

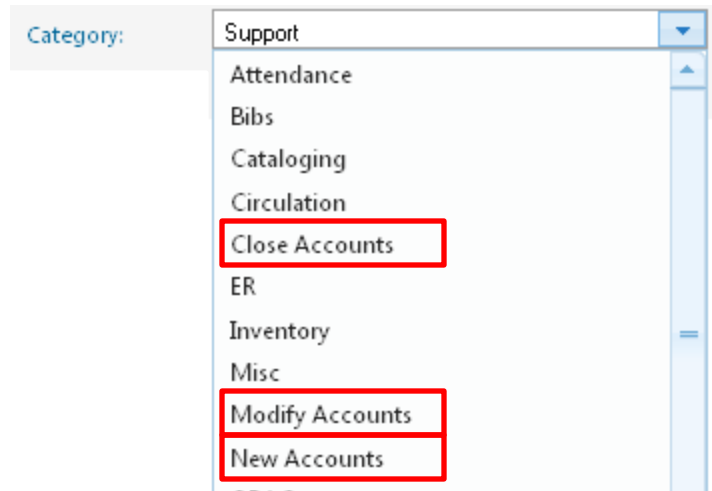
Cherwell Tickets for Library Staff Accounts

For requests related to library staff accounts, the ticket must be created via the Cherwell **Customer Portal** as opposed to sending an email to create the Cherwell ticket. A separate ticket must be entered for each individual who requires a new, modified, or closed account. Customer Portal: <https://support.oecn.org/cherwellportal/ncc>

1. Create a new ticket in the Cherwell **Library Services** Area.
2. In the **Summary**, enter the topic of your request in the following format:
LibraryCode – YourFirstName – Topic (e.g. ABCHS – Chris – New account for Jane Smith)
3. In the **Description** (required field), enter a brief note and provide pertinent details not covered in the request area questions; see reverse side for questions.

4. Select **Edit**. 

5. Modify the **Category** and select from:
 - a. **Close Accounts**: to close an existing account
 - b. **Modify Accounts**: to modify an existing account *or* to request an additional account for an individual who already has an existing account
 - c. **New Accounts**: to request a new account for a new library employee



Category: Support
Attendance
Bibs
Cataloging
Circulation
Close Accounts
ER
Inventory
Misc
Modify Accounts
New Accounts

Note: If there is an issue scrolling down through the drop-down menu to access options towards the bottom of the list, either use the scroll wheel on the mouse or the arrow keys on the keyboard.

6. Once a Category has been selected, questions will appear under the **Specifics** area. Fields in **red** are required. If questions are unclear, please contact Library Services.
7. Navigation Note: Do not tab between fields as the tab order does not progress in a logical manner.

The account questions are provided on the reverse side of this document.

For the *Employee Name*, enter the name of the **account holder**, not the name of the individual inputting the account request.

Specifics - NCC New Library Accounts

Employee Name:

District Name:

Primary Building:

Does employee work at additional libraries:

Additional Building Name(s):

Employee Phone Number:

District Email Address:

Employee Title/Position:

Library User Profile:

Does employee need access to online attendance module:

Add employee to notifications regarding vendor files:

Should employee receive daily email regarding patron updates:

Specifics - NCC Close Library Accounts

Employee Name:

District Name:

Should all Sirsi accounts for this employee be closed:

If NO, enter username (1 per incident) of account to close:

Remove customer's email from email distribution lists:

Remove report templates associated with user specified above:

If NO, to which username should the templates be copied:

Date on which the deletion can be completed:

Remove access to Cherwell:

Specifics - NCC Modify Library Accounts

Employee Name:

District Name:

Username of accounts to modify:

Date modifications can be completed:

Provide specific details for modifications: