

Cherwell User Guide

This guide is intended for use at UCCS specifically for the use of the Student Employment Cherwell Portal. This guide will be used in the case of **submitting any type of Student Employment Cherwell ticket** at UCCS.

Note: Cherwell and Internet Explorer do not always play nice. Please use a browser other than Internet Explorer to more easily navigate within Cherwell.

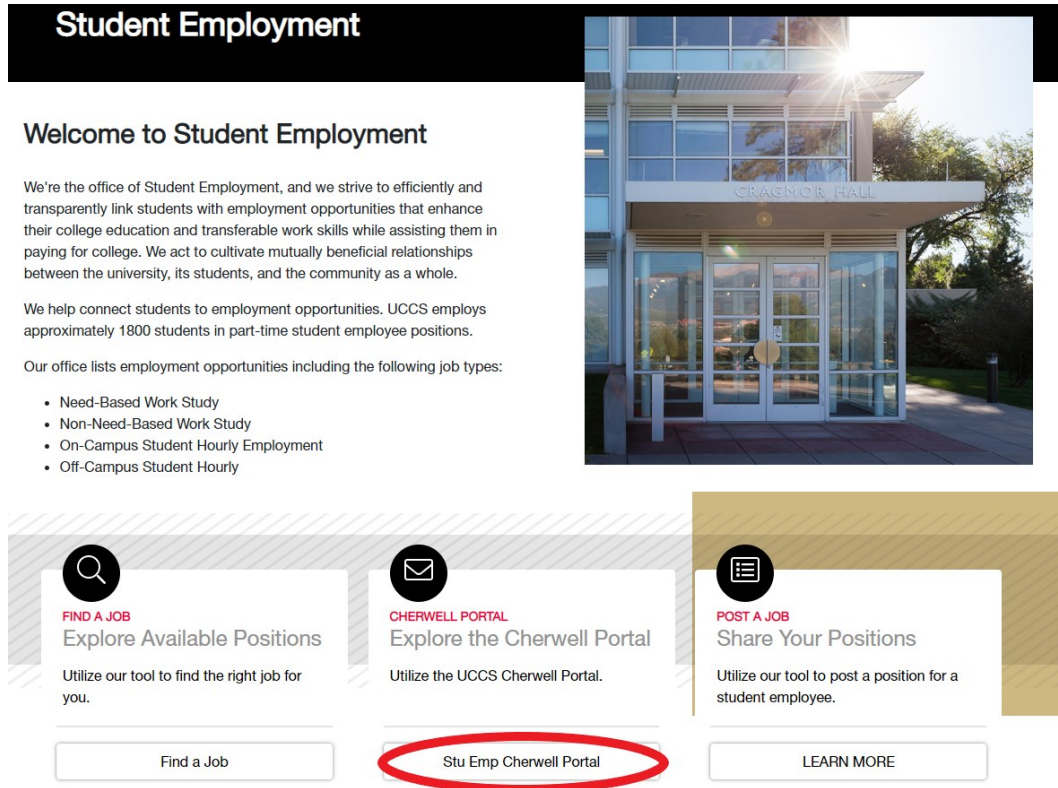
This is an abbreviated guide with information generalized for all ticket types. If you need more step-by-step instructions than what are provided in this guide, please refer to the guide specific to that ticket type.

TABLE OF CONTENTS

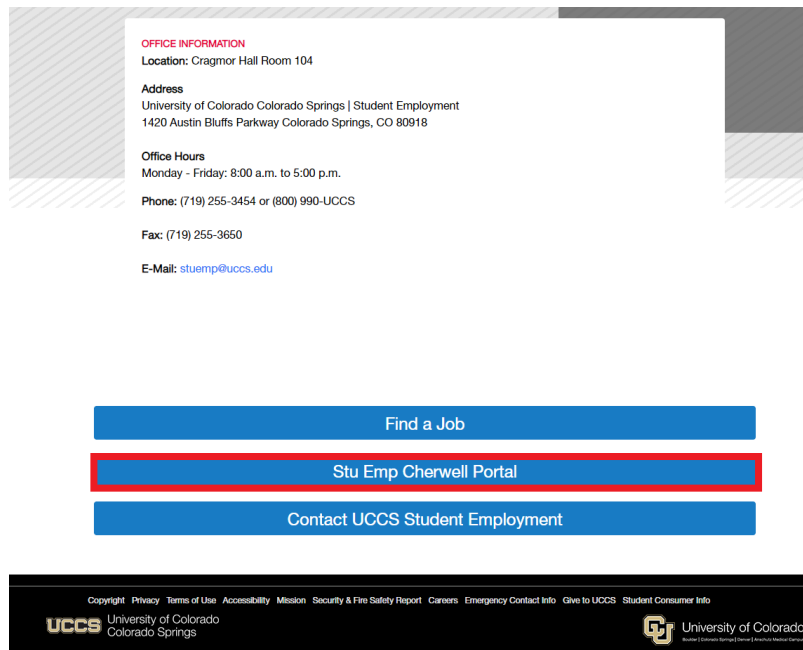
Section A: Logging into Cherwell	2
Section B: Navigating in Cherwell	5
Section C: Choosing Your Ticket Type	12
Section D: Required Documents	16
Section E: Accessing Documents to Complete	18
Section F: Attaching Completed Forms	19
Section G: Completing Required Information on the Ticket.....	22
Section H: Submitting a Ticket	23
Section I: Editing a Ticket	24
Section J: Troubleshooting	26
Section K: Student Employment Office	26

A: Logging into the Student Employment Cherwell Portal


1. Navigate to the Student Employment website (stuemp.uccs.edu/) and click on the Cherwell Portal button. You will have to scroll a little bit to get to it.



There is also another button at the very bottom of the homepage.



You can also click on the Find a Job, Student Employees & Employers link at the top of the page. Then click on the button on the right hand side of the page. You can get to this option from any page of the Student Employment website.

 University of Colorado
Colorado Springs

Current StudentsFaculty & StaffAlumni & FriendsParentsGive TodayApply Now

Student Employment

[Home](#) **[FIND A JOB, STUDENT EMPLOYEES & EMPLOYERS](#)** [INFORMATION](#) [FORMS](#) [PAYROLL CALENDAR](#) [FINANCIAL AID](#)

Find a Job

- Disclaimer and Scam Information
- SEAN - Find a Job

Student Employees


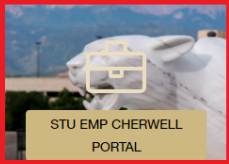
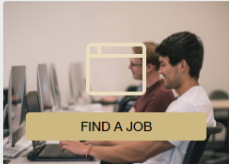
- Student Employment Handbook
- Frequently Asked Questions
- Student Employee of the Year

Employers

- Annual Audit Information
- Job Classifications and Pay Ranges
- Job Posting Information
- On Campus FAQ
- Off Campus FAQ

Hire a Student Employee

- Student Pay Matrix
- Steps to Hiring Hourly Student Employees
- Steps to Hiring Student Faculty Employees (1500 Series)



