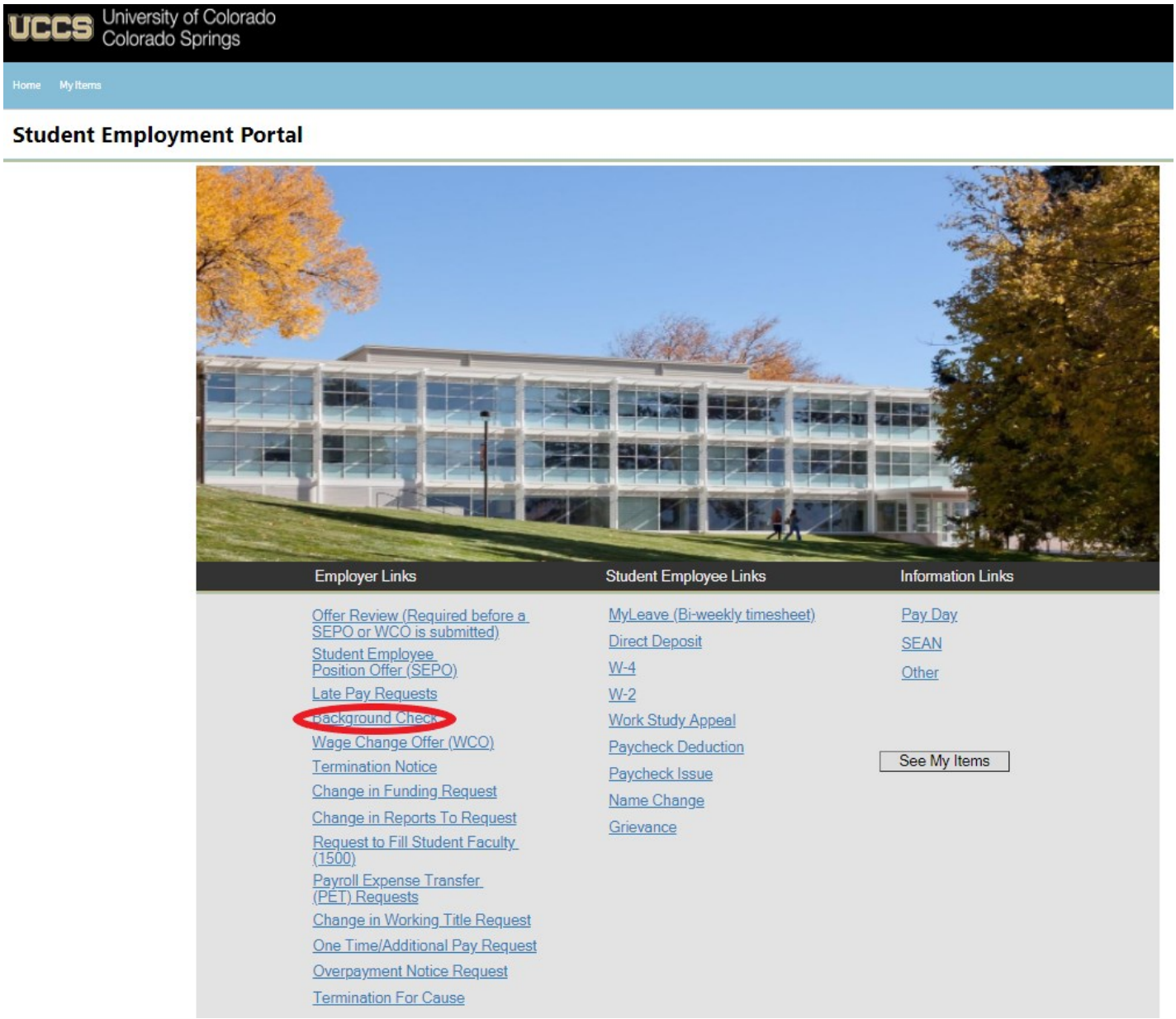
# Submitting a ticket—Background Check

Use this ticket to request a background check be run on a student. Please submit individual tickets for each student. There should be one Background Check Release Form attached to each ticket. There is a link to the form in the ticket. It can also be found on the Student Employment website: https://stuemp.uccs.edu/forms.

## Step 1—Open the Background Check ticket type

Choose the **Background Check** ticket type on the Cherwell home page.



## Step 2—Select the Student Name

Put your cursor in the student name box. Then either type the student name (as the name is in CU-SIS) or use the search button (see red circle below) to look up the student. We ask for this information so that we can search within Cherwell for requests specific to a student.

