

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.

Student Employment Portal



Employer Links

[Student Employee Position Offer \(SEPO\)](#)
[Late Pay Requests](#)
[Background Check](#)
[Wage Change Offer \(WCO\)](#)
[Termination Notice](#)
[Change in Funding Request](#)
[Change in Reports To Request](#)
[Request to Fill Student Faculty \(1500\)](#)
[Payroll Expense Transfer \(PET\) Requests](#)

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

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.

UCCS University of Colorado
Colorado Springs

Home My Items

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

Student Employment - SE Case ID : 48296

Submit

Details Required to Complete the Request

Background Check

Student Name:

[Link to Background Release Form](#) [Attach Release Form](#)

If you have already completed the Background Check Release form, jump to [Step 4-Attaching Your Documents](#). Otherwise, open the form using the link (blue circle above). This form can also be accessed on the Student Employment forms page at <https://stuemp.uccs.edu/forms>.

Step 3—Completing Your Documents

The link 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.

The screenshot displays a web browser window with the following elements:

- Browser Tabs:** 48296 - SE, https://uccsoffice365.sharepoint.com, Background Check Release Form.
- Address Bar:** https://uccsoffice365.sharepoint.com/sites/HRWebsite/Shared%20Documents/Forms/AllItems.aspx?id=%2Fsites%2FHRWebsite%2FShared%20Documents%2FDc...
- Navigation Bar:** Apps, New Tab, Open, Print, Download.
- Document Content:**
 - UCSS Human Resources** logo and text: UNIVERSITY OF COLORADO COLORADO SPRINGS.
 - Background Release Form** title.
 - I. Information:** Equal Opportunity Statement and Pre-Employment Inquiry details.
 - II. Instructions:** Completion and return instructions.
 - III. Request for Pre-Employment Inquiry (to be completed by Hiring Authority):** Includes a form with fields for Department Name, Phone Number, Date, and checkboxes for hire type (New Hire, Re-hire, Promotion, Volunteer) and additional checks (Motor Vehicle, Credit).
 - IV. Authority to Release Information (to be completed by Applicant):** Includes fields for Legibly Print Applicant's Name, Date of Birth, Legibly Print Email Address, Signature of Applicant, Text Friendly #, and Date.
 - Submission:** A blue button labeled "SUBMIT TO STUDENT EMPLOYMENT" is highlighted.
- Download Bar:** A file named "Background Check...pdf" is shown at the bottom.

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:

The screenshot displays the UCCS (University of Colorado Colorado Springs) Student Employment portal. At the top left, the UCCS logo and name are visible. Below the logo, there are navigation links for "Home" and "My Items". A button labeled "Use the attachment tool" is highlighted with a black box. Below the navigation bar is a toolbar with icons for "Save", "Cancel", "Refresh", "Delete", and "Attach (0)". The "Attach (0)" button is circled in red. To the right of the toolbar, there are navigation arrows and the text "Record 1 of 1". Below the toolbar is a large blue banner with the text "Student Employment - SE Case ID : 48296". Below the banner is a "Submit" button. Below the "Submit" button is a section titled "Details Required to Complete the Request". Under this section, there is a "Background Check" heading. Below the heading is a "Student Name:" label followed by a text input field. Below the input field are two links: "Link to Background Release Form" and "Attach Release Form". The "Attach Release Form" link is circled in red. To the right of the "Attach Release Form" link is a button labeled "Use the link".

UCCS University of Colorado Colorado Springs

Home My Items

Use the attachment tool

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

Student Employment - SE Case ID : 48296

Submit

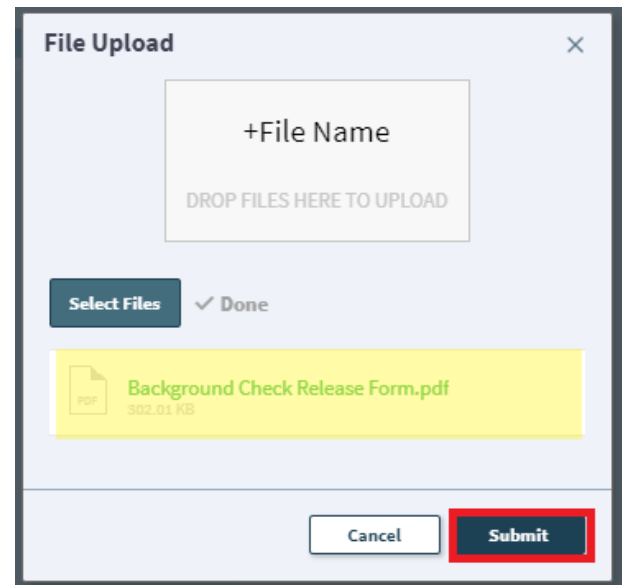
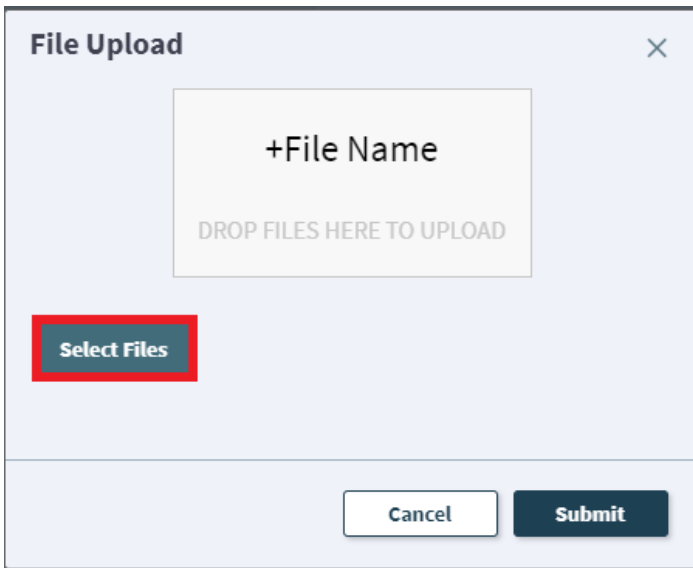
Details Required to Complete the Request

Background Check

Student Name:

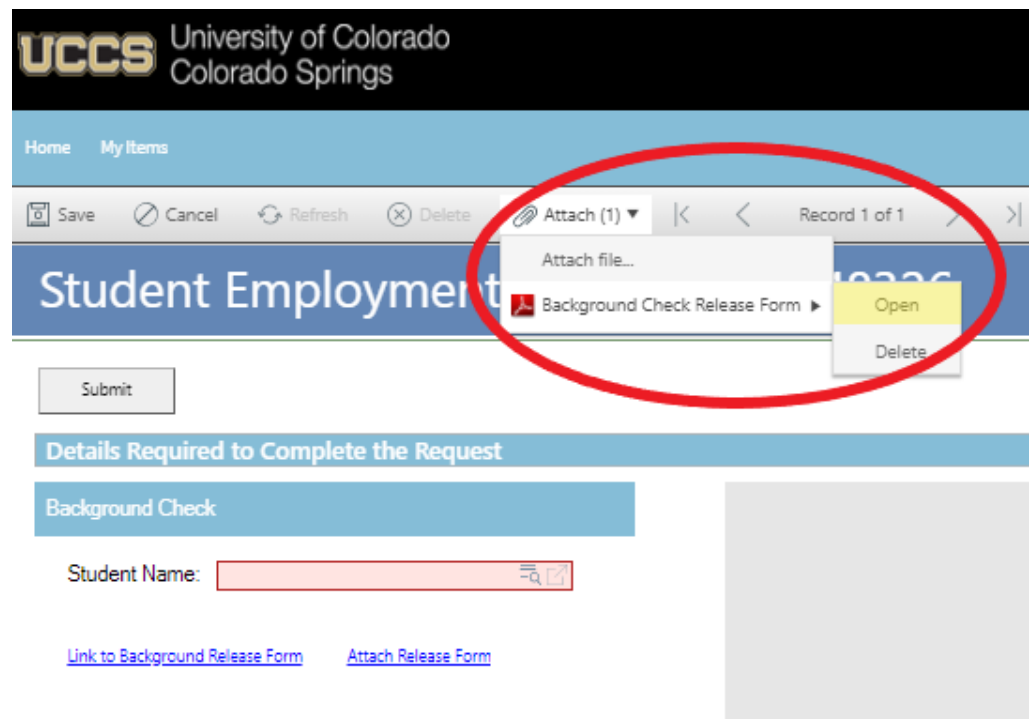
[Link to Background Release Form](#) [Attach Release Form](#) Use the link

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.

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 the UCCS University of Colorado Colorado Springs interface. At the top, there are navigation links for 'Home' and 'My Items'. Below this is a toolbar with 'Save', 'Cancel', 'Refresh', and 'Delete' icons. A file attachment menu is open, showing 'Attach (1)' with a dropdown arrow. The menu options are 'Attach file...', 'Background Check Release Form' (with a right-pointing arrow), 'Open', and 'Delete' (highlighted in yellow). A red circle highlights the 'Attach (1)' dropdown and the 'Delete' option. Below the toolbar, there is a 'Submit' button and a section titled 'Details Required to Complete the Request'. Under this section, there is a 'Background Check' heading, a 'Student Name:' input field, and two links: 'Link to Background Release Form' and 'Attach Release Form'. A modal dialog box is overlaid on the bottom right, asking 'Are you sure you want to delete Background Check Release Form?' with 'No' and 'Yes' buttons. The 'Yes' button is highlighted with a red box.

Step 5—Submitting Your Ticket

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

Home My Items

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

Submit

Details Required to Complete the Request

Background Check

Student Name:

[Link to Background Release Form](#) [Attach Release Form](#)

Submit

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



Student Employment Help

To Jennifer Biga

Reply

Reply All

Forward



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.

Case 48326 Update



Student Employment Help
To Jennifer Biga



Tue 10/27/2020 1:20 PM

Case 48326 for Jennifer Biga.

The Background Check Release form submitted for [REDACTED] is incomplete. Please be sure to complete the gold section of the form and resubmit. Please reply to this email with the paperwork attached so that we can process this request. Thank you!

Thank You,

UCCS Student Employment
[1420 Austin Bluffs Parkway](#)
[Colorado Springs, CO 80918](#)
 Cragmor Hall 104
 719-255-3454 office
 719-255-3650 fax

 Request Details:
 SE Background Check

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. You will not receive additional communication on the ticket after the background check results have been sent to you.

Case 48326 Update



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 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.

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.

