

JIRA Service Desk Quick Start Guide

If you want to report an issue as User without any licensees, you have 3 ways to create a ticket:

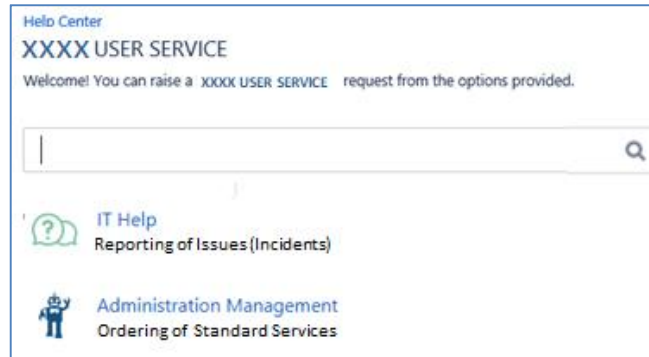



1. Call your local User Service
2. Write an email to your local User Service (Please ask your User Service upon the availability of an email address)
3. Start via JIRA SD Portal using
 - a. Link
<https://jira.metrosystems.net/servicedesk/customer/portals>
 - b. Self Service Portal



You will be directed to the JIRA portal of the User Service responsible for you.
(In some cases more than one User Service is shown – please check with your support units and use the respective JSD portal then)

After click on the direct or portal link the following screen appears:




By inserting words in the row with  you might find helpful information regarding your issue if someone already added some notes / hints.

If you have an issue (incident) you need to report

then click on  IT Help .

In case you want to order a Service Request (Standardised Service) click on



If you selected  IT Help , the following screen appears where the first two fields need to be filled, all others are optional.

- Fill “Summary” with a short meaningful description and “Description” with detailed information.
- If available add an attachment via drag-and-drop or by browsing.
- If known, insert Solution and Product (but please only if you are sure to insert the correct one).

Click on .

Help Center / **XXXXXXX** USER SERVICE
IT Help

Summary

Description

Attachment (optional)

Drag and drop files, paste screenshots, or [browse](#)

What solution is affected? (optional)

What product is affected? (optional)

Your country

Your sales line

Create

Cancel



If you selected **Administration Management**, the following screen appears where only the first field needs to be filled, all others are optional.

- Fill "Summary" and "Description" according to the specifications.
- If known fill the "Product"
- If necessary for the SR add an attachment via drag-and-drop or by browsing.

Click on **Create**.

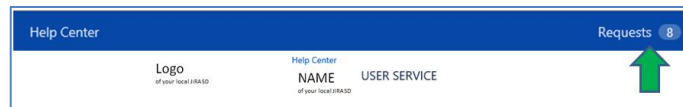
After creation of a ticket following screen appears

Which shows:

- 1 ticket number
- 2 summary and status
- 3 description
- 4 time left to solve the issue

Besides creation of tickets you can use the JIRA SD User Portal to stay informed, check progress and add information to your existing tickets.

In the upper bar you find the number of requests you opened / which were opened on behalf of you and still in work.



After click on "Requests" select "My Requests" an overview screen appears:

Help Center

Requests

Export

Open requests

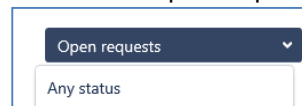
Created by me

Any request type

Search for requests

Type	Reference	Summary	Service desk	Status	Requester	Time to resolution
	SDXXX-36	Dummy Ticket - Ignore it	XXXXXX USER SERVICE	TICKET IN PROGRESS	Dagmar Bertram	-624:20
	SDXXX-77	Test DBM portal	XXXXXX USER SERVICE	TICKET IS CREATED	Dagmar Bertram	211:33

To see all tickets opened by you incl. resolved ones, click on the first button "Open requests" and select



"Any status"

Now you find all your tickets independent of status

Any status		Created by me		Any request type			
Type	Reference	Summary	Service desk	Status	Requester	Time to resolution	
	SDXXX-36	Dummy Ticket - Ignore it	XXXXXX USER SERVICE	TICKET IS CREATED	jsd.test.client@metro-cc.de	216:05	
	SDXXX-77	Test DBM 02.04.2019 01	XXXXXX USER SERVICE	TICKET IS CREATED	jsd.test.client@metro-cc.de	184:58	
	SDXXX-113	Test DBM 28.03.2019 01	XXXXXX USER SERVICE	PLEASE ACCEPT RESOLUTION	jsd.test.client@metro-cc.de	239:30	
	SDXXX-68	Test DBM 25.03.2019 01	XXXXXX USER SERVICE	TICKET IN PROGRESS	jsd.test.client@metro-cc.de	1196:13	
	SDXXX-12	Test DBM 19.03.2019 01	XXXXXX USER SERVICE	TICKET IS CLOSED	jsd.test.client@metro-cc.de	239:47	

By click on a ticket number you can

- add proactively more information in case of status "TICKET IS CREATED", "TICKET IN PROGRESS"
- answer to questions in case of status "PLEASE RESPOND"
- accept or reject a provided resolution in case of status "PLEASE ACCEPT RESOLUTION"

In case you want to involve a colleague in a ticket click on "Share"



and insert the colleagues name(s).

All information regarding this ticket will be shown in the colleagues' request overview as well and can be processed in the same way as own tickets.

According to the status of your tickets you are automatically informed via email.

If you don't like to receive these emails any longer you can click on "Don't notify me"



No more notifications will be created.