



## HRSC Customer Portal Introduction

Please access the portal via the below link:

[https://cu.cherwellondemand.com/CherwellPortal/HRSC?\\_af6a70924c#0](https://cu.cherwellondemand.com/CherwellPortal/HRSC?_af6a70924c#0)

### HRSC Customer Portal

Our support staff is available to assist you Monday through Friday from 7:30 a.m. to 4:30 p.m., excluding official university holidays.



Sign In

[HRSC Website](#)

[HRSC@Colorado.edu](mailto:HRSC@Colorado.edu)

- After selecting the **“Sign In”** link, select the **“Boulder Directory”** option:



University of Colorado

Boulder | Colorado Springs | Denver | Anschutz Medical Campus

Select your campus for authentication:



Denver IDP



Colorado Springs IDP



Boulder Directory



System

## HRSC Customer Portal Information

- Log in with your IdentiKey information.

The screenshot shows the myCUinfo login interface. At the top left is the University of Colorado Boulder logo. At the top right is the myCUinfo logo. Below the logo is a navigation bar with 'Log In', 'Features', and 'Help' tabs. The main content area has a login form with fields for 'CU Login Name' (containing 'abcd1234') and 'IdentiKey Password' (masked with dots). A 'Log In' button is below the password field. To the right of the form are several links and instructions: 'Check your schedule on your mobile device', 'Login to MyCUinfo Mobile', 'Trouble logging in?' (with a red cross icon), and 'IdentiKey Help'.

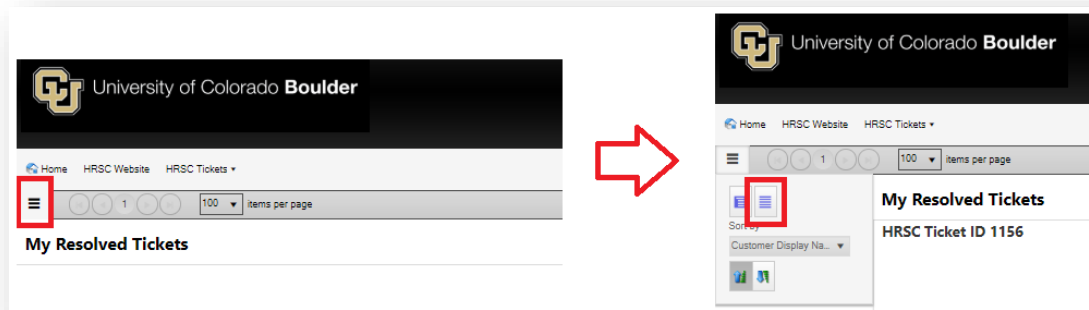
My Active Tickets	My Resolved Tickets	My Pending Tickets	All My Tickets	Requiring a Response
1	89	0	90	0
<a href="#">View Details</a>	<a href="#">View Details</a>	<a href="#">View Details</a>	<a href="#">View Details</a>	<a href="#">View Details</a>
Includes all open tickets: New, Assigned, In Progress, Pending, Reopened	Includes all resolved tickets: Resolved, Closed	Includes all open tickets in pending status	Includes all tickets, past and current: New, Assigned, In Progress, Pending, Reopened, Resolved, Closed	Includes all active tickets in status: Pending Department Response

- The above home screen displays all of your HRSC tickets, past and present.
- After clicking in to one of these boxes, you will have 2 options to display your tickets:
  - The default option is a **“list view”**:

The screenshot shows the 'My Resolved Tickets' list view. At the top is the University of Colorado Boulder logo. Below it is a navigation bar with 'Home', 'HRSC Website', and 'HRSC Tickets' (with a dropdown arrow). Below the navigation bar is a pagination bar showing '1 2' and '25 items per page'. The main content area is titled 'My Resolved Tickets' and contains a list of tickets. Each ticket entry includes the ticket ID, status, and a 'Mail Message From' link.

