



# Condeco JIRA

## JIRA Customer Portal Guide

Version: 1.0

Prepared by: Condeco Group Support

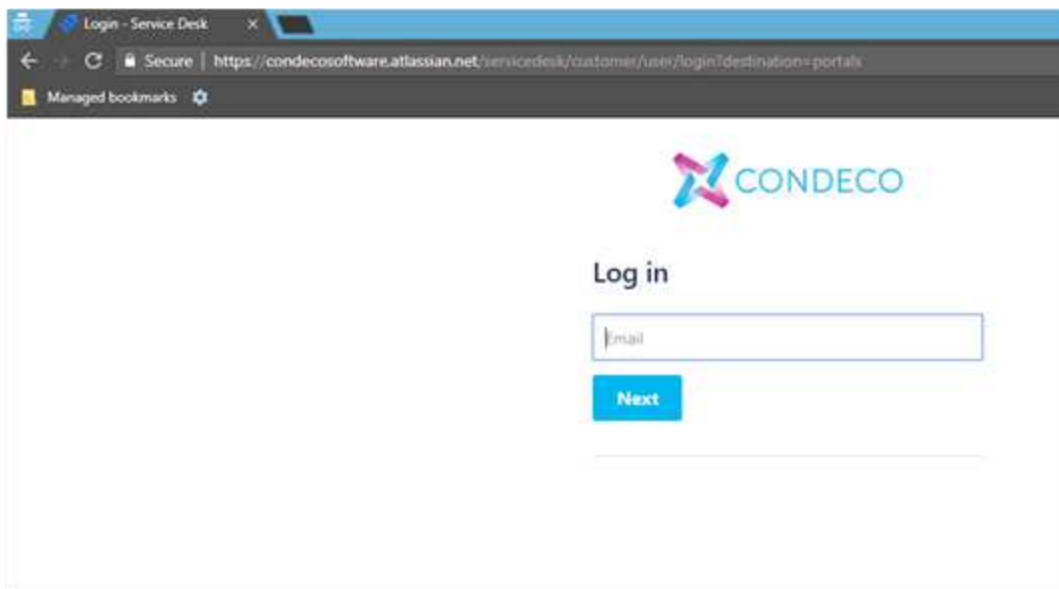
10 Aug 2018

# Accessing the Jira Self Service Portal

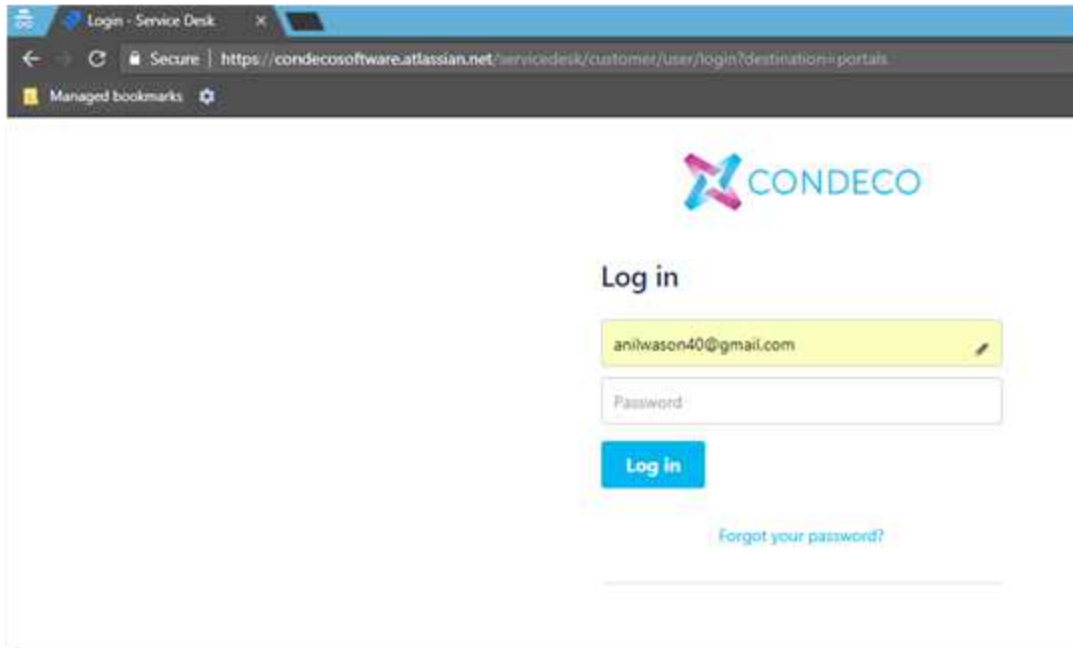
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## How to access the self-service portal?