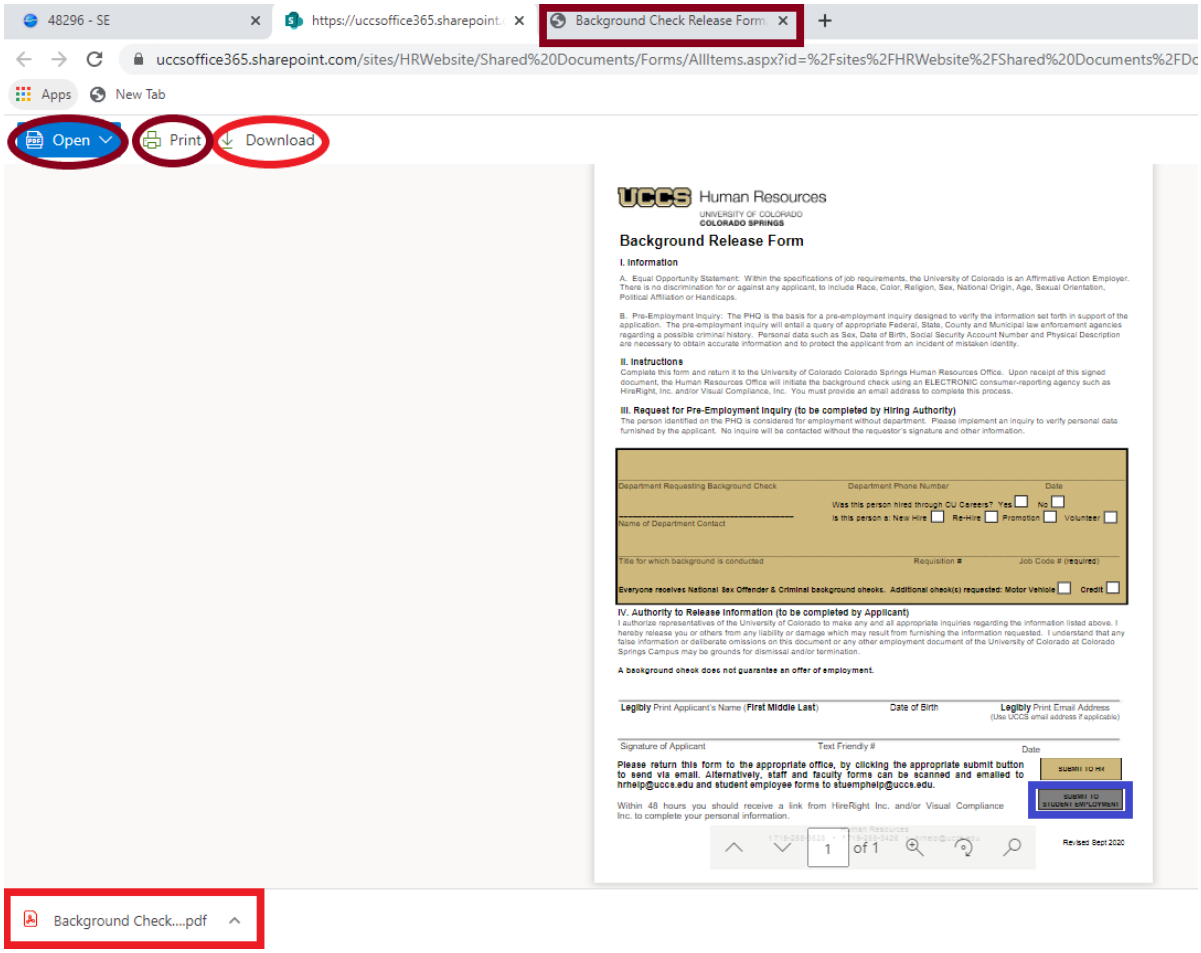
**Tip:** If you are having trouble finding the student, type their email address in the student name box. This will usually match the student in the system.

If you have already completed the Background Check Release form, jump to Step 4-Attaching Your Documents. Otherwise, proceed to Step 3—Completing Your Documents.

# Step 3—Completing Your Documents

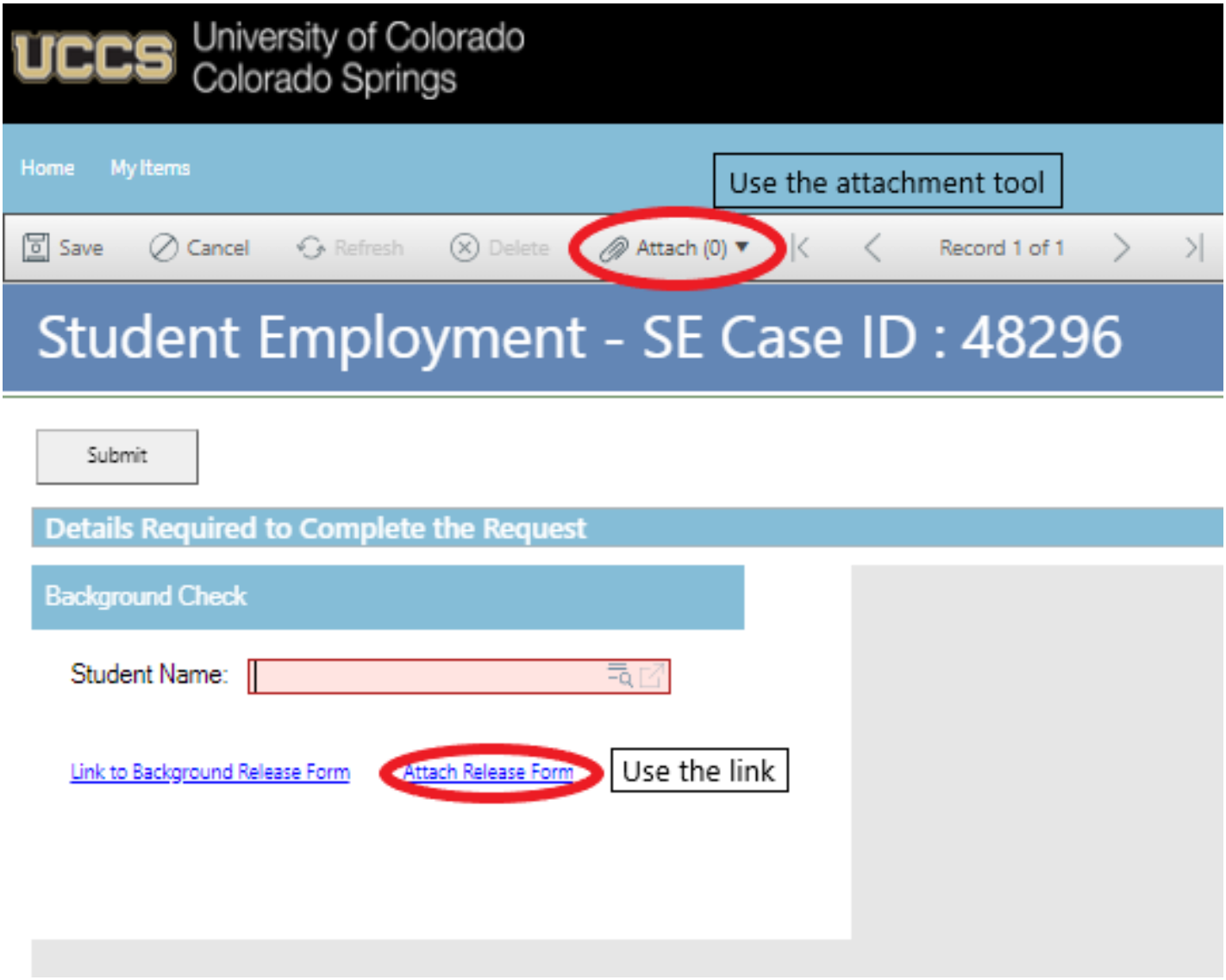
The link from the previous page will open a Sharepoint document. If you click the download button, your document will download and pop up below and be available in your Downloads folder to open. If you click the Open or Print buttons, the document will open a new browser window with an Adobe pdf document that you will still need to download before you start typing anything so that you do not lose the information you entered. Complete the form with the information requested. The department completes the gold section and the student employee candidate completes the bottom section. Both sections must be completed before the form is submitted to our office.

You do have a couple of options on how to submit this form. You can work with the student and have them return the signed form to you and then you submit via the Cherwell ticket. You can also complete the gold section and send the form to the student and ask them to submit the form using the button on the form. They will want to use the gray Submit to Student Employment button to submit the form to our Cherwell portal (see blue square below). Please remind students if using this option that if the button does not generate an email message that must be sent, the form has not been submitted.