My Resolved Tickets
Searches for the current logged in user's currently open HRSC tickets.
HRSC Ticket ID 1156, Status Closed Mail Message From: Sent: 2017-04-13T10:16:53
HRSC Ticket ID 1399, Status Closed Test
HRSC Ticket ID 2843, Status Closed Mail Message From: Sent: 2017-09-19T13:03:16

- By selecting the three lines at the top left of the screen, you have the ability to switch to a **“grid view”**.



Records 1 - 41 of 41 | Page 1 of 1 | All | Multi-column sort

	HRSC Ticket ID	Customer Display Name	Status	Pending Reason	Short Description
•	1156		Closed		RE:
•	1399		Closed		Test
•	2843		Closed		RE: I-9 Emails
•	3443		Closed		Test
•	3903		Closed		LOS

- While the “grid view” shows less information, it allows for the ability to view many tickets in one screen.

## Submitting a New Ticket

- From the home page, select **“Submit a Ticket”**

## HRSC Customer Portal Information

University of Colorado Boulder

Home HRSC Website HRSC Tickets

# HRSC Customer Portal

[Submit a Ticket](#)

My Active Tickets	My Resolved Tickets	My Pending Tickets	All My Tickets	Requiring a Response
0	41	0	41	0
<a href="#">View Details</a>	<a href="#">View Details</a>	<a href="#">View Details</a>	<a href="#">View Details</a>	<a href="#">View Details</a>
Includes all open tickets: New, Assigned, In Progress, Pending, Reopened	Includes all resolved tickets: Resolved, Closed	Includes all open tickets in pending status	Includes all tickets, past and current: New, Assigned, In Progress, Pending, Reopened, Resolved, Closed	Includes all active tickets in status: Pending Department Response

**Support Hours**

Monday - Friday 7:30am - 4:30pm  
Saturday & Sunday Closed  
[HRSC Website](#)

Current HRSC Alerts

Welcome to the HR Service Center Ticketing Portal!

- Please use the **“Short Description”** as your subject field and the **“Description”** as the body of your request.

University of Colorado Boulder

Home HRSC Website HRSC Tickets

Save Abandon Lookup (0) Record 1 of 1

### Ticket 40430

**Status: New**

Friday, June 7, 2019

**Service Desk Hours**

Monday - Friday 7:30am - 4:30pm  
Saturday - Sunday Closed

For HRSC Use Only  
Number of Requests: 1  
Number Completed: 0

Short Description:

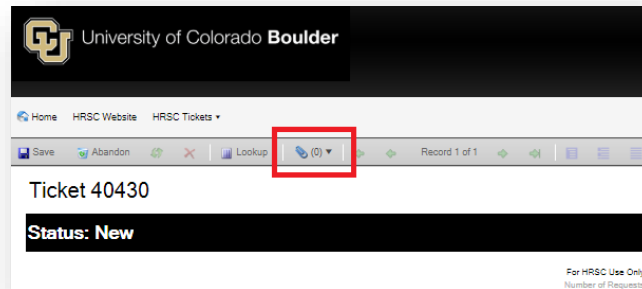
Description:

[Add a Comment](#) [Submit](#)

Status	Description
New	Ticket was sent to HRSC.
Assigned	Ticket was claimed and views by coordinator.
In Progress	Coordinator has begun working through ticket.
Pending	Ticket is unable to be resolved at this time. Pending reasons include: Approval, BGC Completion, Department Response, External Assistance, Future Date Requested, PIW Completion, and Verification.
Reopened	Ticket was resolved by coordinator and department has requested further action.
Resolved	Ticket has been completed.
Closed	Ticket has been completed and can no longer be reopened.

- To add an attachment, select the **paperclip icon**:

## HRSC Customer Portal Information



- Once all information has been provided, click on **“Submit” at the bottom of the page** to complete your ticket submission to the HRSC:

