Human Resources
UNIVERSITY OF COLORADO **BOULDER**

<u>HRSC Customer Portal Introduction</u>
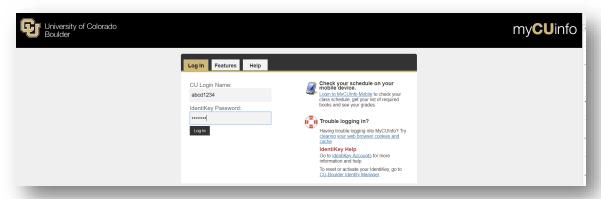
Please access the portal via the below link:

https://cu.cherwellondemand.com/CherwellPortal/HRSC?_=6a70924c#0

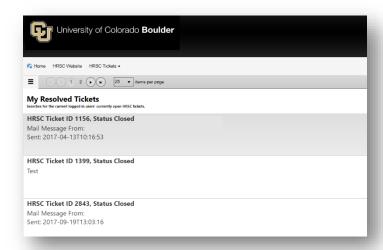- **After selecting the "Sign In" link, select the "Boulder Directory" option:**
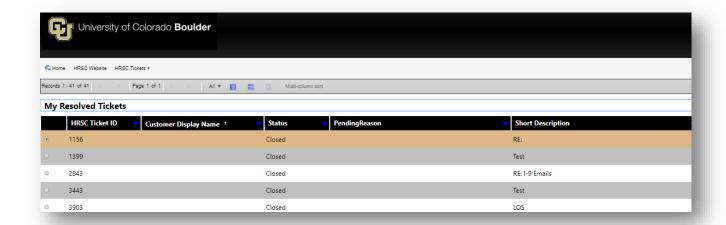
- **Log in with your IdentiKey information.**

- **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:**
    o **The default option is a "list view":**

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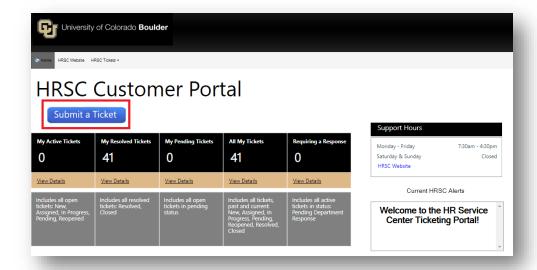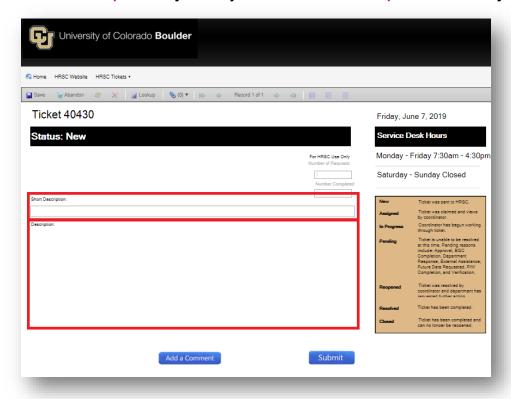

- While the "grid view" shows less information, it allows for the ability to view many tickets in one screen.
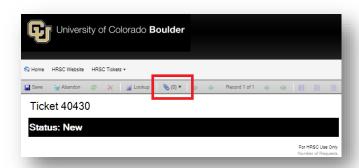
Submitting a New Ticket

- **From the home page, select "Submit a Ticket"**

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

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

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