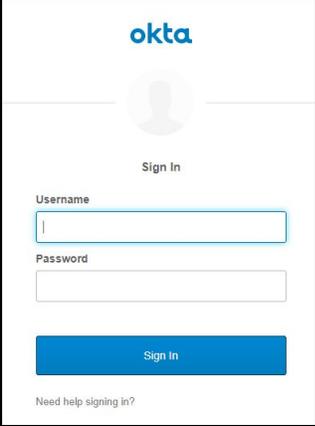
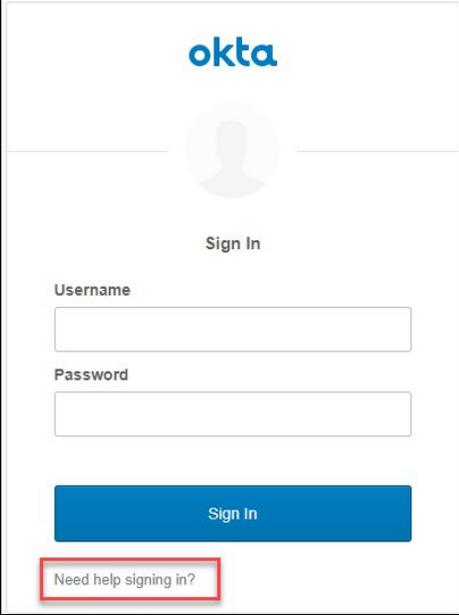
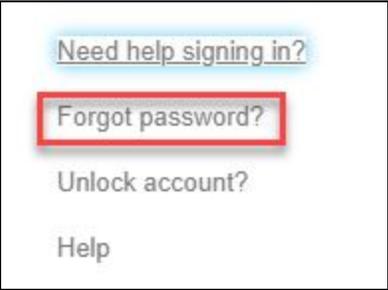
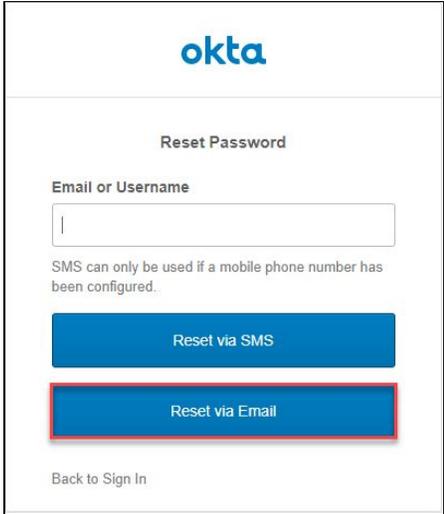
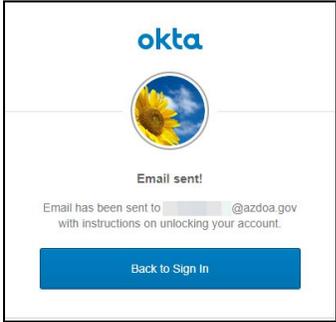
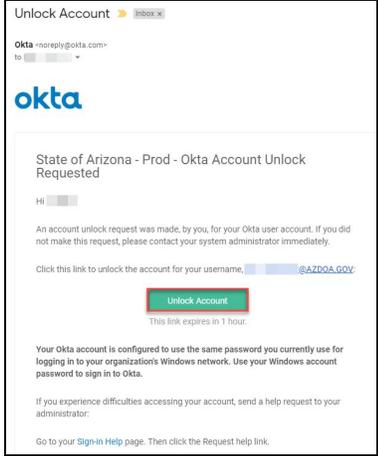


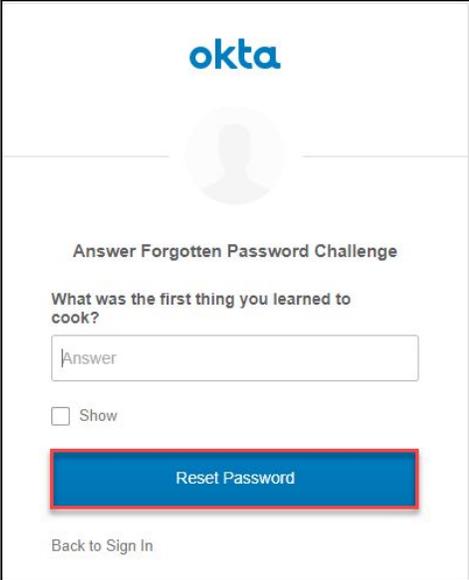
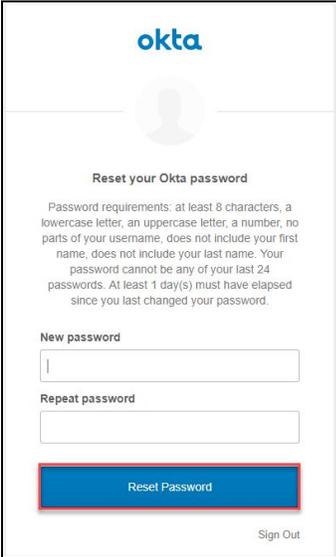
How to Login to Cherwell - Creating a Ticket

Steps	Action	Instructions
1	Accessing Cherwell	<p>Go to Cherwell and login using your Okta credentials (work email and password)</p> <div style="text-align: center;">  </div>
2	Opening a Request	<p>Select the Service Catalog that applies to your issue:</p> <div style="text-align: center;">  </div>
3	Creating a Cherwell ticket	<p>Depending on the type of request you choose, your ticket will be routed to the appropriate area.</p>
4	Ticket Confirmation	<p>Once your ticket has been submitted, you will receive a message as well as an email that includes your ticket number.</p> <div style="text-align: center;">  </div>

How to Change your Cherwell Password

Steps	Action	Instructions
1	Resetting your Cherwell / Okta password	<p>To reset your Cherwell password, click on the 'Need help signing in?' link on the Cherwell login screen:</p>  <p>Click on Forgot Password?</p> 

<p>2</p> <p>Reset via SMS or Email</p>	<p>You may reset your email by email.</p> <p>Note: It is recommended that you reset your password via email.</p> 
<p>3</p> <p>Email confirmation</p>	<p>Once you enter your email address and click on Reset via Email, you will receive a notification confirming your email address has been accepted</p> 
<p>4</p> <p>Resetting your password - email link</p>	<p>A link will be emailed to you to reset your Okta password, once it's reset you can log in to Cherwell.</p> 

<p>5</p> <p>Security Question</p>	<p>You will need to answer your security question to proceed. If you are unsure about your security question, click here</p> 
<p>6</p> <p>Resetting your Okta password</p>	<p>To reset your password, you will need to follow the criteria listed. Click Reset Password to change it.</p> 
<p>If you are having difficulty with Cherwell, or need access; please contact the ADOA Service Desk at 602.364.4444 option 3 or email ServiceDesk@azdoa.gov</p>	