

How to Report Cook County Time Issues on the Cook County Cherwell Portal

This document is only for the use of the following:

- **Timekeepers and other authorized requestors from the Offices Under the President**
- **Help Desk/Technical Support Agents for all other Cook County Agencies and Departments**
 - Sheriff Department
 - CCHHS
 - Office of the Chief Judge
 - State’s Attorney
 - Assessor
 - County Clerk/Elections
 - Clerk of the Circuit Court
 - Recorder of Deeds
 - Forest Preserve District

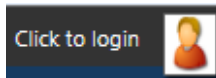
Anyone else who has an issue with the Cook County Time system should contact their Timekeeper or Agency IT Support Department, who will be able to resolve their issue or properly escalate it if necessary.

1. Navigate to <http://cccherwellv01/CherwellPortal/WinLogin/CookCountyBureauofTechnology>. This will take you to the Cook County Bureau of Technology Cherwell Portal. **(Please do not share this link with anyone -- Authorized Users will be contacted and receive their own login credentials).**
 - a. If you are with the **Offices Under the President** or the **Sheriff Department**, you should be automatically logged in (you will know you’re automatically logged in if you see your name in the upper right corner of

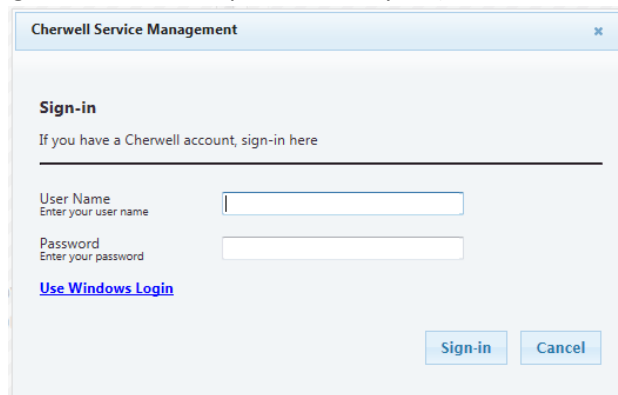


your browser window like this: . If so, you can skip to [step 5](#)

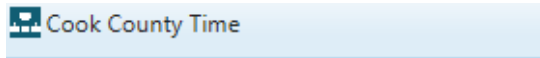
- b. If you are from any other agency **or** the automatic login does not work, please continue to step 2
2. Navigate to <https://cherwell.cookcountyil.gov/CherwellPortal/CookCountyBureauofTechnology>.



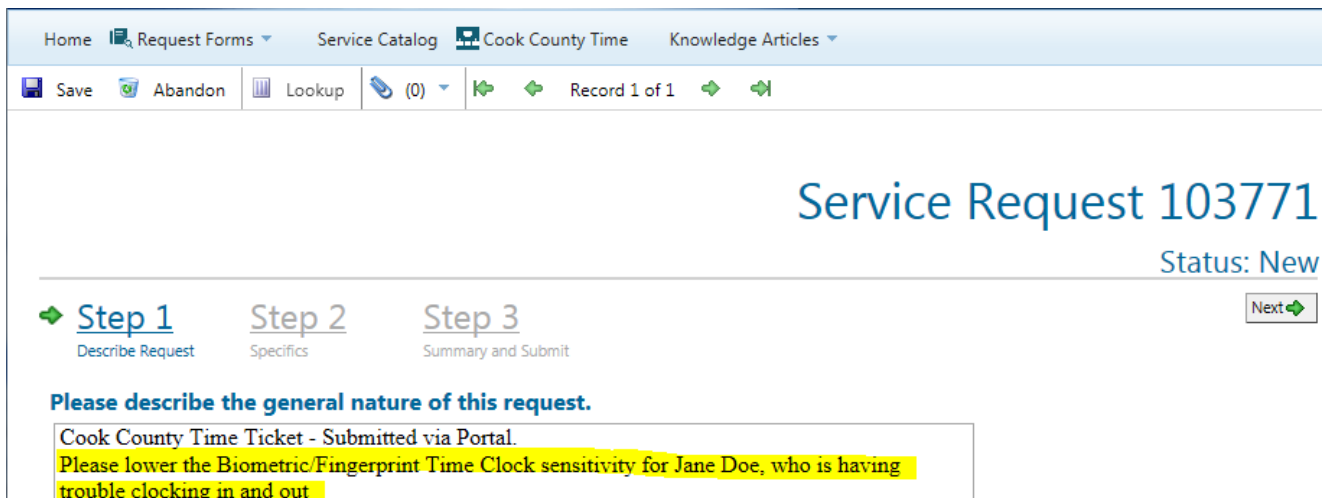
3. In the upper right corner, click where it says “Click to login.”
4. You will be taken to the login screen.
 - a. If you are from the Recorder of Deeds, login the same way you currently do to report Help Desk tickets
 - b. If you are from any other Cook County Agency (e.g. CCHHS, Office of the Chief Judge, State’s Attorney, etc.) or you are otherwise unable to login thus far, please use the username and password you were provided through email or through your Cook County Time training class.
 - c. If you are still unable to login or don’t have a password, please email the [BOT Service Desk](#) and request that Cherwell Portal login credentials be provided for you (Attn: Cherwell Support Team).

