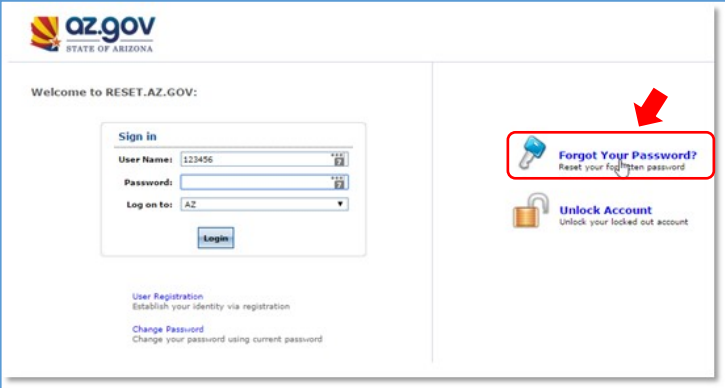
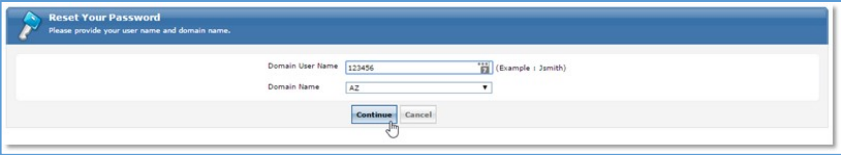
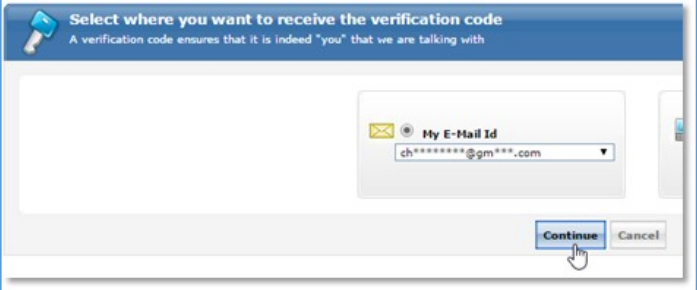


How to Login and create an HR Service Request

Steps	Action	Instructions
1	Reset your password	<p>Before you login into Cherwell you have follow instructions below.</p> <p>If you problems or questions? Please contact the ADOA Service Desk at 602-364-4444 select option 3 or by E-mail: ServiceDesk@azdoa.gov</p> <p>INSTRUCTIONS TO RESET YOUR STATE ACTIVE DIRECTORY PASSWORD</p> <p>Workplace and GMail both use the State's active directory for authentication. In the event that you do not know your password into either application, the instructions below will step you through resetting your password to your State active directory account in order for you to log into Workplace and Gmail account.</p> <ol style="list-style-type: none">1. Go to https://reset.az.gov2. Click on the <u>Forgot Your Password?</u> link.  <ol style="list-style-type: none">3. Type in your EIN or Email Address for the <u>Domain User Name</u> and be sure the <u>Domain Name</u> is set to AZ.  <ol style="list-style-type: none">4. Be sure that <u>My E-Mail Id</u> is selected. Your primary work email address should be partially listed in the field below. 

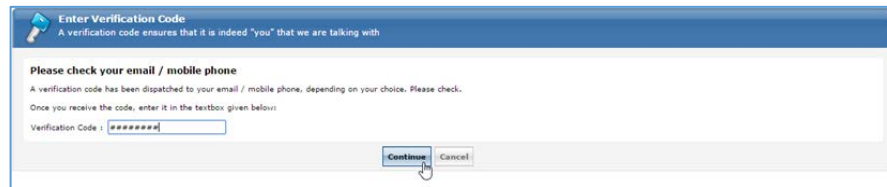
5. You should receive an email stating that the following:

Dear **FirstName LastName**,

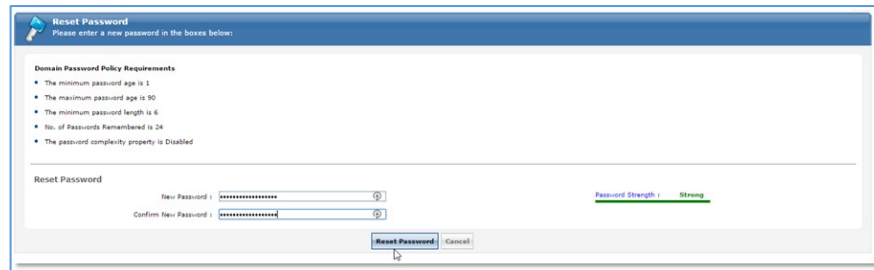
We understand that you want to reset your password/unlock account for your ADOA AZ Domain Account. To prevent eavesdropping and substantiate your identity, please enter this verification code in the password reset/unlock account page: #####

