



Cherwell Onboarding Instructions

Link: <http://omes.cherwellondemand.com/cherwellportal/it#0>

A screenshot of a web browser displaying the Cherwell Service Management portal. The browser's address bar shows the URL 'https://omes.cherwellondemand.com/cherwellportal/it#0'. The page header includes the OMES logo, navigation links for 'Home' and 'Reset Portal Password', and a search bar. A modal window titled 'Cherwell Service Management' is open, containing the following text: 'State employee? Use OK One to sign in with your Oklahoma O365 email and password. New to Self Service? Select "Cancel" and contact the OMES Service Desk to create a new account.' Below this is a 'Sign-in' section with the instruction 'If you have a Cherwell account, sign-in here'. It features two input fields: 'User ID' with the placeholder 'Enter your user name' and 'Password' with the placeholder 'Enter your password'. A blue link 'Use OK One Account' is positioned below the password field. At the bottom of the modal are two buttons: 'Sign-in' and 'Cancel'.

Cherwell Service Management ×


State employee? Use OK One to sign in with your Oklahoma O365 email and password. New to Self Service? Select "Cancel" and contact the OMES Service Desk to create a new account.

Sign-in

If you have a Cherwell account, sign-in here

User ID
Enter your user name


Password
Enter your password

[Use OK One Account](#) 

- **Enter** User ID (employee number) and Password that is used to log into computer.
- **Select** the link titled **Use OK One Account**.
- If necessary, you will be prompted to log in to O365.
- Two more screens will refresh and then take you into Cherwell.
- If you have problems signing in to Cherwell, contact the OMES Service Desk at 521-2444.

Mail - Rachael.Nalliah@omv | PeopleSoft 8 session expires | IT

omes.cherwellondemand.com/CherwellPortal/it




Home | Service Catalog | Charts and Items +

Portal Home


Wednesday, April 4, 2018

Requests and Incidents




[Browse Service Catalog](#)
[Report an Outage or Incident](#)
[View the Status of My Requests](#)

Find Help



[Search Our Knowledge Articles](#)
[View Frequently Asked Questions](#)
[View IT Calendar](#)

Manage Devices



[View Devices Assigned to Me](#)

My Items

Open Service Requests	5
Open Incidents	0
Devices Assigned to Me	4

Public Announcements

No records found

Top Service Desk Requests

- [Access to files/folders/drives](#)
- [Change Network Password](#)
- [Desktop Email / Calendaring Incident](#)
- [New Employee Onboarding](#)
- [One-Time Audio Conference Setup](#)
- [Online Payment Processing Incident](#)
- [Password Reset](#)

Select the link titled **New Employee Onboarding**.

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

- Browser tabs: "Information Services | O)" and "IT".
- Address bar: "Secure | https://omes.cherwellondemand.com/CherwellPortal/IT#2".
- OMES Logo: "OFFICE OF MANAGEMENT & ENTERPRISE SERVICES".
- Navigation menu: "Home", "Service Catalog", "Charts and Items".
- Toolbar: "Save", "Abandon", "Refresh", "Print", "Record 1 of 1", and other icons.
- Page Title: "Service Request 877875" (left) and "Tuesday, June 12, 2018" (right).
- Status Bar: "Status: New" (left) and "New Employee Onboard" (right).
- User Profile: "Susan Perry", "Phone: 405521-6175", "Dept:", and "Submitting On Behalf Of".
- Description: "New Employee On-Boarding Form" (text input field).
- Submit Button: "Submit" (button).
- Form Section: "New Employee Onboarding" (header) with three drop-down menus: "Agency Name:", "Department:", and "Unit:". Three orange arrows point to the right side of each drop-down menu.

Use the drop-down menus for:

- Agency Name.
- Department.
- Unit.

- **Scroll** down.

The screenshot shows a web browser window with a service request form. The browser's address bar shows 'Record 1 of 1'. The page title is 'Service Request 1093442' and the date is 'Tuesday, December 11, 20...'. The status is 'New' and the request is for 'New Employee Onboarding'. The user is identified as 'Susan Perry' with phone number '405/521-6175' and department 'Dept:'. A 'No Image' placeholder is shown next to her name. Below this, the description is 'New Employee On-Boarding Form'. A 'Submit' button is visible on the right. The form fields include: 'First Name' and 'Last Name' (with orange arrows pointing to them), 'Employee ID' and 'Employee Type' (with orange arrows pointing to the 'Employee Type' dropdown and its info icon), 'Start Date' (with a date picker), 'Employee Location' (with a dropdown menu and an orange arrow pointing to it), 'Physical Address' (with three input fields), and 'City' (with one input field). There are also blue info icons next to the 'Employee Type' and 'Employee Location' dropdowns.

- **Enter** First Name and Last Name.
- Employee ID and Start Date will be left blank for now. HR will provide this information to the service desk after new employee accepts position.
- Employee Type: **Choose** between State Employee or Contractor. **NOTE:** If temporary employee, **choose** Contractor.
- Employee Location: **Use** drop-down menu.
- Physical Address: Will autofill from location choice, or use this space to update address information.

Select the blue info buttons for additional instructions and information.

- **Scroll** down.

No Image Dept: [Submitting On Behalf Of](#)

Description:
New Employee On-Boarding Form

Office/Cube: Phone Number: (numbers only)

Requires New Network Ports/Wiring? Yes No *This may incur additional costs.* Type of Phone Service: Basic Phone
 Soft Phone
 Agency Supplied Cell Phone
 Phone Contact Center

Is there a Phone in the Office? Yes No

Needs New Phone? Yes No

Special Phone Instructions:

Submit

- **Enter** Office/Cube No.
- Phone Number: **Enter** number if there is already a phone.
- Requires New Network Ports/Wiring: **Mark** Yes or No.
- Is there a Phone in the Office? **Mark** Yes or No.
- Needs New Phone? **Mark** Yes or No.
- **Answer** Type of Phone Service.
- Special Phone Instructions: **Enter** any additional phone information in this area.

Select the blue info buttons for additional instructions and information.

- **Scroll** down.

Phone: 405/521-6175
Dept:
[Submitting On Behalf Of](#)

Description:
New Employee On-Boarding Form

Submit

Is there a Workstation in the Office? Yes No

Workstation Type:

Workstation Build: ⓘ

Printers Employee Needs Access To: ⓘ
[List IP addresses](#)

Setup like Another User: Yes No Setup User to Copy:

Needs Scan Folder: Yes No

Network Folder Access:
(Default is Read Only unless otherwise specified.)

- Is there is a Workstation in the Office? **Mark** Yes or No.
- **Use** drop-down menu for Workstation Type.
- **Use** drop-down menu for Workstation Build.
- Printers Employee Needs Access To: **List** the IP address for any printer employee needs access to.
- Setup like Another User: **Mark** Yes or No.
- Setup User to Copy: **Provide** name of employee to copy.
- Needs Scan Folder: **Mark** Yes or No.
- Network Folder Access: **Provide** which network folders and type of access new employee needs.

Select the blue info buttons for additional instructions and information.

- **Scroll Down**

The screenshot shows a web form for software requests. At the top, there is a header with a profile picture placeholder labeled 'No Image', a phone number '405/521-6175', and a department field. Below this is a 'Description:' field containing the text 'New Employee On-Boarding Form'. A 'Submit' button is located in the top right corner. The main section is titled 'Software Requested:' and contains a text box with instructions: 'This must be approved software. If it is not approved, it must go through the software approval process.' Below the text box is a blue hyperlink 'approved.ok.gov' with an orange arrow pointing to it. To the right is a list of software options, each with a checkbox: 'Microsoft Visio - Requires a License', 'Techsmith Snagit - Requires a License', 'Adobe Acrobat Professional - Requires a License', 'VLC Player', 'iTunes', 'QuickTime', and 'Other Software'. A red note below the list says '(Provide details below in the notes, if a license is required indicate if a new one needs to be purchased or an existing one needs to be moved from someone else.)'. A blue info icon is in the top right of the software list box, with an orange arrow pointing to it. A vertical scrollbar is on the right side of the form.

- **Software Requested: Mark** software required for new employee. If needed software is not listed, indicate with details in Other Software.

NOTE: Software must be approved. Use the approved.ok.gov link to get approval, if needed.

Select the blue info buttons for additional instructions and information.

- **Scroll** down.

Phone: 405/521-6175
Dept:
[Submitting On Behalf Of](#)

No Image

Description:
New Employee On-Boarding Form

Other Software
(Provide details below in the notes, if a license is required indicate if a new one needs to be purchased or an existing one needs to be moved from someone else.)

Needs Mobile Device Management? Yes No
This may incur additional costs. (Required for all State cell phones)

Needs VPN (Remote PC) Connection? Yes No
This may incur additional costs.

Please provide any additional special instructions:

- Needs Mobile Device Management? **Mark** Yes or No.
- Needs VPN (Remote PC) Connection? **Mark** Yes or No.
- Please provide any additional special instructions: **Add** any additional information in this space.
- **Select** Submit.

Select the blue info buttons for additional instructions and information.

NOTE: This is a living document which will be updated and enhanced as needed with additional information requirements to assist OMES IS in supplying the right equipment and resources. Make sure you provide all the information requested in this form. You can select the blue information button for further details on questions where it is available.