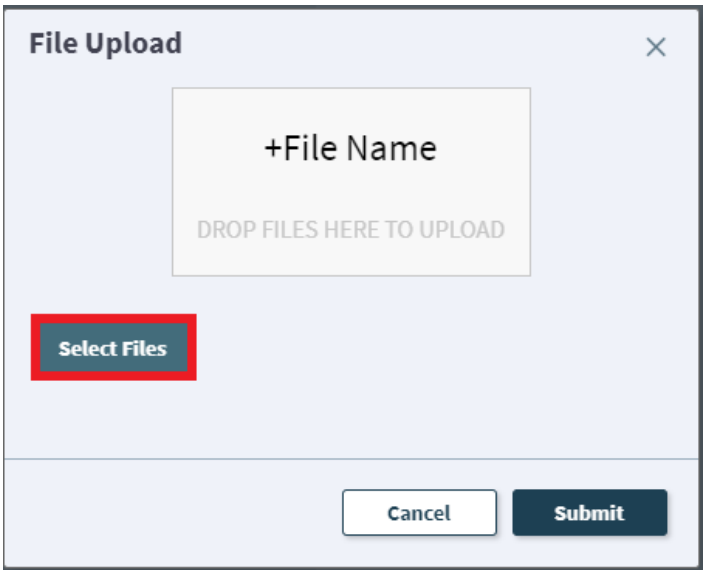


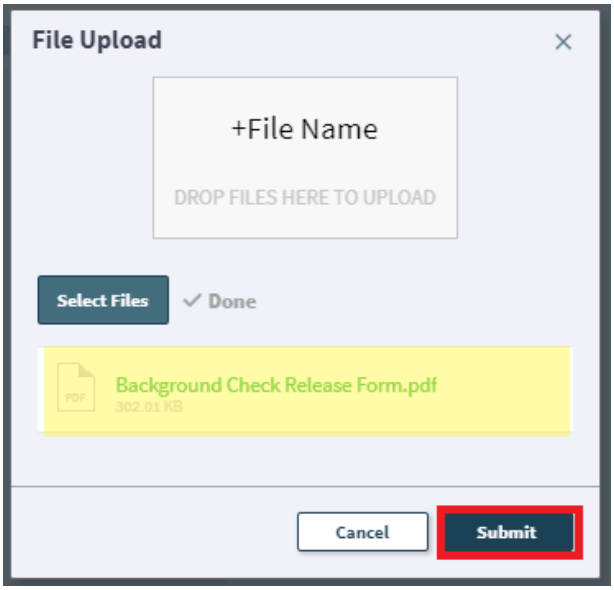
## Step 4—Attaching Your Documents

If you are submitting the completed document, attach the form to your ticket using one of the options shown below:



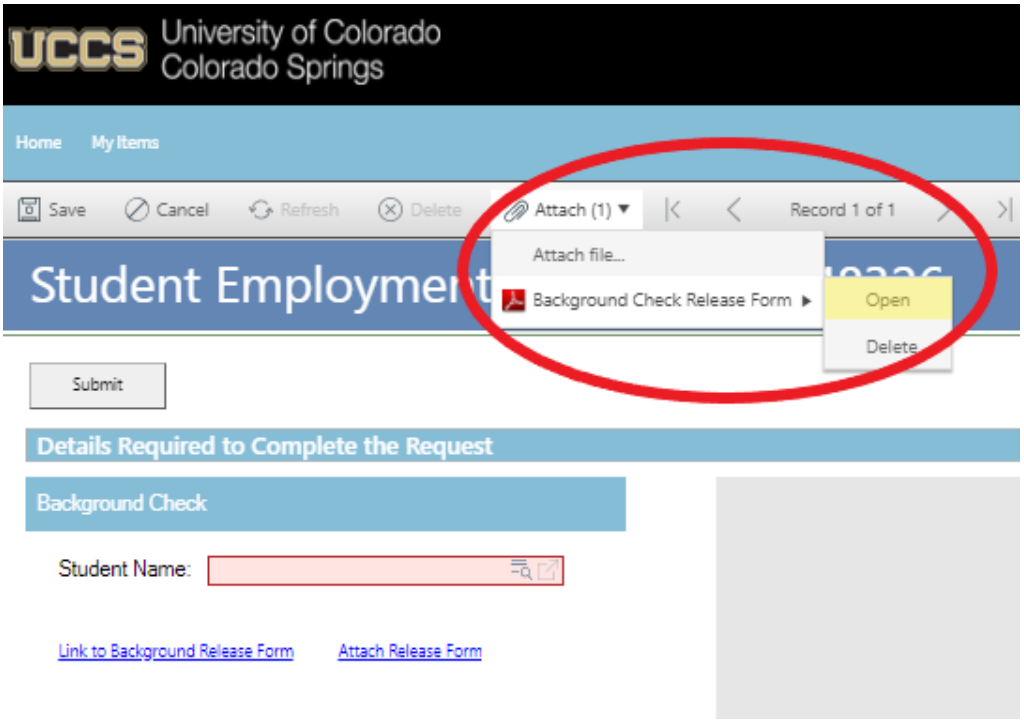
You can either drag and drop your file or you can click the Select Files button to find your saved file. When you have selected the file to attach, you will see the file you are attaching below the Select Files button (see second image below). Click the Submit button to attach your document.



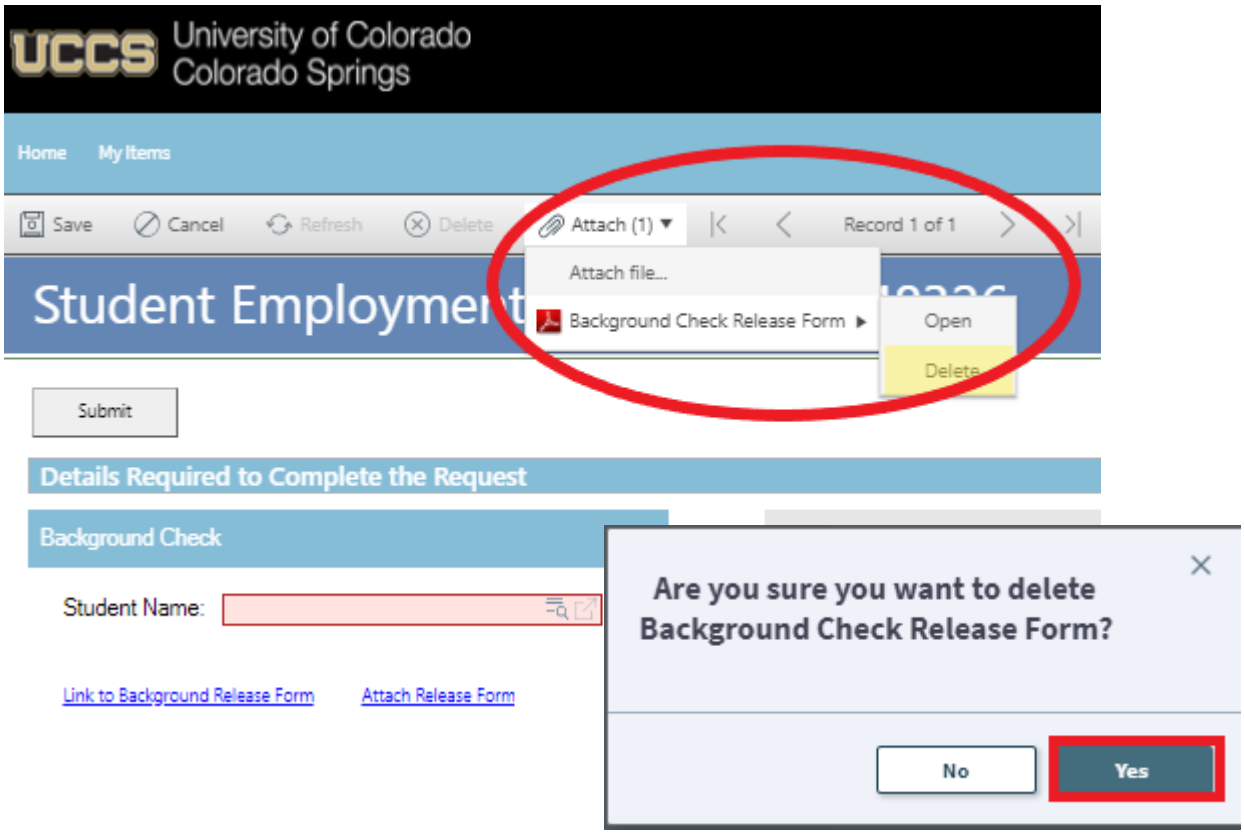

Repeat this step until all applicable documents have been attached.

You can confirm that your documents have been attached by checking the paperclip icon. You can also open the 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.



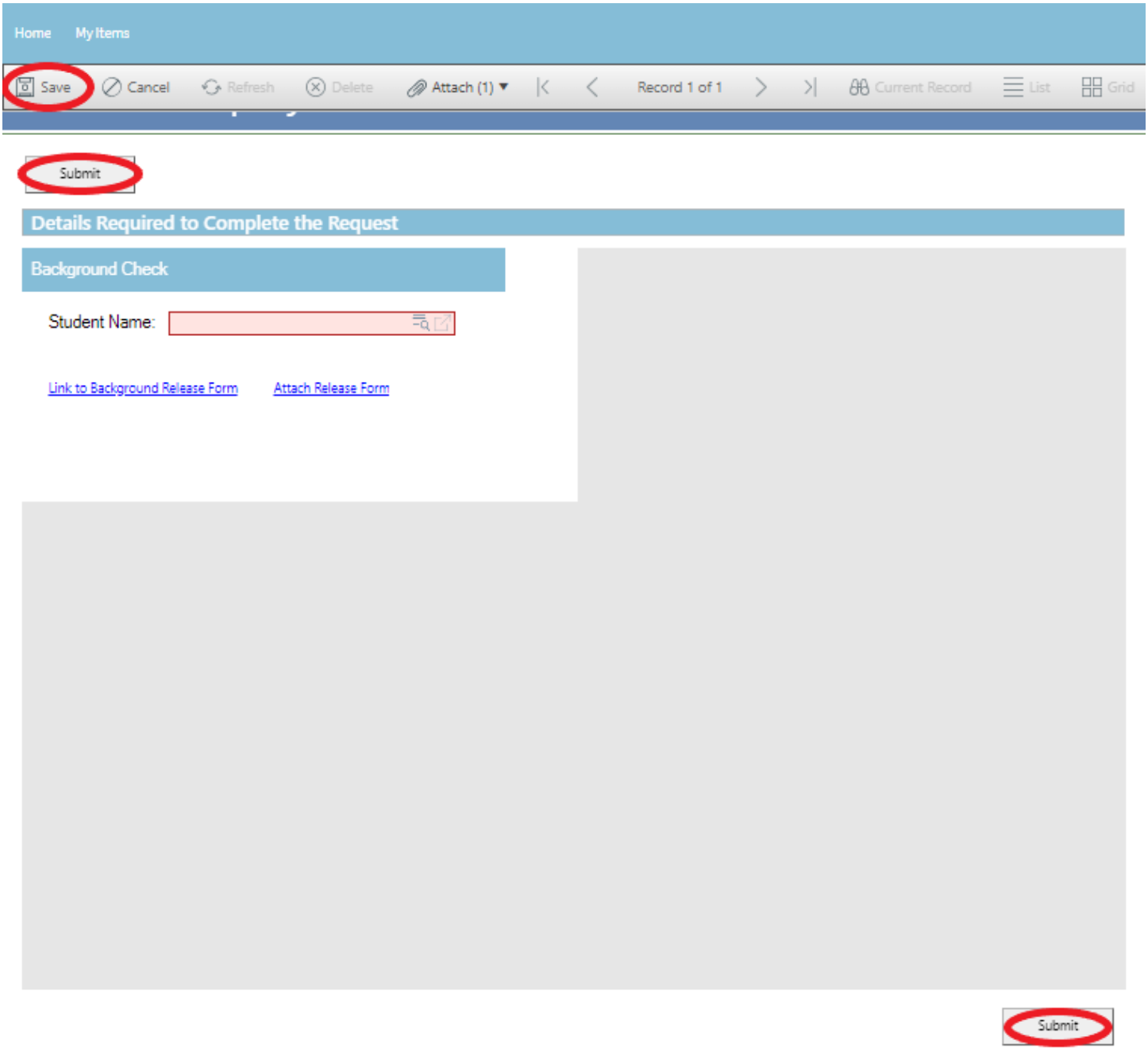
If you check your documents before submitting the ticket and see that you attached the wrong document, please attach the correct document before you submit. If you have already submitted your ticket, please refer to the Editing a Ticket section of the Abbreviated User Guide to attach the correct attachment 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.



