

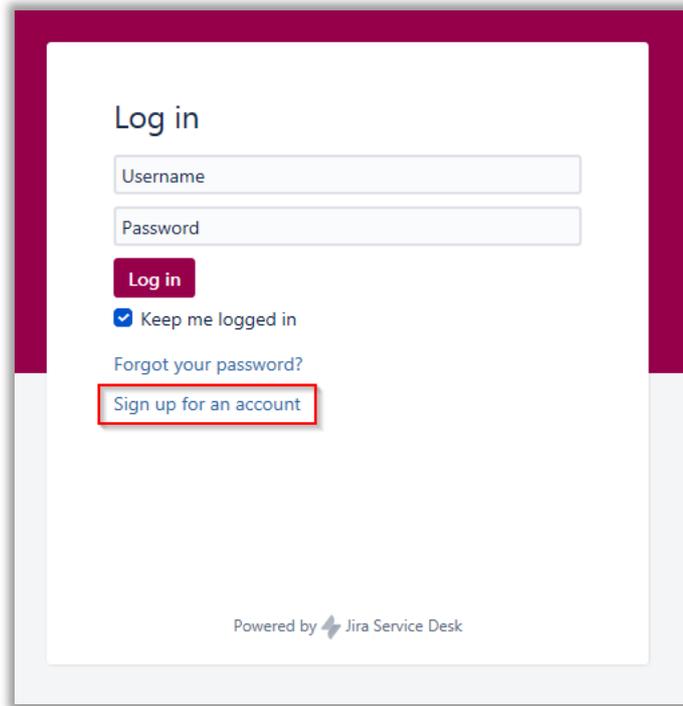
JIRA Service Desk – Introduction

I. Introduction/Overview

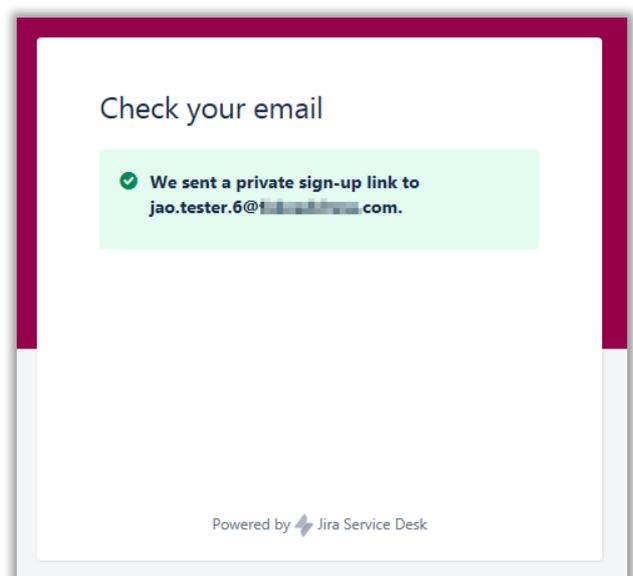
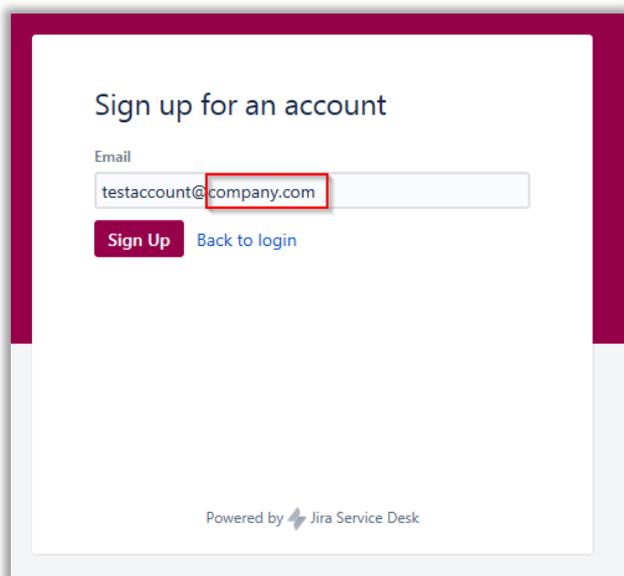
The JIRA Service Desk is dedicated for customers to raise any request that belongs to their activity using the services of JAO. JIRA Service Desk is the first point of contact and main mean of communication of JAO operators with market participants. Using JIRA is facilitate solving of the issues as you as market participant will always be able to see the status and progress of the issues raised. All JAO operators are able to see and work on an issue raised. Users are able to make a comment on the ticket. In case of any questions for the user, a JAO Operator will contact the user via JIRA or even raise an issue assign to a user, or group of users, making the progress transparent for all sides involved. Users are able to upload files and documents on JIRA with simple drag and drop making the use of JIRA Service Desk intuitive and easy to use. The users from the same company are able to see issues raised by their colleagues that makes the communication easier.

II. Registration

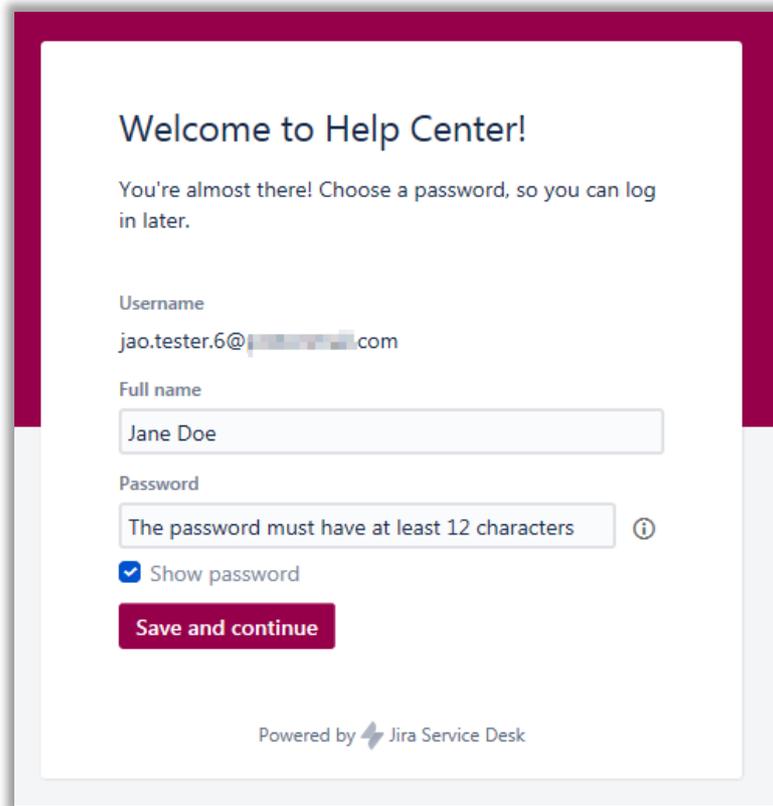
In order to get access to the platform, you need to register first [here](#) (or copy the link into your browser <https://servicedesk.jao.eu/>).



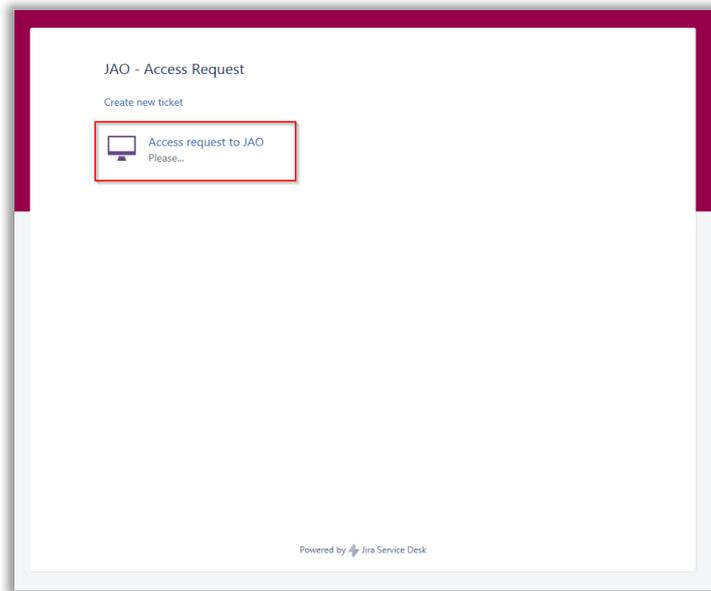
If you don't see this option you may click on top left corner of the page "JAO Service Desk", that will redirect the page to the home screen (picture above).



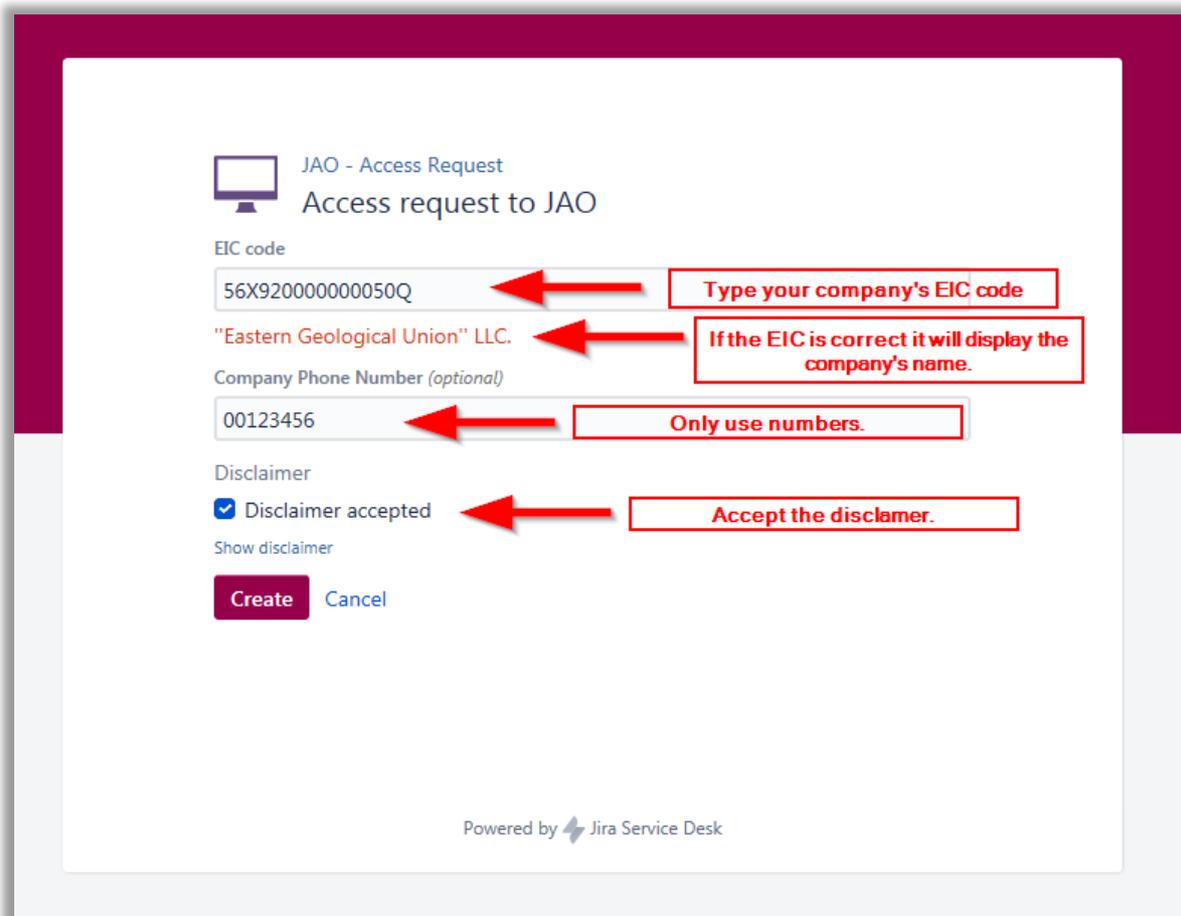
For easy identification, make sure you register **with your corporate email address** registered in eCat – Auction Tool, if you have an account there. After this step you should receive a confirmation email, click on sign up to complete the first registration step.



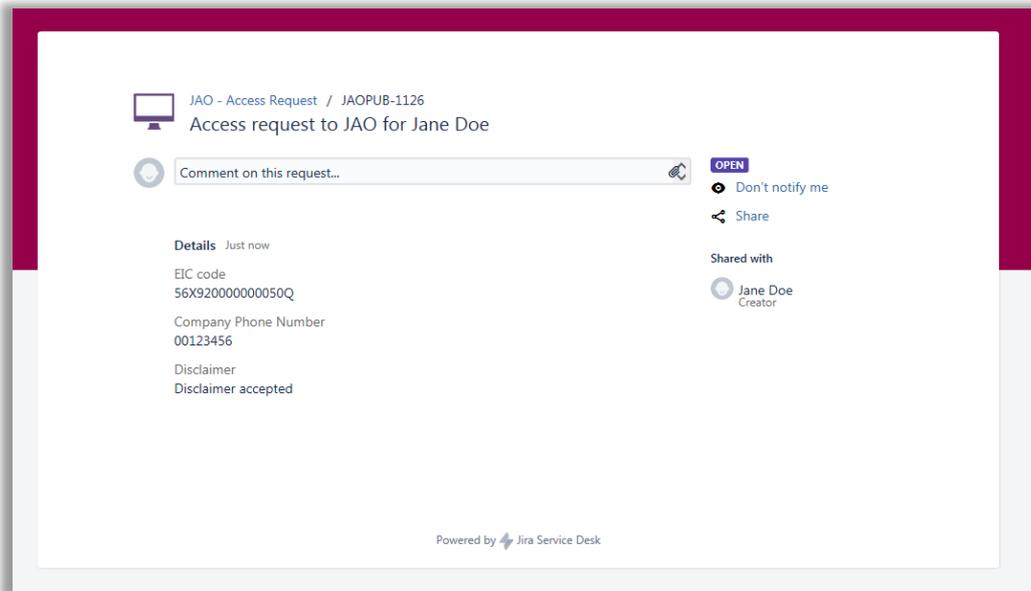
Please enter your full name since this will help the next registration step, for the password you can also click on the (i) icon to read the password policy.



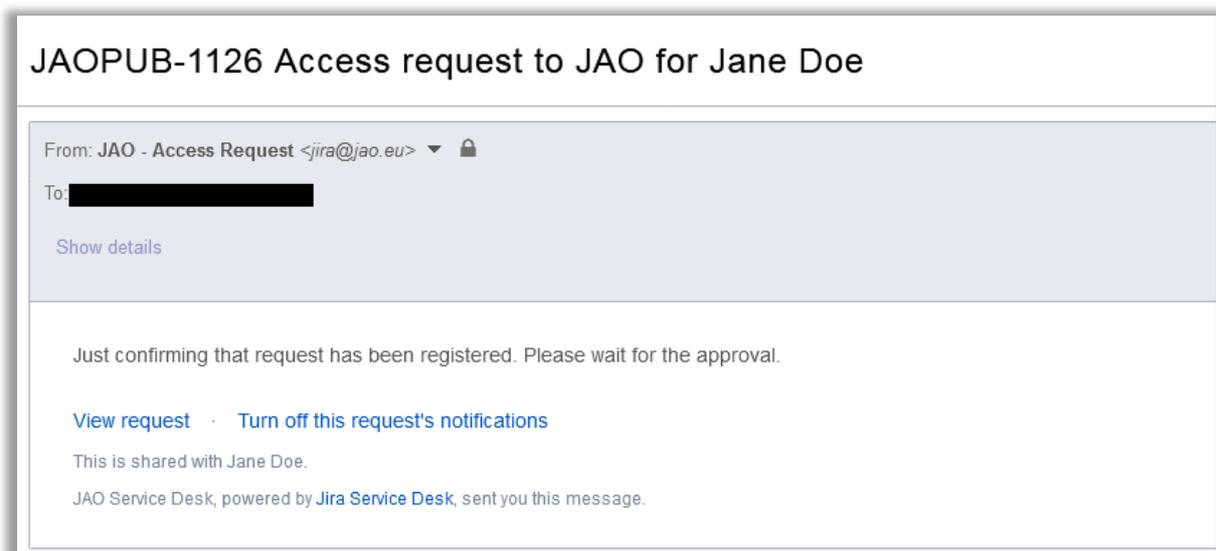
The first time you log in, you will need to request access to JAO, if **you are the first person of your company registering** you will need to wait for approval from JAO, otherwise **if you are not the first person** of your company that is registered, **another member of your company must accept your access request.**



When you finished, click simply on the 'Create' button. In order to use JIRA you have to accept the terms and conditions of the usage. This disclaimer will be displayed in a pop up window. Make sure you read it before the acceptance. You will always have possibility to read terms and conditions under your profile page.



As mentioned above, after creating the access request you will receive an email confirming your access request, and you will have to wait for JAO to approve your request or as we will see below, wait for one of your colleagues to accept your request.



One or more (depending on the registered email addresses for your company) of your colleagues will have received the email below.

JAOPUB-1133 Access request to JAO for April Five

From: JAO new user registration <jira@jao.eu> 

To: jao.testers.3@████████.com

[Show details](#)

This request created by April Five is awaiting approval.

Request type
Access request to JAO

Reporter e-mail
jao.testers.7@████████.com

Summary
Access request to JAO for April Five

EIC code
56X920000000050Q

Company Phone Number
132456

Disclaimer
Disclaimer accepted

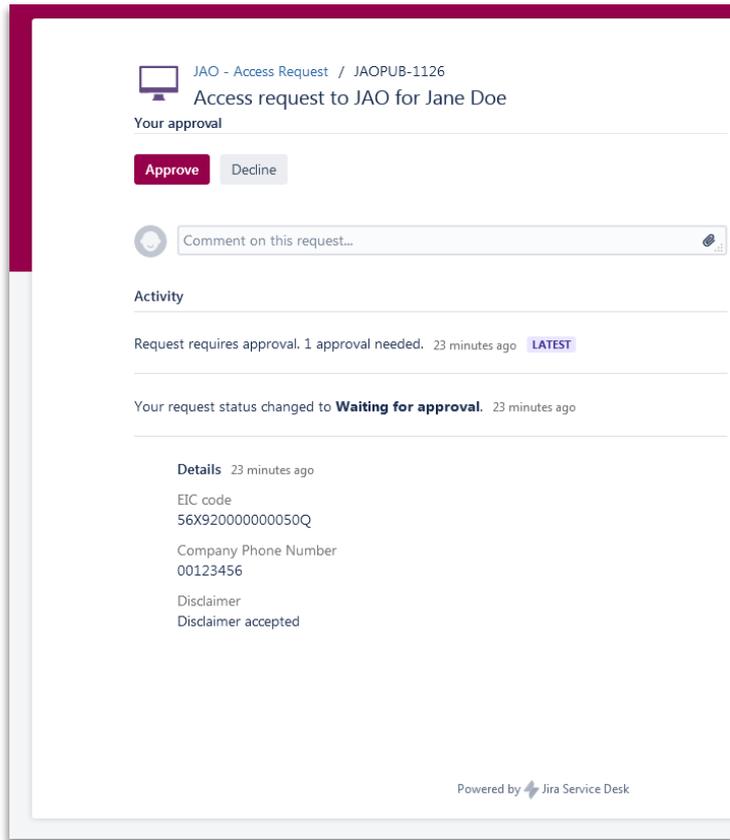
Created
30/Apr/20 10:40 AM

· [Turn off this request's notifications](#)

This is shared with April Five.

