• Mullins library is moving to a new email based Helpdesk solution to replace the StaffWeb Problem Report Log.

• Cherwell will help LibIT provide a more seamless IT support experience for all library faculty and staff.
Open IT support tickets by sending email to libhelp@uark.edu.

The printer in my office has stopped printing.
FEATURES

• CHERWELL uses an email-based system.
• No logins required, just send requests to libhelp@uark.edu
• Email requests are sent directly into a ticketing queue. Library IT personnel are immediately notified via email that a new request is in the system.
• Once a request is in the ticket queue, it will be reviewed and assigned to the appropriate technician.
• When a technician takes ownership of a ticket, the requestor will be notified via email that their request is being processed.
Automatic system generated response email. The request has been assigned an incident number.
USER BENEFITS

• The email-based system allows for a two-way conversation between the assigned technician and the requestor.

• The entire process, from original request to final remediation, will occur via email.

• LibIT technicians can ask for additional information or data to assist with troubleshooting.

• Requestors can respond to technicians questions easily, as well as attach files, like spreadsheets or screenshots, to email responses.
Technicians may require more information. Email is used to manage the conversation.

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Service Request 116011

Dear Trent,

Regarding your Service Request 116011, logged on 12/13/2017 7:52 AM, we have the following question or update:

*Hello Trent,*

*Can you please tell me when the printer stopped working? Are there any error messages?*

*Thanks,*

/STG

Please do not hesitate to contact us if you have any questions, or visit the IT Help Portal for more details: Service Request 116011

Thank you,

Trent Garner

Libraries Information Technology Services
Mullins Library 365 N. McIlroy Ave.
Fayetteville, AR 72701
LibIT Helpdesk | 479-575-7900
Simply ‘Reply’ to this email as you would any other email. Responses are added to the open ticket.
CLOSING A TICKET

• Once a ticket has been resolved and the case has been closed, the requestor will be notified via email.

• The original requestor will have a three-day grace period to re-open any case, in the event that problems persist, as they sometimes do.
Automatic system generated email. Notification sent when service request has been resolved.

To: Trent Garner

Service Request 116011

Trent Garner,

We are pleased to inform you that your Service Request 116011 has been resolved. If you believe this is in error, please Reopen your Service Request. Otherwise, your Service Request will be closed automatically in 3 business days.

Resolution:
Cycled power on the printer; cleared for paper jam; unloaded and reloaded the paper tray; printer is working normally again. TG

Description of the issue you reported:
Mail Message From: Trent Garner tearner@uark.edu
Sent: 12/13/2017 7:52 AM

My Printer is not printing

The printer in my office has stopped working.
Visit the IT Help Portal for more details. Service Request 116011

Please do not hesitate to contact us if you have any questions.

University of Arkansas IT Services
Administrative Services Building (ADS6)
155 Razorback Road Fayetteville, AR 72701
Tech Spot HQ | 479-575-2905
SUMMARY

• CHERWELL is the new Helpdesk system being implemented in Mullins Library to replace the old Staffweb Problem Report Log.

• The new system is entirely email-based. There are no logins or websites to remember, just email libhelp@uark.edu.

• All information and data related to each request will be stored within the ticketing system, where progress can be tracked, from start to finish.

• A knowledge base of problems and resolutions will slowly grow, based on the tickets that are processed through the system.