

## 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**

**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: