Introduction to Cherwell

Exercises

Using the Test environment of Cherwell:
https://salukitechtest.cherwellondemand.com/CherwellClient/Access

Process

1. In your browser go to oit.siu.edu.
2. Click on “Services” from the left hand listing to see the Service Catalog.
3. Under the “Computers & Technology” group and select “Classroom Tech Issues.”
4. Select a Building of your choice.
5. Fill in a Room Number.
6. Enter information in the “Issue Details” field. Remember this is training, you can have a little fun.
7. DO NOT CLICK Submit.

Submitting a Ticket through the Service Catalog

A. Create a ticket using the Cherwell/Help Portal indicating you are having problems with technology in a classroom.
B. Why are you instructed NOT to submit this Ticket?