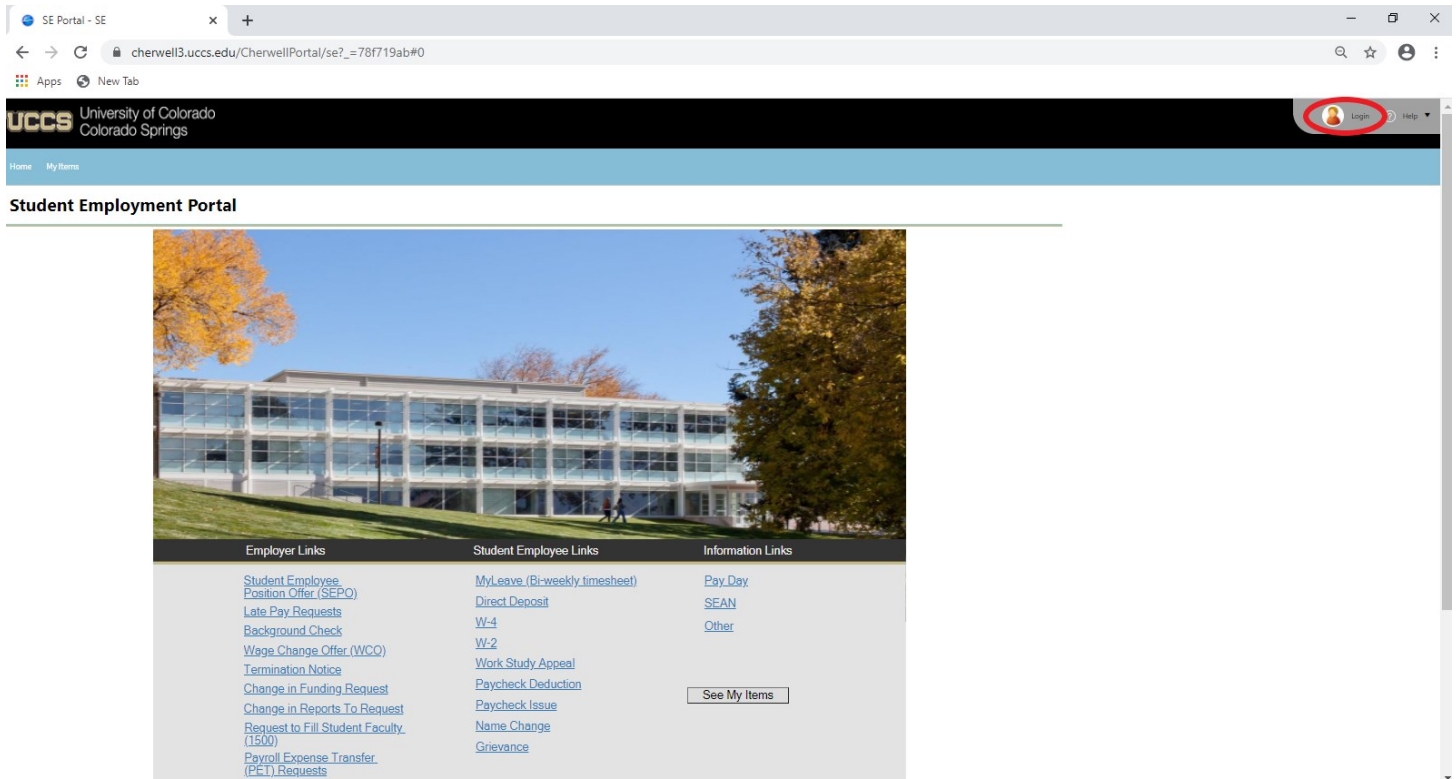
Home / Forms

Student Employment Forms

FORMS



2. Login to Cherwell. Click the Login button at the top of the page.



You will use your UCCS username and password.

Login

Enter your UCCS Username and Password

Log in with your Cherwell account

USER ID

jbiga

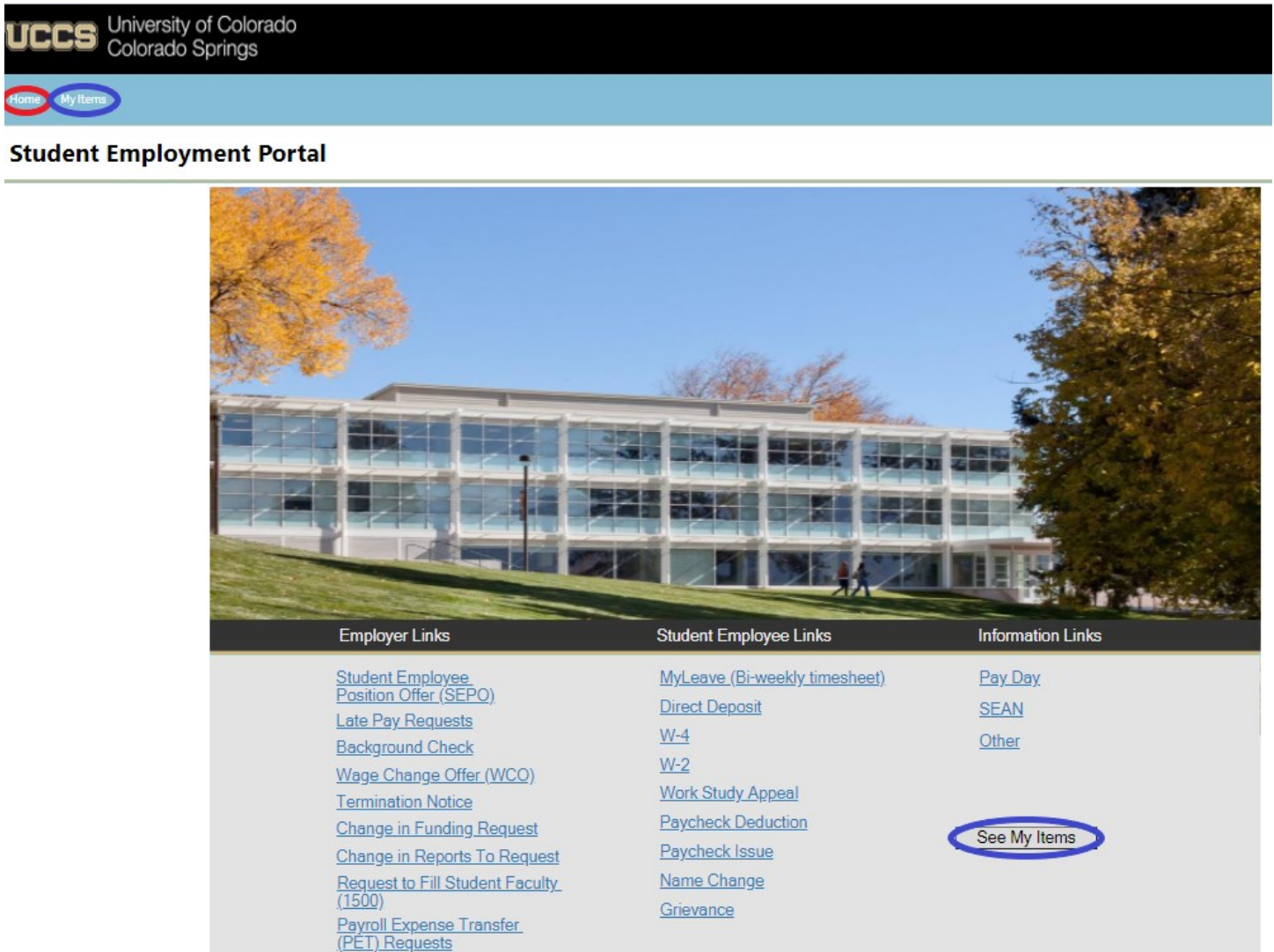
PASSWORD

[Use Windows Login](#)

Cancel Login

B: Navigating in Cherwell

You can return to the main page in Cherwell at any time by clicking the Home link at the top of the page. This will always be in the same place no matter what page you are on within Cherwell. (See red circle below)



Employer Links	Student Employee Links	Information Links
Student Employee Position Offer (SEPO)	MyLeave (Bi-weekly timesheet)	Pay Day
Late Pay Requests	Direct Deposit	SEAN
Background Check	W-4	Other
Wage Change Offer (WCO)	W-2	
Termination Notice	Work Study Appeal	
Change in Funding Request	Paycheck Deduction	See My Items
Change in Reports To Request	Paycheck Issue	
Request to Fill Student Faculty (1500)	Name Change	
Payroll Expense Transfer (PET) Requests	Grievance	

Selecting My Items, either at the top of the page next to Home on any screen or using the button on the home screen, will take you to a list of all of your cases. (See blue circles above)

In My Items, you can open a ticket by double clicking anywhere on the line of the ticket you want to look at.

My Open Student Employment Tickets

Below you will find a listing of all your open and recently closed Student Employment Case tickets.
You can view, edit, comment on and reopen any of your tickets listed below.

Open SE Case Tickets

SE Cases Opened by Me					
	Case ID ^ ▾	Short Description ▾	Effective Date ▾	Full Name ▾	Requestor ▾
<input checked="" type="radio"/>	30241	SE Wage Change Offer Inquiry		Eric Carlson	Jennifer Biga
<input type="radio"/>	30242	SE Additional/Retro Pay Request Inquiry		Shiann Taylor	Jennifer Biga

Recently Closed SE Case Tickets

SE Cases Opened by Me					
	Case ID ▾	Short Description ^ ▾	Effective Date ▾	Full Name ▾	Requestor ▾
<input checked="" type="radio"/>	22390	1500 Series Amendment		Sharla Windle	Jennifer Biga
<input type="radio"/>	22183	1500 Series Amendment		Elizabeth Gavino	Jennifer Biga
<input type="radio"/>	22192	1500 Series Amendment		Shiann Taylor	Jennifer Biga
<input type="radio"/>	27038	background check		Brianna Haas	Jennifer Biga
<input type="radio"/>	22103	biweekly		Jennifer Biga	Jennifer Biga
<input type="radio"/>	21529	FW: Report of Investigation		Tim Read	Jennifer Biga
<input type="radio"/>	21530	FW: Report of Investigation		Emma Blair	Jennifer Biga
<input type="radio"/>	21531	FW: Report of Investigation email		Shawn Emery	Jennifer Biga

When you have opened a specific ticket, attachments can be found by clicking on the paper-clip icon (see red circle below).

You can use the arrows (see blue square below) to navigate between cases without returning to the My Items page.

Use the My Items button at the top (see yellow square below) to return to the My Items main page. You can also use the List and Grid options (see purple square below) to return to either a list or the previous grid view of My Items.

Home My Items

Edit Save Cancel Refresh Delete Attach (0) Record 1 of 2 Current Record List Grid

Student Employment - SE Case ID: 30241

Short Description: [Add Comment](#)

SE Wage Change Offer Inquiry

Additional Details:

Your HR Case will be assigned shortly.

Owner: Unassigned

Team: Student Employment

List View:

SE Cases Opened by Me

HR Case ID 30241

Last Modified December 3 @ 12:47 PM by Cherwell Admin

HR Case ID 30242

Last Modified December 3 @ 12:54 PM by Cherwell Admin

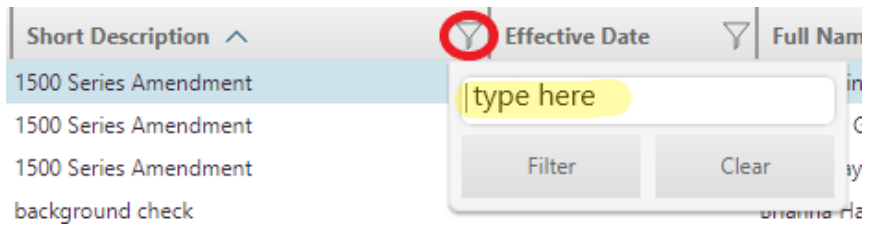
Grid View:

SE Cases Opened by Me

HR Case ID	Status	Short Description	Requestor	Created Date Time
30241	New	SE Wage Change Offer Inquiry	Jennifer Biga	12/2/2019 12:46 PM
30242	New	SE Additional/Retro Pay Request Inquiry	Jennifer Biga	12/2/2019 12:50 PM

If you are looking for a specific ticket, you can narrow things down by using the Filter button.

1. Select the Filter button of the column you want to filter and type what you are looking for into the prompt box.



2. Select the Filter button.

Recently Closed SE Case Tickets

SE Cases Opened by Me

	Case ID	Short Description	Effective Date	Full Name	Requestor
<input checked="" type="radio"/>	22390	1500 Series Amendment		indie	Jennifer Biga
<input type="radio"/>	22183	1500 Series Amendment		Gavino	Jennifer Biga
<input type="radio"/>	22192	1500 Series Amendment		aylor	Jennifer Biga
<input type="radio"/>	27038	background check		taas	Jennifer Biga
<input type="radio"/>	22103	biweekly		Biga	Jennifer Biga
<input type="radio"/>	21529	FW: Report of Investigation			Jennifer Biga
<input type="radio"/>	21530	FW: Report of Investigation		Emma Blair	Jennifer Biga

SE Position X

Offer

Inquiry

Filter

Clear

3. Now only SEPO tickets are showing in my list of cases.

Recently Closed SE Case Tickets

SE Cases Opened by Me

	Case ID	Short Description	Effective Date	Full Name	Requestor
<input checked="" type="radio"/>	8174	SE Position Offer Inquiry		Eric Carlson	Jennifer Biga
<input type="radio"/>	11659	SE Position Offer Inquiry		Eric Carlson	Jennifer Biga
<input type="radio"/>	5736	SE Position Offer Inquiry		Tayla Kelly	Jennifer Biga
<input type="radio"/>	14210	SE Position Offer Inquiry		Jennifer Biga	Jennifer Biga
<input type="radio"/>	14211	SE Position Offer Inquiry		Elizabeth Gavino	Jennifer Biga
<input type="radio"/>	11779	SE Position Offer Inquiry		Shiann Taylor	Jennifer Biga
<input type="radio"/>	11786	SE Position Offer Inquiry		Elizabeth Gavino	Jennifer Biga
<input type="radio"/>	11799	SE Position Offer Inquiry		Noah Wolboldt	Jennifer Biga

4. Repeat the steps above to further filter by another column.

Recently Closed SE Case Tickets

SE Cases Opened by Me

	Case ID	Short Description	Effective Date	Full Name	Requestor
<input checked="" type="radio"/>	8174	SE Position Offer Inquiry		Eric Carlson	Jennifer Biga
<input type="radio"/>	11659	SE Position Offer Inquiry		Eric Carlson	Jennifer Biga
<input type="radio"/>	5736	SE Position Offer Inquiry		Tayla Kelly	Jennifer Biga
<input type="radio"/>	14210	SE Position Offer Inquiry		Jennifer Biga	Jennifer Biga
<input type="radio"/>	14211	SE Position Offer Inquiry		Elizabeth Gavino	Jennifer Biga
<input type="radio"/>	11779	SE Position Offer Inquiry		Shiann Taylor	Jennifer Biga
<input type="radio"/>	11786	SE Position Offer Inquiry		Elizabeth Gavino	Jennifer Biga
<input type="radio"/>	11799	SE Position Offer Inquiry		Noah Wolboldt	Jennifer Biga

Jennifer X

Biga

Filter

Clear

5. Now only SEPOs submitted for Jennifer Biga are listed.

Recently Closed SE Case Tickets

SE Cases Opened by Me

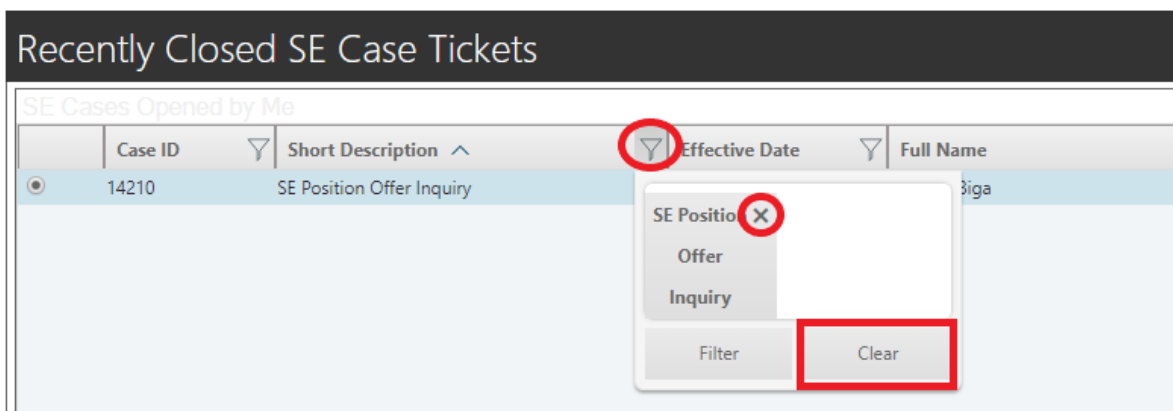
	Case ID	Short Description	Effective Date	Full Name	Requestor
<input checked="" type="radio"/>	14210	SE Position Offer Inquiry		Jennifer Biga	Jennifer Biga

Below is a list of common Cherwell tickets and the specific short description associated with it in Cherwell.

