

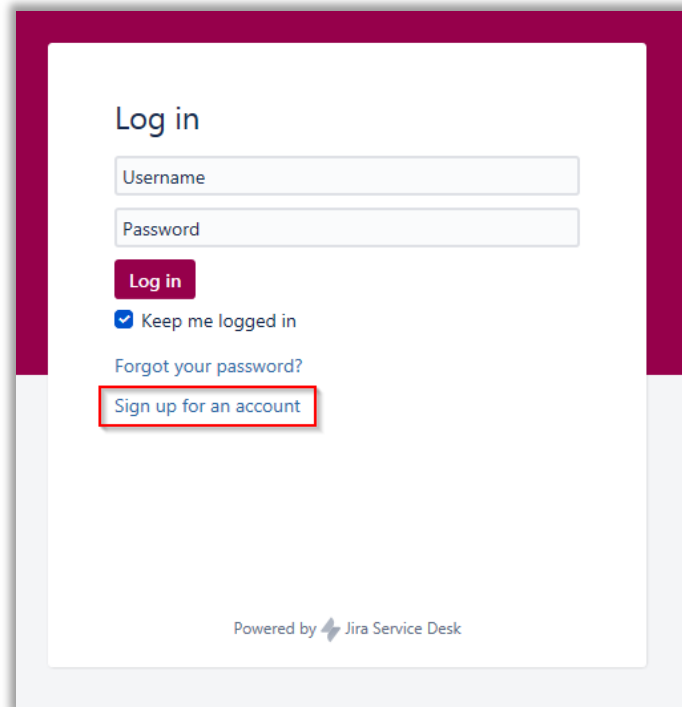
JIRA Service Desk – Introduction

I. Introduction/Overview

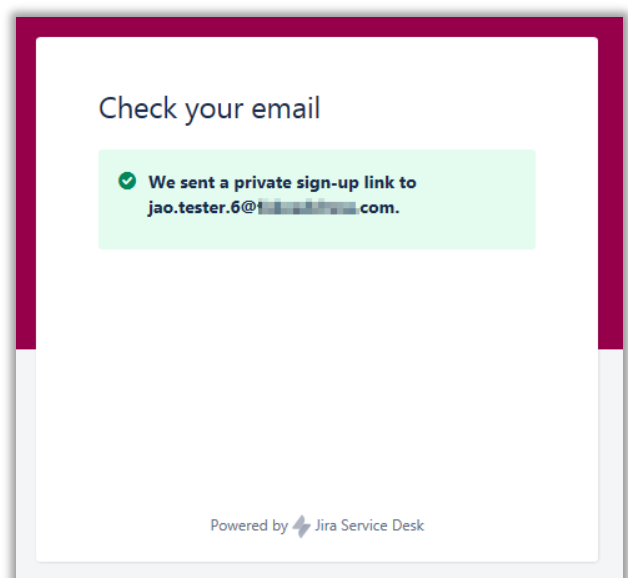
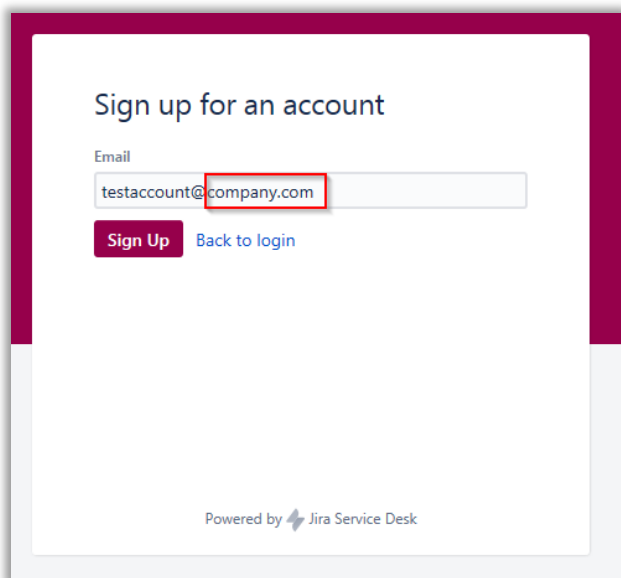
The JIRA Service Desk is dedicated for customers to raise any request that belongs to their activity using the services of JAO. JIRA Service Desk is the first point of contact and main mean of communication of JAO operators with market participants. Using JIRA is facilitate solving of the issues as you 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

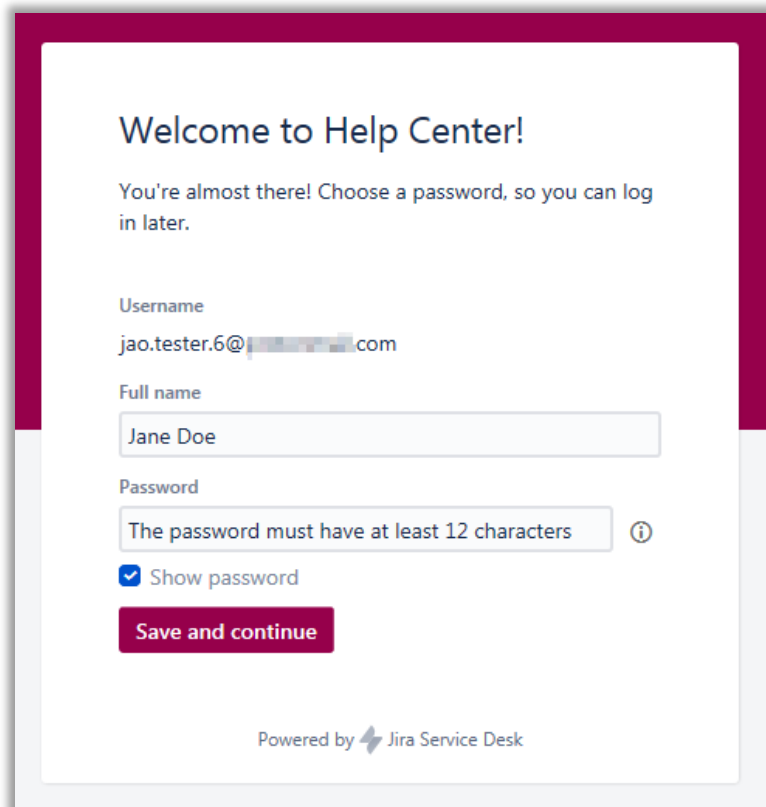
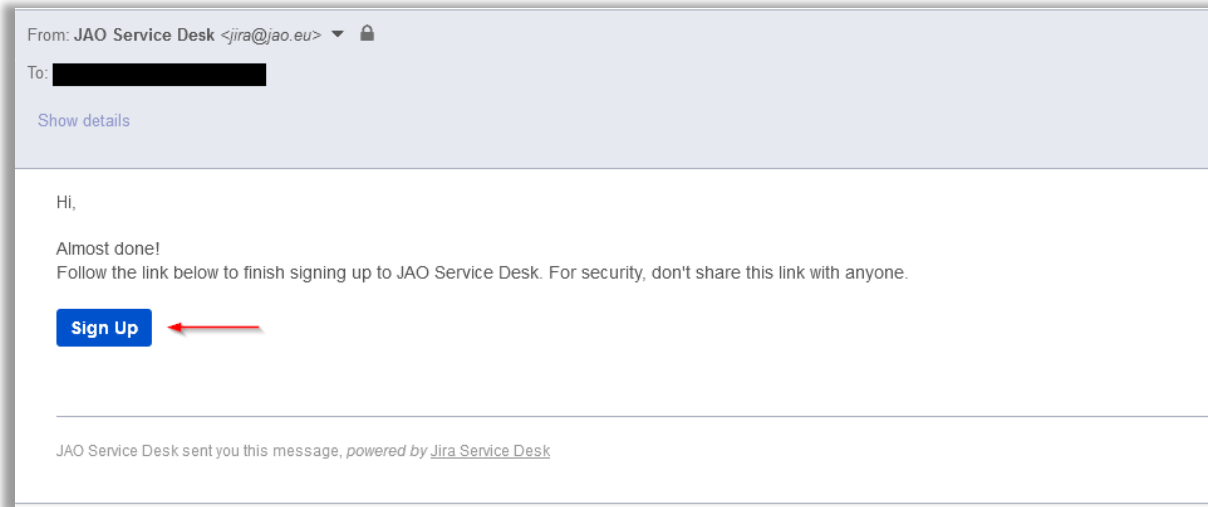
In order to get access to the platform, you need to register first [here](#) (or copy the link into your browser <https://servicedesk.jao.eu/>).



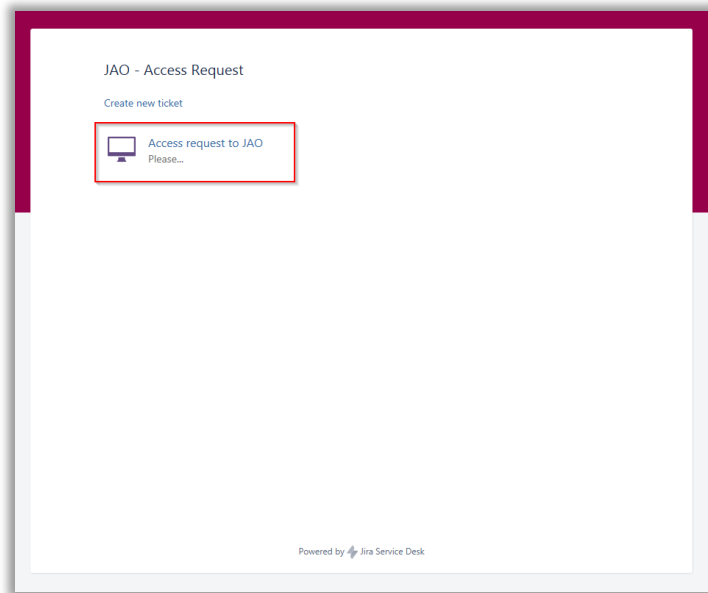
If you don't see this option you may click on top left corner of the page "JAO Service Desk", that will redirect the page to the home screen (picture above).



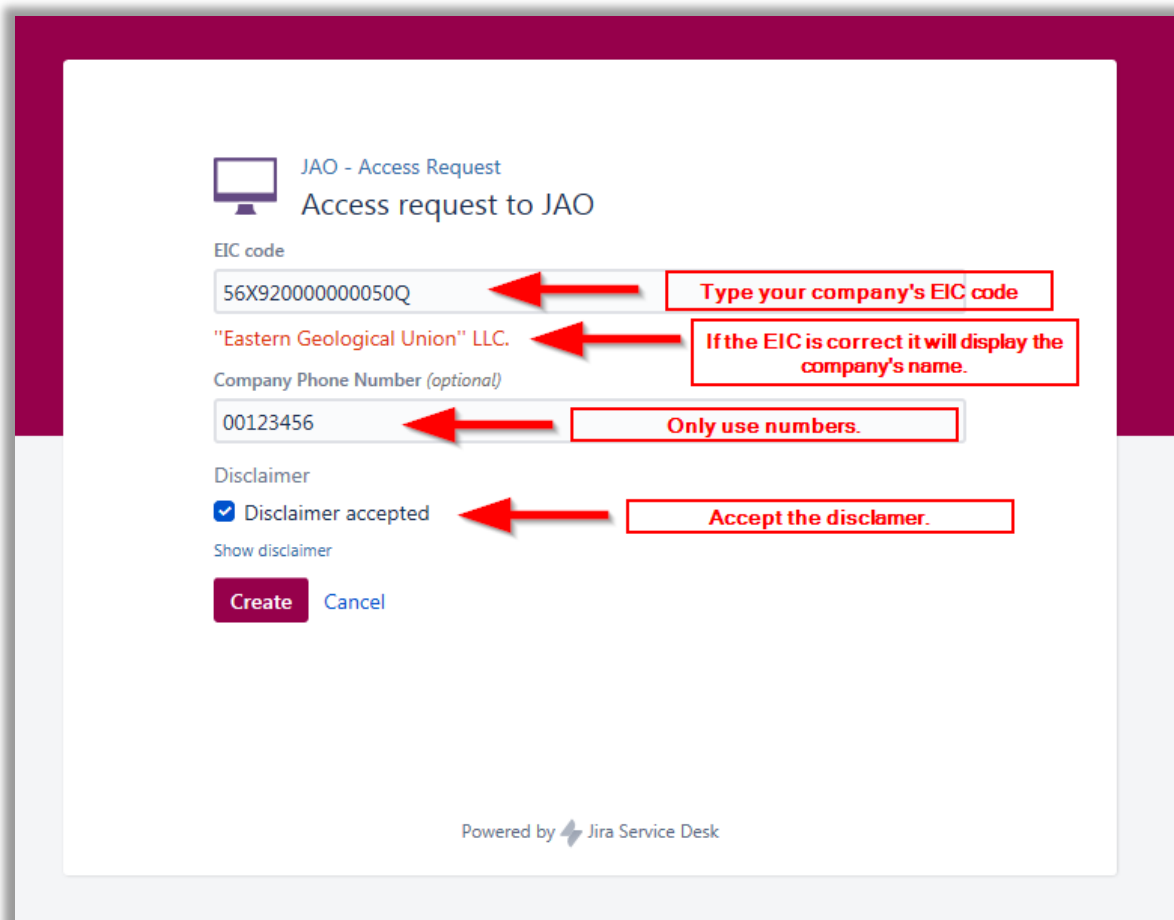
For easy identification, make sure you register **with your corporate email address** registered in eCat – Auction Tool, if you have an account there. After this step you should receive a confirmation email, click on sign up to complete the first registration step.



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.**



JAO - Access Request

Access request to JAO

EIC code

56X92000000050Q **Type your company's EIC code**

"Eastern Geological Union" LLC. **If the EIC is correct it will display the company's name.**

Company Phone Number (optional)

00123456 **Only use numbers.**

Disclaimer

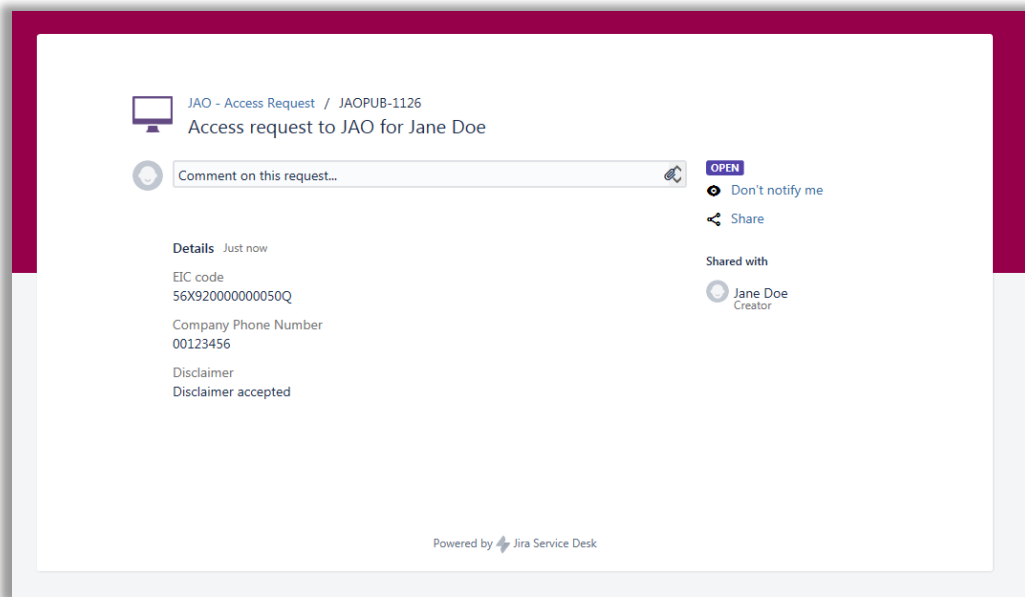
Disclaimer accepted **Accept the disclaimer.**