JAO Service Desk, powered by [Jira Service Desk](#), sent you this message.

If you do not wish to approve the request directly from the email address, you may click on “View Request” to be redirected to the following page:



JAO - Access Request / JAOPUB-1126
Access request to JAO for Jane Doe

Your approval

Approve Decline

Comment on this request...

Activity

Request requires approval. 1 approval needed. 23 minutes ago **LATEST**

Your request status changed to **Waiting for approval**. 23 minutes ago

Details 23 minutes ago

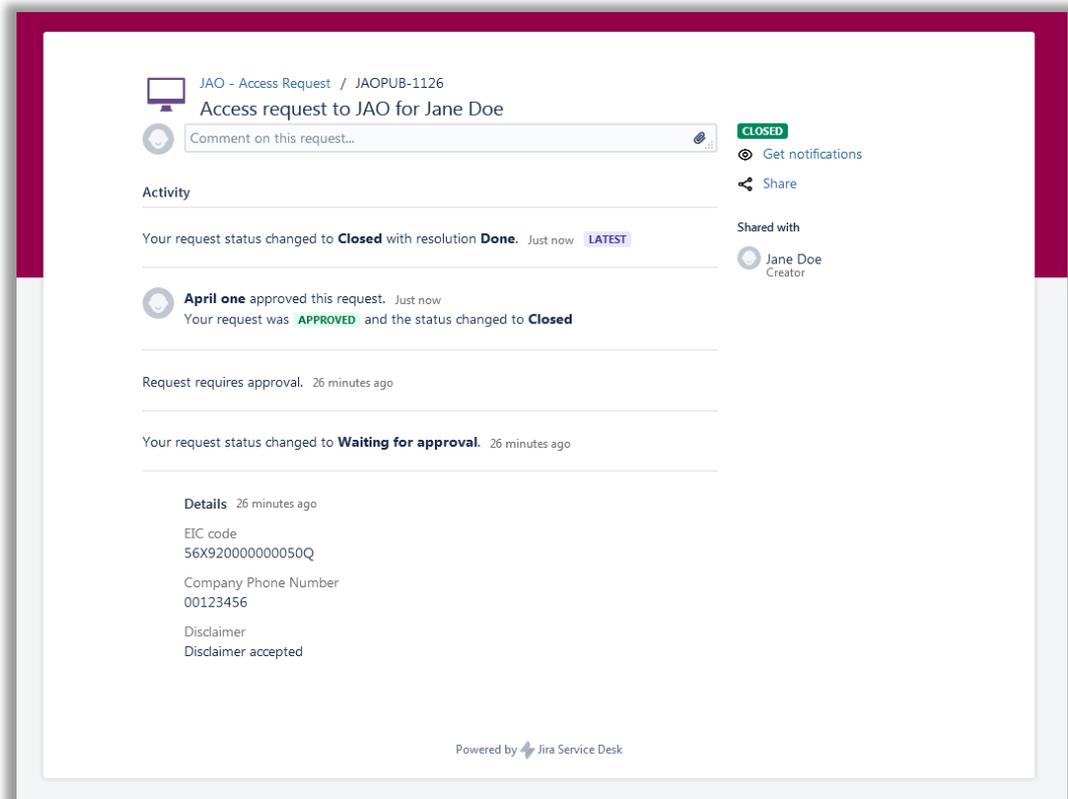
EIC code
56X92000000050Q

Company Phone Number
00123456

Disclaimer
Disclaimer accepted

Powered by Jira Service Desk

Approving the request will change the “status of the ticket”.



JAO - Access Request / JAOPUB-1126
Access request to JAO for Jane Doe

Comment on this request...

CLOSED

Get notifications

Share

Shared with

Jane Doe
Creator

Activity

Your request status changed to **Closed** with resolution **Done**. Just now **LATEST**

April one approved this request. Just now
Your request was **APPROVED** and the status changed to **Closed**

Request requires approval. 26 minutes ago

Your request status changed to **Waiting for approval**. 26 minutes ago

Details 26 minutes ago

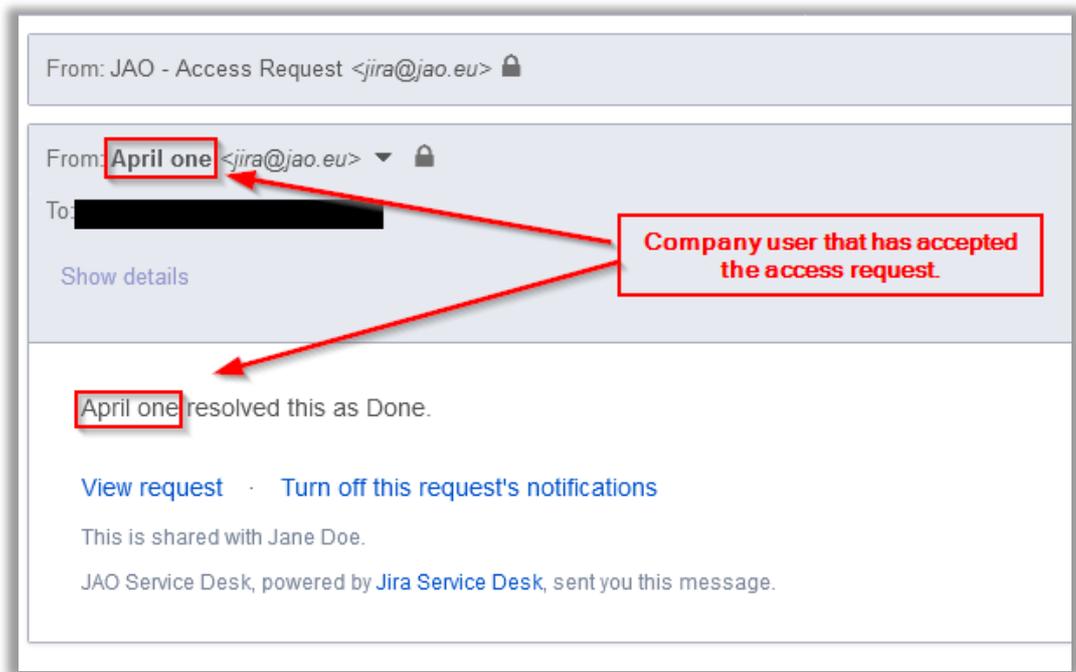
EIC code
56X92000000050Q

Company Phone Number
00123456

Disclaimer
Disclaimer accepted

Powered by Jira Service Desk

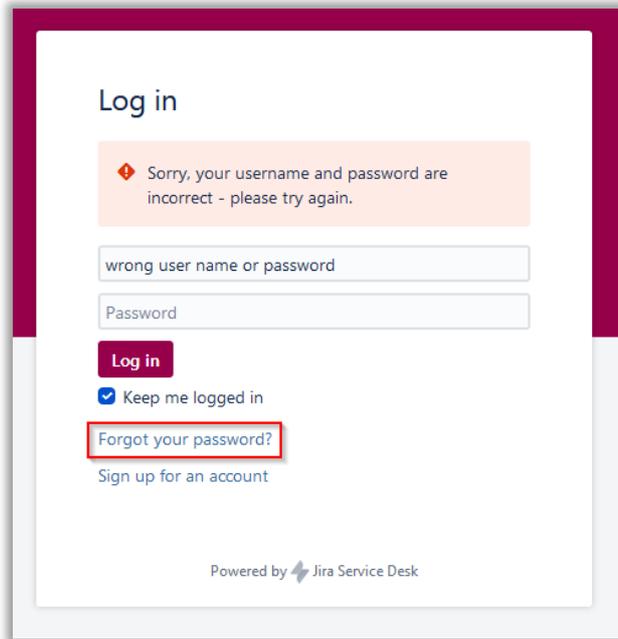
Once the request is approved, the user and all the members of the company will be notified of this access approval.



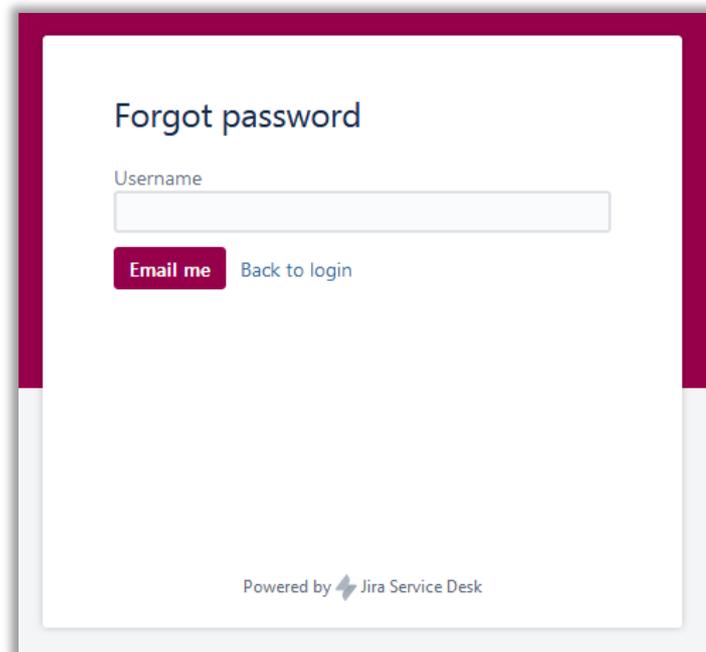
Once you receive this email you will have completed the registration process, and you will be able to fully use JIRA to raise tickets, questions, requests etc.

III. Customer Portal main page

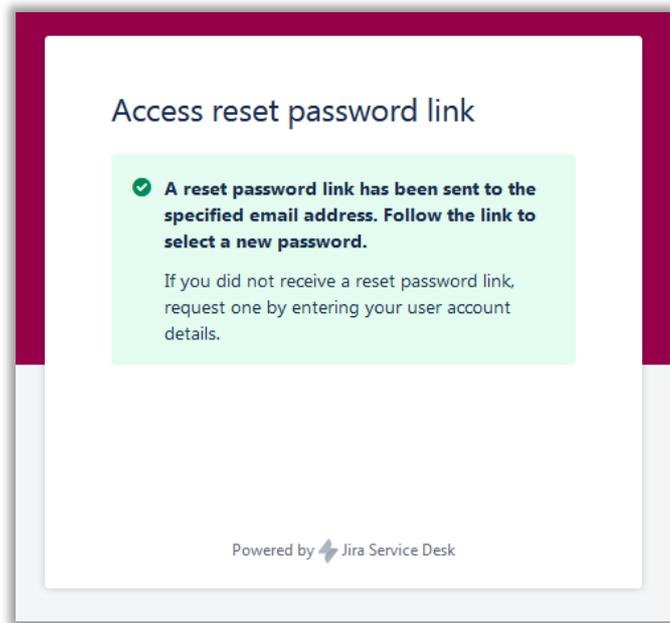
Sign up with your credentials and you will be redirected to the main JIRA page of the Customer Portal.



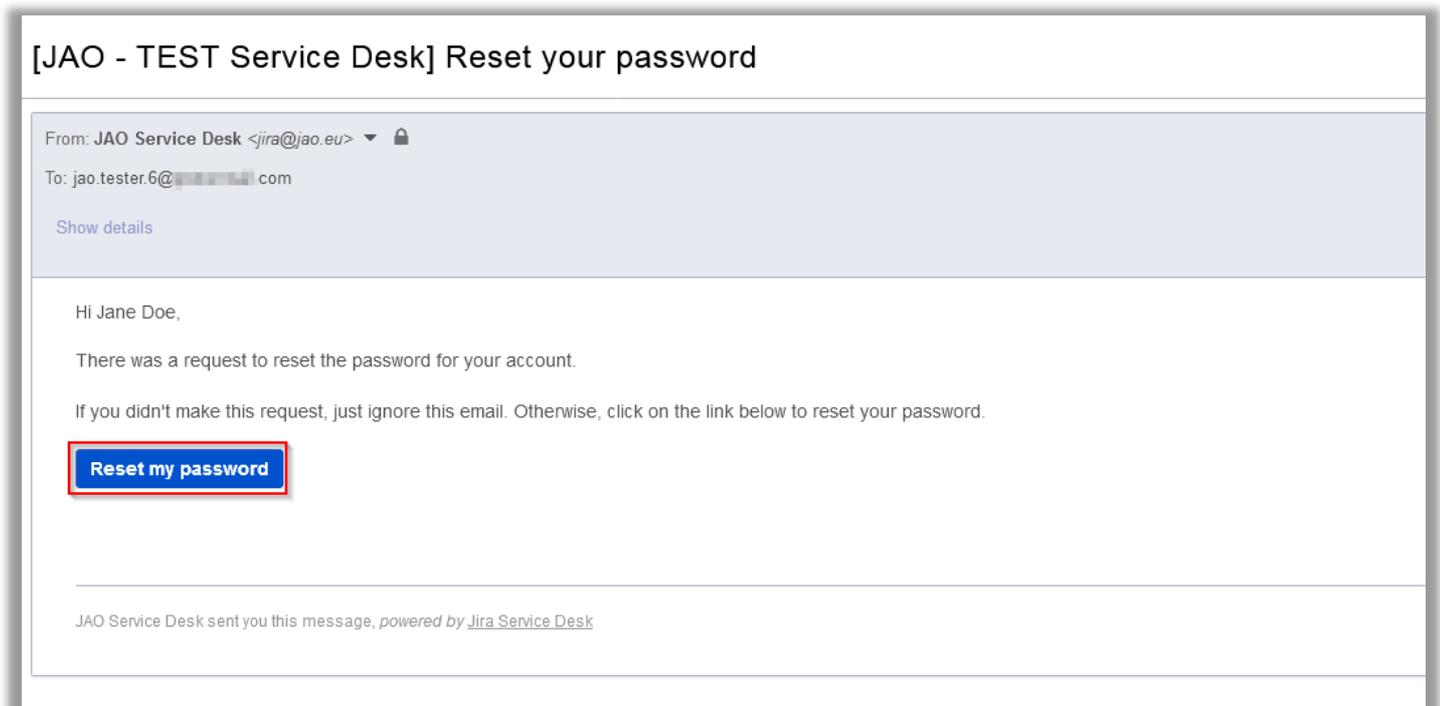
In case you forgot your user name or password, you have the option to retrieve those using the link "Forgot your password?"



Provide your username (it may be the same as your email address) used during registration.



The e-mail with the link allowing you to reset your password will be sent to that e-mail address, as shown below.



The screenshot shows a web form titled "Create new password". It contains the following elements:

- Username:** A text field containing "jao.test@...com".
- New password:** A text field with a red border and a red error message: "The password must have at least 12 characters." followed by an information icon.
- Confirm:** An empty text field.
- Create:** A red button.
- Footer:** "Powered by Jira Service Desk" with a lightning bolt icon.

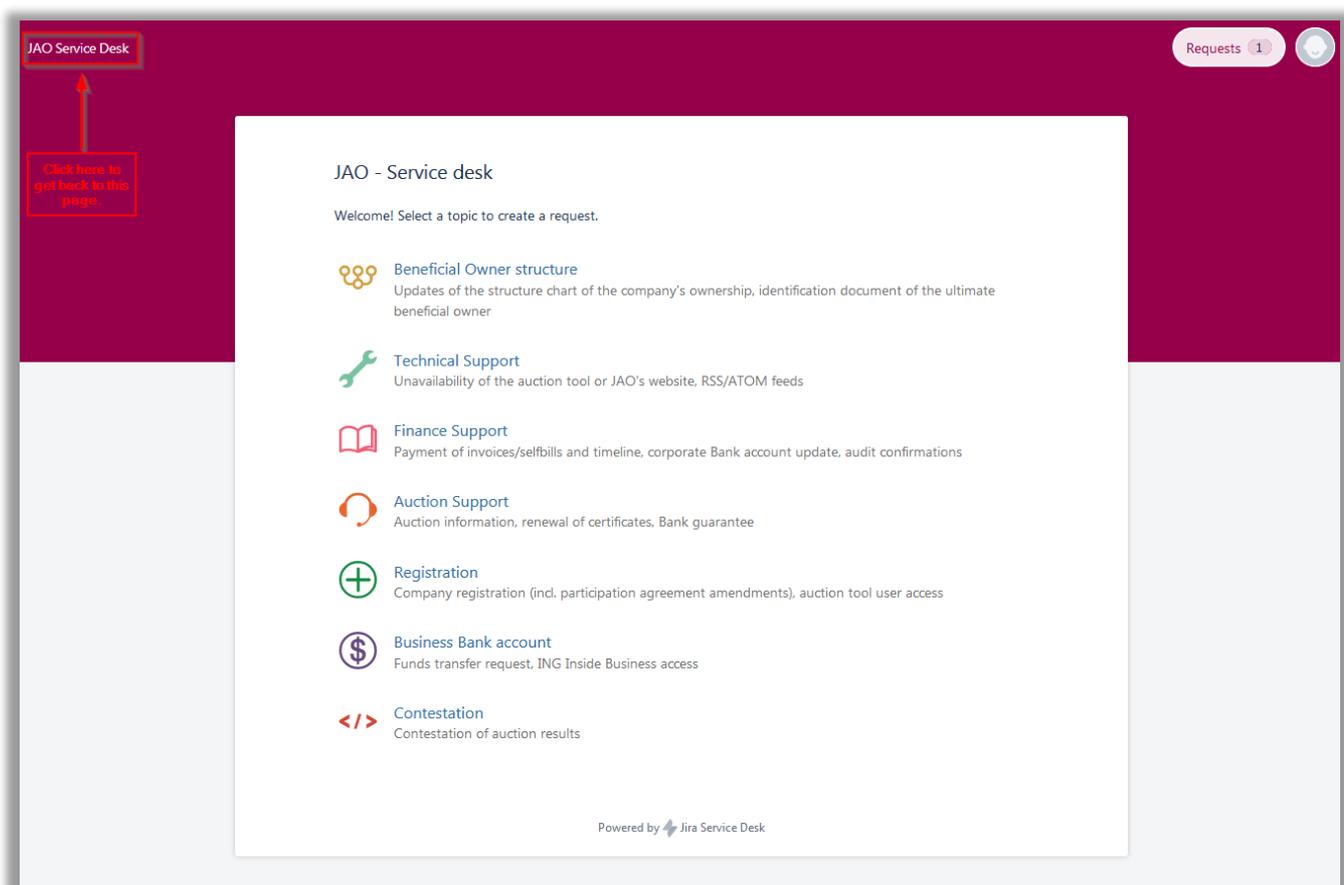
After changing the password you will gain immediate access to the platform.