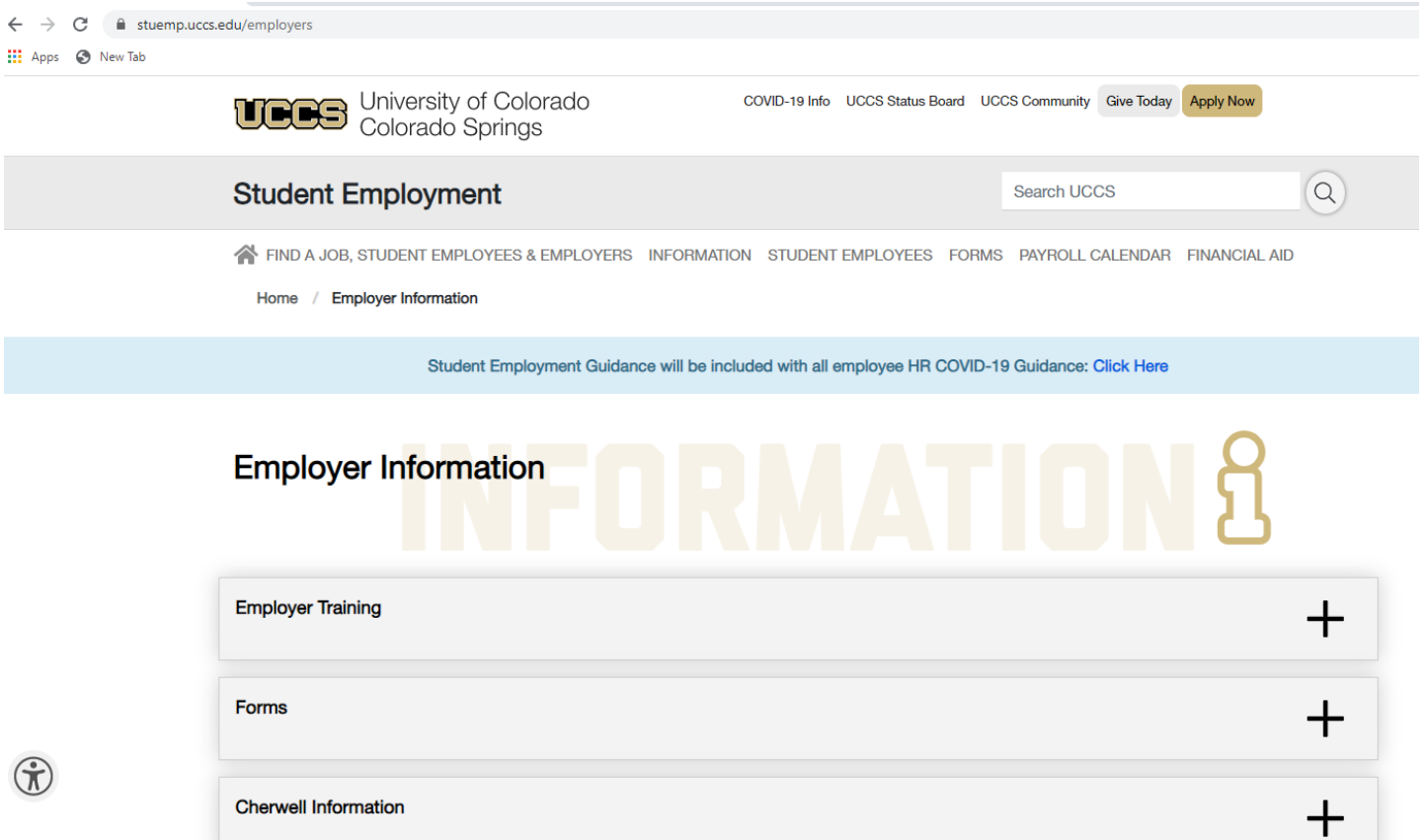
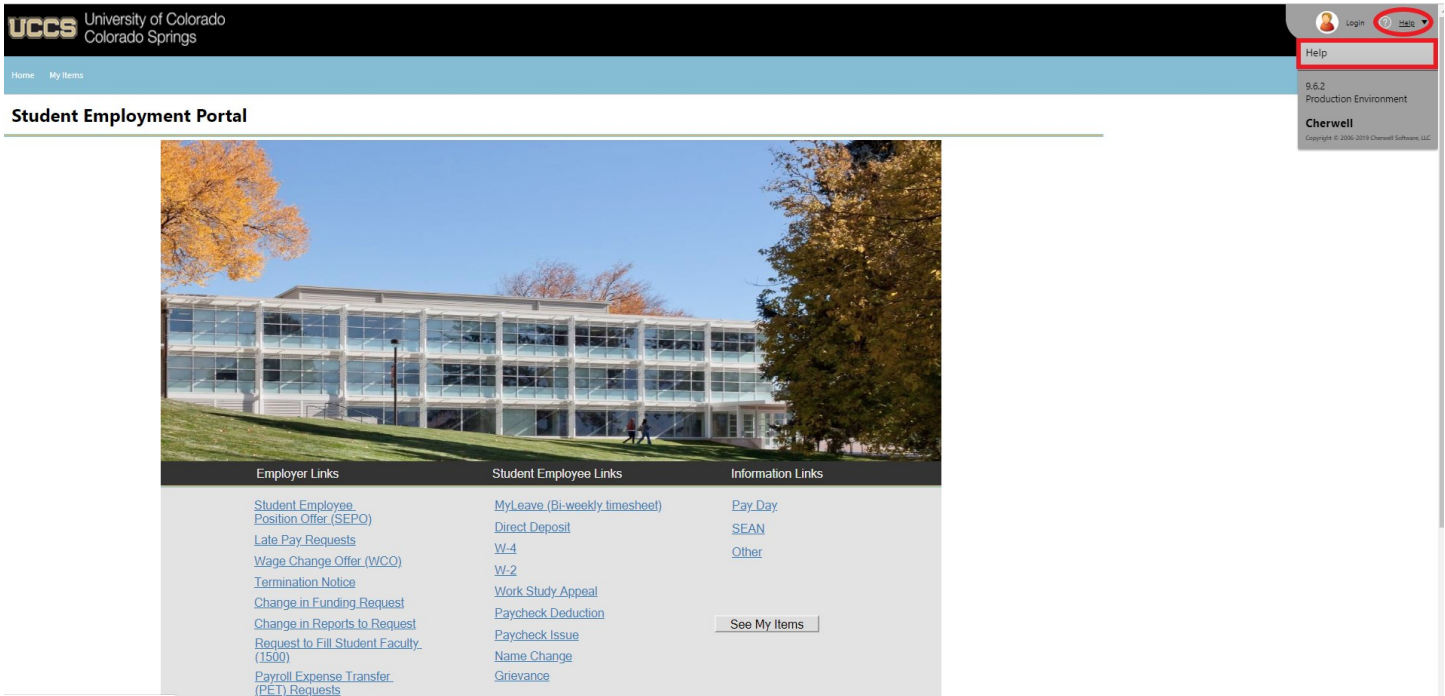
Ticket Subcategory	Short Description
Offer Review	SE Offer Review Inquiry
Position (SEPO) Offer	SE Position Offer Inquiry
Late Pay Requests	SE Late Pay Requests Inquiry
Background Check	SE Background Check
Wage Change Offer	SE Wage Change Offer Inquiry
Termination Notice	SE Termination Notice Inquiry
Change in Funding	SE Change in Funding Request Inquiry
Change in Reports To	SE Change in Reports to Request Inquiry
PET Request	SE Payroll Expense Transfer Inquiry
Request to Fill Student Faculty	SE Request to Fill Student Faculty Position
Change in Working Title	Change in Working Title Request
One Time/Additional Pay	SE One Time/Additional Pay Request Inquiry
Fellowship or Stipend Request	SE Fellowship or Stipend Request
Overpayment Notice	SE Overpayment Notice Request Inquiry
Termination for Cause	SE Termination for Cause
SEAN	SE Other Inquiry
Other	SE Other Inquiry

