

Creating Tickets with Cherwell

Cherwell Support Tickets are sent to the Student Services team via email.

1. Using your regular email server, enter the address student.support@noacsc.org in the *To* field.
2. For the *Subject* of the email, enter your district or building ID and a brief summary of your issue or question. For example: “FNHS – Need help printing a transcript.”
3. In the *Body* of the email, ask your question or explain the issue you’re having in further detail. Please see screen shot (below) for an example. Screenshots may be embedded and attachments may be included in the same way they would for any other email.

Send	From ▾	user_email@district.edu
	To...	student.support@noacsc.org ;
	CC...	
	Bcc...	
	Subject	FNHS - Need help printing a transcript.

I'm trying to print a transcript for a single 12th grade student using the R702, but I am only getting the cover pages when my report completes. Can you help me?

You will be notified by email when a member of the Student Services team responds to your ticket. If more help is needed or more information requested, you may simply reply to the email. In order to ensure all subsequent emails are associated with the same ticket, please do not change the Subject line when responding. When you are ready to close the ticket, please follow the instructions included at the bottom of your responses, shown below:

If you determine that you no longer need assistance, please click here: [Please close my ticket](#). Do not change the subject line and be sure to include your closing comments in the body of the email.

If you receive an automated response informing you that your email address is not registered for using Cherwell, please contact any of the following Student Services personnel:

Alanna@noacsc.org

Christine@noacsc.org

or call 419-228-7417 for assistance

Jaime@noacsc.org

Dan@noacsc.org