IV. Creating a ticket

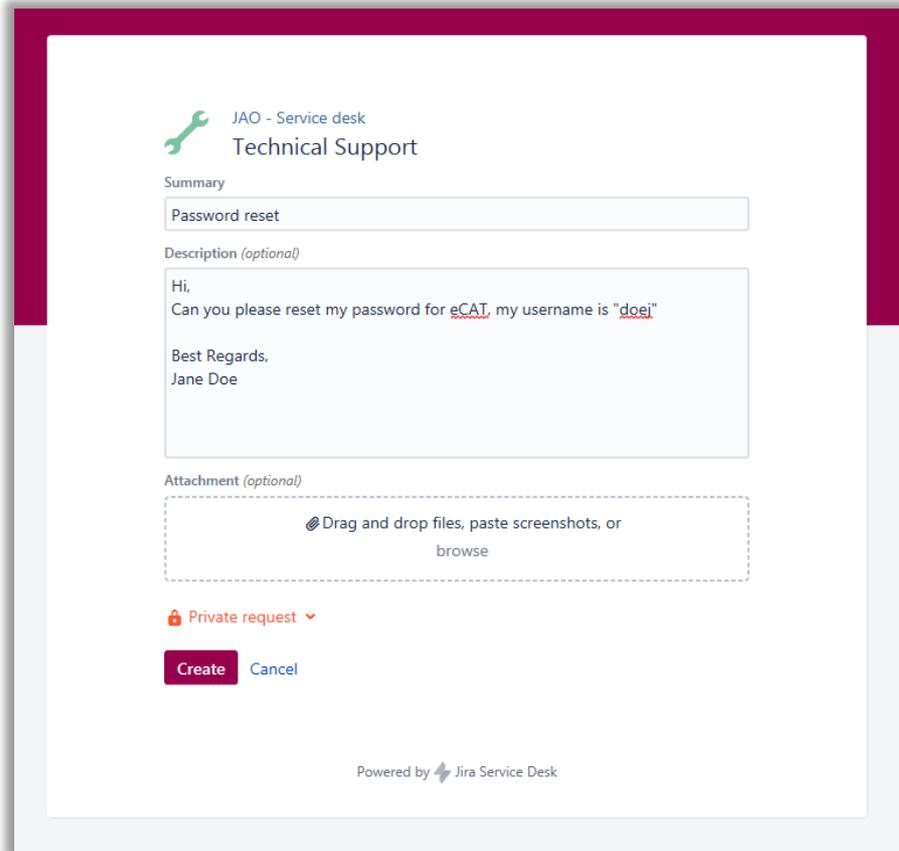
Creating a ticket regarding an issue, select the relevant type:

- **Beneficial owner structure** – Updates of the structure chart of the company's ownership, identification document of the ultimate beneficial owner.
- **Technical Support** – Unavailability of the auction tool or JAO's website, RSS/ATOM feeds.
- **Finance Support** - Payment of invoices/selfbills and timeline, corporate Bank account update, audit confirmations.
- **Auction Support** - Auction information, renewal of certificates, Bank guarantee.
- **Registration** – Company registration (incl. participation agreement amendments), auction tool user access.
- **Business bank account** – Funds transfer request, ING Inside Business access.
- **Contestation** – Contestation of auction results.

Whenever you want to visit this page, just click on the 'JAO Service Desk' link at top left corner of the screen.



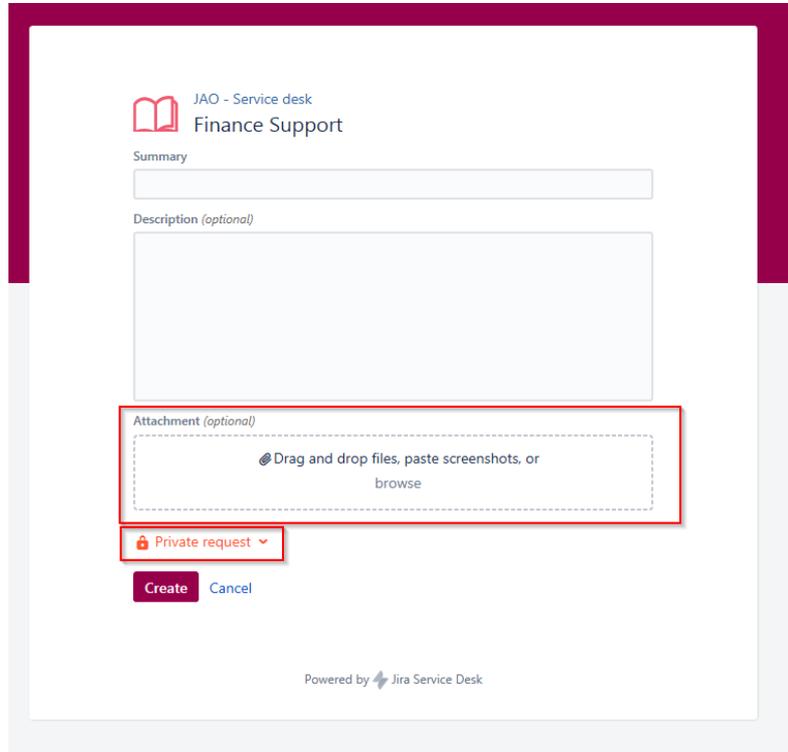
In the following example a Technical Support related ticket was created. After clicking on the relevant category, the request can be detailed on the following page:



The screenshot shows a Jira Service Desk form for creating a ticket. At the top, there is a green wrench icon and the text 'JAO - Service desk' and 'Technical Support'. Below this is a 'Summary' section with a text input field containing 'Password reset'. The 'Description (optional)' section contains a text area with the following text: 'Hi, Can you please reset my password for eCAT, my username is "doej"', followed by 'Best Regards, Jane Doe'. Below the description is an 'Attachment (optional)' section with a dashed border and the text 'Drag and drop files, paste screenshots, or browse'. At the bottom of the form, there is a 'Private request' toggle switch, a 'Create' button, and a 'Cancel' button. At the very bottom, it says 'Powered by Jira Service Desk'.

A short summary and a detailed description is essential plus attachments are welcomed as well (there are no file restrictions, .pdf, .jpg, .jpeg, .png, .xlsx, .csv, .xml, .docx, .zip, .cert etc. can be also attached).

The attached files (print screens for better understanding of an issue, certificates, etc.) are easy to upload, using the box Attachment, either clicking on browse and finding a file on your PC, or just by dragging and dropping them in the attachment box.



JAO - Service desk
Finance Support

Summary

Description (optional)

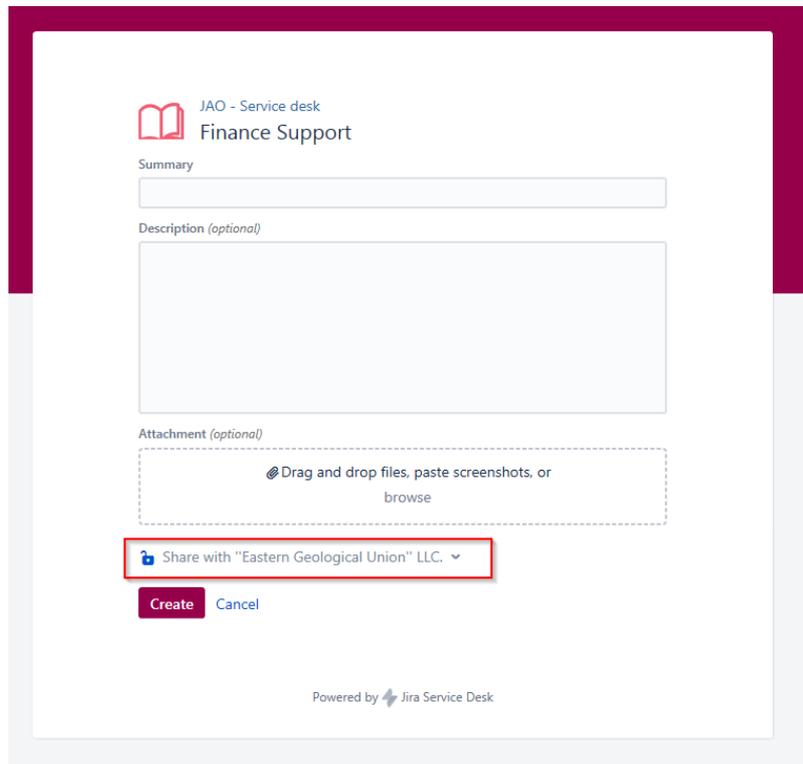
Attachment (optional)
Drag and drop files, paste screenshots, or browse

Private request ▼

Create Cancel

Powered by Jira Service Desk

You may also define if the ticket is a private request or if you want to share the ticket with your colleagues.