Note: If you submitted your ticket via email instead of through the Cherwell portal, the Short Description will be whatever your email message subject was.

To clear the Filter, you would click on the filter button in whichever column you filtered and then click on the x in the box describing what you filtered by or on the Clear button.



You can also navigate to the Employers page of the Student Employment website (stuemp.uccs.edu/employers) by clicking on the help button at the top right of the page and selecting Help from the drop down.



Once you have logged in, you can close Cherwell and navigate back to the Student Employment website homepage (stuemp.uccs.edu) by clicking on your name at the top right of the page and selecting Logout from the drop down.

UCCS University of Colorado Colorado Springs

Home My Items

Student Employment Portal

Employer Links	Student Employee Links	Information Links
Student Employee Position Offer (SEPO)	MyLeave (Bi-weekly timesheet)	Pay Day
Late Pay Requests	Direct Deposit	SEAN
Wage Change Offer (WCO)	W-4	Other
Termination Notice	W-2	
Change in Funding Request	Work Study Appeal	
Change in Reports to Request	Paycheck Deduction	See My Items
Request to Fill Student Faculty (1500)	Paycheck Issue	
Payroll Expense Transfer (PFT) Requests	Name Change	
	Grievance	

Student Employment

Search UCCS

[FIND A JOB, STUDENT EMPLOYEES & EMPLOYERS](#) [INFORMATION](#) [FORMS](#) [PAYROLL CALENDAR](#) [FINANCIAL AID](#)

Student Employment

Welcome to Student Employment

We're the office of Student Employment, and we strive to efficiently and transparently link students with employment opportunities that enhance their college education and transferable work skills while assisting them in paying for college. We act to cultivate mutually beneficial relationships between the university, its students, and the community as a whole.

We help connect students to employment opportunities. UCCS employs approximately 1800 students in part-time student employee positions.

Our office lists employment opportunities including the following job types:

- Need-Based Work Study
- Non-Need-Based Work Study
- On-Campus Student Hourly Employment
- Off-Campus Student Hourly



C: Choosing Your Ticket Type

The Student Employment Cherwell portal is divided into three sections of request types. The first section is Employer links and includes the following ticket types. These are the most commonly used ticket types.

Offer Review (Required before a SEPO or WCO is submitted) - Use this ticket to request hire or promotion wage change information be reviewed prior to formally presenting the offer to the selected student.

If you are filling a 1500 position, please continue to use the Request to Fill Student Faculty (1500) ticket for the review piece of the hiring process.

Student Employee Position Offer (SEPO) - Use this ticket to request a student be hired within your department (new hire, rehire, additional job). **Please remember not to proceed with submitting your ticket until after you have received the results of the background check.**

All positions must be posted on SEAN for a minimum of three days—regardless of whether they are hourly, monthly or contract appointments. For all hourly appointments, the draft SEPO should go through the Offer Review ticket prior to routing for signatures and the Position Offer ticket being submitted.

If you are filling a new 1500 position, please be sure that you have received approval through a Request to Fill Student Faculty (1500) ticket first. These SEPOs do not need to go through the Offer Review step as the RTF counts as the review for these positions.

For reappointments, amendments, and extensions for 1500 positions, please use this ticket type and submit an updated SEPO. To help ensure we accurately process your request, comments included in the Additional Details box are always appreciated.

Late Pay Requests—Use this ticket to request pay be entered for a student if the deadline for submission of time has been missed or a student did not get paid for a pay period.

Background Check - Use this ticket to request a background check be run on a student.

Wage Change Offer (WCO) -Use this ticket to request a change in the rate of pay for a student. Please remember that Promotions and Merit Raises require a current evaluation be included (the WCO and eval can be included as one document attached to the request). All WCOs need to have an effective date equal to the beginning of a pay period.

All promotions must be posted to SEAN for a minimum of three days. These wage changes must also now go through the Offer Review step before being routed for signatures and submitted for processing. All other wage changes can be submitted for processing as usual.

Termination Notice—Use this ticket to request a student be removed from a position within your department. Evaluations do not need to be submitted with the Termination Notice; however, evaluations need to be current within the personnel file in your office.

Change in Funding Request—Use this ticket to request future changes in the speedtype(s) you want your students paid from. Please remember that funding changes need to be effective at the beginning of a pay period. If you need to update funding on past payments, please complete a PET request.

Change in Reports to Request—Use this ticket to request a supervisor change for a student.

Request to Fill Student Faculty (1500) - Use this ticket as the first step to hiring a new Student Faculty/1500 Series position. This request will be used to determine if the position requested meets the criteria to be in a 1500 series position rather than an hourly 4100 series position and whether or not the proposed payment meets minimum wage standards.

Payroll Expense Transfer (PET) Requests—Use this ticket to request student pay that has already processed be moved from one speedtype to a different speedtype or to request a change to or from work study.

Change in Working Title Request— Use this ticket to request a change to the working title of any of your student employees.

One Time/Additional Pay Request—Use this ticket to request a one-time or additional payment to a student. This ticket may be used if students earned an additional amount for a special project that was not part of their normal duties and was not recorded on their timesheet, or they performed a one-time additional duty and needed to be reimbursed for the time or paid a specific amount for that duty. All one-time/additional pays must meet minimum wage standards.

Fellowship or Stipend Request-Use this ticket to request a fellowship or stipendiary position. These may be a one-time payment but are often payment over a period of time. A Student Stipend (i.e. Fellowship) is used to designate trainees who are not graduate students but enrolled in high school or undergrad programs and participating on training grants. A Participant Stipend is used for support payments made to individuals who participate in specific training activities. These are generally in accordance with the National Science Foundation (NSF) Grants Policy Manual definition of Participant Stipends. No service is expected for the student to receive a fellowship or stipend payment.

Overpayment Notice Request—Use this ticket if a student was overpaid during a pay period.

Termination for Cause—*Use this ticket only with Student Employment permission.*

A Termination for Cause will only be completed in the case of egregious behavior on the part of the student. Please call Jennifer Biga at 719-255-3564 to discuss your situation prior to submitting a Termination for Cause ticket.

The Student Employee Links include the following ticket types. Many of these return a system-generated response with an answer for the situation presented. If the system-generated response does not solve the issue, please contact the Student Employment Office at 719-255-3454 or stuemphelp@uccs.edu.

MyLeave (Bi-weekly timesheet) - Options include Set-up Preferences, Change Preferences, and General. If a student has never entered time or needs to change their preferences due to timesheet submission issues, either of these radio buttons will provide a system-generated email with steps to take to set-up or change their preferences. If there is some other question that needs to be asked regarding MyLeave, the general radio button can be used but does require additional information be provided. Please be sure to fill in the additional details with your question or we will not know what question is being asked.

Direct Deposit—Options include Set Up, Changes, and General. The Set Up and Changes radio buttons will provide a system-generated email with steps to take to set up or change their direct deposit. If there is some other question that needs to be asked regarding Direct Deposit, the general radio button can be used but does require additional information be provided. Please be sure to fill in the additional details with your question or we will not know what question is being asked.

W-4—Options include Set Up, Change, and General. The Set Up and Change radio buttons will provide a system-generated email with steps to take to set up or change the W-4. If there is some other question that needs to be asked regarding the W-4, the general radio button can be used but does require additional information be provided. Please be sure to fill in the additional details with your question or we will not know what question is being asked.

W-2—Options include Active Employee, Inactive Employee, Address Change, and General. The Active and Inactive Employee radio buttons will provide a system-generated email with information regarding the W-2. The Address Change radio button requires information needed to update the address in HCM so that the W-2 can be sent to the correct address. The General radio button, includes the address change information as well. If used to ask a different question, please be sure to include comments in the additional details box so we know what question is being asked.

Work Study Appeal—This ticket provides a link to the Work Study Appeal form. Students can access the form via the link and submit their appeal directly from the form. If they have other questions regarding a work study appeal, they will need to include comments in the additional details box so that we can answer their question(s).

Paycheck Deduction—Options for this ticket include Understanding a Deduction and Incorrect Deduction. Once a radio button is chosen there is specific information requested to help find the information and answer the question. Please be sure to provide comments in the additional details box so that we can answer specific questions.

Paycheck Issue—This ticket includes a form to help us find the information in the system to address any questions. Please be sure to provide comments in the additional details box so that we can be certain we are answering the specific questions regarding that paycheck.

Name Change—This ticket provides a system-generated response letting students know what steps need to be taken in order for us to complete a name change. This does include students bringing new documentation to the Student Employment Office in Cragmor Hall room 104.

Grievance—This ticket provides a way for students to contact our office if they have a grievance. Only Student Employment staff have access to these tickets and will respond as needed to any grievance tickets received.

The Information Links include the following ticket types. These tickets are often used by both students and faculty/staff.

Pay Day—The Pay Day ticket provides a system-generated response with a link to the payroll calendar. If you have a more specific question, perhaps use one of the Student Employee Links surrounding pay or use the Other ticket.

SEAN—The SEAN ticket asks you to identify yourself as an Employer or Student and then to provide a description of the issue you are having so that we can address that specific issue. The better the description of the issue, the quicker we will be able to address the issue.

Other—Use the Other link for any other requests that do not fit within one of the other links. Please be sure to include comments in the additional details box so that we can more quickly and accurately address your needs.

D: Required Documents

Ticket Type	Documents Needed	Comments
Offer Review	SEPO or WCO	<ol style="list-style-type: none"> Form should be draft with no signatures. Submit after posted to SEAN for three days and before formally offering to student. Review can be done while the background check is running.
Student Employment Position offer	SEPO	<ol style="list-style-type: none"> Background check should be run before submitting the SEPO. If 4100 Series, Offer Review ticket; if 1500 Series, Request to Fill Student Faculty ticket should have been approved prior to submitting the SEPO. For new Student Faculty (1503 or 1506), the Faculty Pledge also needs to be signed and attached. See note on next page regarding I-9 verification for new hires. Comments in Additional Details are helpful if this is a change to a 1500 Series appointment.
Late Pay Request	Late Pay Request Excel Spreadsheet	Excel spreadsheet filled out for each student with each pay period separate as we have to enter the time based on the pay period in which it was earned.
Background Check	Background Check Release Form	The employer fills out the gold box and the employee fills out the bottom portion. Both sections must be completed for us to process the request.
Wage Change Offer	Wage Change Offer	<p>If the WCO is for a Merit Raise or a Promotion, an evaluation is also required.</p> <p>Promotion must be posted to SEAN and have gone through the Offer Review process.</p>
Change in Funding Request	Cherwell Form or Multiple Change in Funding Excel Spreadsheet	For single, use the form in Cherwell. For multiple, use the Excel spreadsheet and choose the Yes radio button to submit multiple requests simultaneously.

Ticket Type	Documents Needed	Comments
Change in Reports To Request	Cherwell Form or Multiple Change in Reports To Excel Spreadsheet	For single, use the form in Cherwell. For multiple, use the Excel spreadsheet and choose the Yes radio button to submit multiple requests simultaneously.
Request to Fill Student Faculty (1500)	Request to Fill Student Faculty Form	
Payroll Expense Transfer Requests	PET Form	Please separate request by pay period as we have to know the associated pay period(s) to ensure we are moving the correct payment.
Change in Working Title Request	Cherwell Form or Multiple Change in Working Title Excel Spreadsheet	For single, use the form in Cherwell. For multiple, use the Excel spreadsheet and choose the Yes radio button to submit multiple requests simultaneously.
One Time/Additional Pay Request	Cherwell Form	The Additional Pay Form HR uses can also be attached but is not necessary in most cases.
Fellowship or Stipend Request	Request to Fill AND Signed Letter Template	Attach the Request to Fill and Signed Letter Template to the Cherwell ticket and submit at one time.
Overpayment Notice Request	Cherwell Form	
Termination for Cause	Termination Notice Supporting Documentation	Prior to submitting a Termination for Cause, please be sure to discuss the situation with Jennifer Biga at 719-255-3564. These are only completed in the case of egregious behavior.

As a reminder, all new hires and some rehires do require an I-9 employment verification be completed. Please either have students schedule an I-9 appointment via our website or send students to the Student Employment office with the documents required for the I-9 verification. A list of acceptable documents can be found through the following link:

<https://www.uscis.gov/i-9-central/acceptable-documents/list-documents/form-i-9-acceptable-documents>

E: Accessing Documents to Complete

If you need to complete a document to attach to your ticket, there are links to the documents within each ticket, as shown below.

Details Required to Complete the Request

Student Employment Position Offer (SEPO)

Please fill out the student information below and then use the link below that to access the SEPO form. Please save that to your computer, fill it out and attach to this ticket.

Note: Complete background check BEFORE submitting the form below!

Student Name:

Request to Fill Student Faculty Ticket Number:

*Only required if submitting a SEPO to fill a 1500 series position.

Remember to send new hires to the Student Employment Office with their documents to complete their I-9 and orientation.

[Link to SEPO Form](#)

[Attach filled out SEPO Form](#)

[Link to Faculty Pledge](#)

[Attach signed Faculty Pledge](#)

*Only use if filling a 1503 or 1506

(Do not use quotations in the file name)

Additional Details:

These documents can also be accessed on the Student Employment website on the Forms page: stuemp.uccs.edu/forms. Both Cherwell and our website will always have the most up-to-date form. Please check them to be sure that you are using the most recent version.

Regardless of how you access the form, the most important thing to note is that you do need to download the form before filling it out. If you open the form and just start typing, the information will not save when you save the document.

SEPO-combined_3292019.pdf 1/3

UCCS University of Colorado Colorado Springs
Student Employment Office
Cragdon Hall, Room 204
1420 Austin Bluffs Parkway
Colorado Springs, CO 80918
Phone: 719-255-3454
Email: stuemp@uccs.edu
Web: www.uccs.edu/stuemp

Student Employee Position Offer

Student Full Name:

Student ID #:

Cherwell Ticket #

Note: When saving your documents, please do not use quotation marks in the file name. For some reason, Cherwell will not allow us to open documents with quotation marks in the file name.

F: Attaching Completed Forms

Please be sure to complete your form, including signatures if needed, before you attach your document to your Cherwell ticket. If we receive an incomplete or unsigned form, we will delay processing your request until we receive an updated form.

Once you have completed any necessary paperwork, attach the documents to your Cherwell ticket using one of the options shown below. The paperclip icon will always be at the top of your ticket. A link to attach any required documents is generally next to the link to access the needed form further down on the Cherwell ticket.

