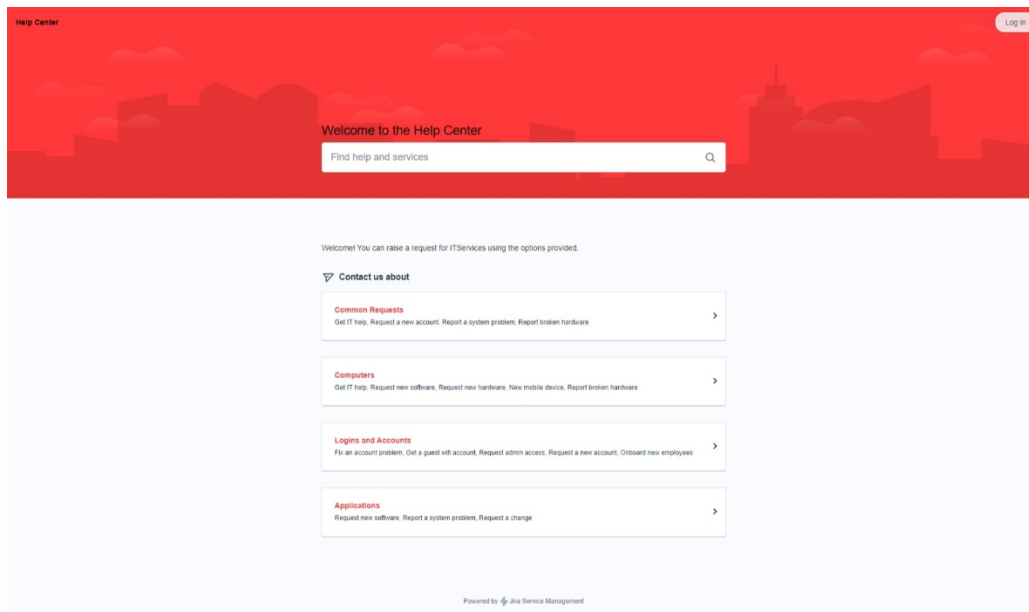
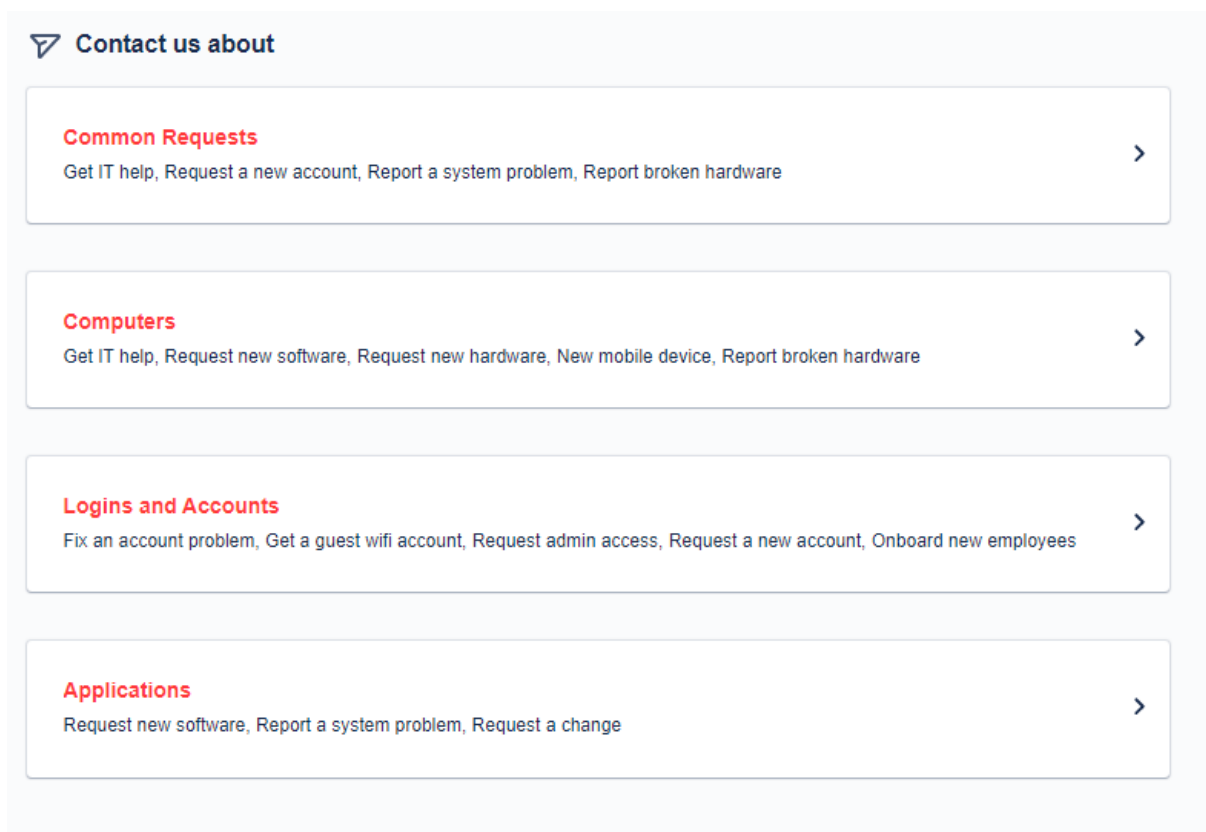


Jira Helpdesk User Manual


1. Navigate to the IT help desk support portal at www.unifiji.ac.fj/ithelpdesk.



2. From the homepage, you will see a list of categories for the types of requests you can make. Select the category that best fits your needs.



3. From the list of requests within the selected category, select the request that best fits your needs.

 **Contact us about**

Common Requests
Get IT help, Request a new account, Report a system problem, Report broken hardware

>

Computers
Get IT help, Request new software, Request new hardware, New mobile device, Report broken hardware

>

Logins and Accounts
Fix an account problem, Get a guest wifi account, Request admin access, Request a new account, Onboard new employees

>

Applications
Request new software, Report a system problem, Request a change

>

4. You will be taken to a form where you can enter the following information:
 - Summary: A brief summary of the issue you are experiencing
 - Description: A more detailed description of the issue, including any error messages you may have received
 - Priority: Choose the priority level for your issue (Low, Medium, High)
 - Component/s: Select the component or components that are related to your issue
 - Affects Version/s: Select the version or versions of the product that are affected by your issue

Contact us about

Common Requests



What can we help you with?



Report a system problem

Let us know if something isn't working properly and we'll aim to get it back u...



Email confirmation to*

Summarize the problem*

Describe what happened and how it occurred*

Normal text ▾

B *I* ...

A ▾

☰ ☷



Attachment

Drag and drop files, paste screenshots, or browse

Browse

How urgently does this need to be fixed?



How big of an impact is the problem to you or the organization?



Send

Cancel

5. Click the "Send" button to submit your ticket. You will receive an email confirmation when your ticket has been successfully submitted, and you can track the progress of your ticket by logging into the IT help desk portal and viewing your ticket in the "Requests" section on the Top right.
6. If you need further assistance, you can contact the IT help desk team directly through the "Contact Us" form on the support portal.