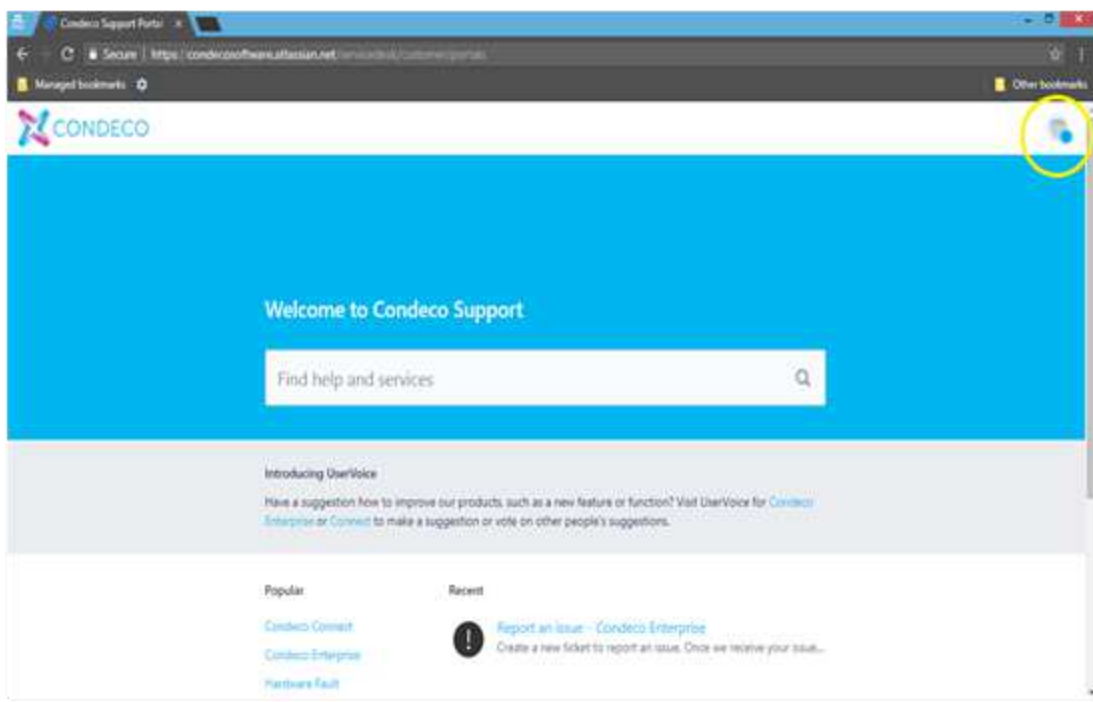
- Log onto the self-service portal using the URL: <https://support.condecosoftware.com>
- Users would be directed to the below URL to type in the email address to log in:  
<https://condecosoftware.atlassian.net/servicedesk/customer/user/login?destination=portals>



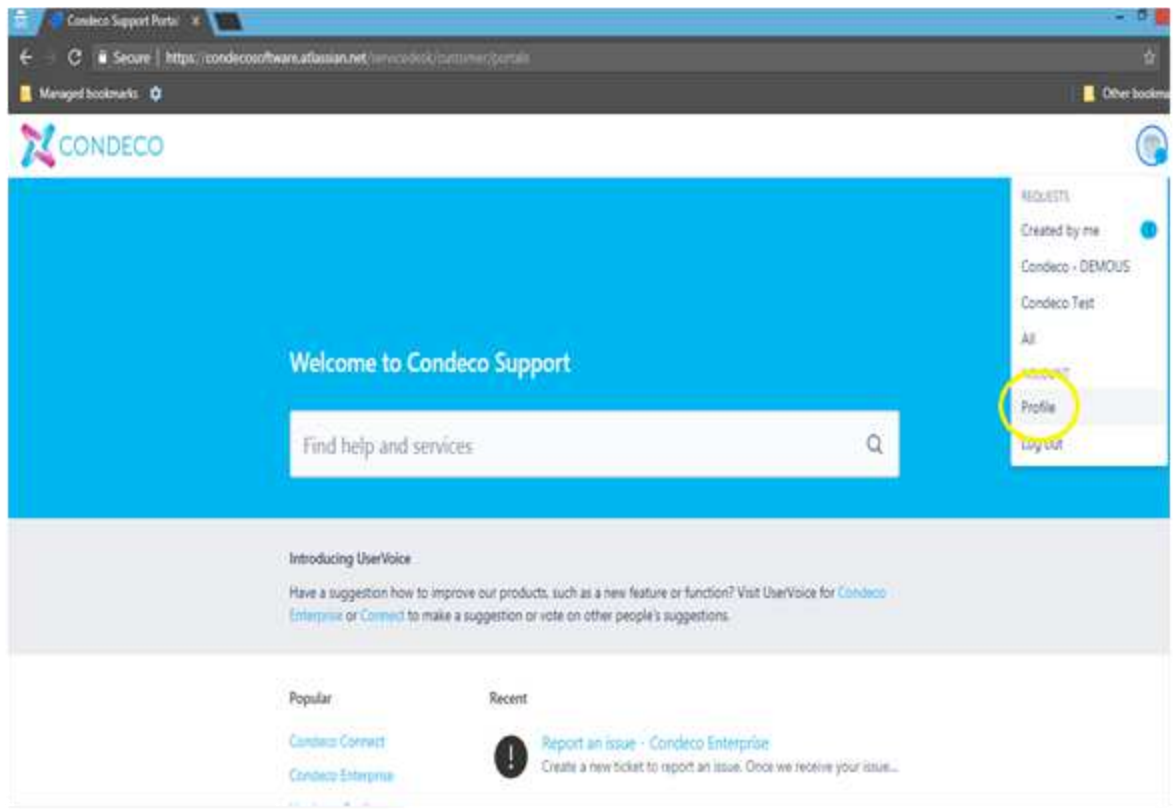
- On the input of the email address, the user shall be prompted for a password
- New users to click on Forgot password to receive the credentials through email



