

JIRA

Why Create a JIRA account?

- Search existing JIRA issues
- Watch (follow) issues
- Vote on issues
- Create a custom dashboard of the various JIRA projects
- Access the Service Desk (helpdesk) portals so you can create helpdesk tickets from the portal and query existing tickets from the portal. We will also add you as a customer to the 'SSDT Service Desk Organization' so you can see other's tickets when in the portal

JIRA recommendations for new ITC staff member

- Create a JIRA account using the steps in the following slides
- (Side note:) If the new staff member would also like a WIKI account, you can't create these on your own. I would suggest another staff member create a ticket in the Service Desk requesting a WIKI account be created for the new staff members. Please include their full name and email address.

Creating a JIRA account

- Access the JIRA home page <https://jira.ssd-t-ohio.org/login.jsp> and click on 'Sign Up'

Welcome to SSDT JIRA

Username

Password

Remember my login on this computer

Not a member? [Sign up](#) for an account.

[Log In](#) [Can't access your account?](#)

Sign Up Window example

Please keep track of your
JIRA Username and Password.

Sign up


Email*

Full name*


Username*

Password*

Please enter the word as shown below



Congratulations!

 You have successfully signed up. If you forget your password, you can request a new one.

Stay connected with Atlassian. Subscribe to [blogs](#), [newsletters](#), [forums](#) and [more](#).

Logging Into JIRA

Welcome to SSdT JIRA

Username

Password

Remember my login on this computer

Not a member? [Sign up](#) for an account.

[Can't access your account?](#)

Welcome Steps

1

Welcome to Jira, Michelle Drewes!


Before we begin, choose the language you want to use in Jira.

- English (United States) [Default]
- 中文 (中国)
- čeština (Česká republika)
- Dansk (Danmark)
- Nederlands (Nederland)
- English (UK)

2

Welcome to Jira, Michelle Drewes!


Let's get started! You'll need an avatar to help other users identify you in Jira.

[Choose an avatar](#)


3

What would you like to do now?


Let's get started on some work.



Explore the current projects



Create an issue



Search for issues

Search for Issues

Upgraded to JIRA 7.13.5

Search

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T	Key	Summary	P	Status	Resolution	Fix Version/s	Development	Created	Assignee	Times Requested	Votes
	USASRFB-446	User wants to cancel a Billing		NEW	Unresolved			30/Oct/19			0
	USASRFB-445	User wants summary of amounts on Disbursement Summary report		NEW	Unresolved			17/Oct/19		1	1
	USASRFB-444	Allow ability to edit Requisition charge account on line item to blank		NEW	Unresolved			15/Oct/19		1	0
	USASRFB-443	Add ability to upload Appropriation amounts by Fund		NEW	Unresolved			15/Oct/19		1	0
	USASRFB-441	Reorder account desc on budget sheet to be after account code		NEW	Unresolved			26/Apr/19			0
	USASRFB-440	Excluding Voided checks in Positive Pay		NEW	Unresolved			15/Mar/19		1	0

Create a Custom Dashboard in JIRA

If you would like to create a custom dashboard to include filtered searches on projects, you can

- Click on “Dashboards” and then click on “Manage Dashboards”
- Click on “Create a New Dashboard”

Create New Dashboard

Name*

Description

Start From

Choose a dashboard whose gadgets will be copied to the new dashboard.
Alternatively, choose 'Blank dashboard' to create a dashboard with no gadgets.

Favorite

Custom Dashboard

Under Manage Dashboards, click on your newly created dashboard

The screenshot displays a custom JIRA dashboard for 'Michelle'. The dashboard is organized into several sections:

- Quick Links:** A section with three links: 'Browse Projects' (My JIRA-related Reported Issues), 'Search for Issues' (All), and 'Create Issue' (All/Filter).
- Introduction:** A section titled 'User Links' containing a list of links for various user groups and roles, such as 'Developers Who Are Working on JIRA', 'Transition To DevOps', and 'QA/Tester'.
- Recent Views:** A section with a message: 'Looks like you haven't watched any favourite filters yet. You can either create a new filter or add an existing filter to display them here on the dashboard.' It includes buttons for 'Create Filter' and 'Manage Filters'.
- Issues in progress:** A section with the text: 'You currently have no issues in progress'.
- Assigned to Me:** A section currently empty.
- Projects:** A vertical list of project cards on the right side of the dashboard. Each card shows the project name and the lead. The projects listed include: 'Microsoft Accessible (jira)', 'Catherine (jira)', 'VIAA Business Street CardPhoto (jira)', 'Engagement (jira)', 'VIAA Risk-Free Bidder (jira)', 'VIAA 14 (jira)', 'VIAA 15 (jira)', 'VIAA 16 (jira)', 'VIAA 17 (jira)', 'VIAA 18 (jira)', 'VIAA 19 (jira)', 'VIAA 20 (jira)', and 'VIAA 21 (jira)'.

