

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.

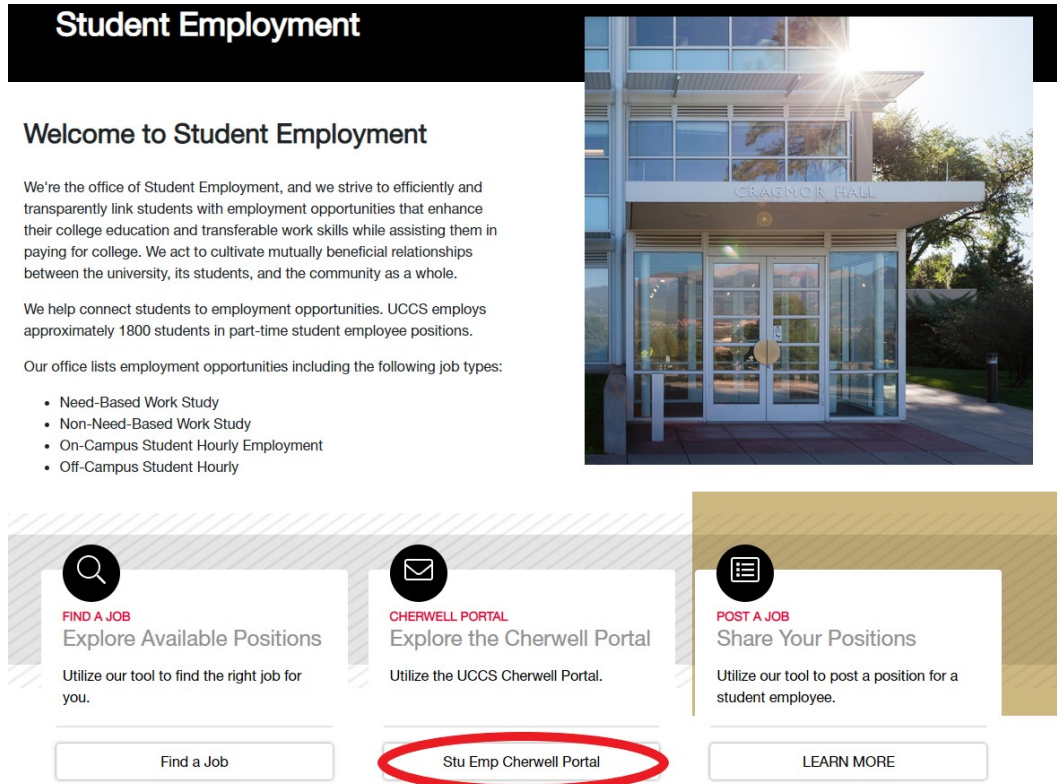
This is an abbreviated guide with information generalized for all ticket types. If you need more step-by-step instructions than what are provided in this guide, please refer to our comprehensive Cherwell User Guide.

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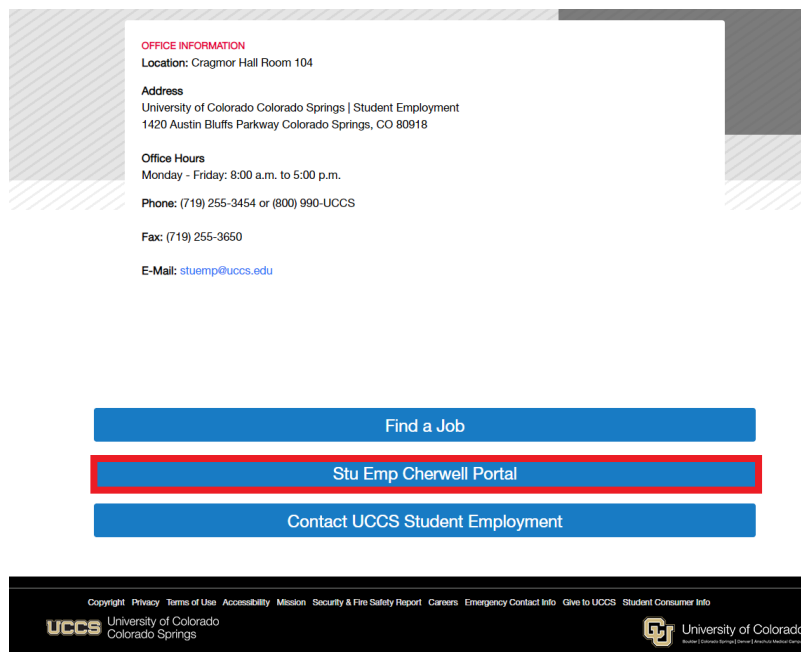
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A: Logging into the Student Employment Cherwell Portal

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



There's 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 webpage.