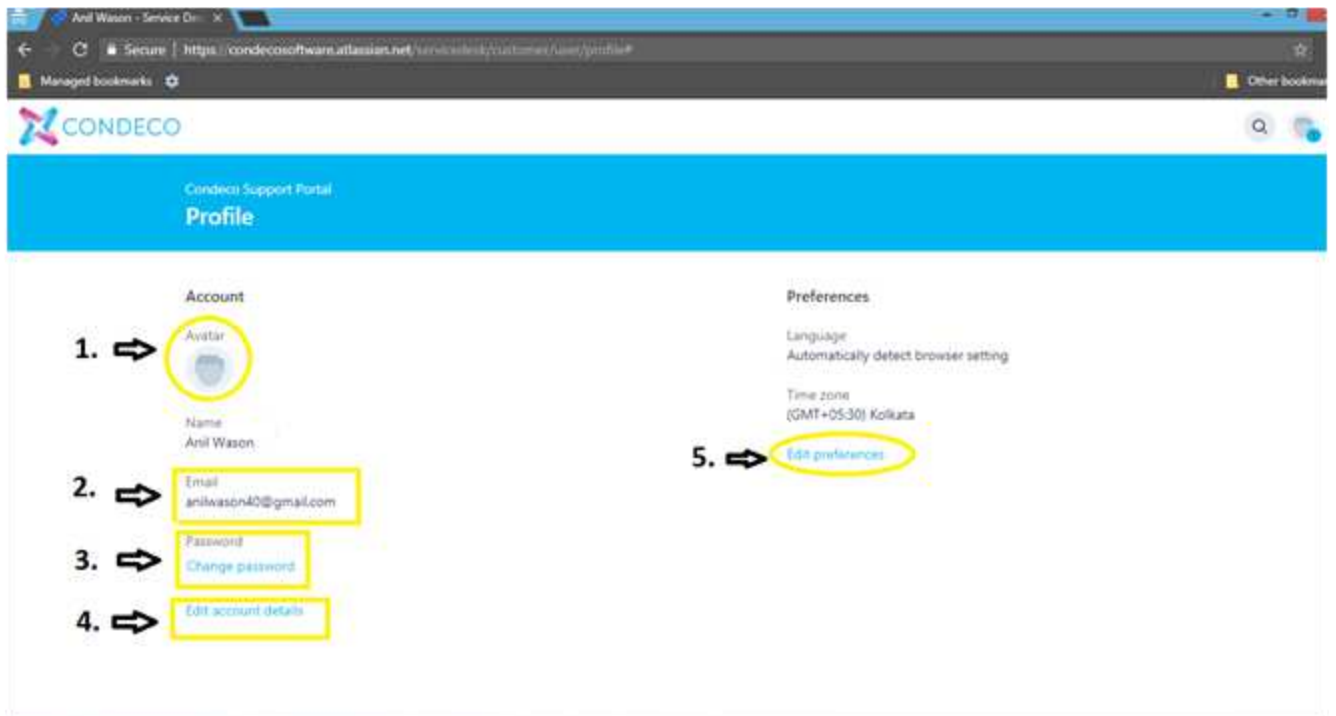
- Once the password is input, users shall be directed to the Customer portal



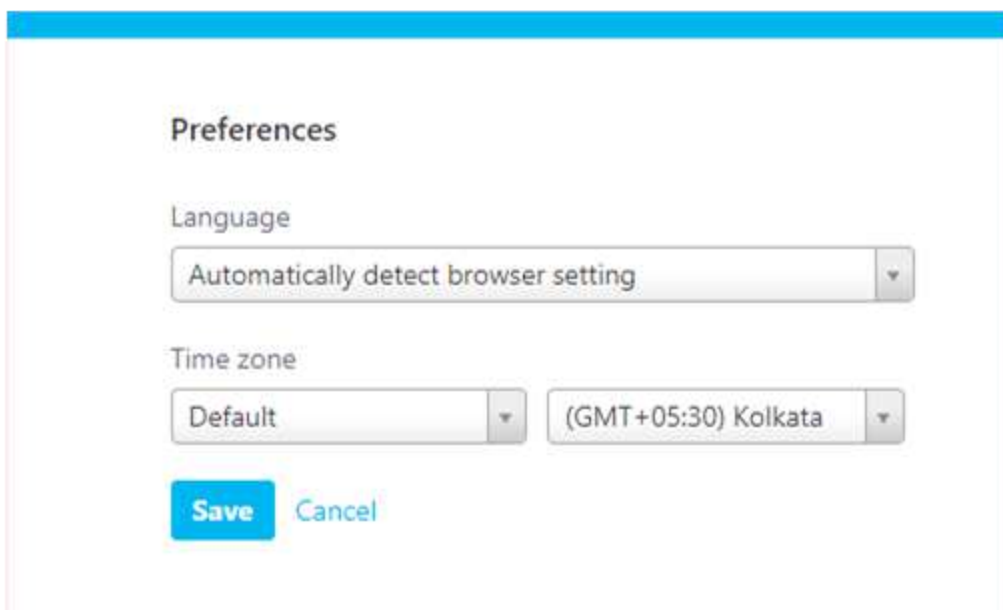
- Click on the icon on the top right-hand corner as highlighted above to amend the profile



- On the profile page
  1. The profile image can be uploaded
  2. Email address cannot be amended
  3. Password can be updated
  4. The user name can be changed

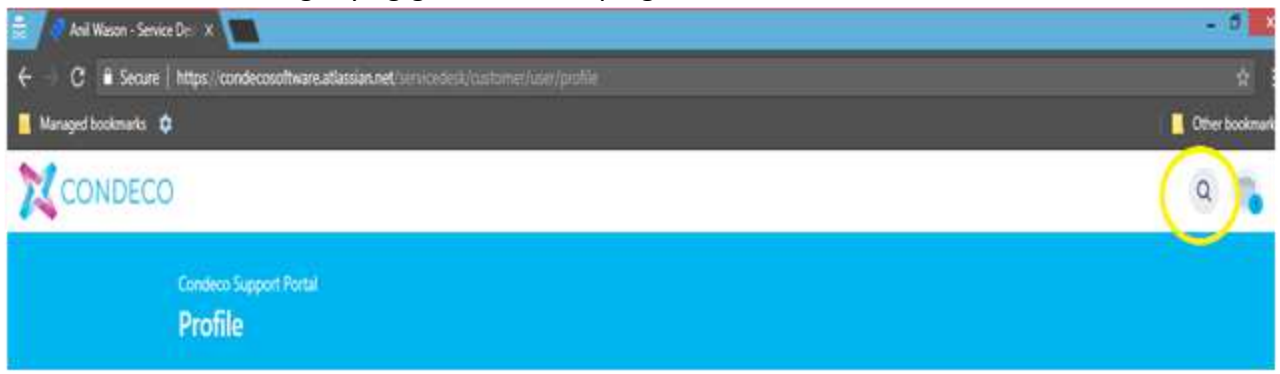


5. Preferences can be edited: Language and Time zone

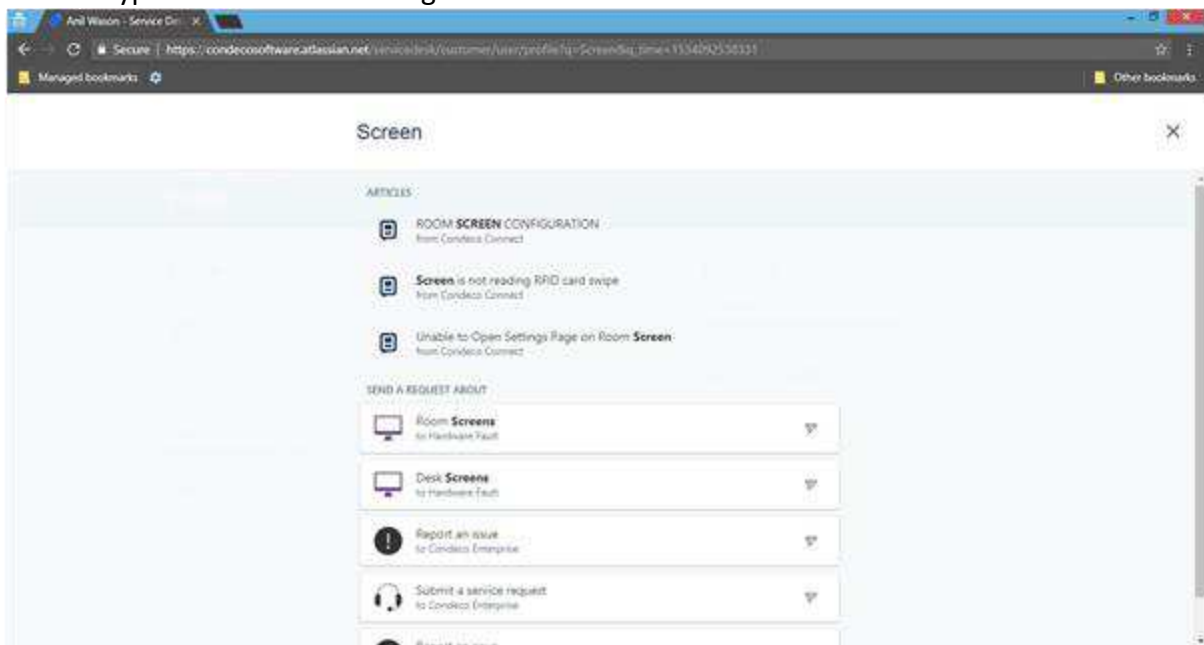


# How to search issues on the Self-service portal?

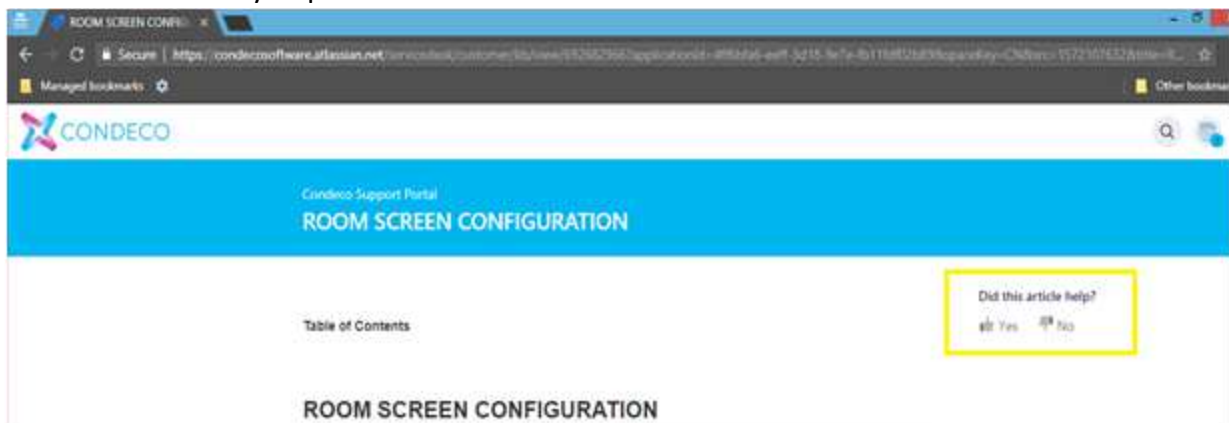
- Click on the magnifying glass on the top right-hand corner



- Type in the concern being faced

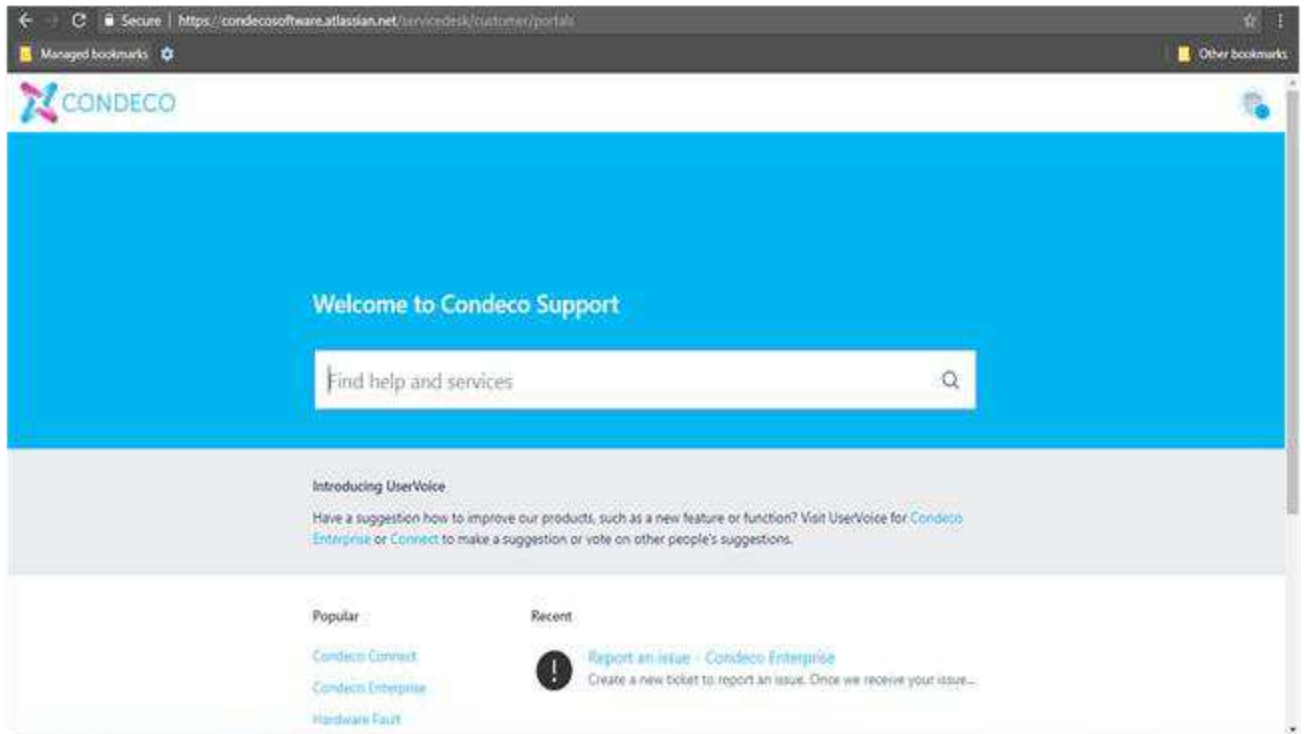


- Various KB articles would open and the one as per requirement can be chosen
- Yes or No can be selected based on the relevance of the article enabling us to continuously improve

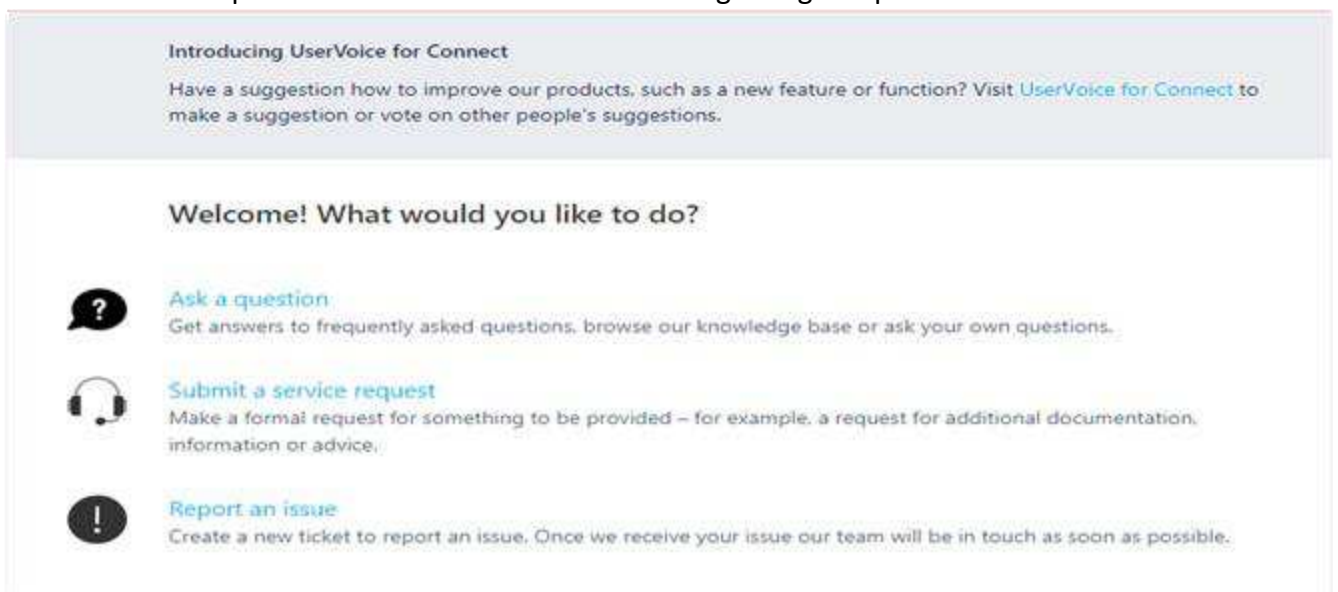


# How to log an incident from the Self-service portal?

- Select the product for which the fault is to be reported: Condeco Enterprise/Condeco Connect/Hardware Fault



- On selecting Condeco Connect/Condeco enterprise, the below options shall be presented:
  1. Ask a question – To raise a how to question regarding the product
  2. Submit a service request – To raise a request regarding the product
  3. Report an issue – To raise an incident regarding the product



- On selecting either of the three options, the below page would come up to summarise the concern

Summary ⓘ

Description ⓘ

Issue Environment ⓘ  
Live

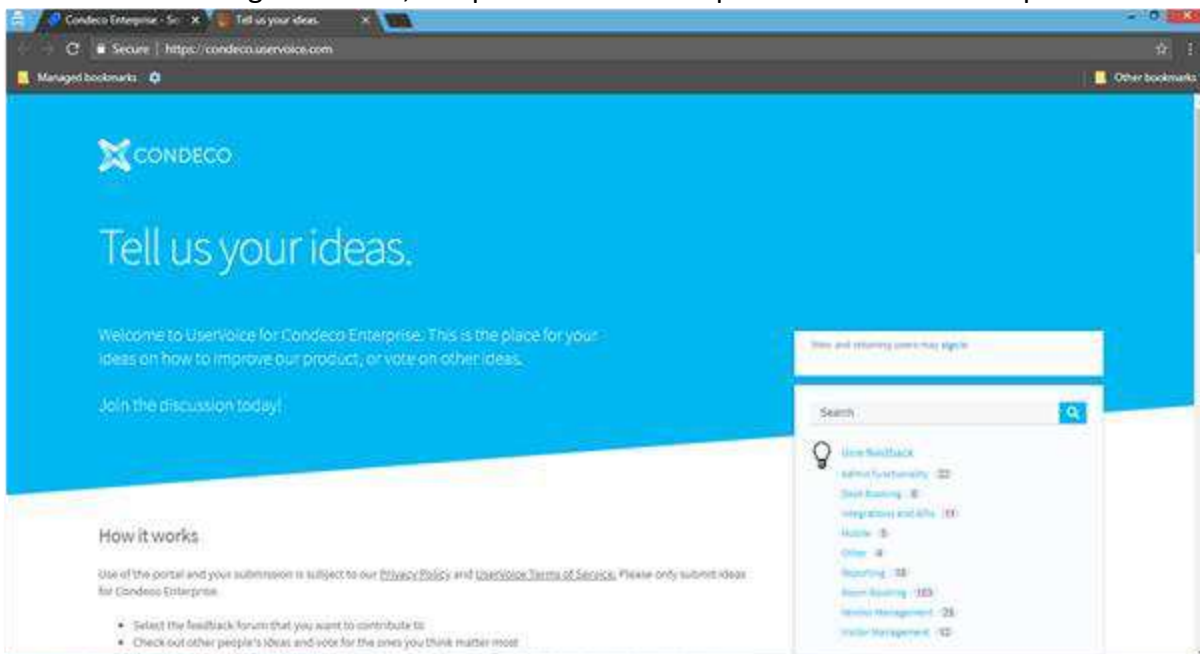
Product Categorization(Enterprise) ⓘ  
Resource Administr... Room Configuration

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

Private request

[Create](#) [Cancel](#)

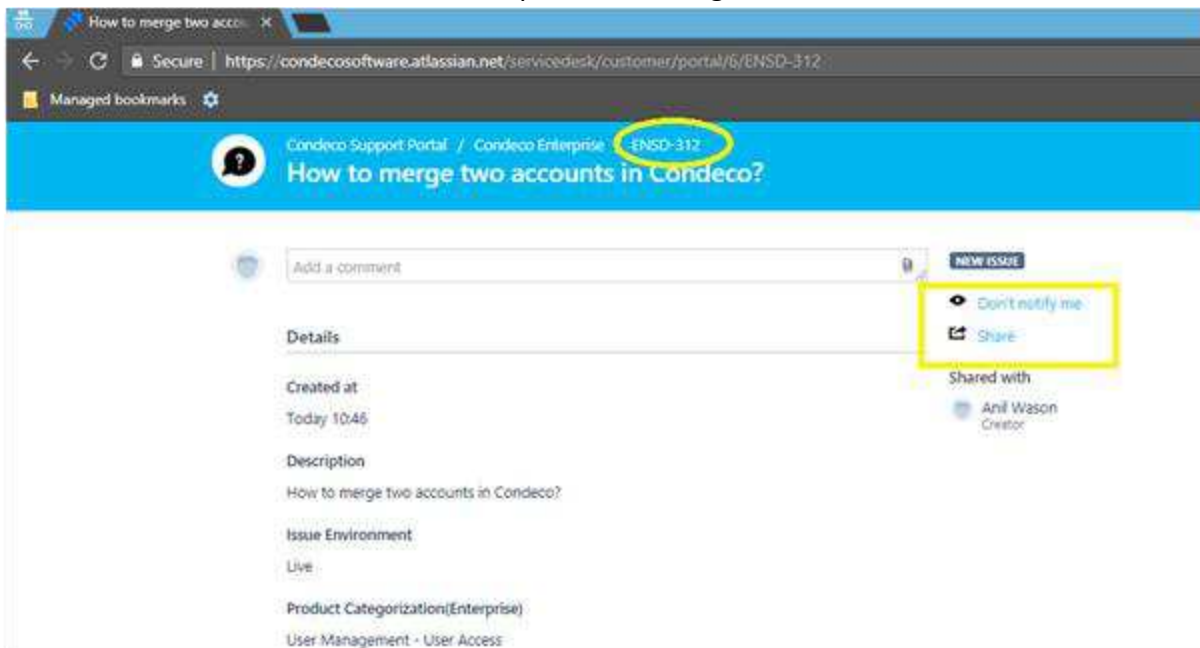
- On selecting User voice, a separate tab would open to voice feature requests



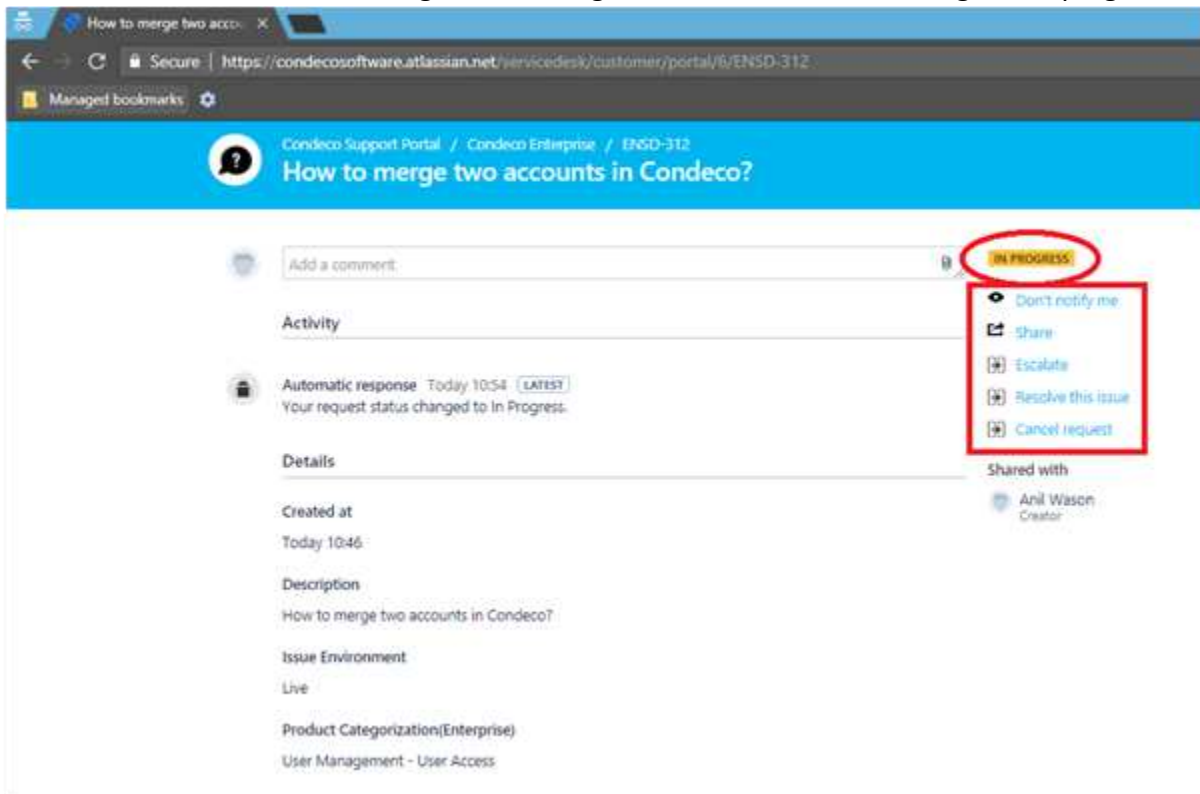


# How to track progress of a created incident

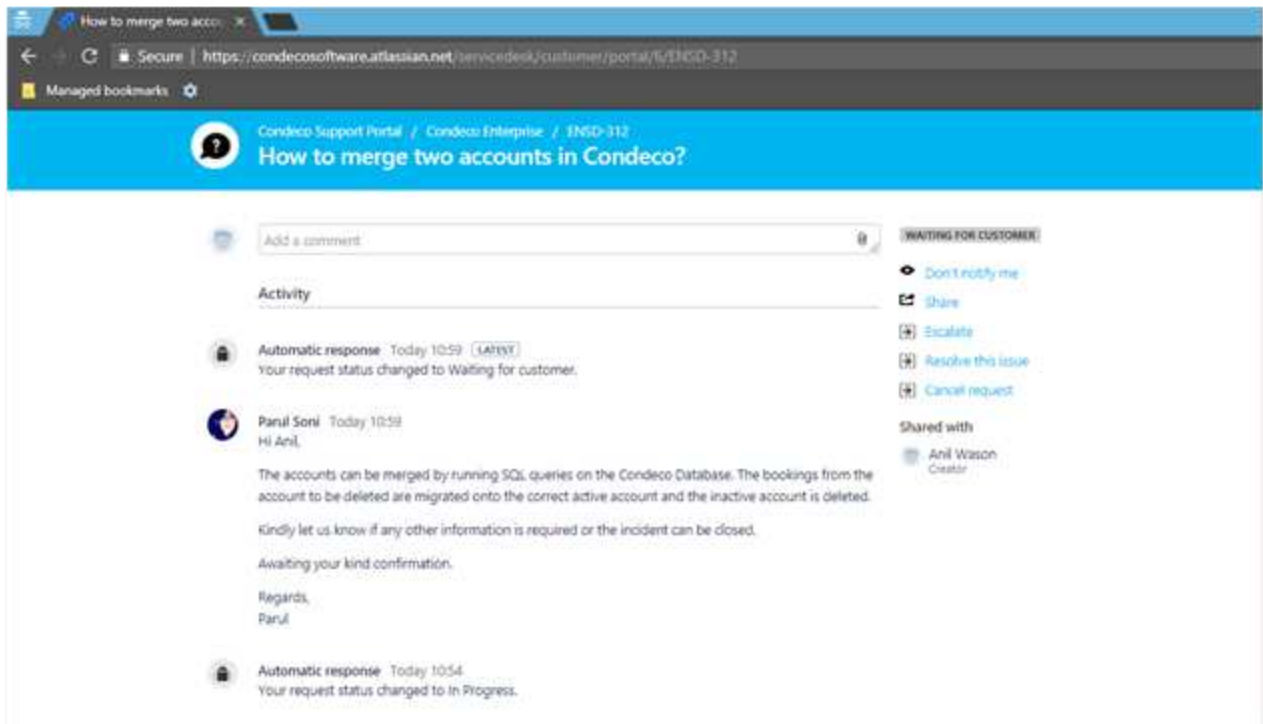
- Once an incident is raised, a unique ID shall be generated



