


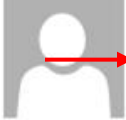


Jira Portal Access: Connectivity Services

At the bottom of every Jira Ticket are the automated options to view more details or turn off notifications. Beneath this it advises who is included in the ticket.

- While the ticket may look as if it is coming from Direct Correct all 'shared' participants will receive the message as outlined in the communication. Shared participants will receive the reply as long as the ticket number is at the front of the subject line.


 Reply  Reply All  Forward

 Thu 12/6/2018 3:58 PM


Andrea Ruglio <DirectConnect@jira.preferredhotels.com>
CS-4953 Test Email - New Direct Connect Request

To Christina Sur


Retention Policy All Mailboxes (10 years) Expires 12/3/2028

 If there are problems with how this message is displayed, click here to view it in a web browser.
Click here to download pictures. To help protect your privacy, Outlook prevented automatic download of some pictures in this message.

Reply above this line.

 This is shared with Andrea Ruglio, Christina Sur, George Horaitis, and 2 other people.

Andrea Ruglio added you as a participant.

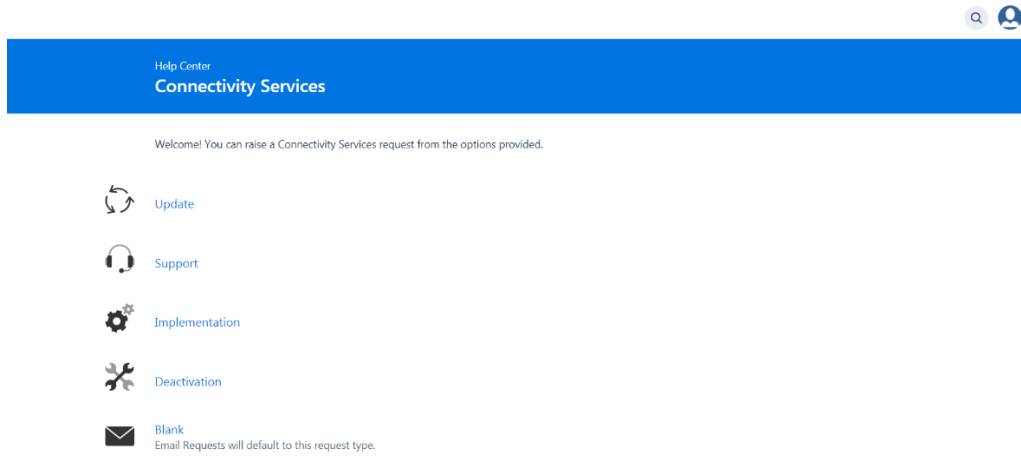
 [Click here for more details about this request.](#) · [Turn off this request's notifications](#)

This is shared with Andrea Ruglio, Christina Sur, George Horaitis, and 2 other people.

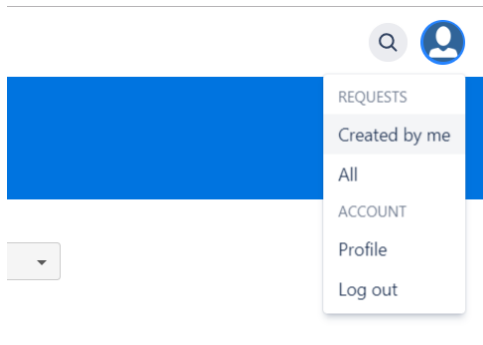
Powered by Jira Service Desk

By selecting '**Click here for more details about this request**' you are prompted to log into Jira. If on the Preferred Network the SSO should activate. Outside of Preferred Network and for external, users you will enter your email (the one on the ticket) and a password, the system will auto create that user access.

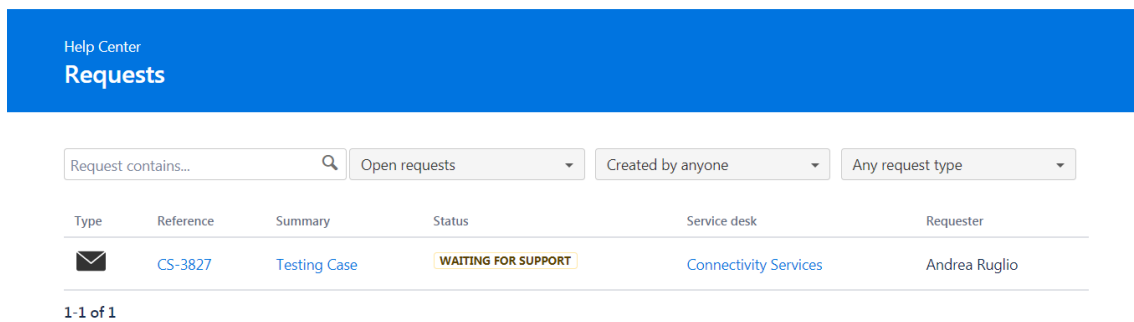
After logging in you will have access to any ticket you have created or are a request participant on. This main screen below allows you to create a request without sending an email in.



To View Tickets, click the icon on the top right, select **All**.





It will then present you with a list of your active tickets, select the ticket number “CS-####” to view more details.




Within this view you are able to see all the communication that has occurred as well as the status. (Waiting for Support/Waiting for Customer/Pending). You can also reply directly in this portal to a ticket by adding a comment.


Help Center / Connectivity Services / CS-3827



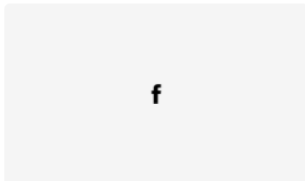

Testing Case

 Add a comment 






Activity

 **Andrea Ruglio** Today 12:07 PM LATEST
Response from within JIRA tool. Testing.



 **Andrea Ruglio** Today 12:06 PM



WAITING FOR SUPPORT

-  Don't notify me
-  Share
-  Escalate
-  Resolve this issue
-  Cancel request

Shared with

-  Andrea Ruglio
Creator
-  andrea ruglio
[Remove](#)