A screenshot of a web browser window titled "Cherwell Service Management". The page has a "Sign-in" heading and a sub-heading "If you have a Cherwell account, sign-in here". Below this are two input fields: "User Name" with the prompt "Enter your user name" and "Password" with the prompt "Enter your password". There is a blue link "Use Windows Login" below the password field. At the bottom right are two buttons: "Sign-in" and "Cancel".

5. This document **only covers the Cook County Time portion of the Cherwell Portal** (as highlighted below):



6. Please follow the steps outlined below to complete your Cook County Time inquiry
- Use one of the Cook County Time links (pictured above) for any Cook County Time inquiry, this is the **Preferred method** of initiating a request
 - The link for Cook County Time is **only** for use by
 - a) **Timekeepers and other authorized requestors from the Offices Under the President**
 - b) **Help Desk/Technical Support Agents for all other Cook County Agencies**Both of these groups have been trained in Cherwell Portal use. Anyone else who has an issue with the Cook County Time system should contact their timekeeper or Agency IT Support Department, who will be able to resolve their issue or properly escalate it if necessary.
7. Click on one of the Cook County Time links as pictured above. This will take you to the Step 1, the “Describe Request” screen. The words “Cook County Time Ticket submitted via Portal” will already be populated. Please add a general description of the issue you are reporting after these words (as shown highlighted below).



8. If adding screenshots will better help describe the issue, please add them by saving your screenshot as a .png file or .jpg file, and then attaching them to your request using the attach icon:

The screenshot shows the top navigation bar of the Cook County Illinois portal with links for Home, Request Forms, Service Catalog, Cook County Time, and Knowledge Articles. Below the navigation is a toolbar with icons for Save, Abandon, Lookup, and an attach icon. The 'Attach a file (import)...' button is highlighted in yellow. The main content area shows a 'Service' title and a progress bar with three steps: Step 1 (Describe Request), Step 2 (Specifics), and Step 3 (Summary and Submit). Below the progress bar, there is a text input field containing the following text:

Please describe the general nature of this request.
 Cook County Time Ticket - Submitted via Portal.
 Please lower the Biometric/Fingerprint Time Clock sensitivity for Jane Doe, who is having trouble clocking in and out

9. Click the **Next** button and proceed to step 2, "Specifics" and fill in all of the applicable blank spaces within the Recipient of Service Box.

