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.

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

You will use your UCCS username and password.
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)

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.
When you have opened a specific ticket, attachments can be found by clicking on the paperclip 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.

**List View:**

**Grid View:**

**SE Cases Opened by Me**

**HR Case ID 30241**
Last Modified December 3 @ 12:47 PM by Chenwell Admin

**HR Case ID 30242**
Last Modified December 3 @ 12:54 PM by Chenwell Admin
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.

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

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

5. Now only SEPOs submitted for Jennifer Biga are listed.
Below is a list of common Cherwell tickets and the specific short description associated with it in Cherwell.

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

**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.
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

<table>
<thead>
<tr>
<th>Ticket Type</th>
<th>Documents Needed</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Offer Review</td>
<td>SEPO or WCO</td>
<td>1. Form should be draft with no signatures.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>2. Submit after posted to SEAN for three days and before formally offering to student.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>3. Review can be done while the background check is running.</td>
</tr>
<tr>
<td>Student Employment Position offer</td>
<td>SEPO</td>
<td>1. Background check should be run before submitting the SEPO.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>2. If 4100 Series, Offer Review ticket; if 1500 Series, Request to Fill Student Faculty ticket should have been approved prior to submitting the SEPO.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>3. For new Student Faculty (1503 or 1506), the Faculty Pledge also needs to be signed and attached.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>4. See note on next page regarding I-9 verification for new hires.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>5. Comments in Additional Details are helpful if this is a change to a 1500 Series appointment.</td>
</tr>
<tr>
<td>Late Pay Request</td>
<td>Late Pay Request Excel Spreadsheet</td>
<td>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.</td>
</tr>
<tr>
<td>Background Check</td>
<td>Background Check Release Form</td>
<td>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.</td>
</tr>
<tr>
<td>Wage Change Offer</td>
<td>Wage Change Offer</td>
<td>If the WCO is for a Merit Raise or a Promotion, an evaluation is also required. Promotion must be posted to SEAN and have gone through the Offer Review process.</td>
</tr>
<tr>
<td>Change in Funding Request</td>
<td>Cherwell Form or Multiple Change in Funding Excel Spreadsheet</td>
<td>For single, use the form in Cherwell. For multiple, use the Excel spreadsheet and choose the Yes radio button to submit multiple requests simultaneously.</td>
</tr>
<tr>
<td>Ticket Type</td>
<td>Documents Needed</td>
<td>Comments</td>
</tr>
<tr>
<td>-------------------------------------------------</td>
<td>-------------------------------------------------------</td>
<td>------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Change in Reports To Request</td>
<td>Cherwell Form or Multiple Change in Reports To Excel Spreadsheet</td>
<td>For single, use the form in Cherwell. For multiple, use the Excel spreadsheet and choose the Yes radio button to submit multiple requests simultaneously.</td>
</tr>
<tr>
<td>Request to Fill Student Faculty (1500)</td>
<td>Request to Fill Student Faculty Form</td>
<td></td>
</tr>
<tr>
<td>Payroll Expense Transfer Requests</td>
<td>PET Form</td>
<td>Please separate request by pay period as we have to know the associated pay period(s) to ensure we are moving the correct payment.</td>
</tr>
<tr>
<td>Change in Working Title Request</td>
<td>Cherwell Form or Multiple Change in Working Title Excel Spreadsheet</td>
<td>For single, use the form in Cherwell. For multiple, use the Excel spreadsheet and choose the Yes radio button to submit multiple requests simultaneously.</td>
</tr>
<tr>
<td>One Time/Additional Pay Request</td>
<td>Cherwell Form</td>
<td>The Additional Pay Form HR uses can also be attached but is not necessary in most cases.</td>
</tr>
<tr>
<td>Fellowship or Stipend Request</td>
<td>Request to Fill AND Signed Letter Template</td>
<td>Attach the Request to Fill and Signed Letter Template to the Cherwell ticket and submit at one time.</td>
</tr>
<tr>
<td>Overpayment Notice Request</td>
<td>Cherwell Form</td>
<td></td>
</tr>
<tr>
<td>Termination for Cause</td>
<td>Termination Notice Supporting Documentation</td>
<td>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.</td>
</tr>
</tbody>
</table>

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:

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.

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.

**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.
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.
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.
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.
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.

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.
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:

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.

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.
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 stuemphelp@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.

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.