cherwell®
Acquired by Ivanti

Cherwell Legal Notices

Legal Notices

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The Cherwell Software product suite includes:

- Cherwell Service Management
- Cherwell Asset Management

Contact Cherwell Software

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About Cherwell

Cherwell is the developer of Cherwell® Service Management (CSM), an award-winning business technology and IT service management (ITSM) platform recognized by leading industry analysts worldwide, and Cherwell Asset Management (CAM), specializing in IT asset management (ITAM). Cherwell customers are part of a fast-growing, caring community using Cherwell Service Management to implement both ITSM/ITAM solutions and business technology that goes beyond ITSM and ITAM. Cherwell has the deepest expertise in the service management industry, including a global network of expert partners currently serving customers in more than 40 countries. Corporate headquarters are in Colorado, United States, with EMEA headquarters in the United Kingdom.

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Disclaimers

GDPR Statement for CSM

If you are impacted by the General Data Protection Regulation (GDPR), you must use CSM 9.5.0 or later. Please upgrade to this version or later as soon as possible.

Google Translate

This service may contain translations powered by Google. Google disclaims all warranties related to the translations, express or implied, including any warranties of accuracy, reliability, and any implied warranties of merchantability, fitness for a particular purpose, and noninfringement.

Google Analytics

We collect anonymized user interactions with toolbars and menus within the Cherwell platform (metadata but not customer data). This data will be reported from Client applications to a Cherwell maintained and secured Google Analytics account on an aggregate basis. At no time will Cherwell give direct access to this data to third parties (other than Google who is hosting the analytics). This data will not be tied to a specific customer or user. We will not collect customer data.

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CAM

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About Cherwell Single Sign On

Use Cherwell Single Sign On (SSO) to access many Cherwell applications with one set of credentials.

Sites Using Cherwell SSO

Watch a video about Cherwell SSO.

The following services are currently using Cherwell (SSO):

- Cherwell Learn
- Ideation Station
- Product Documentation
- Community
- Partner Community
- Marketplace
- Support Portal

Note: To access these applications, you must create a Cherwell SSO account, log into the account, and request that the application to be assigned to your account.

Sign Up for an Account

Watch a video about signing up for an account.

1. Go to https://www.cherwell.com/log-in/.
2. Select **Create an account**.
3. Complete the fields.
4. Select **Register**.
   Cherwell Support sends an authentication email to the email address you provide. This could take a few minutes depending on your email server's rules.

   Note: If you do not receive an email within 15 minutes, check your email's spam folder or filter. Watch a video about the steps you can take if you don't receive an activation email.

5. Select the authentication link in the email to immediately authenticate your account.
6. Visit the Cherwell SSO homepage to see the services available through your new Cherwell SSO account.

Add an Application to Your Account

Watch a video about adding applications to your account.

1. Log into https://www.cherwell.com/log-in/.
   Cherwell applications are displayed under two headings: Assigned Applications and Requestable Applications.

2. Under **Requestable Applications**, select the Application you want to add.
   Your request is reviewed. When your request is approved, the Application is accessible under Assigned Applications.

   Note: If you are logged into https://sso.cherwell.com you will not see an option to request an application. Requestable applications are only available from the URL https://www.cherwell.com/log-in/.

Reset your Password

1. Go to https://www.cherwell.com/log-in.

2. Select **Forgot Password**.

3. Enter your Cherwell SSO email address.

4. Select **Send Request**.
   You will be sent an email with a link to reset your password.

   Note: If you do not receive the email, check your spam filter.

5. Select the reset password link in the email.

Access the Support Portal

The Support Portal is now set up as a part of Cherwell SSO. All users will set up single, unique set of credentials for accessing the Support Portal and the other, previously mentioned, Cherwell sites. The Support Portal can be accessed via the following link: https://support.cherwell.com.

Support Portal Features:

Primary Contacts have the ability to manage your company team members' access to the Support Portal. All designated team members can view the Support Portal. You can control who can open and update support tickets. A contact can have more than one designation if you so choose. Here are the user rights the primary support contact can assign:

- **Primary Support Contact**: Main point of contact for Support-related issues and full rights to create and edit contact information as well as open and update tickets. You can now set more than one Primary Support Contact for your company.

- **Support Contact**: Team members who need the ability to open and update support tickets.

- **License Key Contact**: Team members who will receive notification when a new License Key is generated.

Set Portal Permissions for Other Contacts

Only a primary contact (account administrator) can set permissions for other users of Cherwell applications.

Note: Every organization must have at least one primary contact at all times.

To create, deactivate, or adjust permissions for another contact under a company's account, the primary contact must take the following steps:

1. From the Cherwell Self-Service Portal, select **Contact Management**.
2. Use the **Add Contact**, **Deactivate Contact**, or **Edit Contact** links.
3. Complete all necessary fields.
4. Select **Submit**.

For more information, watch the following short videos that explain access levels and features within the Cherwell Support Portal.

- Edit Contact Information
- View Account Information
- Add a Contact
- Deactivate a Contact

Update an Email Address

The email address field can be edited within the Support Portal. This process can take up to three business days and is not directly processed by the Support team.

For more information, see How can I update my email address or name?

Request Removal from Cherwell SSO

If you receive an activation email, it is because the primary contact on your company's account added you as a contact. To be removed as an account contact, contact your company's primary contact. This person can adjust your account permissions through the Cherwell Self-Service Portal by following the procedure in the previous section, "Set Portal Permissions for Other Contacts."

Locate a Missing Application for an Account

If applications that you expect to have permission to access do not appear on the Cherwell SSO page, make sure you are using the correct URL. Some Cherwell Applications, are not available when viewing https://sso.cherwell.com. Visit https://www.cherwell.com/log-in/ to view the available Cherwell SSO applications.

403 Error Message When Trying to Access a Cherwell Application

If you receive a 403 error message when trying to access a Cherwell SSO application, ensure that you are authorized to use that application. You may need to be added as a contact for your organization by the primary contact.

For more information on adding and removing authorized contacts, see the previous section "Set Portal Permissions for Other Contacts."

Additional Cherwell SSO Support

If you have additional questions about Cherwell SSO or if you are experiencing Support Portal issues related to Cherwell SSO permissions, see our knowledge database for answers to common questions.