

How To: Atlassian Jira Tickets

Note: This How To is intended to be used by ITOC Members and not customers (users reporting tickets).

Go to: <https://isoe-it.atlassian.net/>

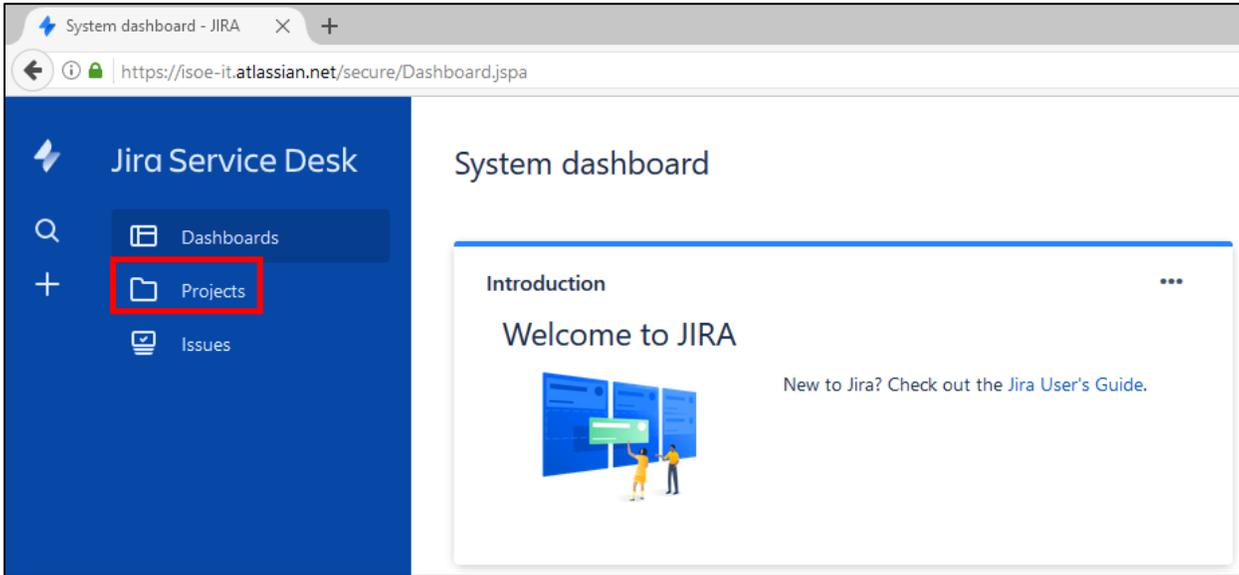
Enter your email. Your email should be your **NetID@txstate.edu**. It must include the @txstate.edu, it cannot be only your NetID and it cannot be your alias email. It **must** be the **NetID@txstate.edu**. Hit continue, you will be prompted with TxState NetID 2 Step login, get logged in.

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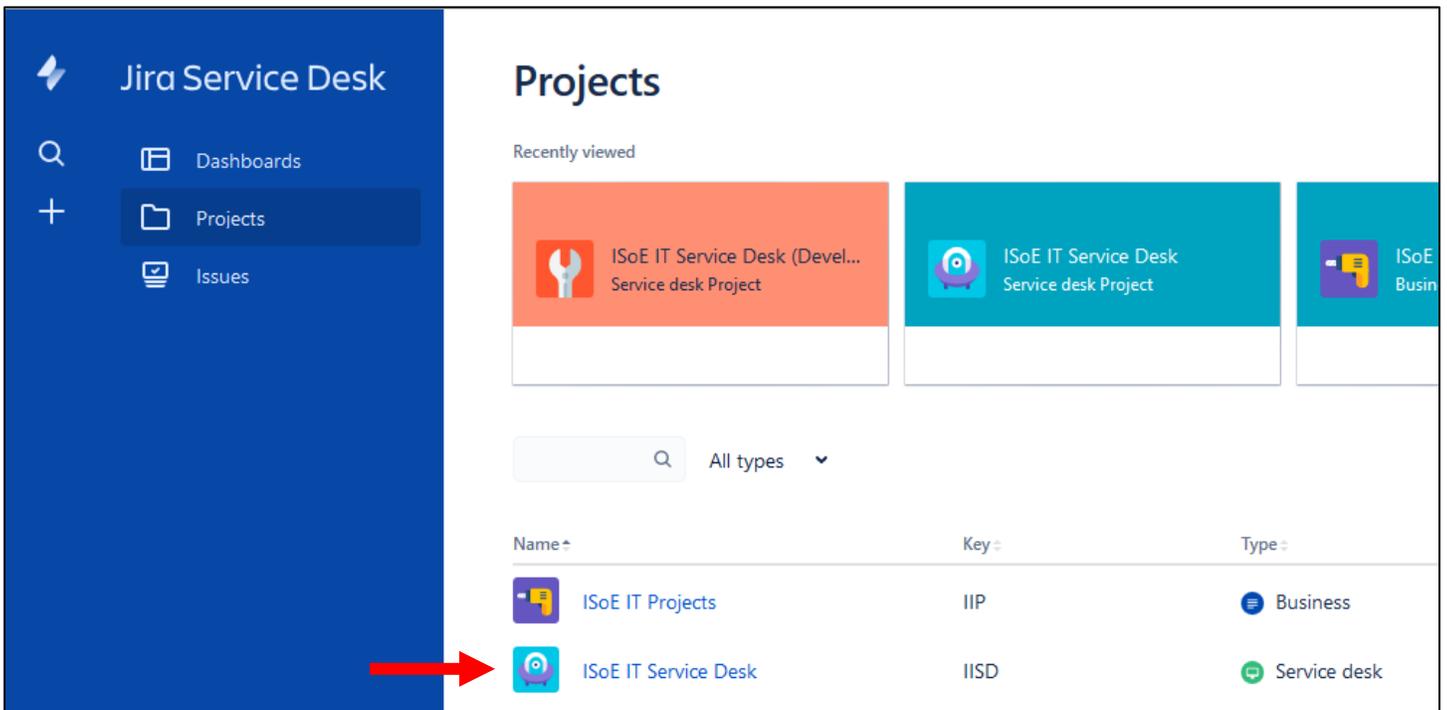
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View Tickets Assigned to You

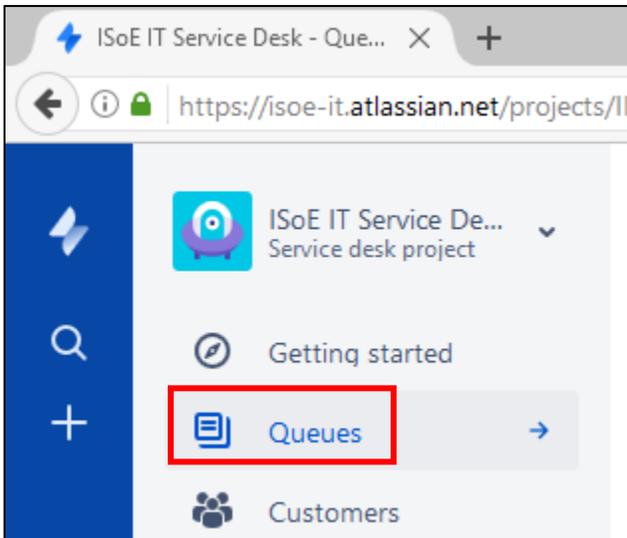
Once logged in to Atlassian Jira, click on **Projects** on the left-hand side.



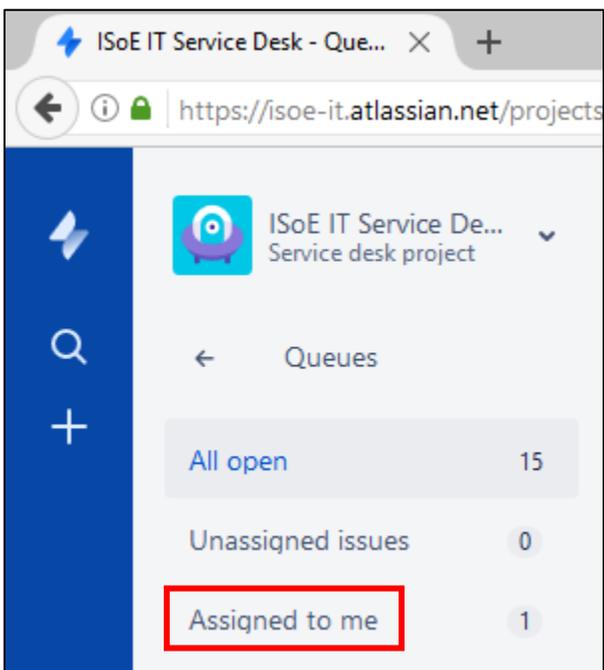
Next, click on **ISoE IT Service Desk** in the middle of the page, 2nd item in the list.