JAO - Service desk
Finance Support

Summary

Description (optional)

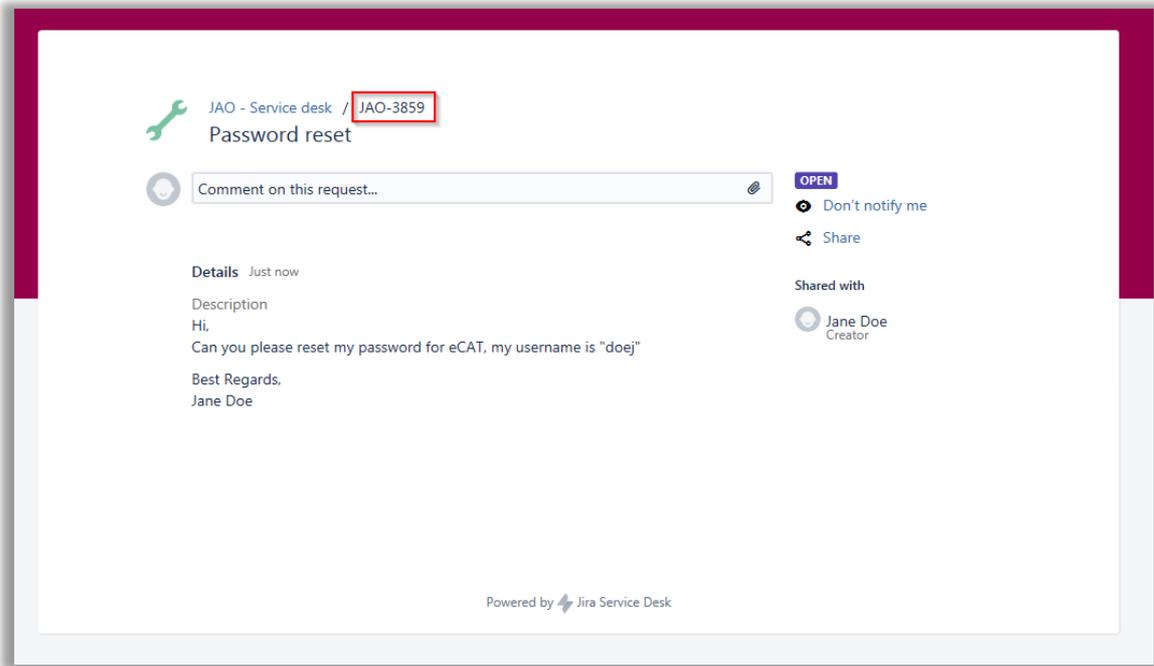
Attachment (optional)
Drag and drop files, paste screenshots, or browse

Share with "Eastern Geological Union" LLC. ▼

Create Cancel

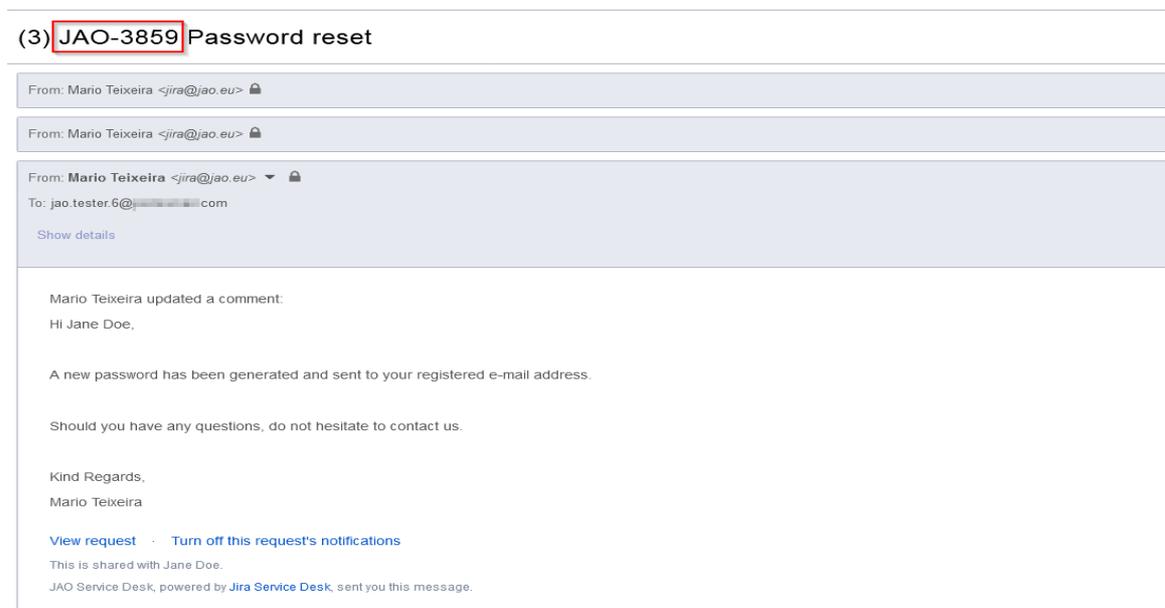
Powered by Jira Service Desk

When the ticket is created, it will be automatically displayed, you may add extra comments on the ticket if you feel there is a need for additional information.

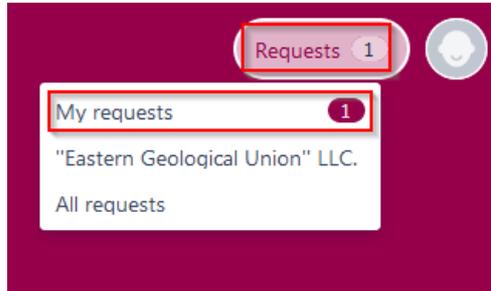


You will see here every status changes (started with 'Open') during the ticket lifecycle, all the comments from you and from the JAO Operators will be updated in the ticket. Please note the **reference number** (at the top) which can be referred to in every case.

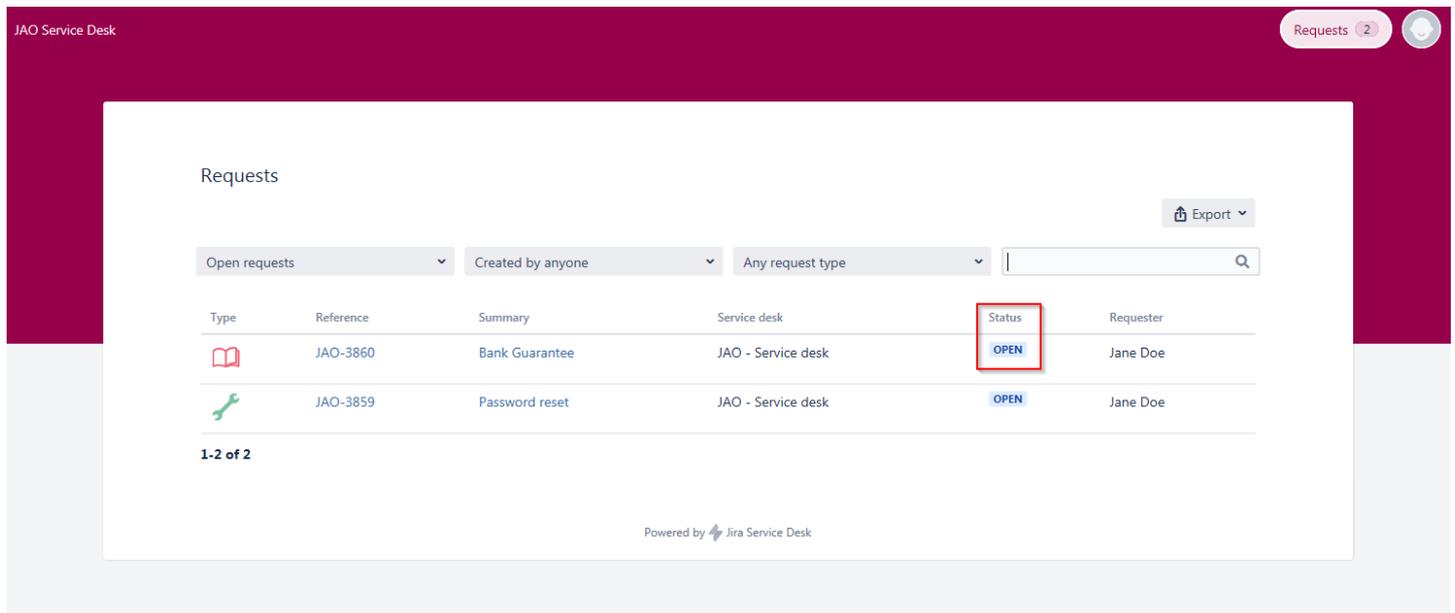
Meanwhile, you will receive a notification via email, that the ticket was sent. The email will also include the reference number in the subject on the subject.