The screenshot shows the UCSS website header with the logo and navigation links: Current Students, Faculty & Staff, Alumni & Friends, Parents, Give Today, and Apply Now. Below the header is the 'Student Employment' section with a search bar. A red circle highlights the 'FIND A JOB, STUDENT EMPLOYEES & EMPLOYERS' link in the main navigation. Below this are four columns of links: '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), and 'Hire a Student Employee' (Student Pay Matrix, Steps to Hiring Hourly Student Employees, Steps to Hiring Student Faculty Employees (1500 Series)). On the right side, there are three promotional tiles: 'FIND A JOB' with a photo of two people at a computer, 'STU EMP CHERWELL PORTAL' with a photo of a white sheep, and 'CONTACT UCSS STUDENT EMPLOYMENT' with a photo of a building.

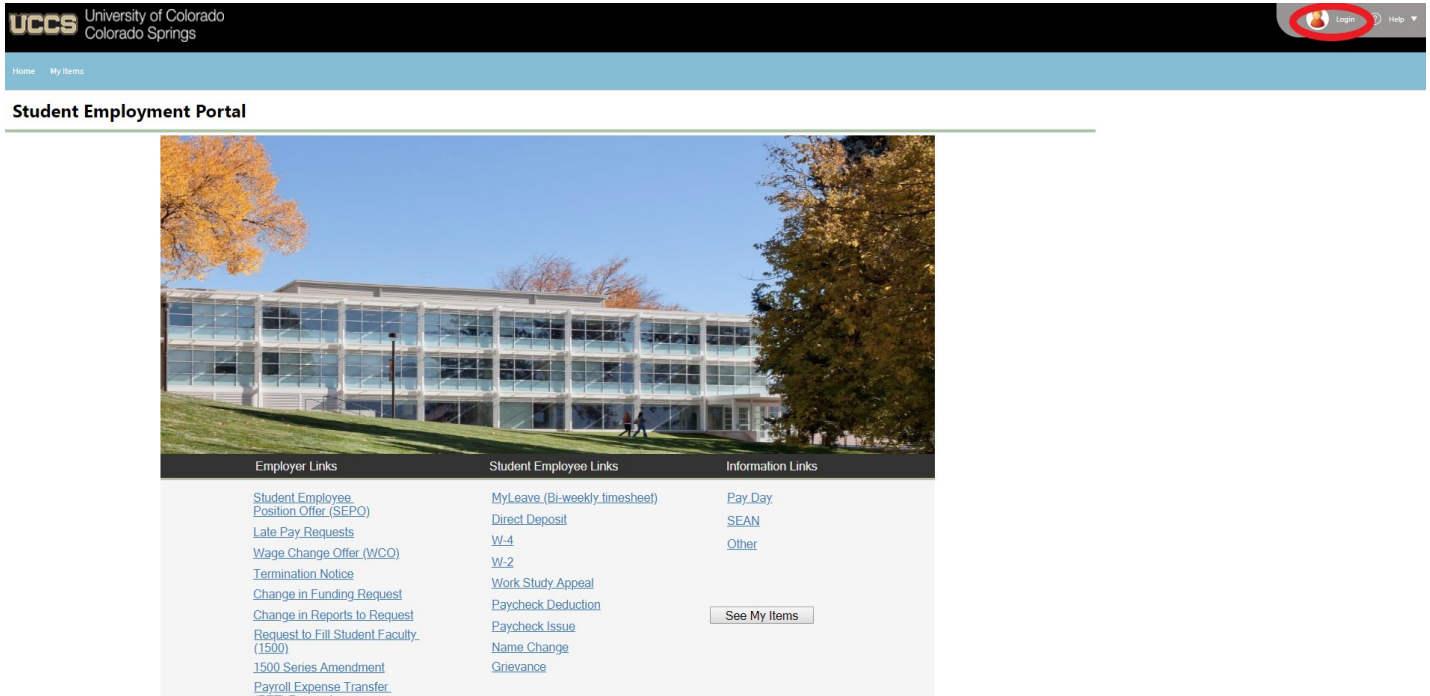
Home / Forms

Student Employment Forms

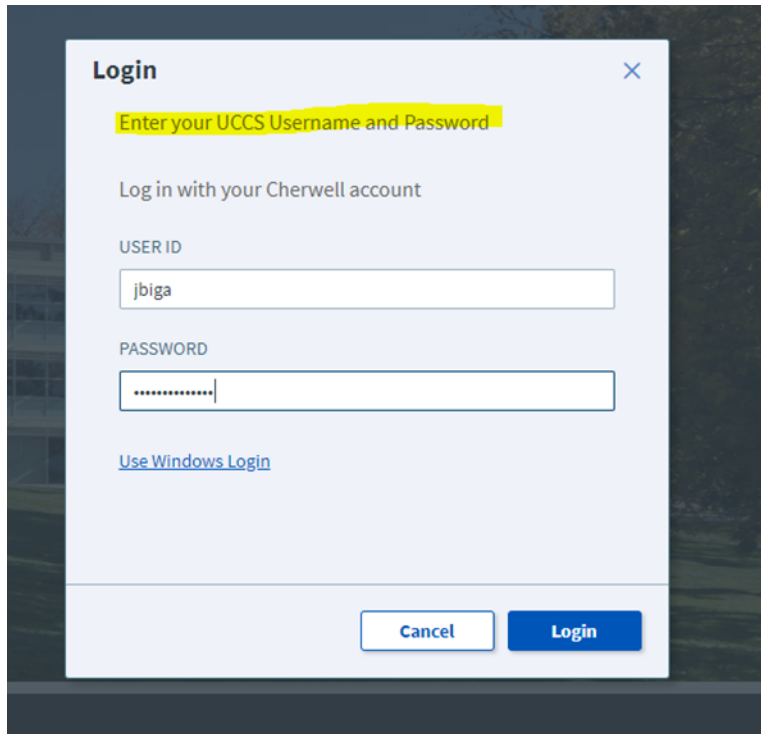
FORMS



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



You will use your UCCS username and password.



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)

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	
1500 Series Amendment	Name Change	
Payroll Expense Transfer (PFT) 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)

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

UCCS University of Colorado Colorado Springs