The screenshot shows the Cherwell system interface. At the top, there is a navigation bar with 'Home' and 'My Items' links. A button labeled 'Use the attachment tool' is visible. Below this is a toolbar with icons for 'Save', 'Cancel', 'Refresh', 'Delete', and 'Attach (0)'. The 'Attach (0)' button is circled in red. The main header area displays 'Student Employment - SE Case ID : 30830'. Below this is a 'Submit' button. A section titled 'Details Required to Complete the Request' contains a sub-section 'Student Employment Position Offer (SEPO)'. This section includes instructions to fill out the SEPO form and attach it to the ticket. A note states: 'Note: Complete background check BEFORE submitting the form below!'. There are input fields for 'Student Name' and 'Request to Fill Student Faculty Ticket Number'. Below these are links to 'Link to SEPO Form' and 'Link to Faculty Pledge'. A red circle highlights the links 'Attach filled out SEPO Form' and 'Attach signed Faculty Pledge'. A button labeled 'Use one of the links' is also present. A note indicates that the 'Attach signed Faculty Pledge' link is only for filling a 1503 or 1506 position. At the bottom, there is an 'Additional Details' section with a large text area.

Home My Items Use the attachment tool

Save Cancel Refresh Delete Attach (0) Record 1 of 1

Student Employment - SE Case ID : 30830

Submit

Details Required to Complete the Request

Student Employment Position Offer (SEPO)

Please fill out the student information below and then use the link below that to access the SEPO form. Please save that to your computer, fill it out and attach to this ticket.

Note: Complete background check BEFORE submitting the form below!

Student Name:

Request to Fill Student Faculty Ticket Number:

*Only required if submitting a SEPO to fill a 1500 series position.

Remember to send new hires to the Student Employment Office with their documents to complete their I-9 and orientation.

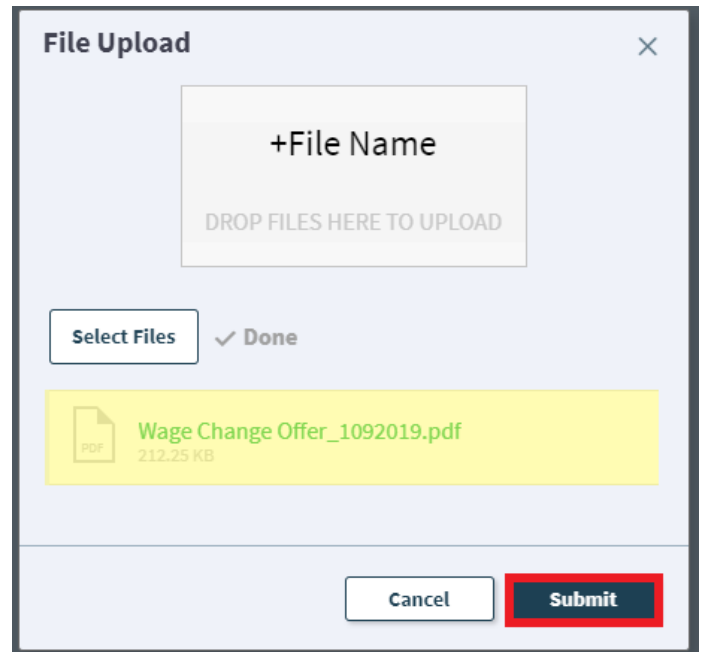
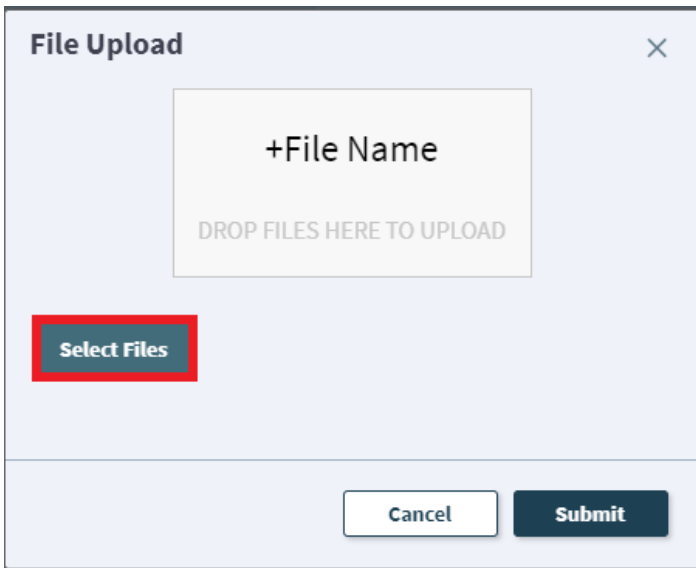
[Link to SEPO Form](#) [Attach filled out SEPO Form](#) [Use one of the links](#)

[Link to Faculty Pledge](#) [Attach signed Faculty Pledge](#) *Only use if filling a 1503 or 1506

(Do not use "Attachment" in the file name)

Additional Details:

You can either drag and drop your file or you can click the Select Files button to find your saved file. When you have selected the file to attach, you will see the file you are attaching below the Select Files button (see second image below). Click the Submit button to attach your document.



Repeat this step until all applicable documents have been attached.

You can confirm that your documents have been attached by checking the paperclip icon. You can also open any attachments to be sure that you have attached the correct documents and that they are completely filled out. Be sure you have your pop-up blocker turned off if you are trying to open attachments.

Home My Items

Save Cancel Refresh Delete Attach (1) Record 1 of 1

Student Employment

Submit

Details Required to Complete the Request

Student Employment Position Offer (SEPO)

Please fill out the student information below and then use the link below that to access the SEPO form. Please save that to your computer, fill it out and attach to this ticket.

Note: Complete background check BEFORE submitting the form below!

Student Name:

Request to Fill Student Faculty Ticket Number:

*Only required if submitting a SEPO to fill a 1500 series position.

Remember to send new hires to the Student Employment Office with their documents to complete their I-9 and orientation.

[Link to SEPO Form](#) [Attach filled out SEPO Form](#)

[Link to Faculty Pledge](#) [Attach signed Faculty Pledge](#) *Only use if filling a 1503 or 1506 (Do not use quotations in the file name)

Additional Details:

If you check your documents before submitting the ticket and see that you attached the wrong document, please attach the correct document before you submit. If you have already submitted, please refer to [Section I: Editing a Ticket](#) to attach the correct attachment to your ticket.

Users can delete any incorrect attachments. Follow the same steps described on the previous page to open and check a document but select Delete instead of Open. Cherwell will ask you if you are sure you want to delete. Once you confirm, your document will no longer be attached to the ticket.

The screenshot shows a web application interface for a 'Student Employment' ticket. At the top, there's a navigation bar with 'Home' and 'My Items'. Below it is a toolbar with buttons for 'Save', 'Cancel', 'Refresh', 'Delete', and 'Attach (1)'. A red circle highlights the 'Attach (1)' button and its dropdown menu, which shows a file named 'Wage Change Offer_1092019' with 'Open' and 'Delete' options. The 'Delete' option is highlighted in yellow. Below the toolbar is a 'Submit' button. The main section is titled 'Details Required to Complete the Request' and 'Student Employment Position Offer (SEPO)'. It contains instructions to fill out the SEPO form, a note about background checks, a 'Student Name' field, and a 'Request to Fill Student Faculty Ticket' section. There are links for 'Link to SEPO Form', 'Link to Faculty Pledge', 'Attach filled', and 'Attach signed'. A confirmation dialog box is overlaid on the right, asking 'Are you sure you want to delete Wage Change Offer_1092019?'. The dialog has 'No' and 'Yes' buttons, with the 'Yes' button highlighted with a red border. The background form is partially obscured by the dialog.