Editing Custom Dashboard

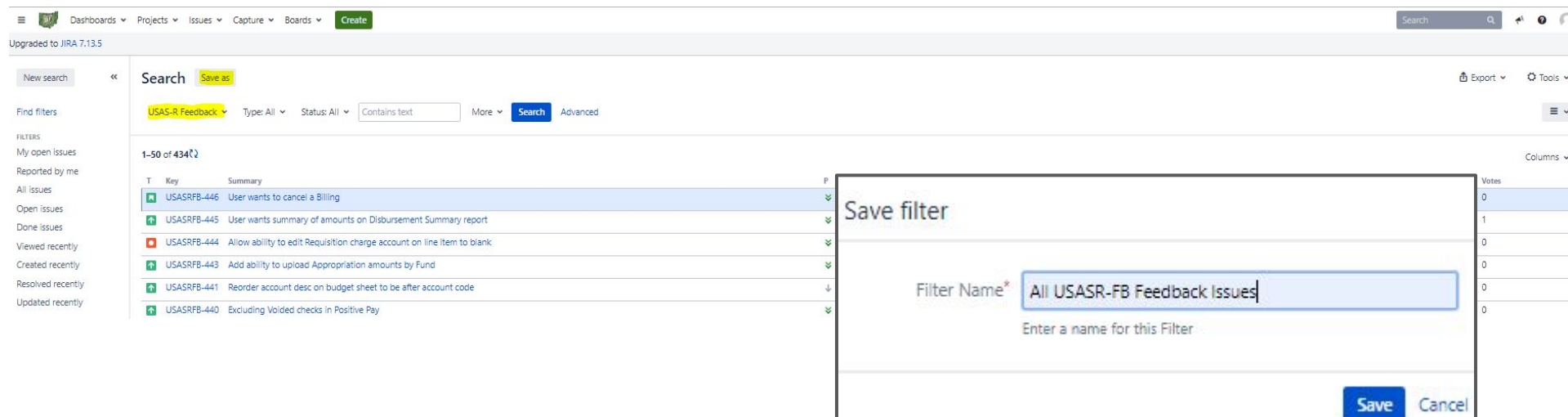
- To **remove a section**, click on the ... on the right side of the section title bar



- This icon will allow you to change the color of the title bar, delete the section from your dashboard or edit it.
- The four-sided arrow icon will allow you to move sections around on your dashboard

Creating Filters for your Dashboard

- You can create filters to separate projects (for example)
 - All USASR-Feedback
 - All USPSR-Feedback
 - Outstanding USAS-R project
 - Outstanding USPS-R project



The screenshot shows the JIRA interface with a search filter being created. The search criteria are set to "USASR-Feedback" and "Contains text". The search results show a list of issues, with the first issue highlighted. A "Save filter" dialog box is open, showing the filter name "All USASR-FB Feedback Issues" and a "Save" button.

Upgraded to JIRA 7.13.5

Search **Save as**

USASR-Feedback Type: All Status: All Contains text More Search Advanced

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T	Key	Summary	P
A	USASRFB-446	User wants to cancel a Billing	▼
F	USASRFB-445	User wants summary of amounts on Disbursement Summary report	▼
C	USASRFB-444	Allow ability to edit Requisition charge account on line item to blank	▼
F	USASRFB-443	Add ability to upload Appropriation amounts by Fund	▼
F	USASRFB-441	Reorder account desc on budget sheet to be after account code	↓
F	USASRFB-440	Excluding Voided checks in Positive Pay	▼

Save filter

Filter Name* All USASR-FB Feedback Issues

Enter a name for this Filter

Save Cancel

Custom Dashboard with Favorite Filters

Michelle's JIRA Dashboard

Add gadget Edit layout ...

Quick Links

Navigation	Filters
Browse Projects	My Unresolved Reported Issues
Search for Issues	Votes
Create Issue	Watches

Favorite Filters

All USASR-FB Feedback Issues	434
Outstanding USPSR Feedback Issues	506

Create Filter Manage Filters