Service Request 103771

Status: New

Step 1 Describe Request
 Step 2 Specifics
 Step 3 Summary and Submit

Recipient of Service

Name:	<input type="text" value="Jane Doe"/>	Employee ID/JDE #:	<input type="text" value="1123456"/>
Cook County Agency:	<input type="text" value="Offices under the President"/>	Call Back Phone:	<input type="text" value="312-603-0000"/>
Department:	<input type="text" value="Budget"/>		
Recipient Location:	<input type="text" value="118 N. Clark - Cook County Building"/>	Floor/Room:	<input type="text" value="5"/>
		Division:	<input type="text"/>
On-Site Contact:	<input type="text" value="John Jones (Manager)"/>		
What role was the end-user logged in as?			
	<input type="text" value="Employee"/>		
What was the end-user doing when the issue occurred?			
	<input type="text" value="Other"/>		

10. Click the "Next" button and proceed to step 3, "Summary and Submit." At this point, you will see a summary of all that you have done so far. Please **review the summary carefully** and make sure everything is correct. If everything is correct, then skip to [step 12](#).

Service Request 103771

Status: New

-  **Step 1**
Describe Request
-  **Step 2**
Specifics
-  **Step 3**
Summary and Submit

 Submit

Please Review and Submit

Brian Avery

Phone: (312) 603-1395

Dept: Enterprise Solutions (Office Technology)

If this is not correct, or if you have alternate contact information, please comment:

Description*

Cook County Time Ticket - Submitted via Portal.
Please lower the Biometric/Fingerprint Time Clock sensitivity for Jane Doe, who is having trouble clocking in and out

 Submit

Recipient of Service

Name:	<input type="text" value="Jane Doe"/>	Employee ID/JDE #:	<input type="text" value="1123456"/>
Cook County Agency:	<input type="text" value="Offices under the President"/>	Call Back Phone:	<input type="text" value="312-603-0000"/>
Department:	<input type="text" value="Budget"/>		
Recipient Location:	<input type="text" value="118 N. Clark - Cook County Building"/>	Floor/Room:	<input type="text" value="5"/>
		Division:	<input type="text"/>
On-Site Contact:	<input type="text" value="John Jones (Manager)"/>		
What role was the end-user logged in as?	<input type="text" value="Employee"/>		
What was the end-user doing when the issue occurred?	<input type="text" value="Other"/>		

11. Please review your contact information as shown on the summary page. If you need add alternate contact information please put it here. **If you need to change the description or recipient information, you may also do so at this time** (this is the last chance!).

Please Review and Submit

Brian Avery

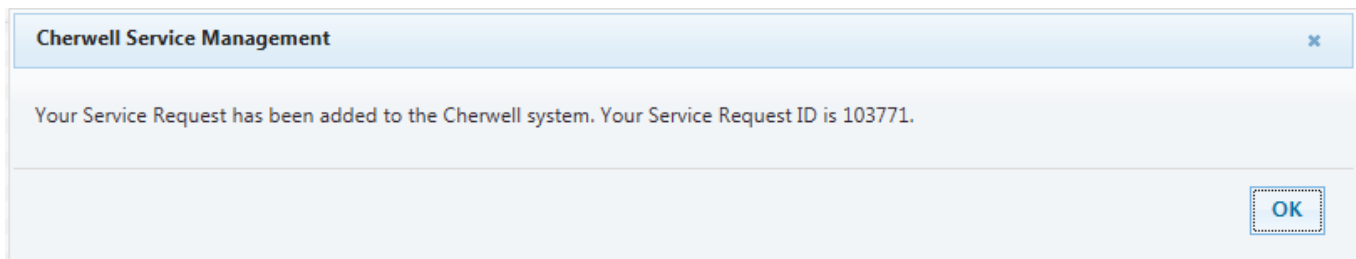
Phone: (312) 603-1395

Dept: Office Technology

If this is not correct, or if you have alternate contact information, please comment:

My alternate contact phone number is 312-603-1390

12. Click the submit button and you will see:



Click OK, and **you are done!**

(You will be returned to the Cook County Cherwell Portal Home page. Please keep your ticket number as a record -- you will also receive an email confirmation of the ticket you just opened. The Cook County Time Resolution team will contact you as soon as possible.

If you have any questions about how to fill out this online portal form, please email brian.avery@cookcountyil.gov.)