ADOA Service Desk
ADOA - Arizona Strategic Enterprise Technology (ASET) Office
State of Arizona
100 North 15th Avenue, Suite 400
Phoenix, AZ 85007
p: [602.364.4444](tel:602.364.4444) | servicedesk@azdoa.gov
<http://aset.azdoa.gov>

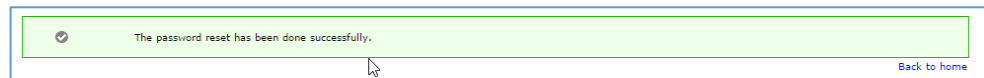
6. At the next screen, type in the verification code you received in your email and click the Continue button:



7. Type in your new password and confirm the new password, then click on the Reset Password button.



8. You should receive a message stating that "The password reset has been done successfully. Click on the Back to home link at the lower left corner of the green box.



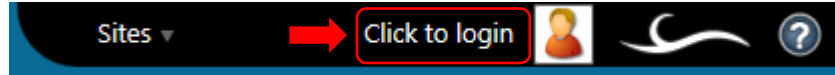
9. You have now successfully changed your password.

2

How to Login

10. Go to this link: <https://azdoaprd.cherwellondemand.com/CherwellPortal/IT>

11. Click on "Click to login"



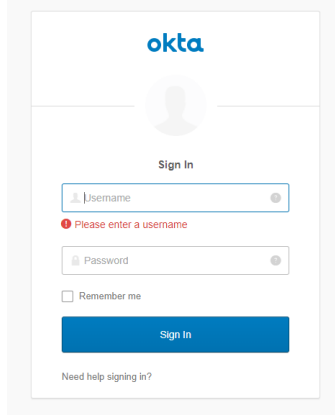
12. The system will route you to a secured server, then you can login.

13. Once the login is displayed enter:

Username: Your Agency email address, exp: happystateemployee@azdoa.gov

Password: Your password for the email address you entered.

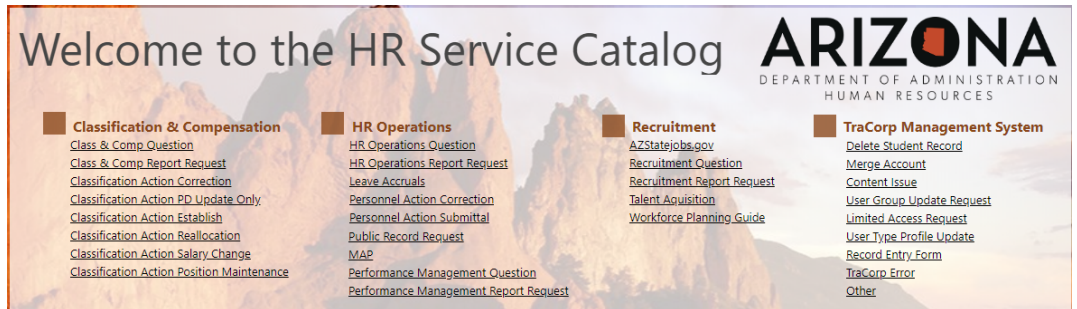
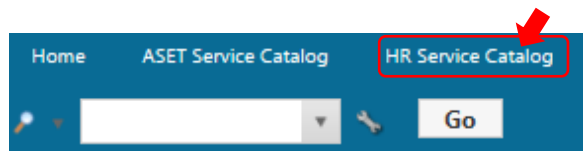
Click on the Sign in button



3

How to submit an HR Service Request

14. Click on the HR Service Catalog to display HR Service Catalog.



15. Click on the appropriate category that best describes your issue, question, or request.

16. Enter the required data for each field then click on the submit button.

17. After you have successfully submitted your New HR Service Request the following prompt will display.

18. Click on the OK button and your New HR Service Request is completed.