Next, click on **Queues** near the top left-hand side.



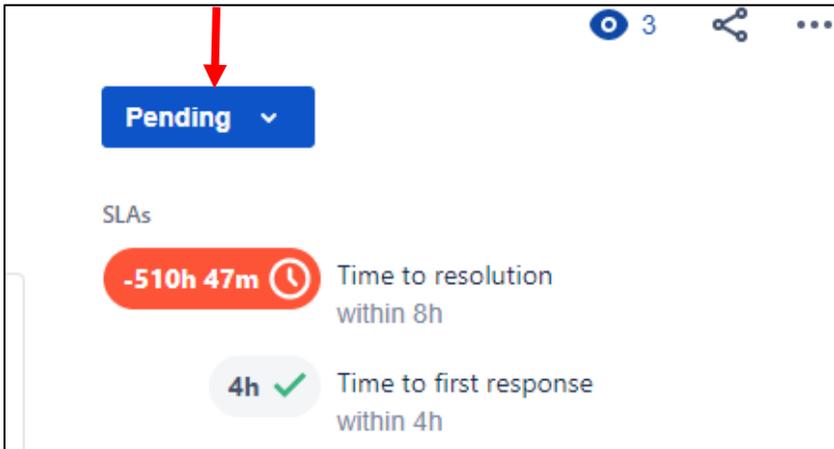
Next, click on **Assigned to me**. The number next to it notifies you of how many tickets you have assigned.



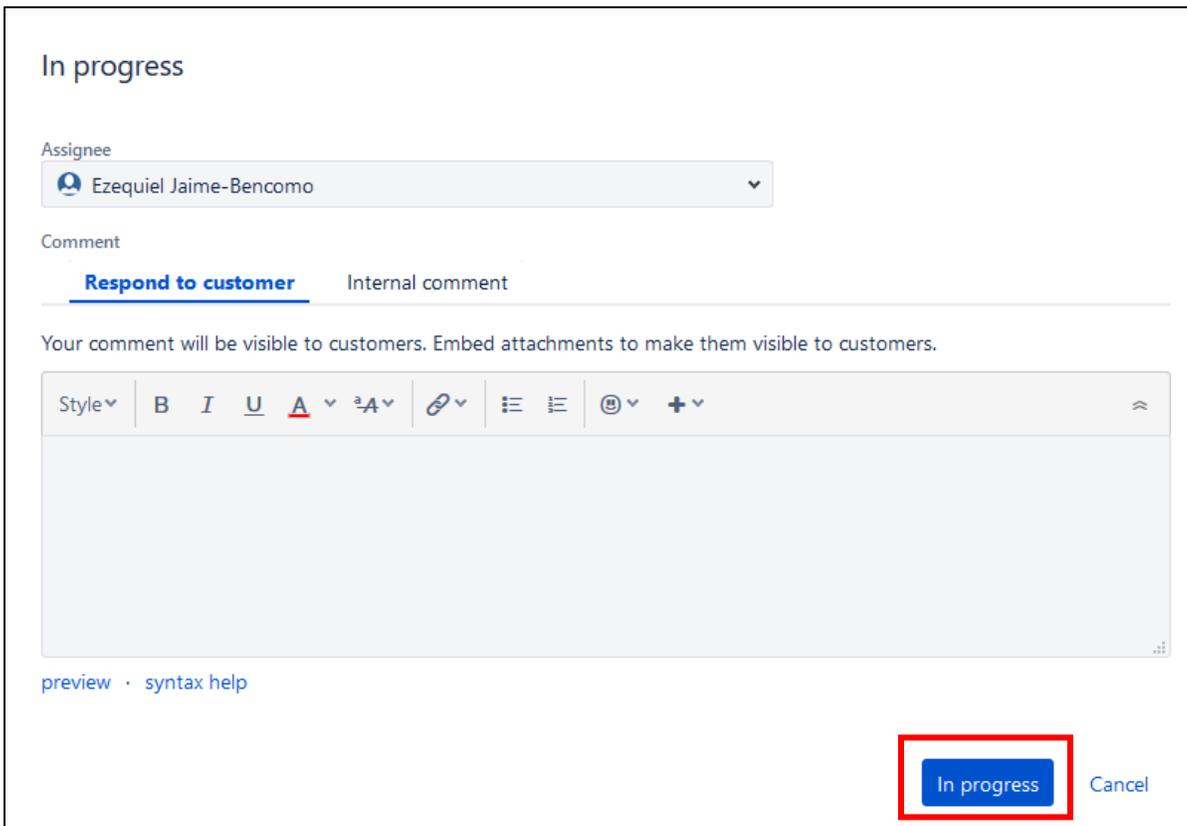
You should now see all the tickets assigned to you.

Update Ticket That Is Being Worked

Click on the ticket you wish to work. Next, change the status to **In Progress** by clicking on the blue status box in the top right.



A window will pop-up, click **In progress**.



The ticket is now displaying that it is **In progress** and you are now working on it.

Back DEV-32

Test Ticket 4

In Progress

Create subtask Link issue

SLAs

Communicate with the Customer

Note: The customer is the person who reported the ticket.

Open the ticket in which you wish to communicate with the customer. Scroll down and locate the **Activity** section in the lower-middle portion of the ticket screen. Click in the **Reply to customer** section and a text box appears.

Activity

Show: Comments History Work log



Sarah Pierce March 2, 2020, 4:07 PM • Internal note

Your ticket is assigned to User

Edit · Delete ·



Sarah Pierce March 2, 2020, 4:07 PM

Thank you for bringing this issue to our attention. Your ITOC representative will be the first line of defense in assisting you with this issue.

Edit · Delete ·



Sarah Pierce March 2, 2020, 4:07 PM

TEst

Edit · Delete ·



Robert Montayne March 2, 2020, 4:09 PM

Reply

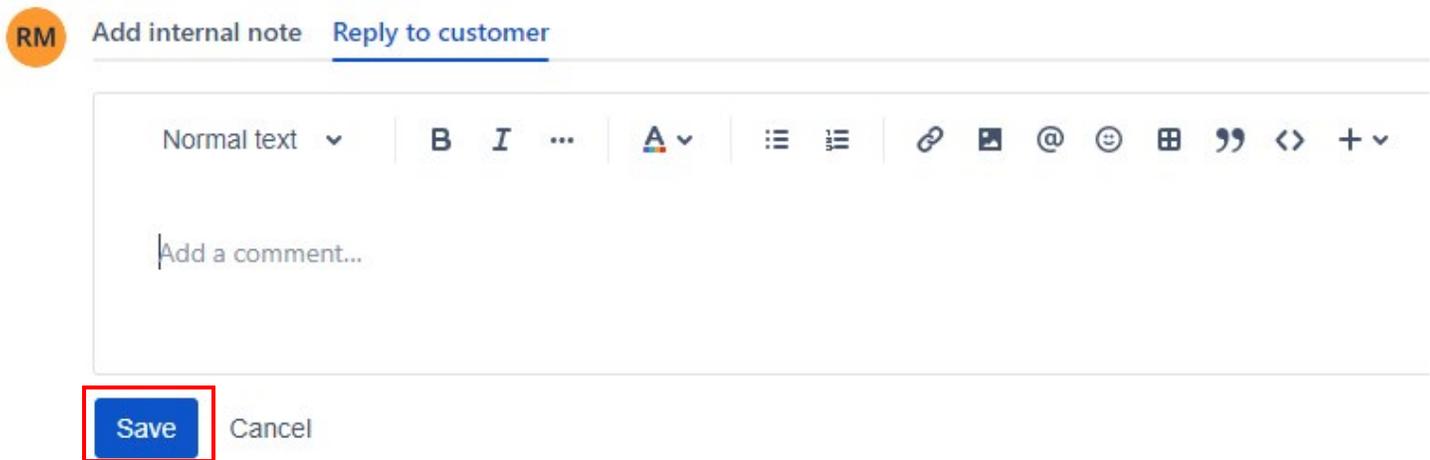
Edit · Delete ·



Add internal note / Reply to customer

Pro tip: press M to comment

The following textbox appears:



RM Add internal note Reply to customer

Normal text ▾ B I ... A ▾ ☰ ☷ 🔗 🖼️ @ 😊 📄 ” <> + ▾

Add a comment...

Save Cancel

Now, when you're finished entering your comment, click on **Save**. The customer will be notified **via email and will be able** to respond in similar fashion when they open the ticket.

Communicate Internally

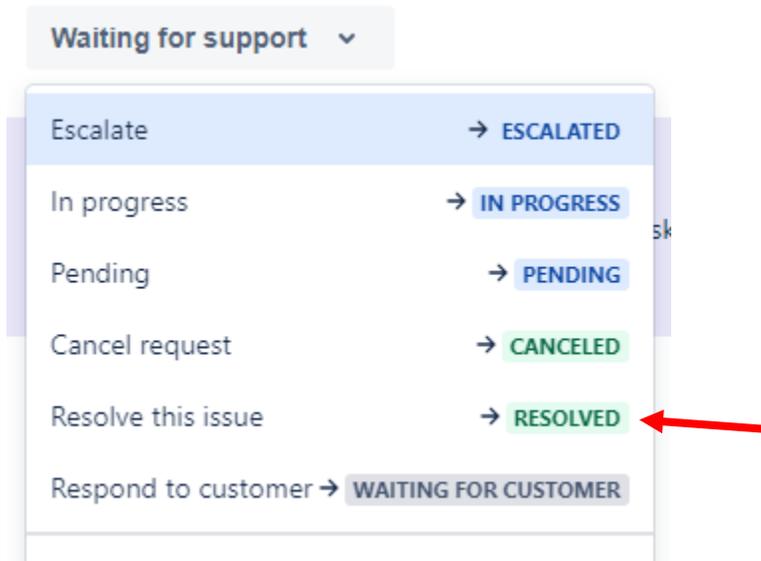
Open the ticket in which you wish to communicate internally. Scroll down and locate the **Activity** section in the lower-middle portion of the ticket screen. Click in the **Add internal note** section and a text box appears.

Enter your comments, you may direct this internal comment to another user such as the Lab Assistants. Internal comments are visible by ISoE IT (Sarah P., Brian A., Robert M.), and the ticket assignee (You). Not the customer.

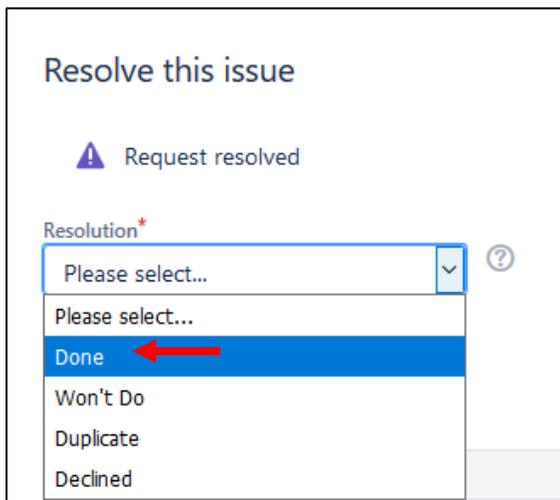
You don't have to direct your comments to a specific individual they can typically be notes or steps (technical jargon) used for completing the ticket that does not need to be shared with the customer.

Complete a Ticket

When you're certain that a ticket has been completed. Open the ticket and click on the **Status** option on the menu above the ticket. This option is only visible when the ticket is already *In progress*.



A pop-up window will open, click the drop-down box under Resolution. There is a red asterisk next to it. Select Done.



At the bottom you can leave a comment. Describe the steps you took to complete the ticket. You can leave a comment prior to resolving the issue, too. Then, click Resolve this issue.

Comment

[Respond to customer](#) Internal comment

Your comment will be visible to customers. Embed attachments to make them visible to customers.

Style ▾ B I U A ▾ A ▾    @ ▾ + ▾

preview · syntax help

[Resolve this issue](#) Cancel

Request Help on a Ticket

If you're unable to complete a ticket you must request participation from the **ISOE IT**.

When such a case arises that proper procedures have been conducted to resolve the ticket (more information in ITOC Guidelines) and the issue still persists, more information is required or more advanced skills are necessary, it is appropriate to request our participation. Click below "Request participants" and a text box will appear. Search "ISOE IT" and the field should auto complete. This will notify the entire team and one or more of us will step in to assist.

Assignee

 Robert Montayne

Reporter

 Jerel Walters

[Request participants](#)

None

Request Participation cont.

Tickets will be reassigned at our discretion based upon the nature of the issue. If the ticket has not undergone sufficient troubleshooting, we will remove ourselves from participation until those steps have been satisfied. We may also remove ourselves from participation if it is determined we have sufficiently provided information/assistance for the assigned ITOC representative to continue working the ticket independently.