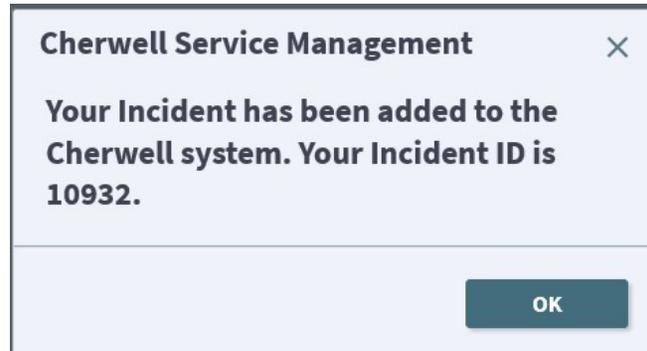
No

Does this affect multiple users?

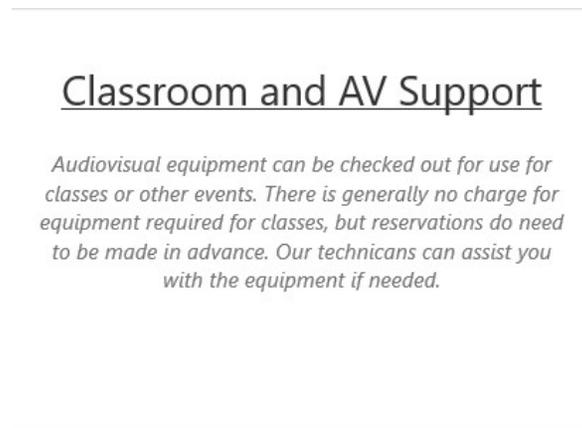
Yes

No

- Once you have filled out the form and submit it you will be given an incident ID. You can use this number to reference your ticket.



- **Make a Request-** Once you click the “Make a Request” tile you will be presented with several options including: Academic Support, Accessibility, Account Services, Business and Professional Services, Classroom and AV Support, Compliance Services, Computers and Devices, Customer Relationship Management (CRM), Data Center, Data Services, Email Services, Event Scheduling and Support, Internet and Connectivity, IT Construction, Lab Support, Learning Management System, Phone Services, Security Event, Security Services, Shared Services, Software/ Applications, Storage and Server Services, Virtual Computing and Web Services.
 - All of these have an explanation within their tile that gives further details. Example below:



- Once you make a selection you will be presented with another selection of options. These vary depending on what request you have selected. In this example, if you choose “Classroom and AV Support” you will be presented with the following options to choose from:

<p><u>AV Design</u></p> <p><i>AV System Design is a service that facilitates the design and integration of audiovisual systems across campuses. This includes new systems and design changes to existing systems.</i></p>	<p><u>AV Equipment-AMC</u></p> <p><i>Audiovisual equipment can be checked out for classroom use or other events</i></p>	<p><u>AV Equipment-DEN</u></p> <p><i>Audiovisual equipment can be checked out for classroom use or other events.</i></p>
<p><u>Classroom Computers- AMC</u></p> <p><i>Support for classroom computers on the Anschutz Medical Campus</i></p>	<p><u>Classroom Computers- DEN</u></p> <p><i>Support for classroom computers on the Denver Campus</i></p>	<p><u>Digital Signage</u></p> <p><i>Digital signage is provided to show daily classroom/event scheduling information as well as flyers to promote campus activities and events.</i></p>

- Once you select one of the above options, you will be prompted to make a new ticket:

AV Design

AV System Design is a service that facilitates the design and integration of audiovisual systems across campuses. This includes new systems and design changes to existing systems.

[New](#)

- After Selecting “New” you will begin filling out the information that is requested. You can also add attachments here as well. Once you are finished filling out the request, you click “Add to Cart”.

The screenshot shows a web application interface for creating a new service order. At the top, there is a dark navigation bar with the text "Home", "Service Catalog", and "Service Orders" with a dropdown arrow. Below this is a light gray toolbar containing several icons and labels: "Save", "Cancel", "Refresh", "Delete", "Attach (0)", navigation arrows, "Record 1 of 1", "Current Record", and "List".

Below the toolbar, the word "New" is displayed on the left, and a button labeled "Add to Cart" is on the right. A horizontal line separates this header from the main content area.

The main content area features a section titled "DETAILED DESCRIPTION" above a large text input field. The input field contains the text "Testing."

- After clicking “Add to Cart” you will be presented with the following page.
- To Submit the Request, click “Submit Order”:

My Service Cart

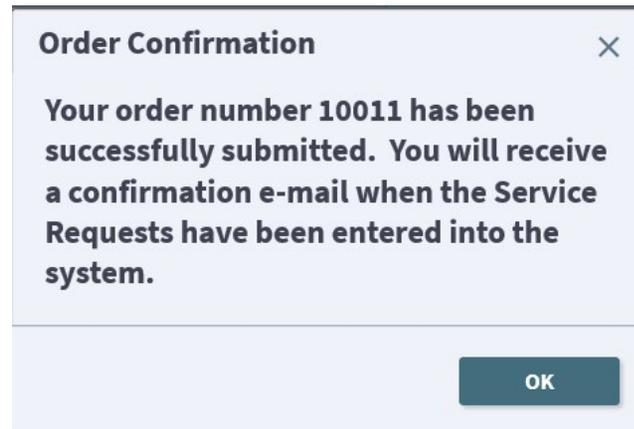
Cancel Order

Services Ordered				
Cart It...	Service Requested	Ordered On	Incide...	Status
<input checked="" type="radio"/>	10011-1 New	6/26/2020 2:10 PM	10933	In Cart

Continue Shopping

Submit Order

- Once you have clicked “Submit Order” you will be presented with an order confirmation page. Here you will receive an order number:



- **My Open Tickets** - You can click the “My Open Tickets” tile and you will be presented with the following window:

The screenshot shows a web application interface with a dark header containing navigation links: Home, Service Catalog, and Service Orders. A 'Quick Search' field is visible on the right. The main content area is titled 'My Items' and is divided into several sections:

- My Incidents and Open Requests:** A scrollable list of three items:
 - Referred, Incident, Incident ID 10931 (6/26/2020 1:51 PM, Status: New, Owned By Team: Service Desk Onsite, test)
 - Referred, Incident, Incident ID 10932 (6/26/2020 1:58 PM, Status: New, Owned By Team: Service Desk Onsite, test)
 - AV Design, New, Incident ID 10933
- Recently Closed Requests:** An empty box.
- My Items:** A summary table:

Open Service Requests	1
Open Incidents	2
Devices Assigned to Me	0
- Service Alerts:** A summary table:

Top Issues	0
Known Errors	0
My Subscribed	0
- Announcements:** A scrollable list of two items:
 - test announcement (Last Modified June 10 @ 3:58 PM, sasf asdfas dfa a)
 - Test Announcement (Last Modified February 10 @ 3:50 PM, This is a test announcement.)

- From here you will be able to access a variety of information around your open tickets.

- **Upcoming Maintenance & Outages** - You can click the “Upcoming Maintenance & Outages” tile where you will be presented with the following window:

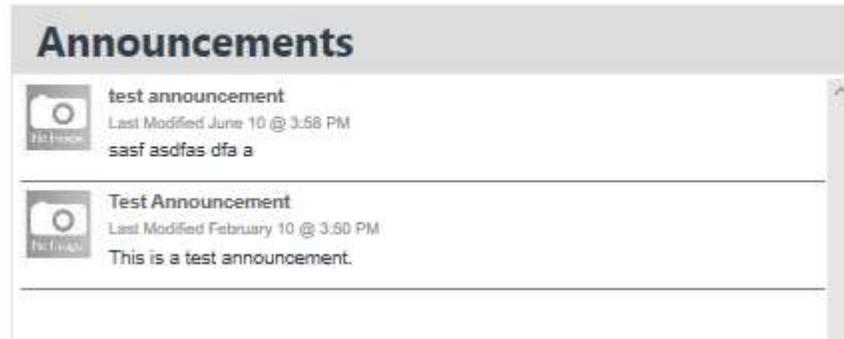
Upcoming Maintenance & Outages

Upcoming Maintenance

Change I...	▼ Title	▼ Proposed Start Date	▼ Scheduled End Date	▼ Description
<input checked="" type="radio"/>	10005 Test			dgyjdj
<input type="radio"/>	10009 Test Test	1/10/2020 12:00 AM	1/10/2020 12:00 AM	
<input type="radio"/>	10016 Test	1/24/2020 12:00 AM	1/25/2020 12:00 AM	
<input type="radio"/>	10030 Hard drive	1/13/2020 1:09 PM	1/14/2020 12:00 AM	n/a
<input type="radio"/>	10051 Test			
<input type="radio"/>	10054 abc	2/25/2020 3:00 PM	2/25/2020 5:00 PM	abc
<input type="radio"/>	10057 Test CAB	2/28/2020 12:00 AM	2/29/2020 12:00 AM	This is good for you!
<input type="radio"/>	10062 Test	3/6/2020 12:00 AM	3/7/2020 12:00 AM	
<input type="radio"/>	10064 Test	3/6/2020 12:00 AM	3/7/2020 12:00 AM	
<input type="radio"/>	10170 abc	6/9/2020 12:00 AM	6/9/2020 12:00 AM	abc
<input type="radio"/>	10179 abcabc	6/12/2020 12:00 AM	6/12/2020 12:00 AM	abc
<input type="radio"/>	10188 Funky Cheese	6/12/2020 12:00 AM	6/15/2020 12:00 AM	These are the days of our disco...
<input type="radio"/>	10190 change aps on 3rd floor camp...	6/12/2020 8:00 PM	6/12/2020 10:00 PM	

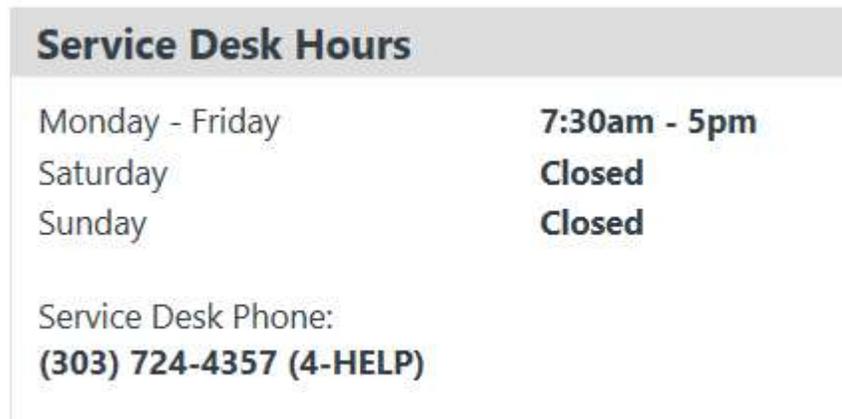
- From here you will be able to see the tickets that reflect upcoming maintenance and outages. You will be able to utilize the filter functionality to be able to search through the tickets. The filter is represented by the Funnel Icon next to each of the column headers.

- **Announcements-** You will be able to see OIT announcements:



The screenshot shows a widget titled "Announcements" with a grey header. It contains two announcement items, each with a small icon on the left and text on the right. The first item is titled "test announcement" and includes the text "Last Modified June 10 @ 3:58 PM" and "sarf asdfas dfa a". The second item is titled "Test Announcement" and includes the text "Last Modified February 10 @ 3:50 PM" and "This is a test announcement." A vertical scrollbar is visible on the right side of the widget.

- **Service Desk Hours-** Hours of operation for the service desk as well as the phone number to reach them:



The screenshot shows a widget titled "Service Desk Hours" with a grey header. Below the header, the operating hours are listed for each day of the week. At the bottom, the service desk phone number is provided.

Monday - Friday	7:30am - 5pm
Saturday	Closed
Sunday	Closed

Service Desk Phone:
(303) 724-4357 (4-HELP)