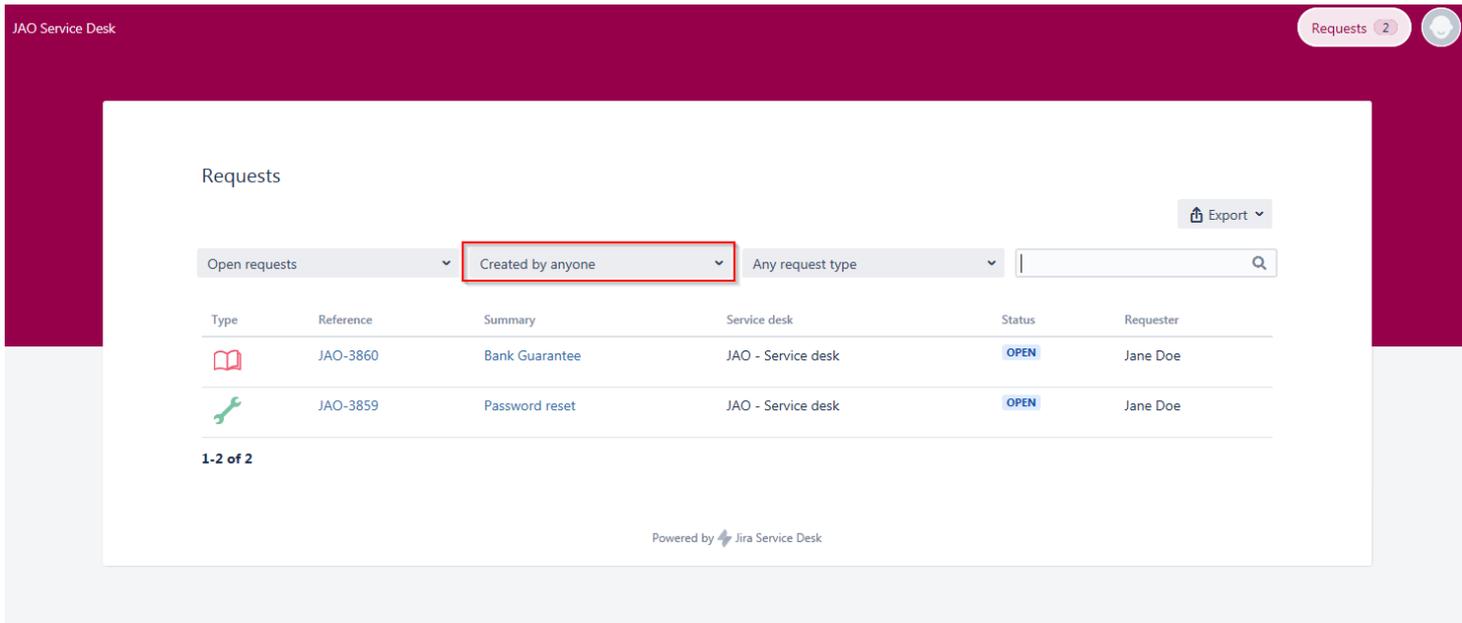
If you want to see your requests, just go top right corner of your page in your browser and click on 'Requests' at then **My requests**.



The current status of the ticket in the example is 'OPEN'. If you click on the **reference number** or the Summary, the ticket's own page will be displayed, therefore you can put additional comments, attach or remove files or review the ticket.



You will be able to see tickets created by you, and also the tickets created by your colleagues (If they selected to share the ticket with the company). You just need to select from the drop down menu option “Created by anyone”.



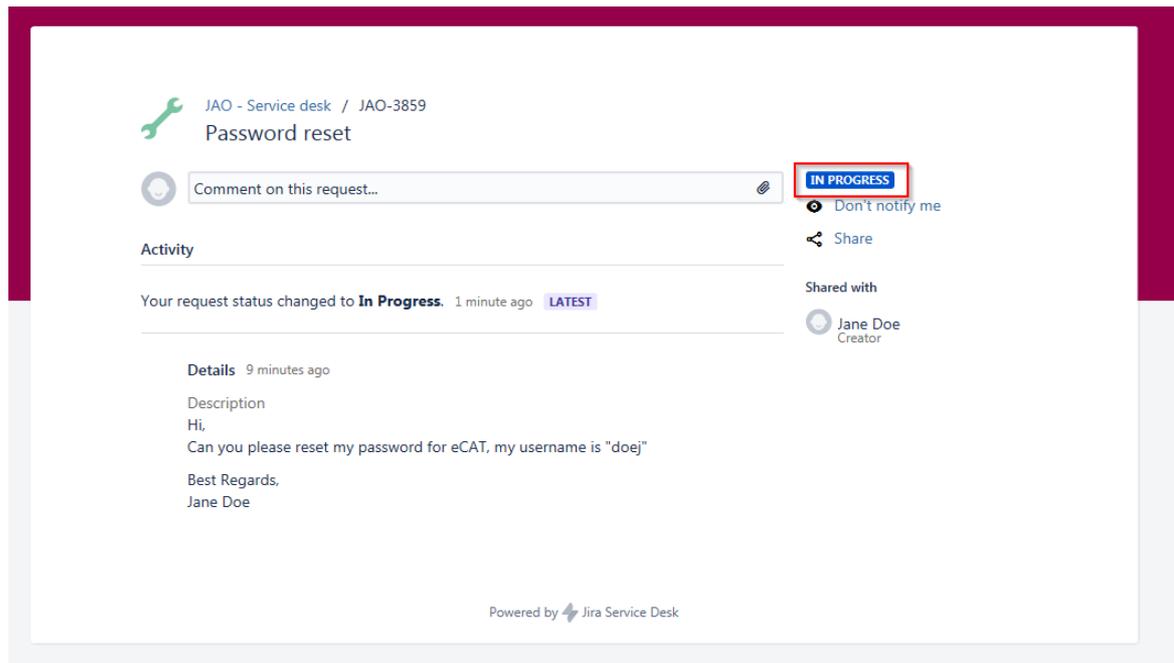
The screenshot shows the JAO Service Desk interface. At the top left, it says "JAO Service Desk". At the top right, there is a "Requests 2" notification and a refresh icon. The main content area is titled "Requests" and includes an "Export" button. Below the title, there are three filter dropdown menus: "Open requests", "Created by anyone" (highlighted with a red box), and "Any request type". A search bar is also present. The table below lists two requests:

Type	Reference	Summary	Service desk	Status	Requester
	JAO-3860	Bank Guarantee	JAO - Service desk	OPEN	Jane Doe
	JAO-3859	Password reset	JAO - Service desk	OPEN	Jane Doe

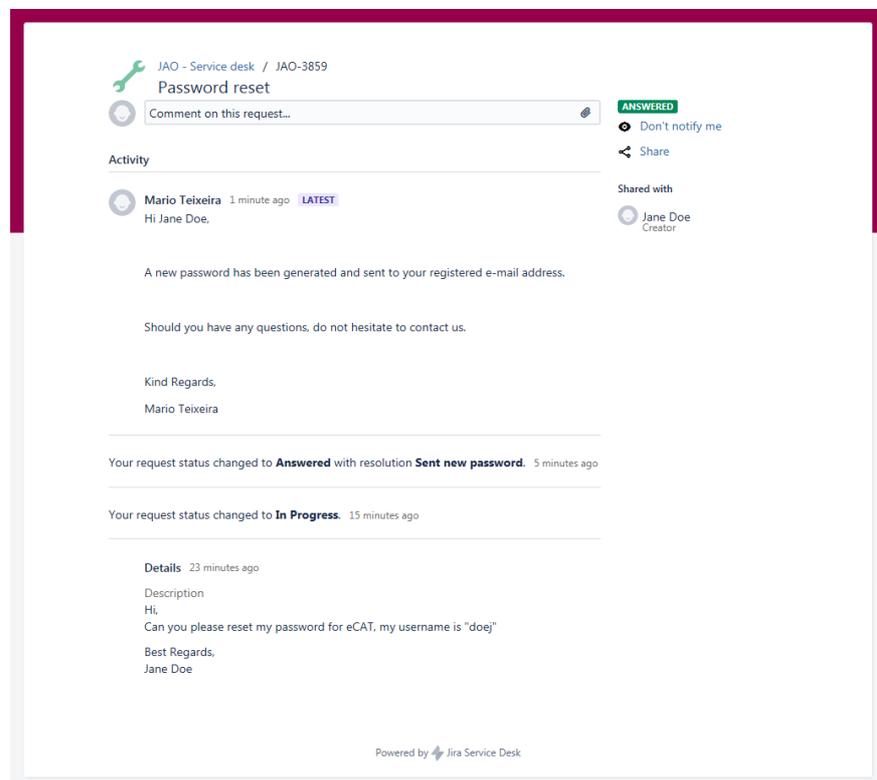
At the bottom left of the table area, it says "1-2 of 2". At the bottom center, it says "Powered by Jira Service Desk".

V. Status changes

As soon as the operators started to work on the ticket, the status will be updated under the aforementioned 'Request' menu And on the ticket's own page:



As soon as the ticket has been commented on, you will receive a notification email and the ticket will also be updated:



If the issue was handled, the JAO operator will mark the ticket as 'Answered' and you will be informed accordingly via e-mail notification.

(3) JAO-3859 Password reset

From: **Mario Teixeira** <jira@jao.eu> 

To: jao.test.6@████████.com

[Show details](#)

Mario Teixeira resolved this as Sent new password.

How was our service for this request?

				
Very poor	Poor	Neither good nor poor	Good	Very good

[View request](#) · [Turn off this request's notifications](#)

This is shared with Jane Doe.

JAO Service Desk, powered by [Jira Service Desk](#), sent you this message.

From: **Mario Teixeira** <jira@jao.eu> 

To: jao.test.6@████████.com

[Show details](#)

Mario Teixeira commented:

Hi Jane Doe,

A new password has been generated and sent to your registered e-mail address.