# Step 5—Submitting Your Ticket

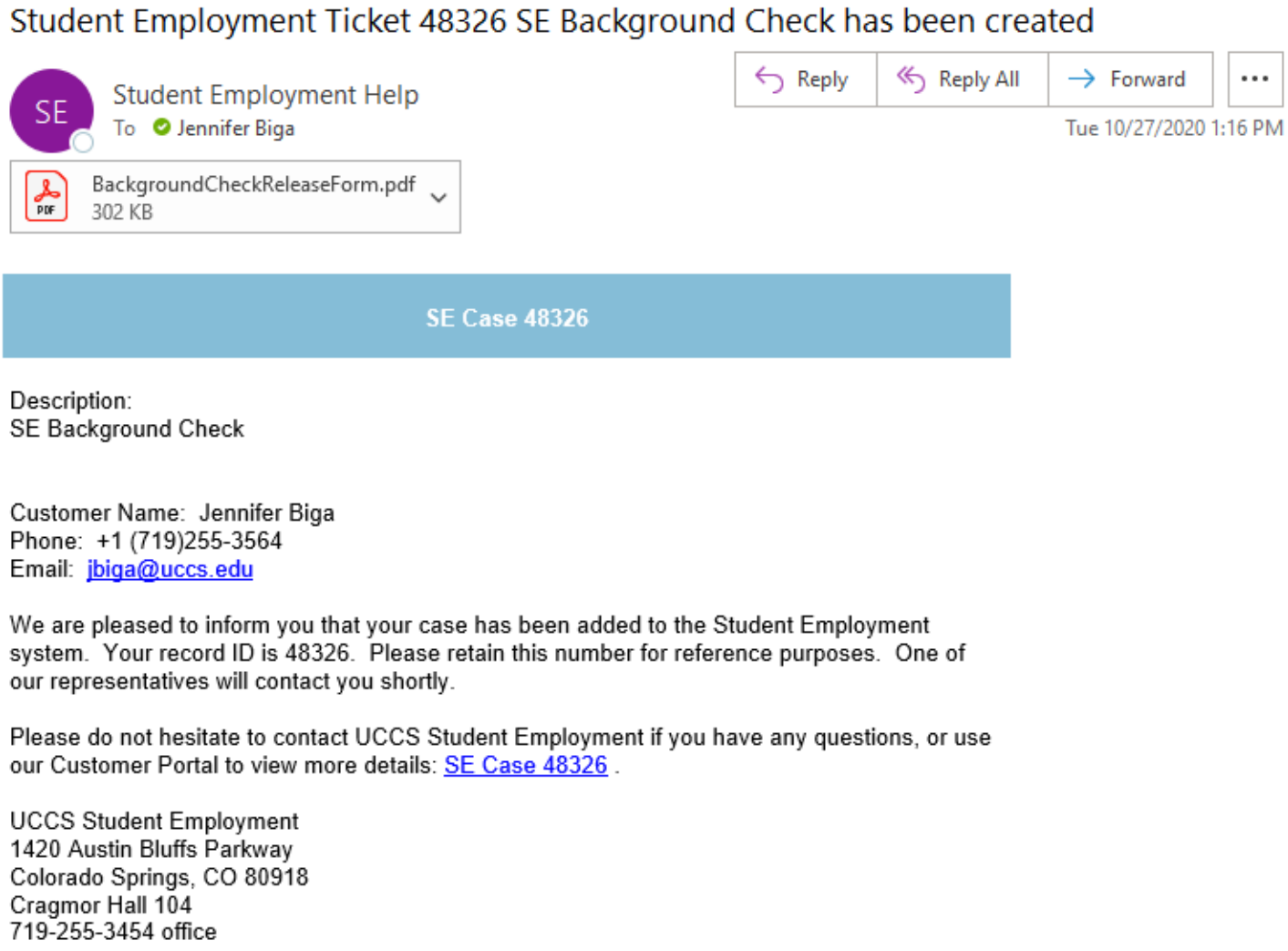
You can submit your ticket by clicking on one of the options shown below:




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.