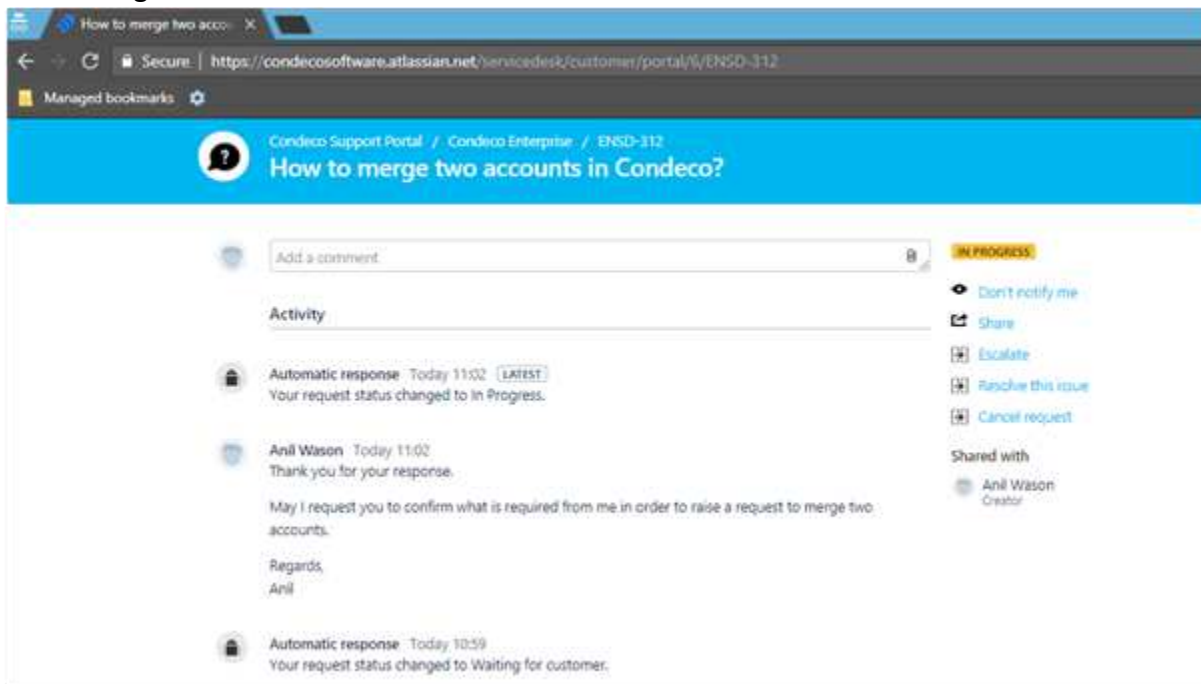
- User can choose to be notified of the progress or share the incident with another user
- Once the incident is assigned to an engineer, the status shall change to in progress



- Once the incident is in progress, user would have the option to escalate or resolve the incident or cancel it depending upon the resolution provided
- When the engineer actions the incident, their response shall be shared with the user as per below:



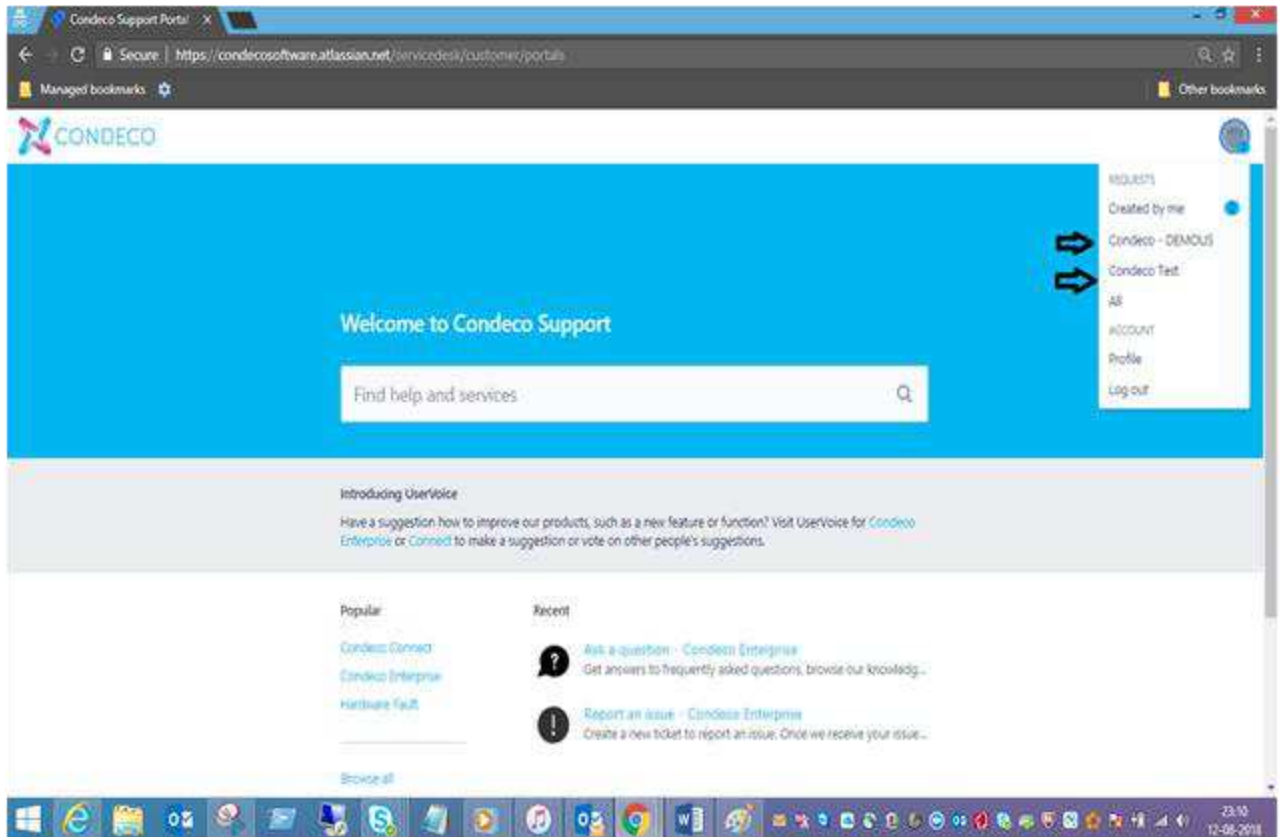
- In case of further concerns, a comment can be posted for the engineer to assist
- On Adding a comment, the incident status shall be changed to in progress for the engineer to assist further



- Once the issue is resolved, select resolve the issue to resolve the incident

## How to verify various incidents raised?

- Log into the Condeco Self-service portal
- If the user email is associated with multiple companies, the requisite can be chosen from the image icon on the top right-hand corner



- Once the company is selected, all the incidents can be verified, and their status be toggled