Show disclaimer

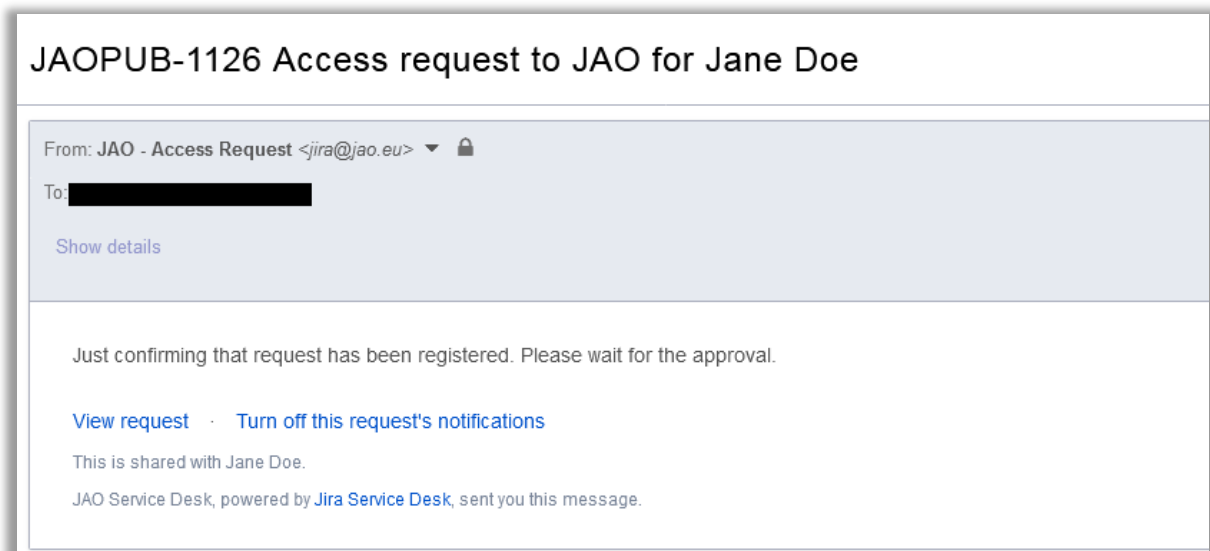
Create Cancel

Powered by Jira Service Desk

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

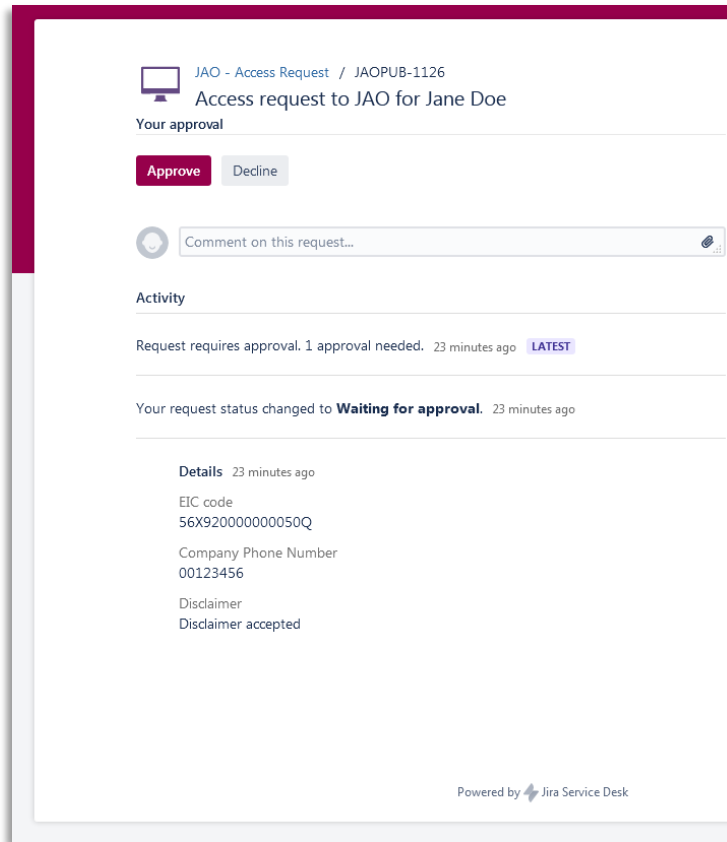
Created
30/Apr/20 10:40 AM

· [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

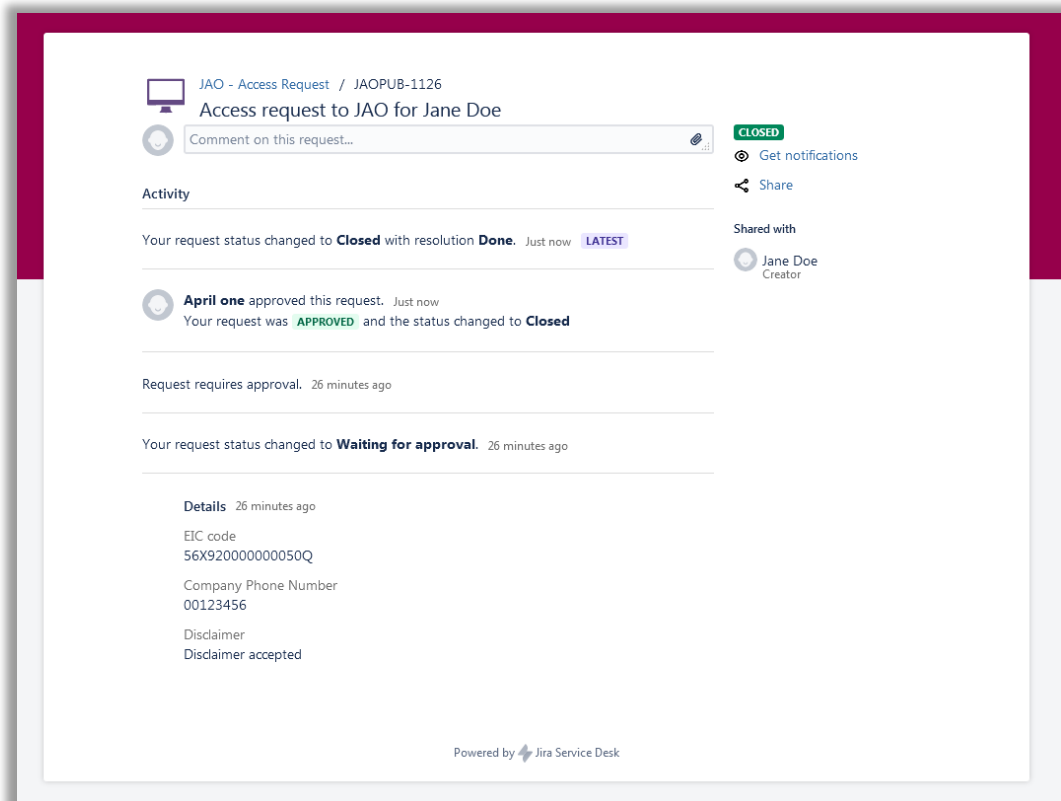
EIC code
56X92000000050Q

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

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

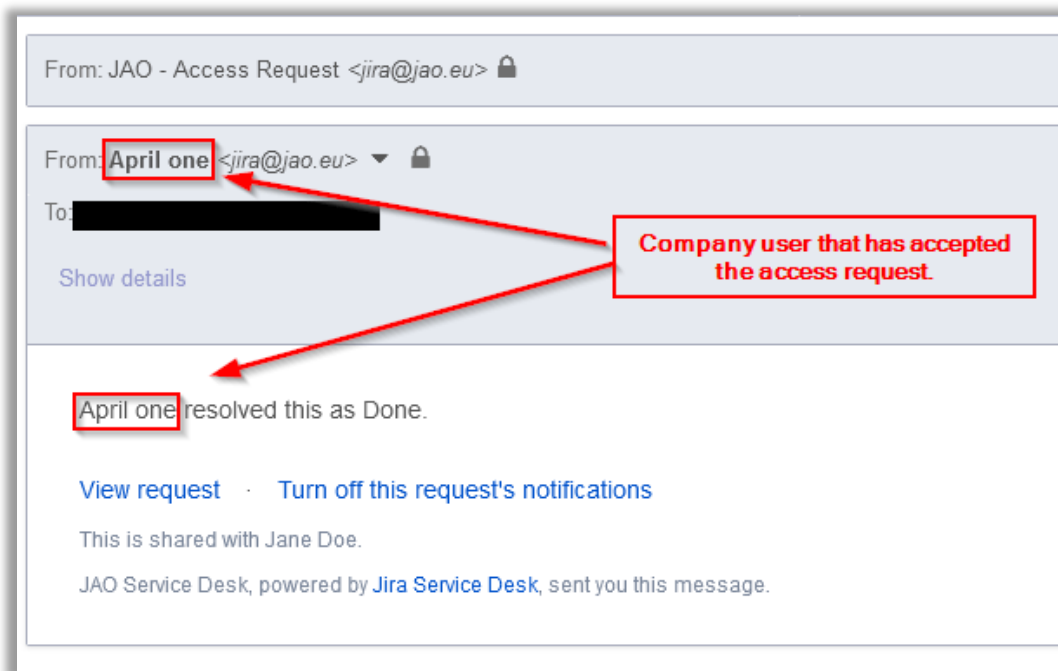
Company Phone Number
00123456

Disclaimer
Disclaimer accepted

Shared with
Jane Doe
Creator

Powered by Jira Service Desk

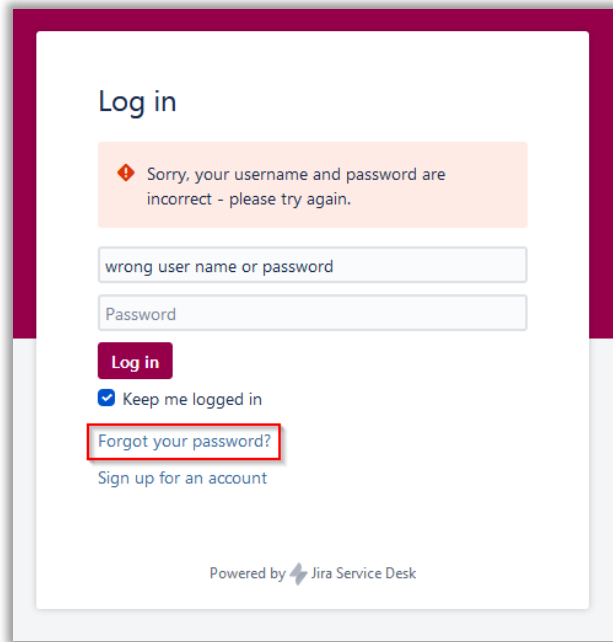
Once the request is approved, the user and all the members of the company will be notified of this access approval.



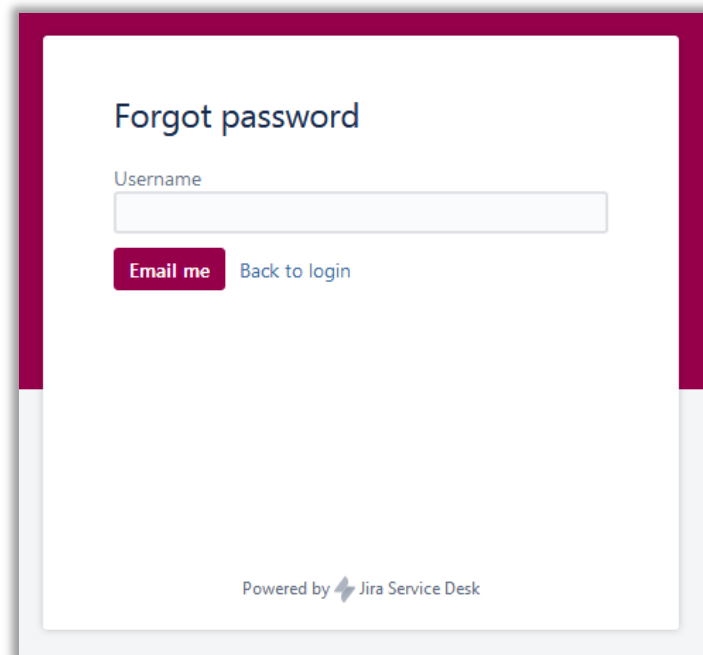
Once you receive this email you will have completed the registration process, and you will be able to fully use JIRA to raise tickets, questions, requests etc.

III. Customer Portal main page

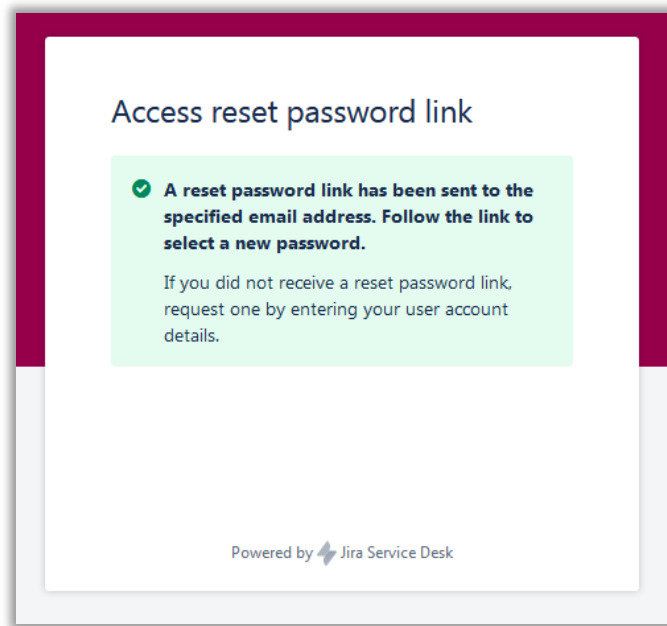
Sign up with your credentials and you will be redirected to the main JIRA page of the Customer Portal.



