

## SOM Research Systems Cherwell Guide

James Percy - 2022-02-14 - Research Systems

**Browse to:**

<https://itsupport.vcu.edu>

**Select:**

**Report issue:**

- An unplanned event that disrupts or reduces the quality of a service and requires a response. Example: "My network is down."

**Request support:**

- A formal user request for something new to be provided. Example: "I need software installed."



# IT Support

We look forward to assisting you!



**Chat with Us**

Click here to chat with an IT Support technician or call us at 828-2227.



## New IT Support Ticket

Something is not working or you want to make a request.



## School / Unit IT Support

Log an issue or submit a request to your specific College, School or Department.



## Ticket History

View both open and closed IT Support tickets.



## IT Support Calendar

Click here to have visibility to upcoming IT Support changes.

Netx, make sure all the mandatory fields outlined in red have been correctly selected or

inputted and select "submit".

## IT Support Ticket | 338035 | New

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### Ticket Details

Requested For:

James Percy  

Customer Type:

Business Unit Name:

School of Medicine

Alt Phone:

Alt Email:

Description:

Hello Support,  
I would like help using my research software.  
Thanks!  
JP

Add Attachment

Submit

### Other Details

Special Instructions:

[Guide for filling out this form](#) 

Requesting Unit: