EDATS - European Digital Assisted Training in Team Sports

Project acronym:
EDATS

XXXXXXXX

Project number:
101133614
Call:

ERASMUS-SPORT-2023

Topic: ERASMUS-SPORT-2023-SCP

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European Digital Assisted Training in Team Sports

This guide provides detailed instructions on how to activate your account and effectively use the Jira ticketing system to submit and track support requests.

Jira is a popular tool used for trouble ticketing, bug tracking, and project management. It allows teams to track work items, including bugs, tasks, and requests, by creating and managing tickets. Jira's flexible architecture enables integration with other tools and systems, making it adaptable to various workflows and team needs

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1.1 ACTIVATING YOUR ACCOUNT

Welcome to the Ticketing System – User Guide

Each user will receive a welcome email from the ticketing system.

The invitation will include a link that allows you to activate your account, which is required to submit and manage support requests.
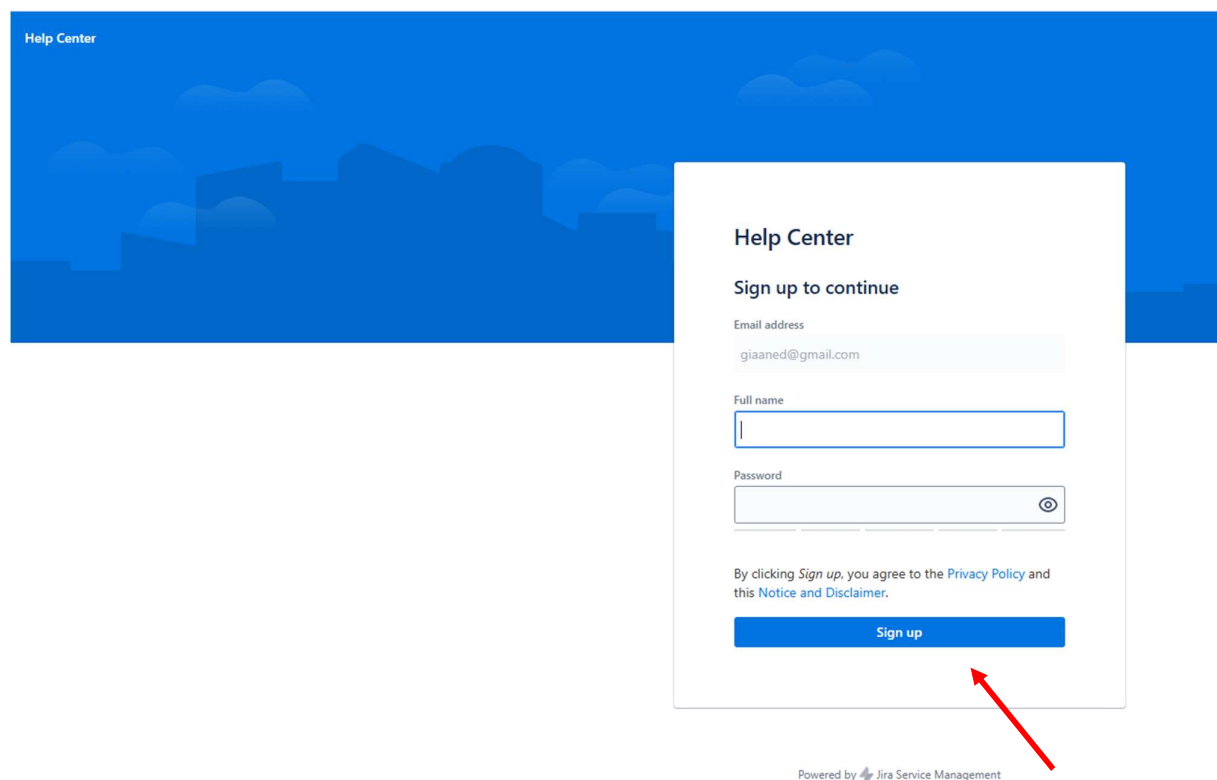
Click on the link to complete the activation process.
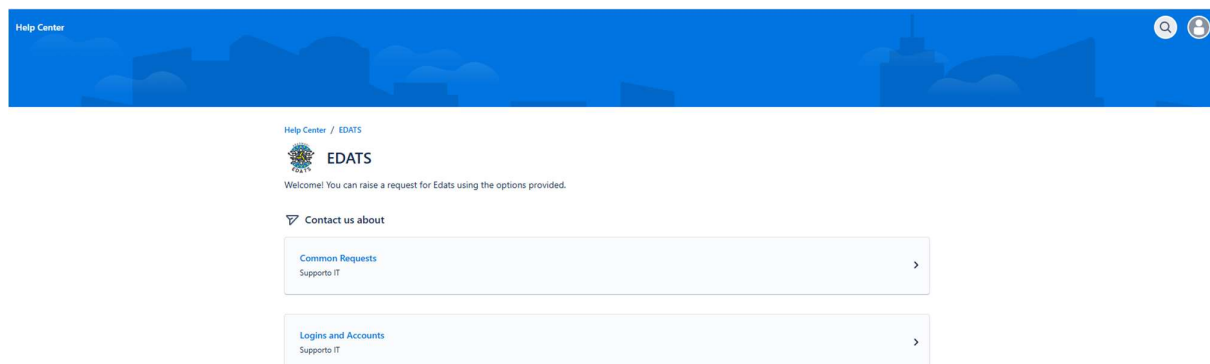
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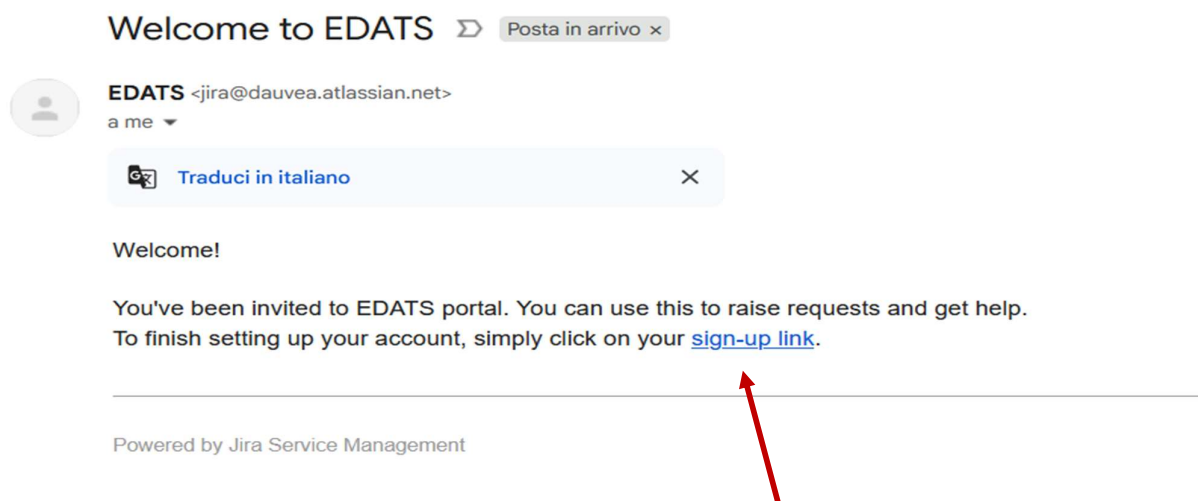
1.2 LOGGING IN

You will be redirected to the activation page, where you will be required to enter a username of your choice and create a secure password.

Once completed, click on the **Sign up** button to finalize the activation process.

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1.3 JIRA HOME PAGE

After logging in, you will be granted access to the Jira project support homepage. From there, you can choose between the two available sections:

- **General IT Support**: for requests related to general technical issues or assistance.
- **Login or Account Support**: for issues specifically related to login problems or account access.

1.4 CREATE NEW TICKET

To create a new support request, select the appropriate section based on the nature of your issue.
Fill in the required fields with detailed information, including a clear summary, a description of the problem, and any relevant attachments or screenshots.

Once all information has been provided, click **Send** to submit your ticket.

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1.5 TRACKING YOUR REQUESTS

Once your request has been submitted, you will receive a confirmation email.
To track the status of your ticket, go to the **Requests** section in the main Jira menu.

Here, you will be able to view:

- The history of your submitted requests;
- The status of each ticket;
- Any updates or responses from the support team.

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