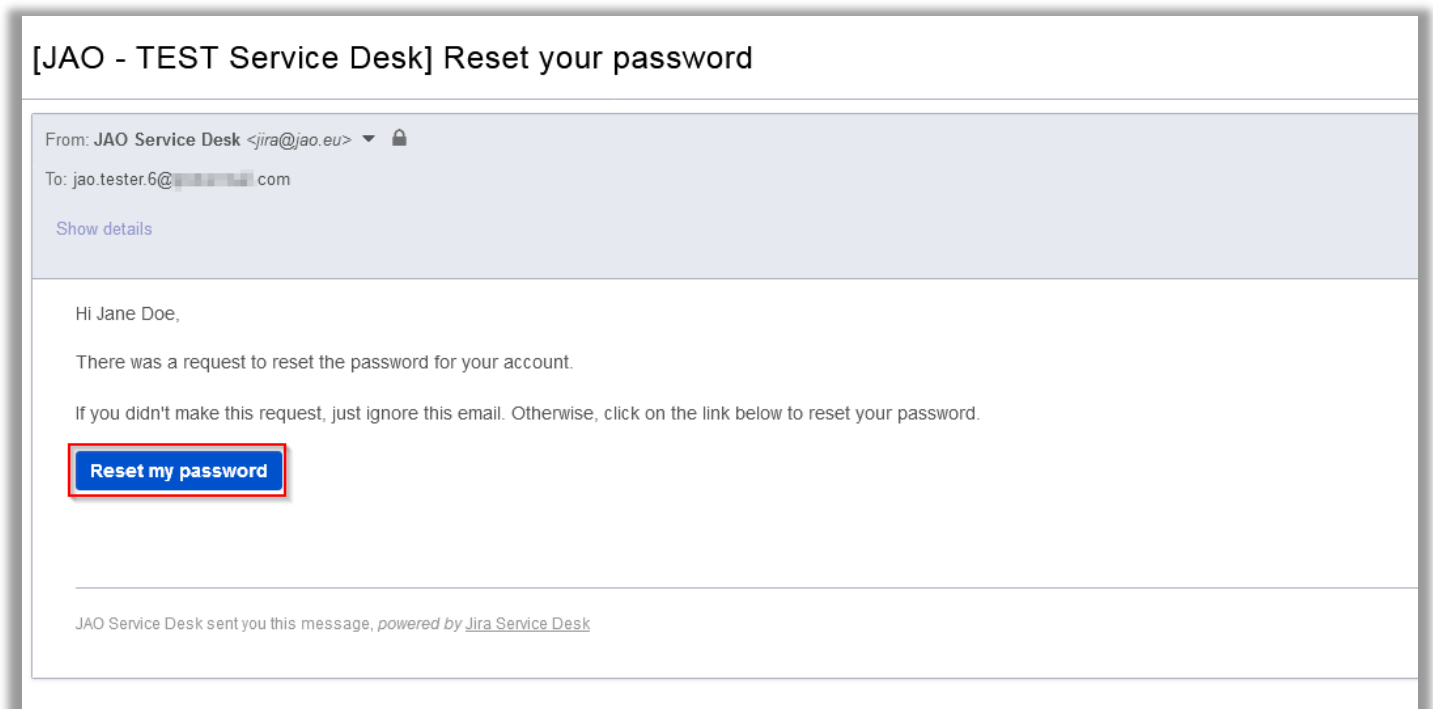
In case you forgot your user name or password, you have the option to retrieve those using the link "Forgot your password?"



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.



Create new password

Username
jao.testers.6@... .com

New password
The password must have at least 12 characters. ⓘ

Confirm

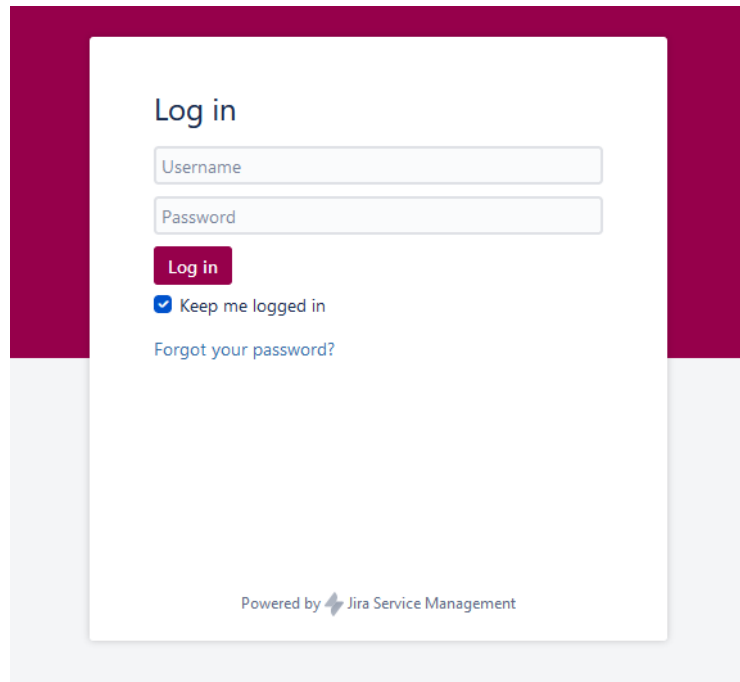
Create

Powered by ⚡ Jira Service Desk

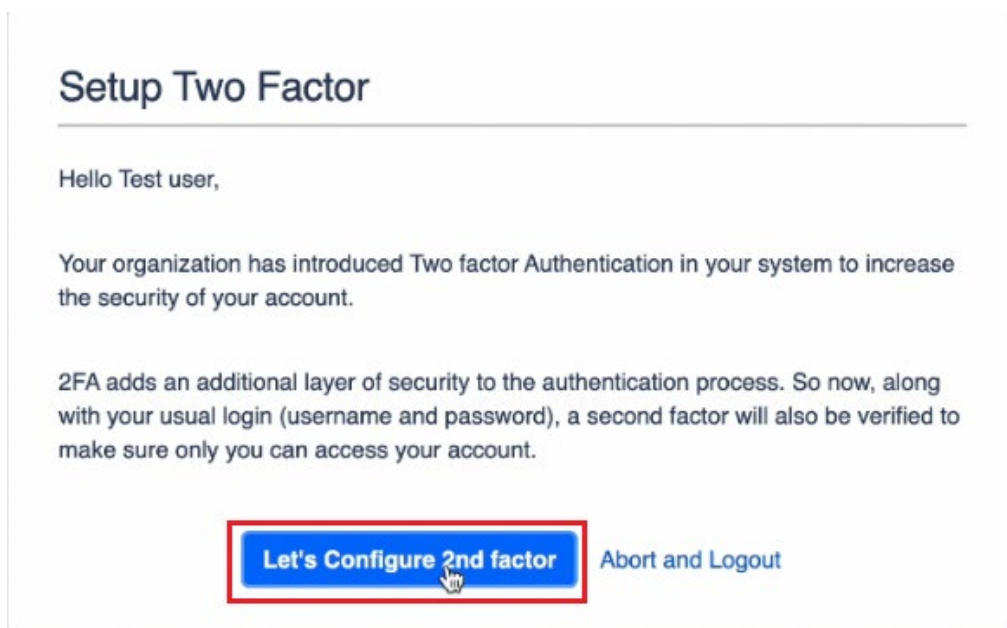
After changing the password you will gain immediate access to the platform.

IV. Two factor authentication (2FA) for Jira

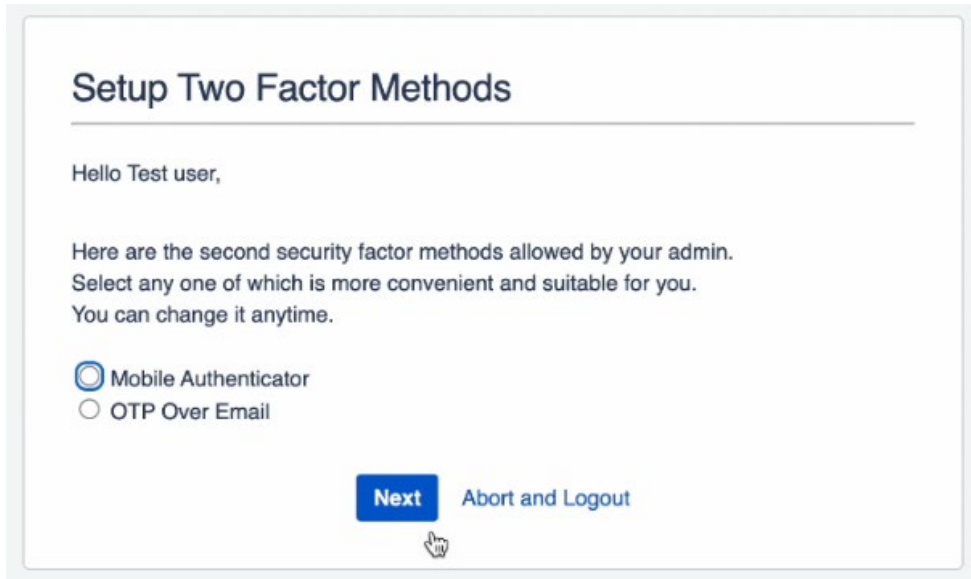
For the initial setup use the URL: <https://servicedesk.jao.eu/> this will redirect you to the log in page.



After entering your user credentials you will be redirected to the page that shows the 2FA method that needs to be configured:

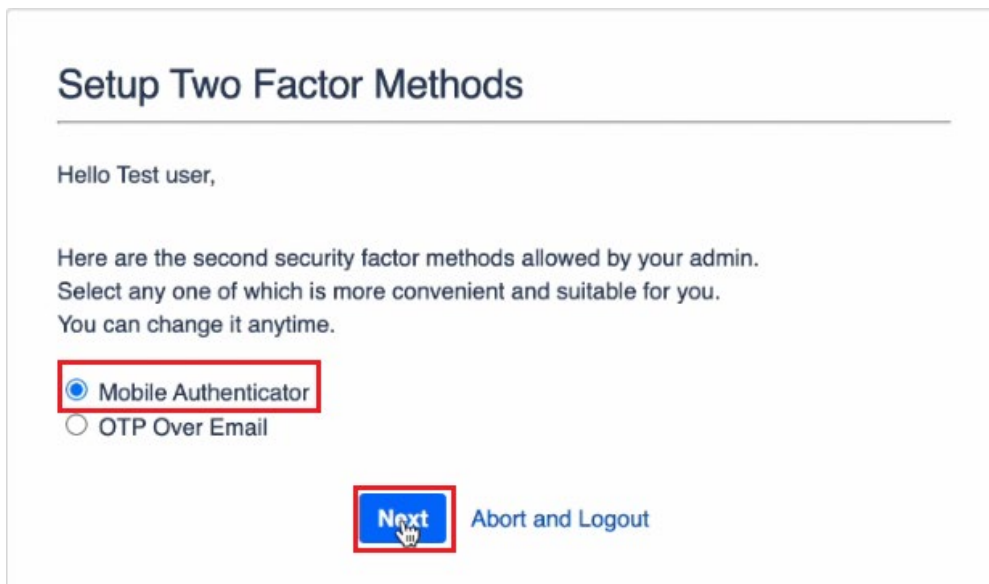


By pressing on “Let’s configure 2nd factor” you are redirected to the selection page:



You have two options to select from to define your primary 2FA method:

Option 1: Mobile Authenticator:



After clicking on the Mobile Authenticator radio button and clicking on next, a pop-up window will show you which mobile applications supports this method on what type of OS. For both iOS and Android users the app Google Authenticator is a viable option:

The 2FA app works on the widely adopted TOTP algorithm. The 2FA app supports all mobile apps which work on the TOTP algorithm. Here are a few popular mobile apps which are supported:

Mobile Application	Android	iPhone/iPod	Windows Phone	Black Berry
Google Authenticator	✓	✓	✗	✓
Athy Authenticator	✓	✓	✗	✓
Duo Authenticator	✓	✓	✓	✓
freeOTP	✓	✓	✗	✗
Microsoft Authenticator	✓	✓	✓	✗
Symantec VIP	✓	✓	✗	✗

Contact your administrator if you do not find your authenticator app on the list or facing issues in configuration.



Closing this window will show you the QR code that must be read by the installed authenticator app (in our case this remains Google Authenticator):


Configure Mobile Authenticator

Hello Test user,

Please scan the QR code using any authenticator app and enter the OTP below.

Don't know how to configure Mobile authenticator, refer to this [User Guide](#)

[Click here](#) to see the list of compatible mobile authenticator apps.

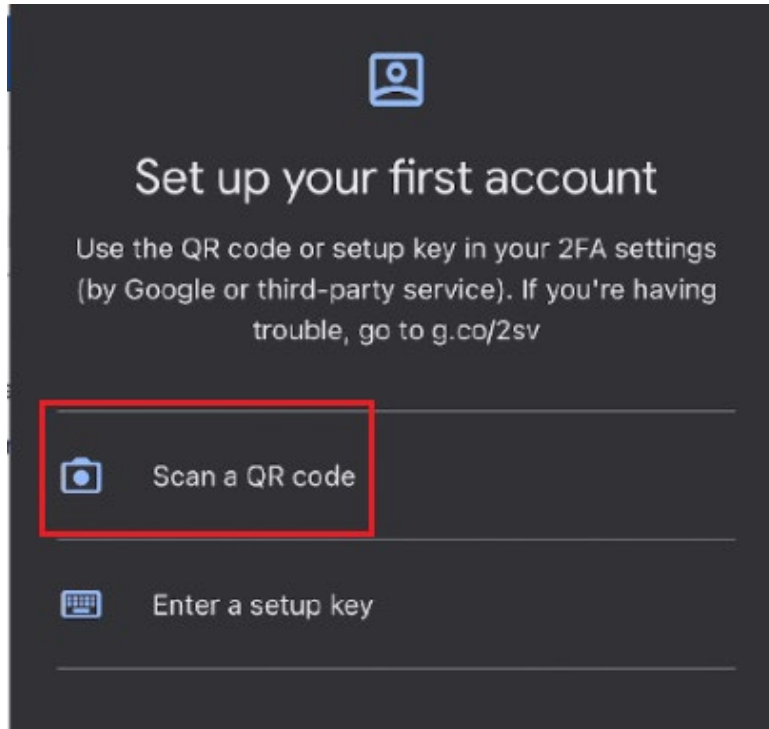


Your Secret Key is **URZXEHWCMi6TIKAD**

Enter verification code as shown in the mobile app

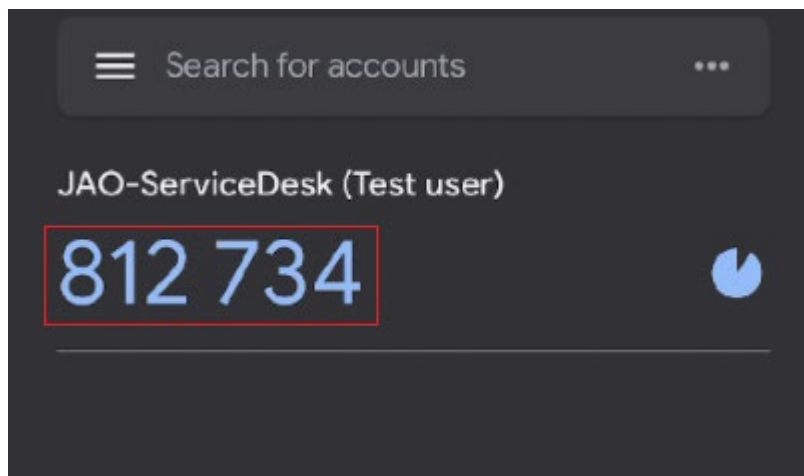
Validate Code
Abort and Logout

Open the mobile application and select “Scan a QR code”



a. You are able to read the QR code with the app

The entry immediately appears in the authentication app:



Enter the 6 digits on the Jira 2FA screen and press “Validate code”:

Configure Mobile Authenticator

Hello Test user,

Please scan the QR code using any authenticator app and enter the OTP below.

Don't know how to configure Mobile authenticator, refer to this [User Guide](#)

[Click here](#) to see the list of compatible mobile authenticator apps.



Your Secret Key is **URZXEHWCMI6TIKAD**

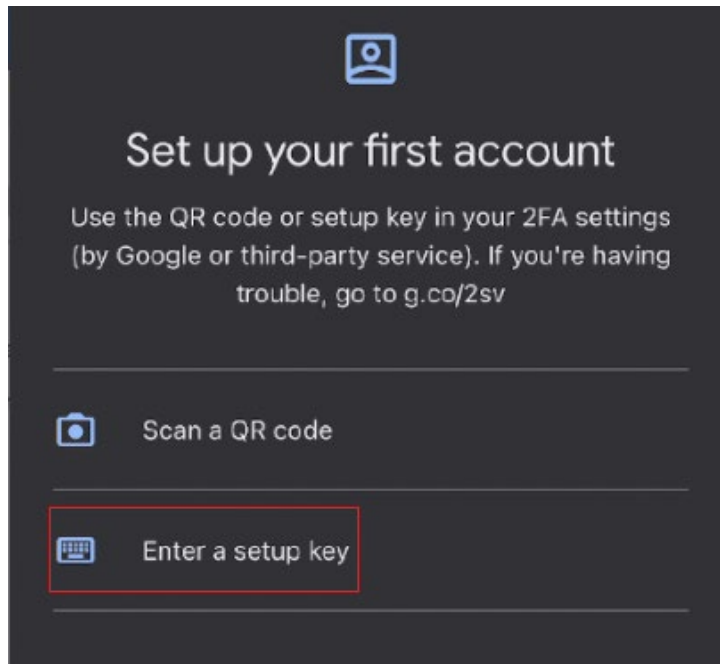
Enter verification code as shown in the mobile app

[Validate Code](#)

[Abort and Logout](#)

b. You are not able to read the QR code with the app

If the QR code could not be read, select the option “enter a setup key”:



Enter the username to the “Account” field and secret key to the “Key” field. The secret key is displayed below the QR code:

Configure Mobile Authenticator

Hello Test user,

Please scan the QR code using any authenticator app and enter the OTP below.

Don't know how to configure Mobile authenticator, refer to this [User Guide](#)

[Click here](#) to see the list of compatible mobile authenticator apps.



Your Secret Key is **URZXEHWCMI6TIKAD**

Enter verification code as shown in the mobile app

Validate Code [Abort and Logout](#)

Enter account details

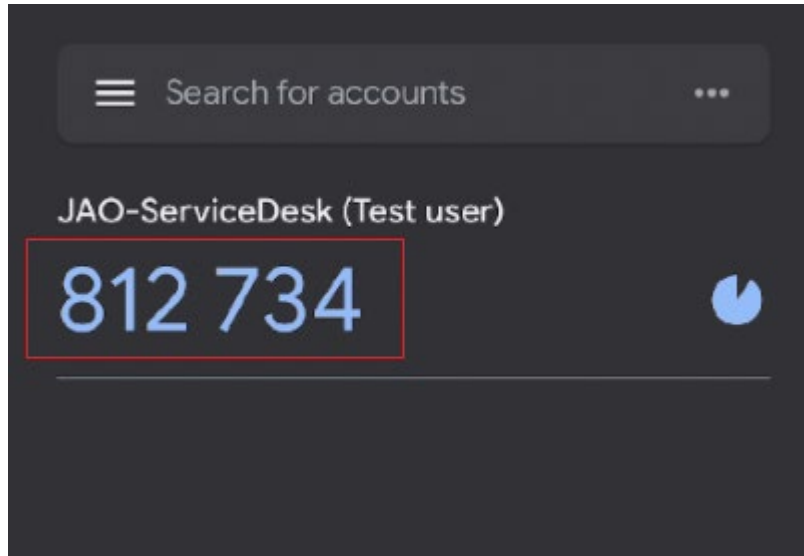
Account

Key

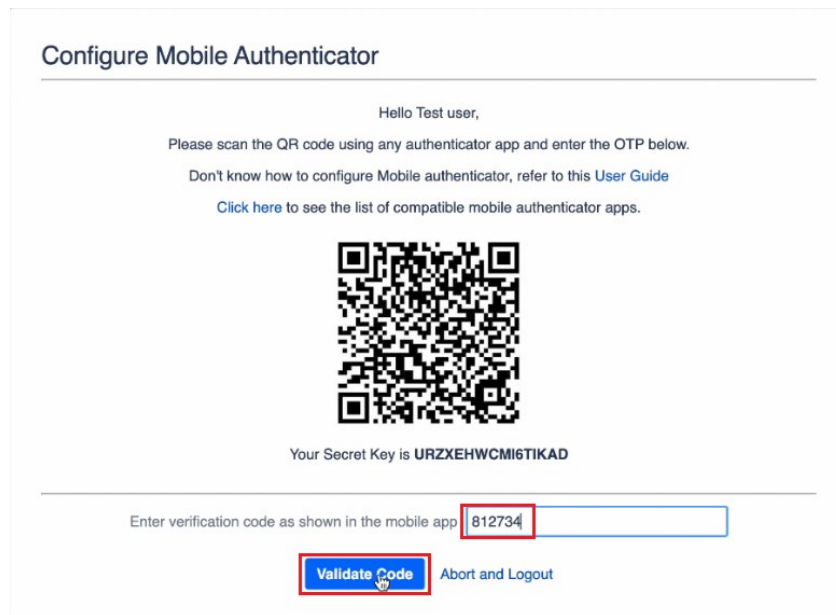
Time-based

Add

The token will automatically recognized and the 6 digit OTP appears on the screen:



Enter the 6 digits on the Jira 2FA screen and press “Validate code”:



Right after that you need to setup the backup method. This will be used in case your primary 2FA method is not possible for any reason.

Configure Backup Method

Hello Test user,

Select the Backup method that you want to register with.

Security Question
 Backup Code

Next Cancel

We will set up the security questions as backup method, if you wish to have the backup codes instead, read the following Section “How to Configure Backup Codes”. By clicking on “Next” you will need to set up 3 security questions and respective answers. The last one is custom, so it is on you to define the question and it cannot be skipped.

Configure Security Questions(KBA)

Hello Test user,

Please choose any 3 unique security questions and enter your answer in the corresponding text boxes.
At the time of login, you will be asked any two questions to verify your identity.

	Question	Answer
Question 1:	Select Security Question	Your Answer
Question 2:	Select Security Question	Your Answer
Question 3:	Type a custom question	Your Answer

Submit Answers Abort and Logout

Once you submit the answers you have further options to set up 2FA methods, or skip and finish the process

a. Skip the process

Hit the “Skip” button:

Remaining 2FA Methods

Hello Test user,

You have successfully configured Two Factor Authentication.

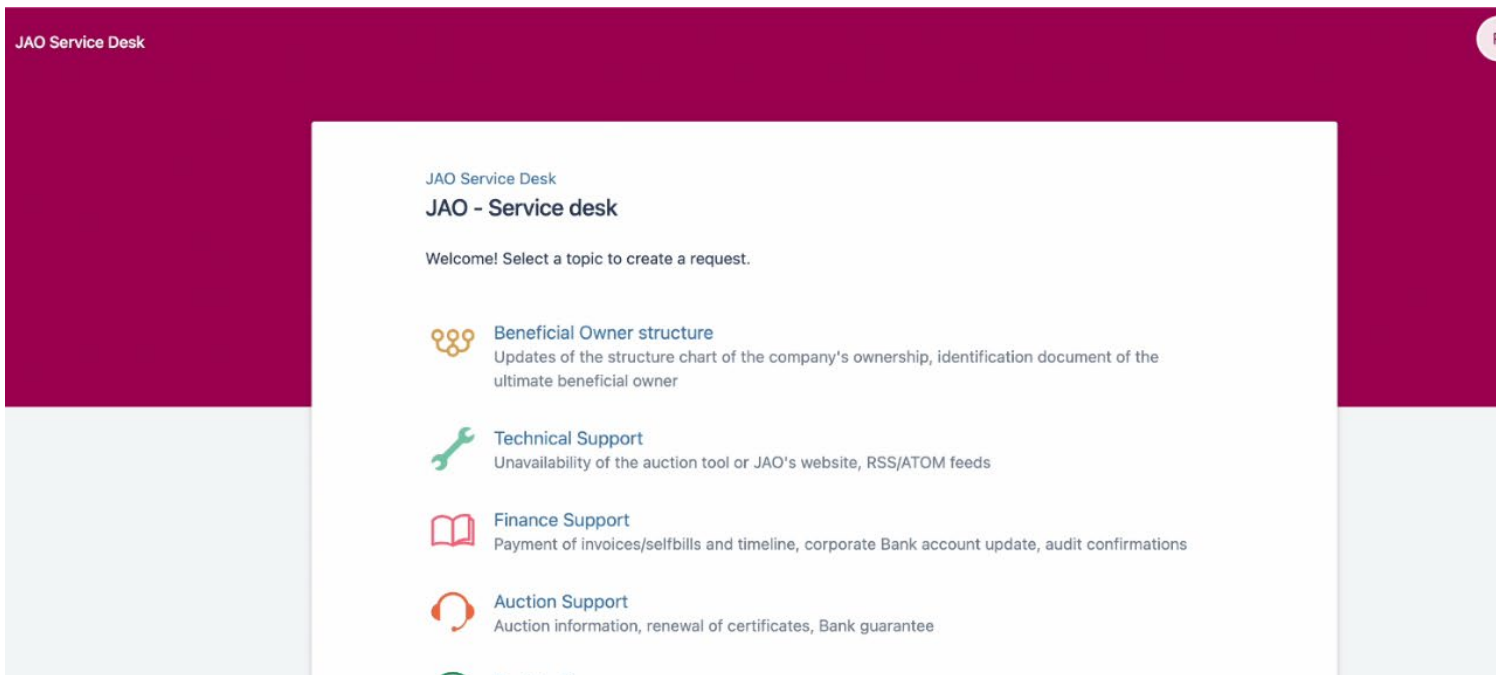
You can also configure the below methods as your 2FA.

- OTP Over Email
- Backup Code

[Configure 2FA](#)

[Skip](#)

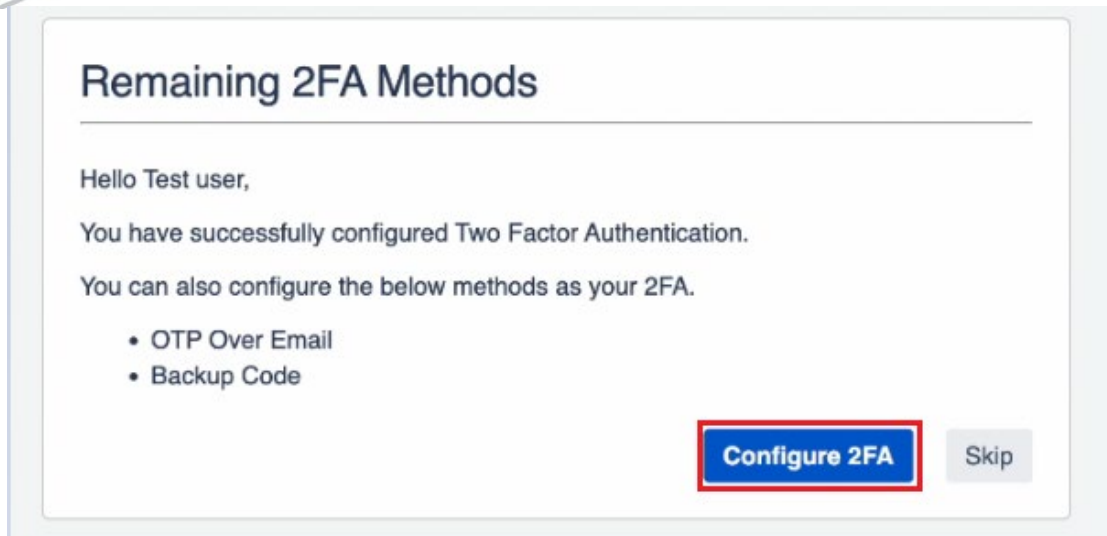
You will be redirected to the external customer portal:



The screenshot shows the JAO Service Desk interface. At the top left, it says "JAO Service Desk". The main content area has a white background with a dark red header. Below the header, it says "JAO Service Desk" and "JAO - Service desk". A welcome message reads: "Welcome! Select a topic to create a request." There are four main categories listed with icons: "Beneficial Owner structure" (orange icon), "Technical Support" (green icon), "Finance Support" (red icon), and "Auction Support" (orange icon). Each category has a brief description of the support provided.

b. To configure more methods:

After clicking on “Configure 2FA” you will be redirected to the main page of your 2FA settings under your user account.

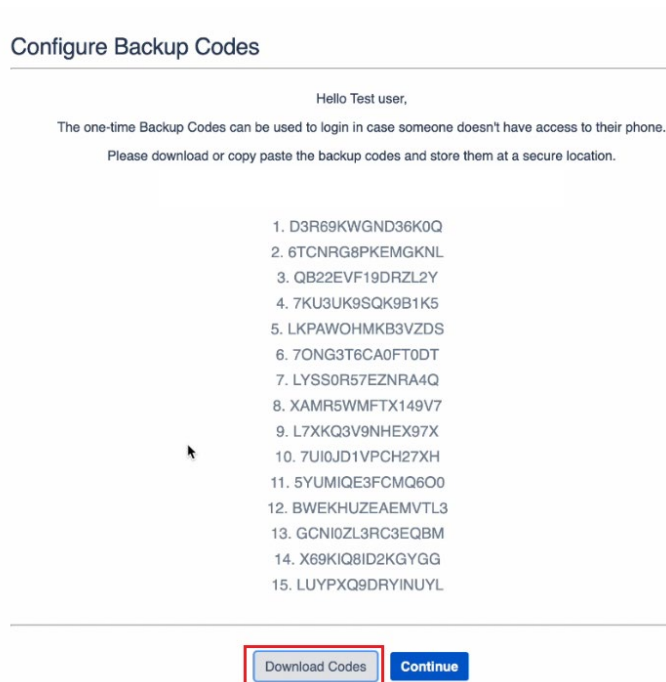


For information on configuring see “Set/Reset/Configure more 2FA methods” section below.

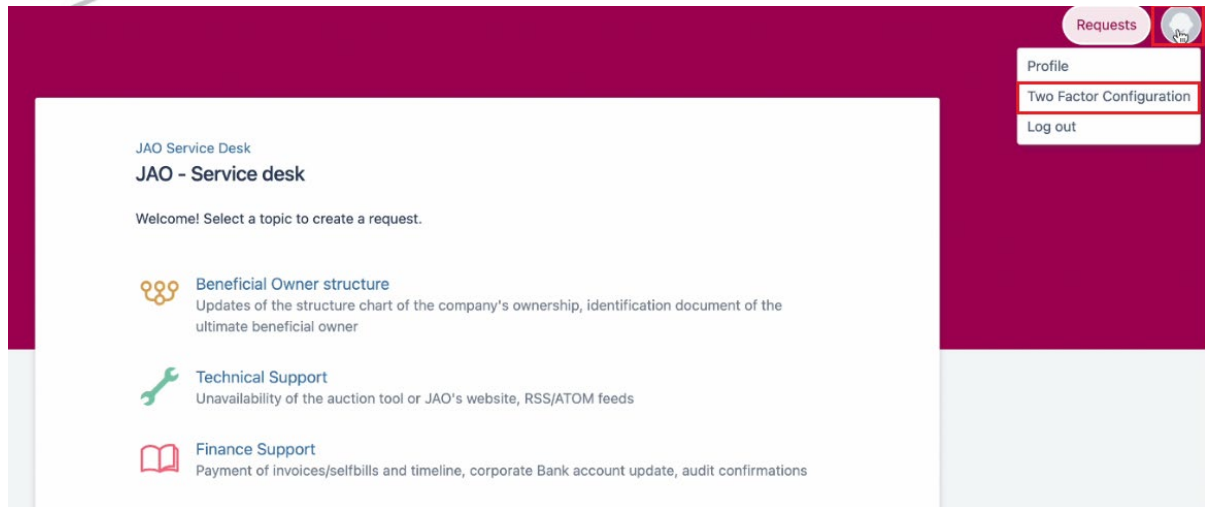
- **How to Configure Backup Codes:**

Once you have configured the primary 2FA method then if you wish to setup the “Backup Codes” as the Backup method, click on the Backup Codes radio button and click on next. On the screen you will see 15 unique backup/recovery codes.