Home My Items

Save Cancel Refresh Delete Attach (1) Record 1 of 1

Student Employment

Submit

Details Required to Complete the Request

Student Employment Position Offer (SEPO)

Please fill out the student information the SEPO form. Please save that to y

Note: Complete background check B

Student Name:

Request to Fill Student Faculty Tick

*Only required if submitting a SEPO to fill a

Remember to send new hires to the S with their documents to complete thei

[Link to SEPO Form](#) [Attach filled](#)

[Link to Faculty Pledge](#) [Attach signed](#)

(Do not use quot

Additional Details:

Are you sure you want to delete Wage Change Offer_1092019?



No Yes

G: Completing Required Information on the Ticket

Nearly all Cherwell tickets require some information be provided before you can submit a ticket. On the majority of tickets this is the Student Name box. Please remember that the Student Name is the preferred name of the student in CU-SIS, which may not be the same as their given name as shown in HCM. If you are having trouble finding the student by their name, you can enter the student's email address in the Student Name box. You can also click the button highlighted below to search for the student name. If you are still having trouble, you can contact the Student Employment office at 719-255-3454 and we can help troubleshoot or you can simply submit your paperwork to stuemphelp@uccs.edu, which will create a Cherwell ticket for you.

Student Name: 

For some tickets, the information we need to process the request is provided by filling out the Cherwell ticket. Required fields will be colored red until you have provided information in those fields; white boxes are either non-required or will autofill when you enter information in another box. The below example shows how a form will look before and after being filled out. You will be able to submit the form as long as all boxes are showing a white fill. The student name may not change to white fill until after the ticket has been saved. If the student name is incorrect, you will receive a message that the ticket cannot be saved.

Details Required to Complete the Request	Details Required to Complete the Request
<h3>Overpayment Notice</h3> <p>Student Name: <input type="text"/> </p> <p>Employee ID: <input type="text"/></p> <p>Employee job record number: <input type="text"/></p> <p>Position Number: <input type="text"/></p> <p>Department Number: <input type="text"/></p> <p>Department: <input type="text"/></p> <p>Pay Period Begin Date: <input type="text"/></p> <p>Pay Period End Date: <input type="text"/></p> <p>Number of Hours Paid: <input type="text" value="0.00"/></p> <p>Number of Hours Should Have Paid: <input type="text" value="0.00"/></p> <p>Amount Paid: <input type="text" value="\$0.00"/></p> <p>Amount Should Have Paid: <input type="text" value="0.00"/></p> <p>Difference: <input type="text" value="0.00"/></p> <p>Supervisor Name: <input type="text"/></p> <p>Requestor Name: <input type="text"/></p> <p>Reason for overpayment: <input type="text"/></p>	<h3>Overpayment Notice</h3> <p>Student Name: <input type="text"/> </p> <p>Employee ID: <input type="text" value="323018"/></p> <p>Employee job record number: <input type="text"/></p> <p>Position Number: <input type="text" value="00746470"/></p> <p>Department Number: <input type="text" value="40126"/></p> <p>Department: <input type="text" value="Financial Aid/ Student Employment"/></p> <p>Pay Period Begin Date: <input type="text" value="6/2/2019"/></p> <p>Pay Period End Date: <input type="text" value="6/15/2019"/></p> <p>Number of Hours Paid: <input type="text" value="0.00"/></p> <p>Number of Hours Should Have Paid: <input type="text" value="0.00"/></p> <p>Amount Paid: <input type="text" value="\$360.00"/></p> <p>Amount Should Have Paid: <input type="text" value="300.00"/></p> <p>Difference: <input type="text" value="60.00"/></p> <p>Supervisor Name: <input type="text"/></p> <p>Requestor Name: <input type="text"/></p> <p>Reason for overpayment: <input type="text" value="Student submitted timesheet was approved for 5 hours that should not have been submitted."/></p>

H: Submitting a Ticket

Once you have completed all required fields and attached any required documents, you can add comments in the Additional Details box, if needed. Then you can submit your ticket by clicking on one of the options shown below:

The screenshot displays a web application interface for submitting a ticket. At the top, there is a navigation bar with 'Home' and 'My Items' links. Below this is a toolbar containing buttons for 'Save', 'Cancel', 'Refresh', 'Delete', 'Attach (0)', and navigation controls. The 'Save' button is circled in red. Below the toolbar, there is a 'Submit' button, also circled in red. The main content area is titled 'Details Required to Complete the Request' and contains a section for 'Student Employment Position Offer (SEPO)'. This section includes instructions to fill out the SEPO form and attach it to the ticket. It also includes a note about completing a background check before submitting. Below the instructions are input fields for 'Student Name' and 'Request to Fill Student Faculty Ticket Number'. There are also links to the SEPO form and the Faculty Pledge, and a note about using the correct file name. At the bottom of the form, there is an 'Additional Details' box and a 'Submit' button, which is circled in red.

Please note that clicking Save does not save the ticket for you to edit later. It does submit the ticket same as if you click on either of the Submit buttons.

Once submitted, you will receive a confirmation email that provides you with your ticket number, the type of ticket that was submitted, and copies of the documents you attached to the ticket. It is a good idea to keep these emails as you can ask questions regarding a ticket by replying to any email associated with that ticket. **TIP:** Record the Cherwell ticket number on your copy of the submitted paperwork. This will make finding a specific ticket easier later on.

Once processed, you will receive a resolution email with important information regarding the completion of your request.

I: Editing a Ticket

If at any time we have questions about your request or need more information to complete your request, we may call you or we will send you an email through Cherwell. You have two options on how to get us the information we need.

1. You can simply reply to the email sent from Cherwell and attach any new documents to or answer the question in your reply email. This will automatically attach the documents to your case in Cherwell or provide a journal note with your reply answer. This will work for both open and closed cases. If you reply to a resolution email, the ticket will be re-opened in Cherwell.
2. The other option is to use [Section B: Navigating in Cherwell](#) to go into My Items, find the ticket that needs additional information, and choose to Edit that ticket. This will only work with Open SE Case Tickets. If a ticket is closed, it cannot be edited.

Home My Items

Edit Save Cancel Refresh Delete Attach (0) Record 1 of 2 Current Record List Grid

Student Employment - SE Case ID: 30241

Short Description: [Add Comment](#)

SE Wage Change Offer Inquiry

Additional Details:

Your HR Case will be assigned shortly.


Owner: Unassigned


Team: Student Employment


You can access documents/attachments from both Open and Closed tickets. You will only be able to delete or add documents on Open tickets.


Be sure to resave or resubmit after you have made your edits. Regardless of whether you reply to an email or edit the ticket in My Items, we will be alerted to the fact that changes were made to the ticket by the ticket moving to a “reopened” status.


[Home](#) [My Items](#)


 Save


 Cancel

 Refresh


 Delete


 Attach (0) ▾


 <

 >

Record 1 of 2

 Current Record

 List


 Grid

Submit

Details Required to Complete the Request

Wage Change Offer

Please fill out the student information below and then use the link below that to access the WCO form. Please save that to your computer, fill it out and attach to this ticket.

Student Name: 

[Link to WCO Form](#)
Note: Effective Date must be beginning of pay period.
[Payroll Calendar](#)
[Attach filled out WCO form](#)
(Do not use quotations in the file name)

Note: Merit raise or promotion requires attaching evaluation:
[Link to Evaluation Form](#) Note: Evaluation and WCO may be attached as a single document.
[Attach evaluation](#)

Additional Details:

Submit

J: Troubleshooting

If you are unable to access Cherwell, are having trouble finding the student in Cherwell, or are uncertain what ticket type to submit, you can send an email to stuemp@uccs.edu. This will automatically create a generic ticket. We try to process these tickets as quickly as other tickets. However, it is likely that these tickets could be delayed in processing as we may need to request additional information from you.

K: Student Employment Office

Student Employment is here to help. If you have questions about any step in this process, please contact Student Employment at (719) 255-3454, stuemp@uccs.edu, or visit us in Cragmor Hall Room 104.