# Step 6—Communication

Once you have submitted your ticket, you will receive a confirmation email. This email provides you with your ticket number, the type of ticket submitted, and which documents , if any, you attached to the ticket.



Student Employment Ticket 48326 SE Background Check has been created

Reply | Reply All | Forward | ...

SE Student Employment Help
To Jennifer Biga
Tue 10/27/2020 1:16 PM

BackgroundCheckReleaseForm.pdf
302 KB

**SE Case 48326**

Description:
SE Background Check

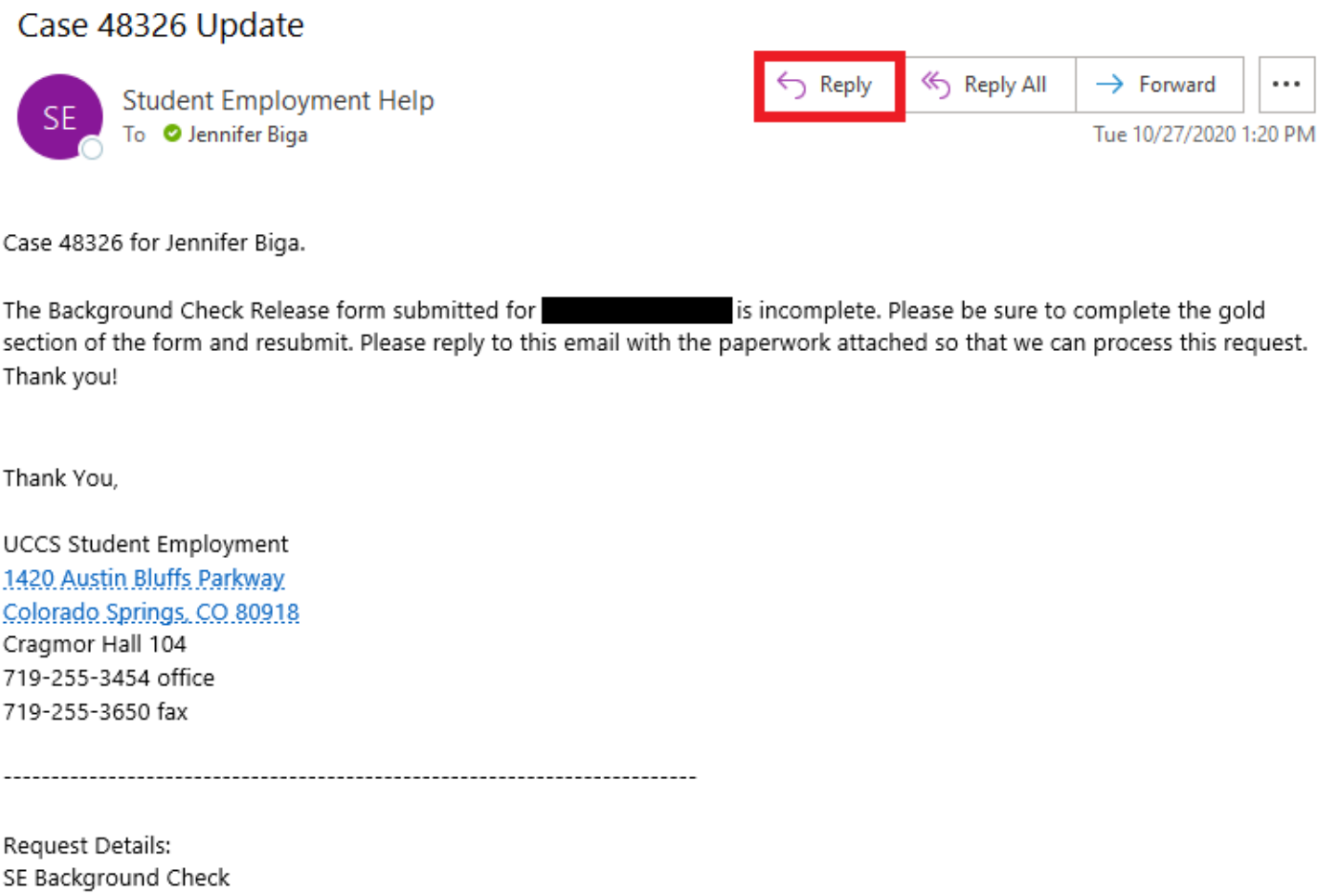
Customer Name: Jennifer Biga
Phone: +1 (719)255-3564
Email: jbiga@uccs.edu

We are pleased to inform you that your case has been added to the Student Employment system. Your record ID is 48326. Please retain this number for reference purposes. One of our representatives will contact you shortly.

Please do not hesitate to contact UCCS Student Employment if you have any questions, or use our Customer Portal to view more details: SE Case 48326 .

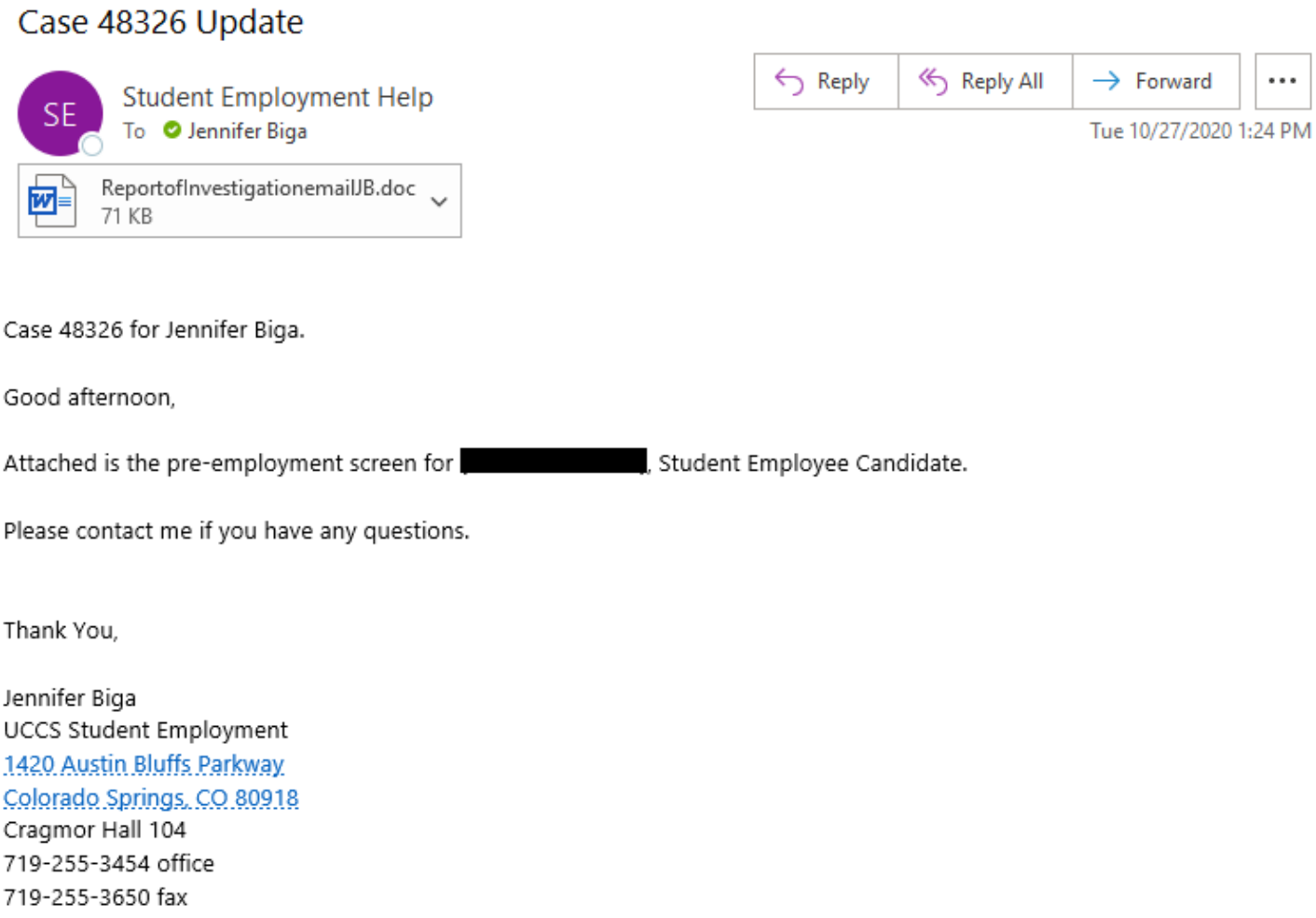
UCCS Student Employment
1420 Austin Bluffs Parkway
Colorado Springs, CO 80918
Cragmor Hall 104
719-255-3454 office

If we review your ticket and find that we cannot process the ticket without additional information, we will send you an email requesting the information we need. The case will remain pending.




In the example above, the easiest way to respond is to reply to the email with the form attached. This will automatically attach your documentation to the ticket. The other option you have would be to follow the instructions in the Editing a Ticket section of the Abbreviated User Guide.

Once the background check has been completed, you will receive an email with the background check results. The ticket may remain open if we do not have a SEPO ticket to match it to. We do not close background check tickets until we have matched them to a SEPO ticket in Cherwell. The only additional communication you would receive after the background check results have been sent would be a follow-up if we have never received a SEPO to complete the hire for the student. In that case, we do reach out to see if you are still planning to hire the student or if we should close the ticket as no SEPO will be submitted.



Case 48326 Update

SE Student Employment Help
To Jennifer Biga

Reply | Reply All | Forward | ...
Tue 10/27/2020 1:24 PM

ReportofInvestigationemailJB.doc
71 KB

Case 48326 for Jennifer Biga.

Good afternoon,

Attached is the pre-employment screen for [redacted], Student Employee Candidate.

Please contact me if you have any questions.

Thank You,

Jennifer Biga
UCCS Student Employment
1420 Austin Bluffs Parkway
Colorado Springs, CO 80918
Cragmor Hall 104
719-255-3454 office
719-255-3650 fax

## 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 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 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.**

UCCS University of Colorado Colorado Springs