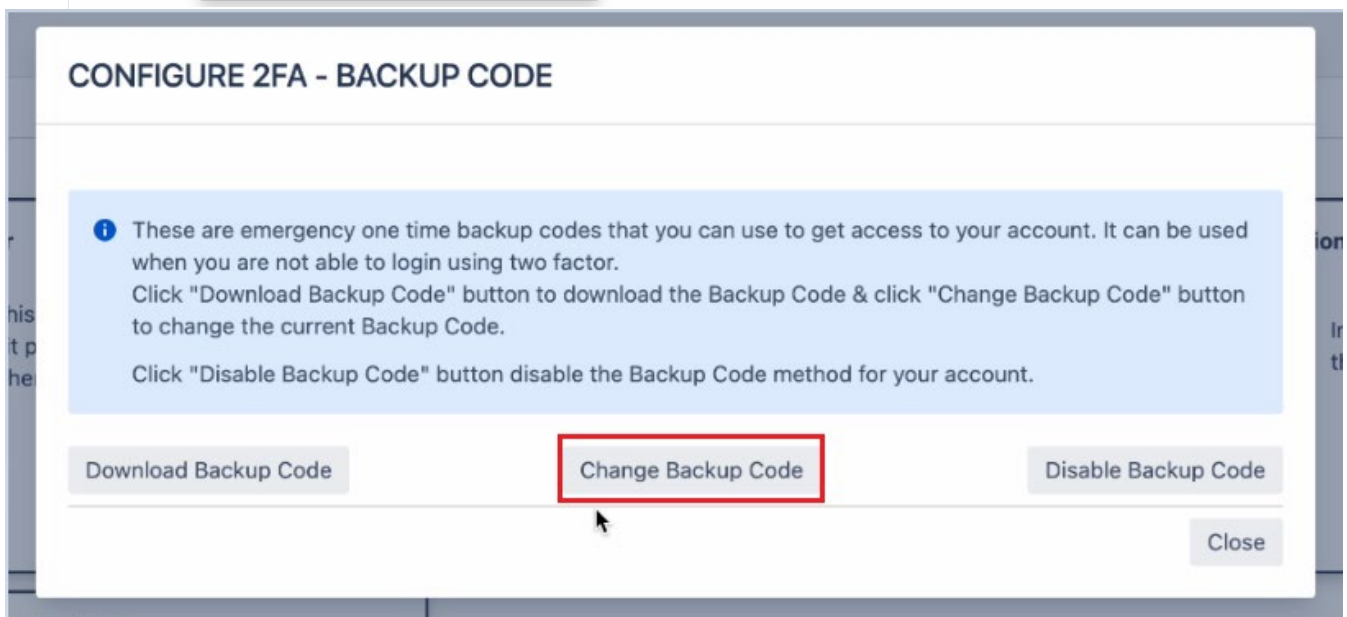
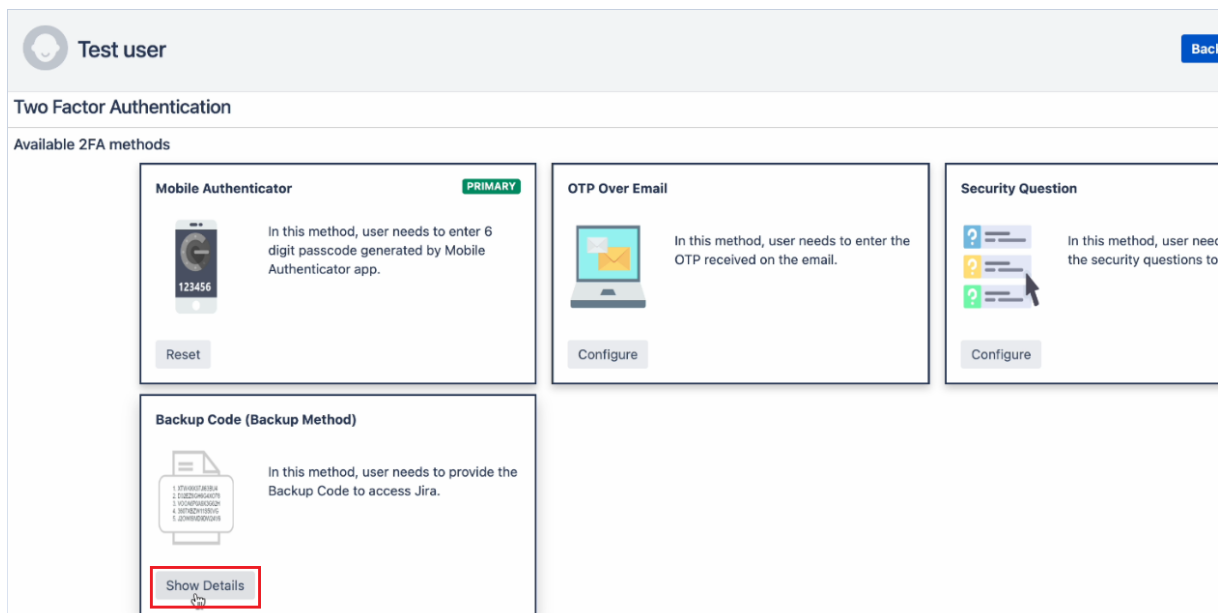
In the future, in case you lose your mobile phone, then you can use these recovery codes to gain access to your account again. Click on the “Download Codes” button and click on continue. Then store the downloaded file with the backup codes at a secure location.



Each backup codes can be used only once. If you have used many back up codes, if you want you can download a new set of backup codes as well. For this, log into your Jira account and go to the Two Factor Configuration page on your profile.

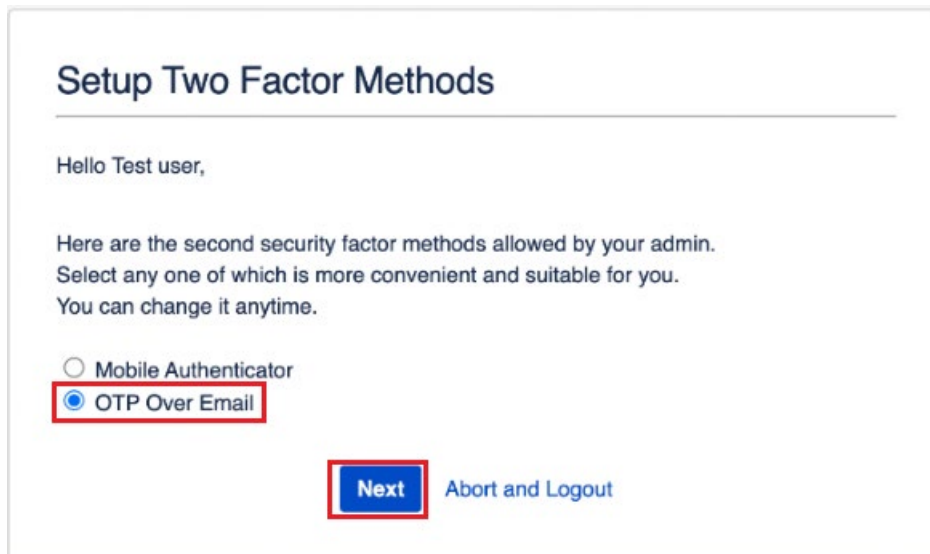


Click on Show Details in the Backup Code (Backup Method) tab and you will see the following pop-up. Click on the Change Backup Code button and download the codes again.



Option 2: OTP over Email:

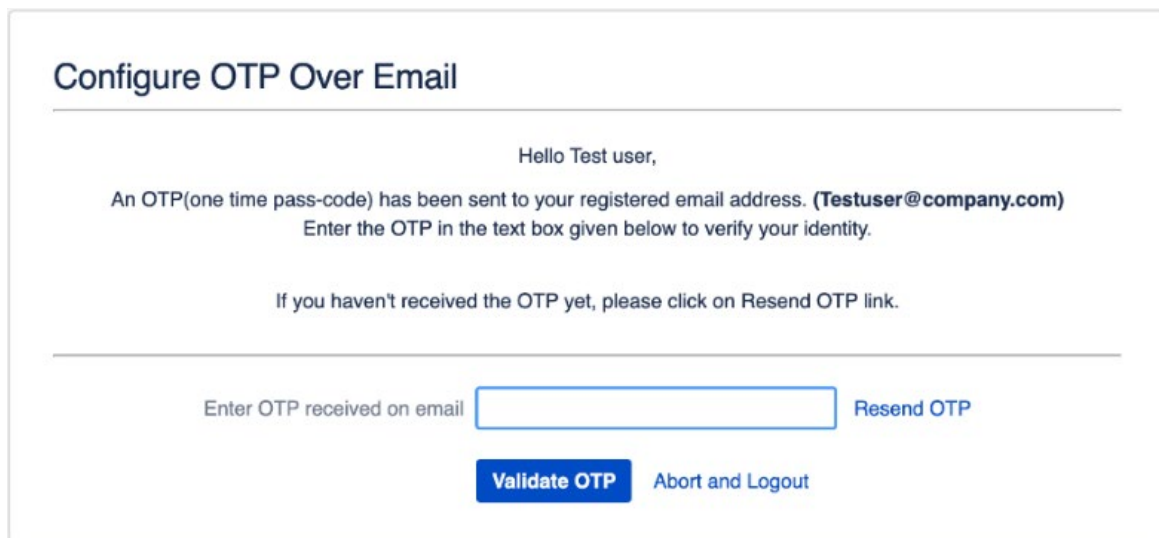
Select the “OTP over Email” radio button and press “Next”. An email will be send to you with the One-Time Password (OTP) shortly after that:



The screenshot shows a web page titled "Setup Two Factor Methods". It greets the user as "Hello Test user," and explains that they are choosing a second security factor method. Two options are listed: "Mobile Authenticator" (unselected) and "OTP Over Email" (selected). The "Next" button is highlighted with a red box.

Enter the 6 digit OPT received in the empty field of the “Enter OTP received on email” tab and hit “Validate OTP”

- Make sure you copy only the digits and no extra space has been accidentally added.




The screenshot shows a web page titled "Configure OTP Over Email". It greets the user as "Hello Test user," and states that an OTP has been sent to the registered email address (Testuser@company.com). It asks the user to enter the OTP in a text box. A "Resend OTP" link is provided. Below the text box is a "Validate OTP" button, which is highlighted with a blue box, and an "Abort and Logout" link.