Home My Items

Student Employment Portal

Employer Links

- [Student Employee Position Offer \(SEPO\)](#)
- [Late Pay Requests](#)
- [Wage Change Offer \(WCO\)](#)
- [Termination Notice](#)
- [Change in Funding Request](#)
- [Change in Reports to Request](#)
- [Request to Fill Student Faculty \(1500\)](#)
- [1500 Series Amendment](#)

Student Employee Links

- [MyLeave \(Bi-weekly timesheet\)](#)
- [Direct Deposit](#)
- [W-4](#)
- [W-2](#)
- [Work Study Appeal](#)
- [Paycheck Deduction](#)
- [Paycheck Issue](#)
- [Name Change](#)
- [Grievance](#)

Information Links

- [Pay Day](#)
- [SEAN](#)
- [Other](#)

See My Items

Help

9.6.2 Production Environment

Cherwell

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uccs.edu/stuemp/employers

UCCS University of Colorado Colorado Springs

Current Students Faculty & Staff Alumni & Friends Parents Give Today Apply Now

Student Employment

Search UCCS

FIND A JOB, STUDENT EMPLOYEES & EMPLOYERS INFORMATION FORMS PAYROLL CALENDAR FINANCIAL AID

Home / Employer Information

Employer Information

INFORMATION

Employer Training +

Forms +

Actions that can be requested via Cherwell +

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

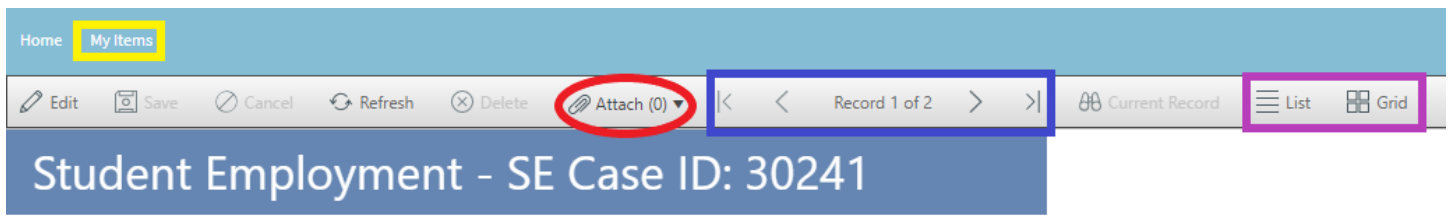
SE Cases Opened by Me

	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 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.




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:

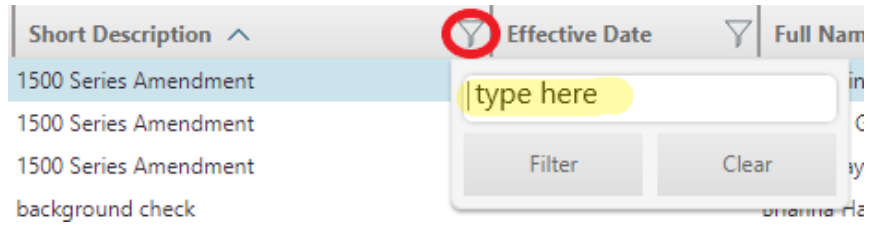
SE Cases Opened by Me

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

 University of Colorado Colorado Springs  University of Colorado

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
22390	1500 Series Amendment		Indie	Jennifer Biga
22183	1500 Series Amendment		Gavino	Jennifer Biga
22192	1500 Series Amendment		Taylor	Jennifer Biga
27038	background check		Maas	Jennifer Biga
22103	biweekly		Biga	Jennifer Biga
21529	FW: Report of Investigation			Jennifer Biga
21530	FW: Report of Investigation		Emma Blair	Jennifer Biga

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
8174	SE Position Offer Inquiry		Eric Carlson	Jennifer Biga
11659	SE Position Offer Inquiry		Eric Carlson	Jennifer Biga
5736	SE Position Offer Inquiry		Tayla Kelly	Jennifer Biga
14210	SE Position Offer Inquiry		Jennifer Biga	Jennifer Biga
14211	SE Position Offer Inquiry		Elizabeth Gavino	Jennifer Biga
11779	SE Position Offer Inquiry		Shiann Taylor	Jennifer Biga
11786	SE Position Offer Inquiry		Elizabeth Gavino	Jennifer Biga
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
8174	SE Position Offer Inquiry		Eric Carlson	Jennifer Biga
11659	SE Position Offer Inquiry		Eric Carlson	Jennifer Biga
5736	SE Position Offer Inquiry		Tayla Kelly	Jennifer Biga
14210	SE Position Offer Inquiry		Jennifer Biga	Jennifer Biga
14211	SE Position Offer Inquiry		Elizabeth Gavino	Jennifer Biga
11779	SE Position Offer Inquiry		Shiann Taylor	Jennifer Biga
11786	SE Position Offer Inquiry		Elizabeth Gavino	Jennifer Biga
11799	SE Position Offer Inquiry		Noah Wolboldt	Jennifer Biga

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

Recently Closed SE Case Tickets

SE Cases Opened by Me

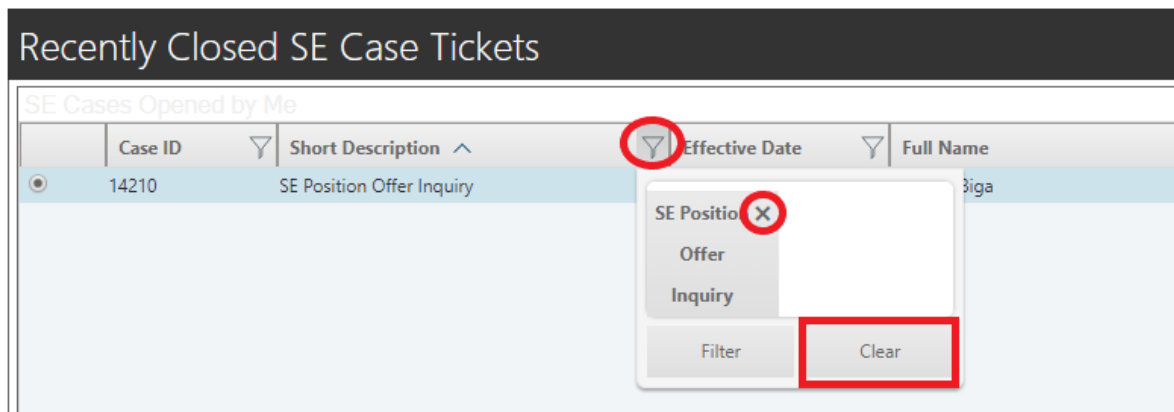
Case ID	Short Description	Effective Date	Full Name	Requestor
14210	SE Position Offer Inquiry		Jennifer Biga	Jennifer Biga