Should you have any questions, do not hesitate to contact us.

Kind Regards,
[JAO Helpdesk]

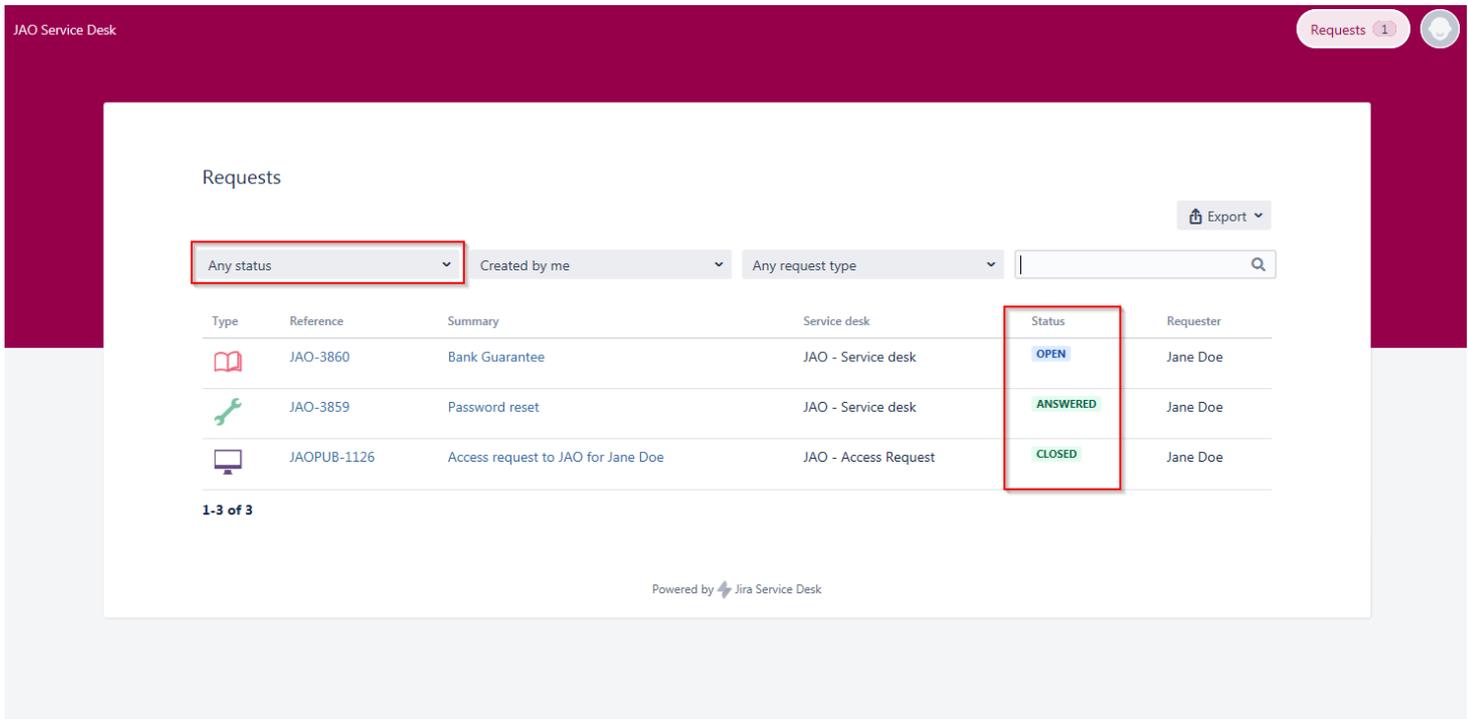
[View request](#) · [Turn off this request's notifications](#)

This is shared with Jane Doe.

JAO Service Desk, powered by [Jira Service Desk](#), sent you this message.

VI. Ticket Follow-up

You will still be able to check your ticket or comment (if needed). Clicking again on the 'Requests', make sure, that you are using the right filters, since the ticket was solved/resolved, you need to select 'Any status' or 'Closed requests'. Please also note, that you can see your colleagues' tickets (if they selected to share the ticket with your company) just change to filter from 'Created by me' to 'Created by anyone'.



The screenshot shows the 'Requests' page in the JAO Service Desk. At the top left, it says 'JAO Service Desk'. At the top right, there is a 'Requests 1' indicator and a refresh icon. The main content area has a title 'Requests' and an 'Export' button. Below the title are three filter dropdowns: 'Any status' (highlighted with a red box), 'Created by me', and 'Any request type'. There is also a search bar. Below the filters is a table of requests:

Type	Reference	Summary	Service desk	Status	Requester
	JAO-3860	Bank Guarantee	JAO - Service desk	OPEN	Jane Doe
	JAO-3859	Password reset	JAO - Service desk	ANSWERED	Jane Doe
	JAOPUB-1126	Access request to JAO for Jane Doe	JAO - Access Request	CLOSED	Jane Doe

Below the table, it says '1-3 of 3'. At the bottom, it says 'Powered by Jira Service Desk'.

If no further actions are required, the JAO Operator will close the ticket. Then it cannot be commented on anymore, a new ticket has to be opened for handling another issue.

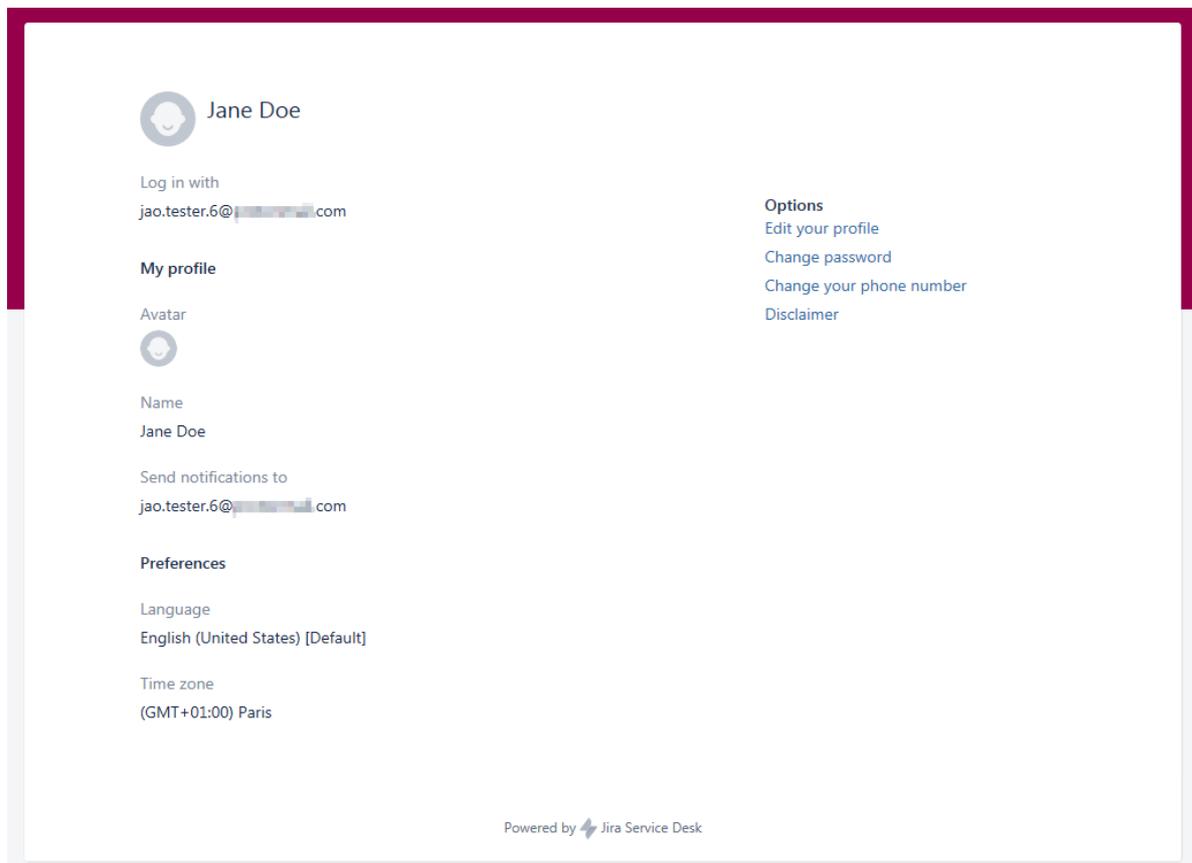
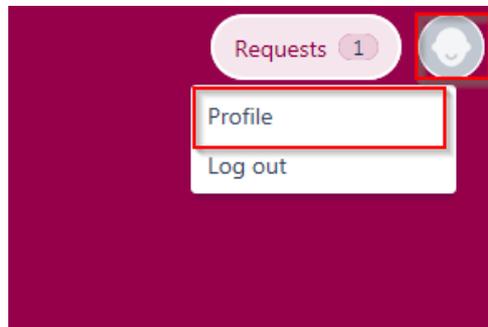
Note: If you refer to a previous ticket with its **reference number**, the JAO Operator can reopen the ticket if needed.

VII. User Profile

You can edit your user profile, meaning:

- Change your current password
- Change your phone number
- Change your Full Name

Just simply click on the 'Profile' menu in the top right corner of your screen.



Should you need any further information, feel free to contact us.

Operations Team

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2 rue de Bitbourg
L-1273 Luxembourg-Hamm
Phone : +352 27 62 38 38

Working Hours

From 08:00 to 17:00 (CET/CEST) on Working Days