




Cherwell HR Customer Support Portal: Quickstart Guide - Fall 2022

Cherwell is the VCU campus wide IT Service Management system for incidents, service requests and change management. The HR Customer Support Portal within Cherwell provides faculty, staff and retired faculty with Banner affiliate status access to a list of supported HR Services and the ability to request services or ask questions online. The HR Customer Support Portal is designed to support HR Case Management and provide Customer Support and can be accessed at: <https://go.vcu.edu/hrsupport>

Major requests for information and specific questions related to benefits and HRIS should be submitted and resolved through the HR Customer Support Portal portal. HRP's/HRA's are encouraged to make a ticket for phone calls received and not resolve issues outside of the system. Any new request or issue reported by phone requires a new incident. Prior to creating the ticket, make sure there is no duplicate ticket of the same request or issue. VCU HR users are also encouraged to use Cherwell whenever appropriate for inquiries that arrive by email, to create cases in the support system rather than generating email conversations outside the system.

 Make a Request <i>Use our request catalog to submit a new request.</i>	 Search for Answers <i>View our most common articles and search for answers to your questions.</i>	 View Open Requests <i>View your open and recently closed requests.</i>
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Add a new user for your department/area

VCU IT Support Center Support Portal provides staff access to Add/Remove an HRA/HRP or analyst who will require access in your department or area. This process of adding or removing old staff to handle tickets is completed by visiting go.vcu.edu/itsupport and clicking New IT Support Ticket > Typing Cherwell in Search box > and selecting Add/Remove Analyst. Make your specific request with names and emails of staff to be added or removed.

Make a Request for Information or a Service

As a HRAs/HRPs or VCU staff member, you are able to request HR services or ask a question. There may also be times when you need to open a ticket on someone else's behalf such as when providing support to someone by phone and you want to capture the support request in a ticket. You can create a new ticket and then set the person you're providing support to as the request customer field and search option.

Use the Make a Request button to review the catalog of HR Services to request services and information. After selecting or utilizing the search for the final choice, the request form will open with your name and contact information populated enabling you to enter the request details and attach a file if needed then click the Submit button. Your request will generate an email confirming your New HR Case Notification with a link to view your active HR case in the portal.



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HR Knowledge

Search for Answers in the HR Knowledge Base

A searchable database of HR knowledge articles is available to review and enables HRAs/HRPs to do their jobs faster and more accurately. Type the topic you wish to search and press Go. A list of articles with the article reference number, Article title and Target Audience will appear. You may include any article reference numbers when submitting an inquiry if wanting to clarify specific information. The HR knowledge base is a collaboration tool and facilitates communication and makes the process of answering questions more efficient.

Review Submitted Requests

View Open Requests to view the status of your requests, or add a note to an open request. Click on the request listed under My Open HR Request to view the details. My Resolved HR Requests will be available for you to reopen within a five day window after the initial resolve. Five days after the resolve date, the ticket will move to My Closed HR Requests. A closed request cannot be reopened and you will need to create a new ticket for an additional request.

How to process a ticket

In order to resolve or advance a ticket, follow the defined business process workflow below:

Assign to Self and Resolve

Self-Assign and Resolve action allows agents to auto self-assign and resolve tickets in one process. Click "Assign to Self and Resolve" at the far left hand-side under Process and the system will prompt you to fill out the Resolution Details located in the tab, if not filled already. Enter meaningful resolution details into the Details box and select the

appropriate service category associated with the reported issue (if applicable). Again, click Assign to Self and Resolve at the far left hand-side under Process Actions to resolve the ticket

Acknowledge

“Acknowledge” action allows the Agent to self-assign a ticket and change the ticket status to In Progress. Click Acknowledge at the far left hand-side under Process Actions. System will auto assign tickets to you and set ticket status to In Progress.

Assign

“Assign”action allows staff to assign a ticket to another team and changes the ticket status to assigned. Click Assign at the top far left hand-side under Process Actions. System will prompt you to select a Group > a Team to assign the ticket to Select your Group and team and press OK. Ticket is assigned to the appropriate team and status is set to Assigned.

Create a Customer Workgroup

Using the team and workgroup manager function you may create a Team/Workgroup to define a name, description, email information and workgroup members. Define options for determining how emails are sent to the Team.

Questions?

If you have specific questions contact:

Robert Houghtaling

Project Manager and Team Lead

VCU Human Resources

houghtalingrj@vcu.edu