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

Ticket Subcategory	Short Description
Position (SEPO) Offer	SE Position Offer Inquiry
Late Pay Requests	SE Late Pay Requests Inquiry
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
One Time/Additional Pay	SE One Time/Additional Pay Request Inquiry
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 click on the My Items button at the top of the page to clear all filters.

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.

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 a background check.** If the request is for a new hire, we will not process the request until we have background check results and the student has completed their I-9 employment verification. Please submit individual tickets for each student/position you are hiring. There should be one SEPO attached to each ticket. 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.

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.

Wage Change Offer (WCO) -Use this ticket to request a change in the rate of pay for a student. Please submit individual tickets for each student/position for which you are requesting a wage change. 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.

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. Please submit individual tickets for each student you are requesting be terminated. There should be one termination notice form attached to each ticket unless you are terminating a student who has multiple positions in your department. In that case you can attach multiple termination forms to a single ticket which clearly distinguish the multiple positions that need to be terminated. Adding a comment in the additional details box alerting us to the fact that the student had multiple positions within your department will also help us accurately process your request.

Change in Funding Request—Use this ticket to request future changes in the speedtype(s) you want your students paid from. The change request can be made for both individual and group requests. 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. This can be used for both individual and group requests.

Request to Fill Student Faculty (1500) - Use this request 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 4106 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; particularly useful if Job Data is not reflecting your student's current working title.

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 time-sheet, 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.

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 Shannon Cable at 719-255-3055 to discuss your situation prior to submitting a Termination for Cause ticket.

The Student Employee Links include the following ticket types. Many of these provide a system-generated response that should provide the information requested. If the system-generated response does not solve the issue, please contact the Student Employment Office at 719-255-3454 or stuemp@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 radial 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 radial 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 radial 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 radial 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 radial 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 radial 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 radial buttons will provide a system-generated email with information regarding the W-2. The Address Change radial button requires information needed to update the address in HCM so that the W-2 can be sent to the correct address. The General radial button, includes the address change information as well. If used, 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 radial 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 do 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
Student Employment Position offer	SEPO	<ol style="list-style-type: none"> 1. Background check should be run before submitting the SEPO. 2. If 1500 Series, Request to Fill Student Faculty ticket should have been approved prior to submitting the SEPO. 3. For new Student Faculty (1503 or 1506), the Faculty Pledge also needs to be signed and attached. 4. See note on next page regarding I-9 verification for new hires. 5. 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.
Wage Change Offer	Wage Change Offer	If the WCO is for a Merit Raise or a Promotion, an evaluation is also required.
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 radial button to submit multiple requests simultaneously.
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 radial button to submit multiple requests simultaneously.
Request to Fill Student Faculty (1500)	Request to Fill Student Faculty Form	

Ticket Type	Documents Needed	Comments
Payroll Expense Transfer Requests	PET Form	
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 radial button to submit multiple requests simultaneously.
One Time/Additional Pay Request	Cherwell Form	An Additional Pay Form can also be attached but is not necessary in most cases.
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 Shannon Cable, Student Employment Director, at 719-255-3055. 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 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](#)

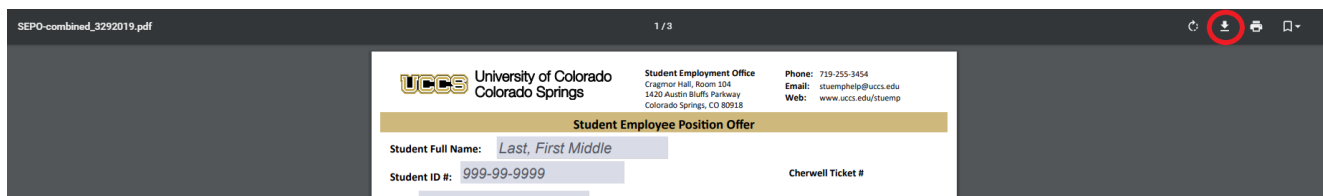
[Attach signed Faculty Pledge](#) *Only use if filling a 1503 or 1506

(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 www.uccs.edu/stuemp/forms. Both Cherwell and our website will always have the most up-to-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.



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.

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.

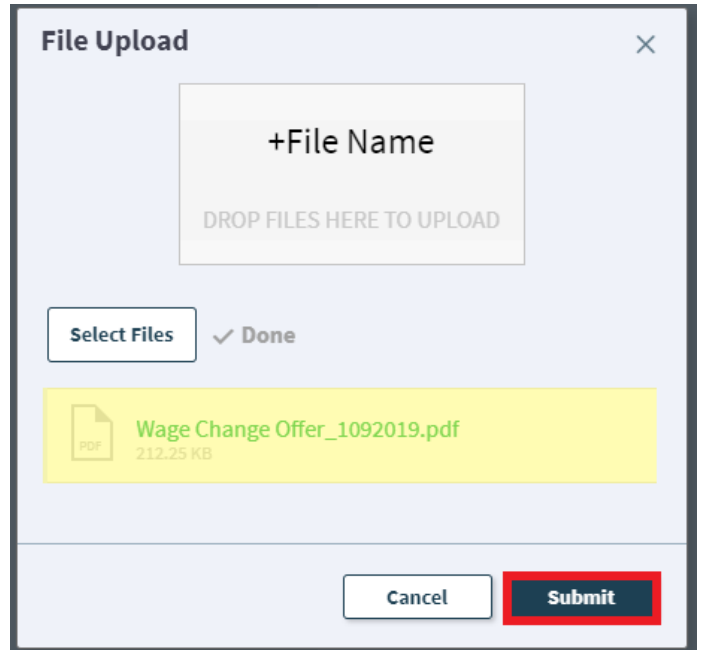
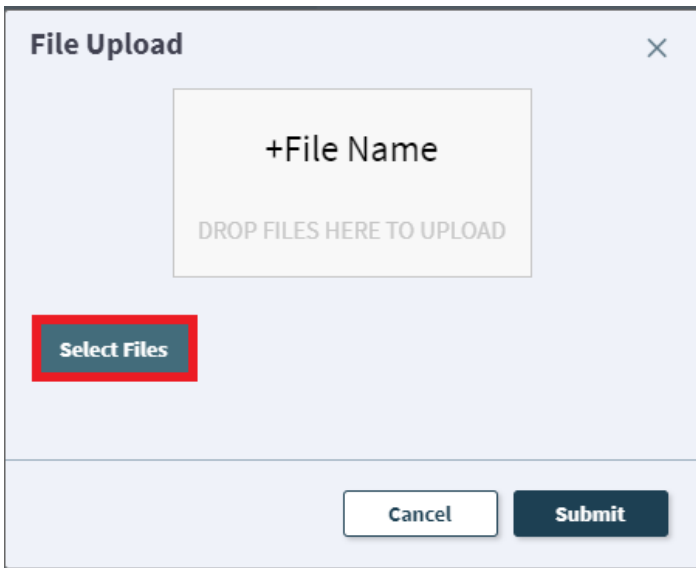
Remember to send new hires to the Student Employment Office with their documents to complete their I-9 and orientation.

[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)

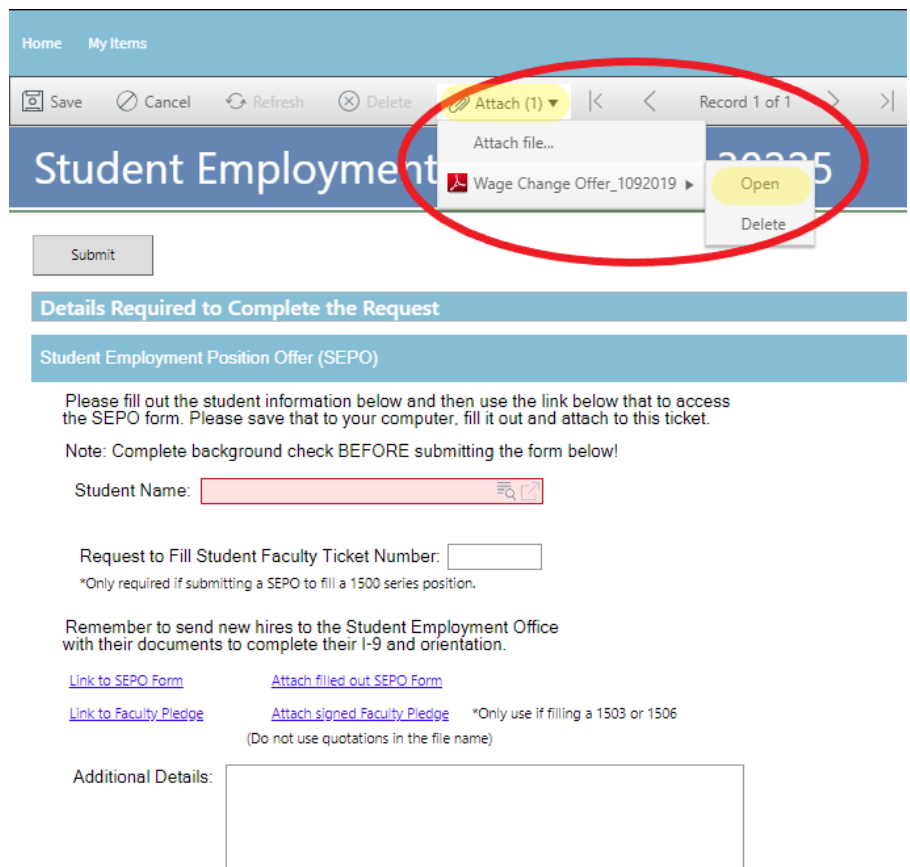
Additional Details:

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.



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.

With the recent Cherwell upgrade, users can now 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 displays a web application interface for a 'Student Employment' ticket. At the top, there is a navigation bar with 'Home' and 'My Items'. Below this is a toolbar with icons for 'Save', 'Cancel', 'Refresh', 'Delete', and 'Attach (1)'. The 'Attach (1)' button is highlighted with a red circle, and its dropdown menu is open, showing a file named 'Wage Change Offer_1092019'. The menu options are 'Attach file...', 'Open', and 'Delete'. The 'Delete' option is highlighted with a yellow background. Below the toolbar, there is a 'Submit' button. The main content area is titled 'Details Required to Complete the Request' and 'Student Employment Position Offer (SEPO)'. It contains a form with various fields and links. A confirmation dialog box is overlaid on the form, asking 'Are you sure you want to delete Wage Change Offer_1092019?'. The dialog has a close button (X) in the top right corner and two buttons at the bottom: 'No' and 'Yes'. The 'Yes' button is highlighted with a red border.

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 name of the student in CU-SIS, which may not be the same as their name 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.

Student Name: 

For some tickets, the information we need to process the request is simply 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:

Home My Items

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

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:

Submit

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

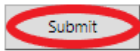
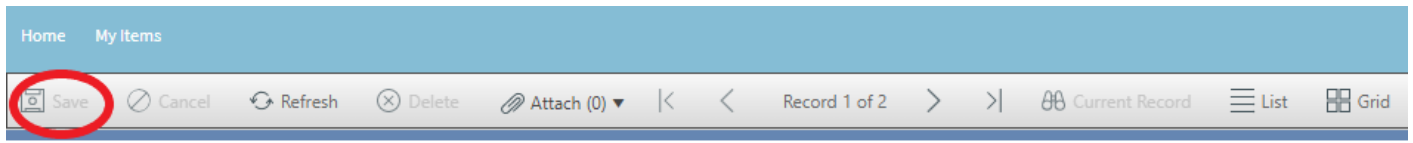
If at any time we have questions about your request or need more information to complete your request, we may call you or we will send you an email through Cherwell. You have two options on how to get us the information we need.

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.

The screenshot displays the Cherwell user interface. At the top, there is a navigation bar with 'Home' and 'My Items'. Below this is a toolbar containing various action icons: 'Edit' (circled in red), 'Save', 'Cancel', 'Refresh', 'Delete', 'Attach (0)', and navigation arrows. The main header area shows 'Student Employment - SE Case ID: 30241'. The content area is split into two panels. The left panel has a 'Short Description' field containing 'SE Wage Change Offer Inquiry' and an 'Add Comment' button. The right panel displays a message: 'Your HR Case will be assigned shortly.' with a placeholder icon, 'Owner: Unassigned', and '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.



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:

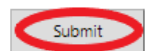
[Link to Evaluation Form](#)

Note: Evaluation and WCO may be attached as a single document.

[Attach evaluation](#)

Additional Details:

TEST



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.