- **You got an error:**

In case the One-Time Password expired, click on the “Resend OTP” and you will see a confirmation message about the action:

Enter the OTP in the text box given below to verify your identity.

If you haven't received the OTP yet, please click on Resend OTP link.

 **Error!**


OTP is Valid. But Time Expired.

Enter OTP received on email [Resend OTP](#)

[Abort and Logout](#)



If you haven't received the OTP yet, please click on Resend OTP link.

 **Success!**

Successfully resent the OTP to your email.

Enter OTP received on email [Resend OTP](#)

[Abort and Logout](#)

Right after that, you will need to setup the backup method. This will be used in case your primary 2FA method is not possible for any reason.

Configure Backup Method

Hello Test user,

Select the Backup method that you want to register with.

Security Question
 Backup Code

[Cancel](#)

We will set up the security questions as backup method, if you wish to have the backup codes instead, read the following Section "How to Configure Backup Codes". By clicking on "Next" you will need to set up 3 security questions and respective answers. The last one is custom, so it is on you to define the question and it cannot be skipped.

Configure Security Questions(KBA)

Hello Test user,

Please choose any 3 unique security questions and enter your answer in the corresponding text boxes.
At the time of login, you will be asked any two questions to verify your identity.

Question	Answer
Question 1: Select Security Question	Your Answer
Question 2: Select Security Question	Your Answer
Question 3: Type a custom question	Your Answer

[Submit Answers](#) [Abort and Logout](#)

Once you submitted the answers, you have further options to setup 2FA methods, or skip that and finish the process and will be redirected to the external customer portal:

Remaining 2FA Methods

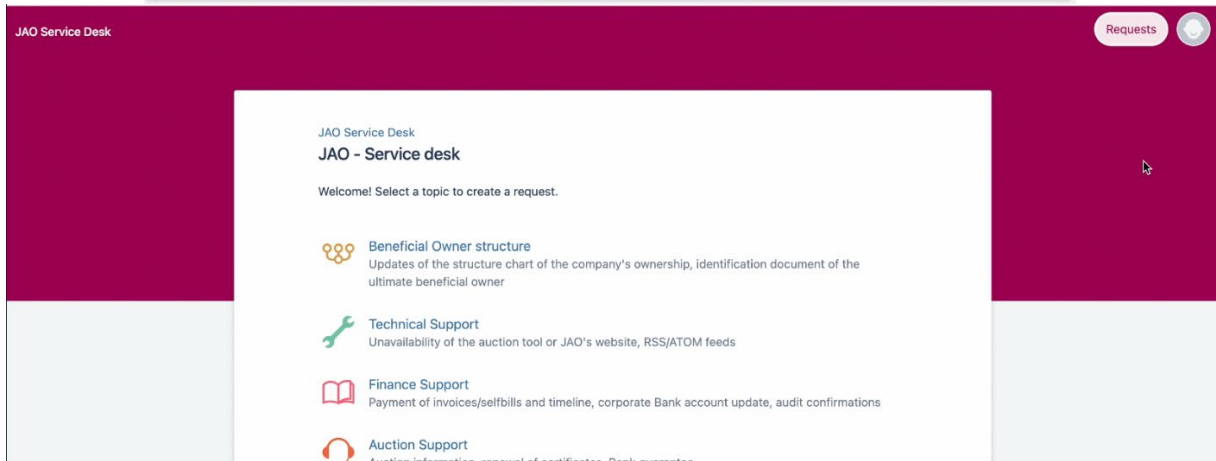
Hello Test user,

You have successfully configured Two Factor Authentication.

You can also configure the below methods as your 2FA.

- OTP Over Email
- Backup Code

[Configure 2FA](#) [Skip](#)



JAO Service Desk

JAO - Service desk

Welcome! Select a topic to create a request.

- 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 accounts

If you want to configure more methods, after clicking on “Configure 2FA” you will be redirected to the main page of your 2FA settings under your user account.

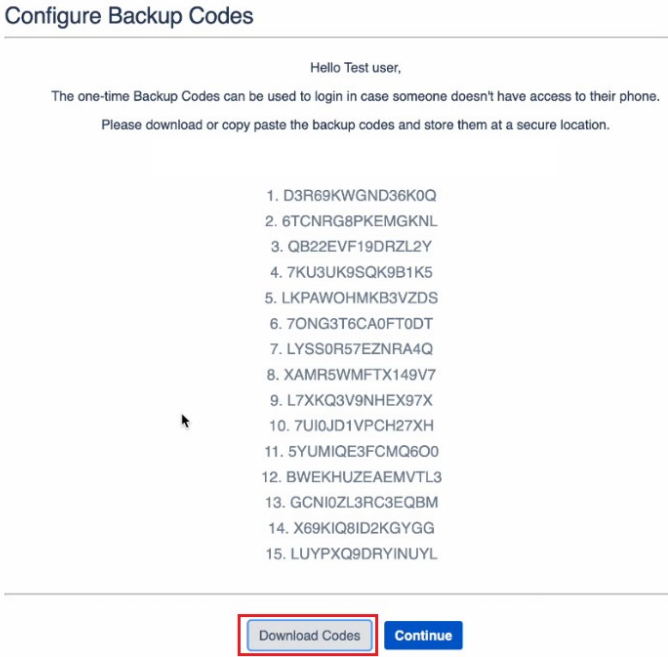


For information on configuring see “Set/Reset/Configure more 2FA methods” section below.

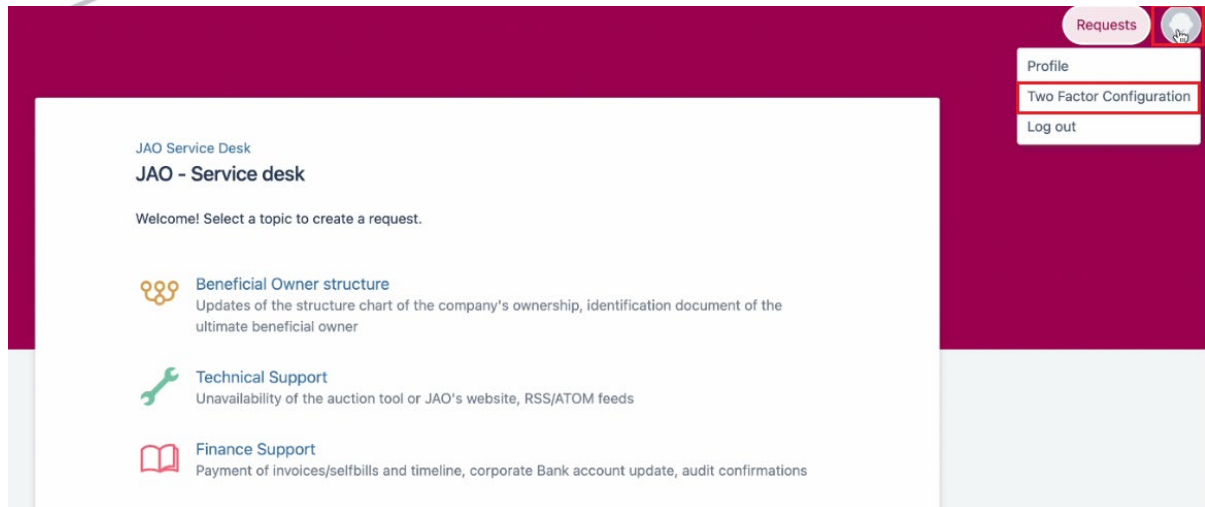
- **How to Configure Backup Codes:**

Once you have configured the primary 2FA method then if you wish to setup the “Backup Codes” as the Backup method, click on the Backup Codes radio button and click on next. On the screen you will see 15 unique backup/recovery codes.

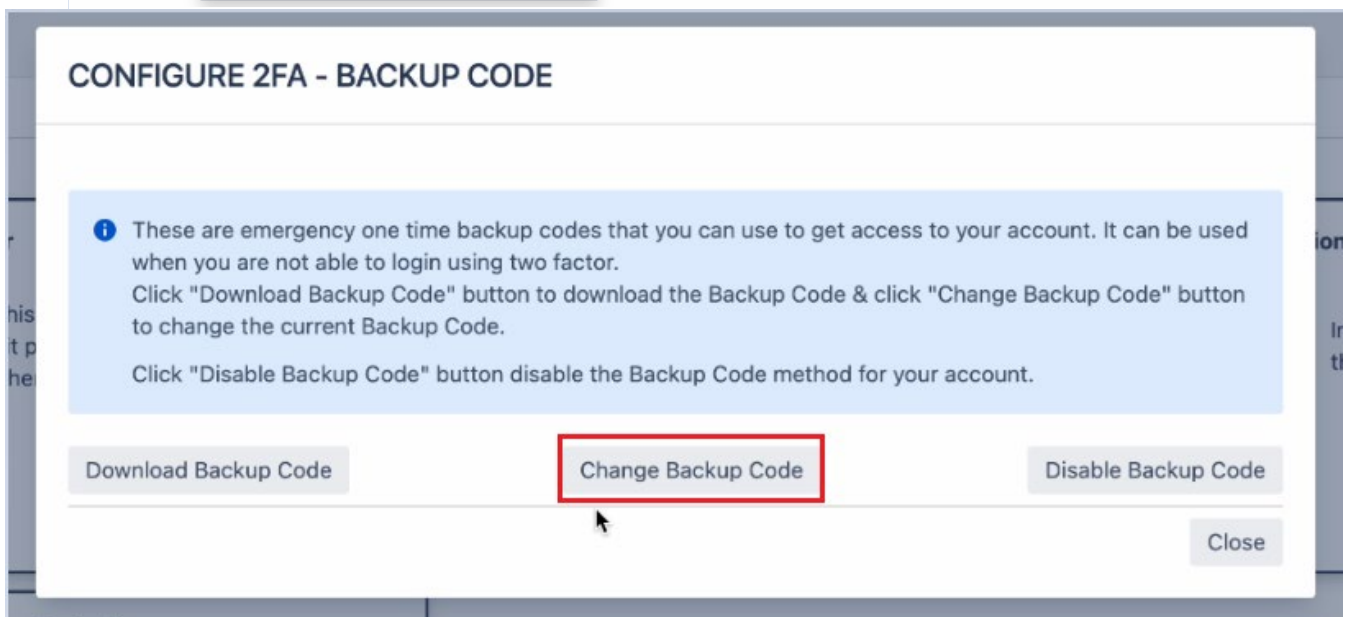
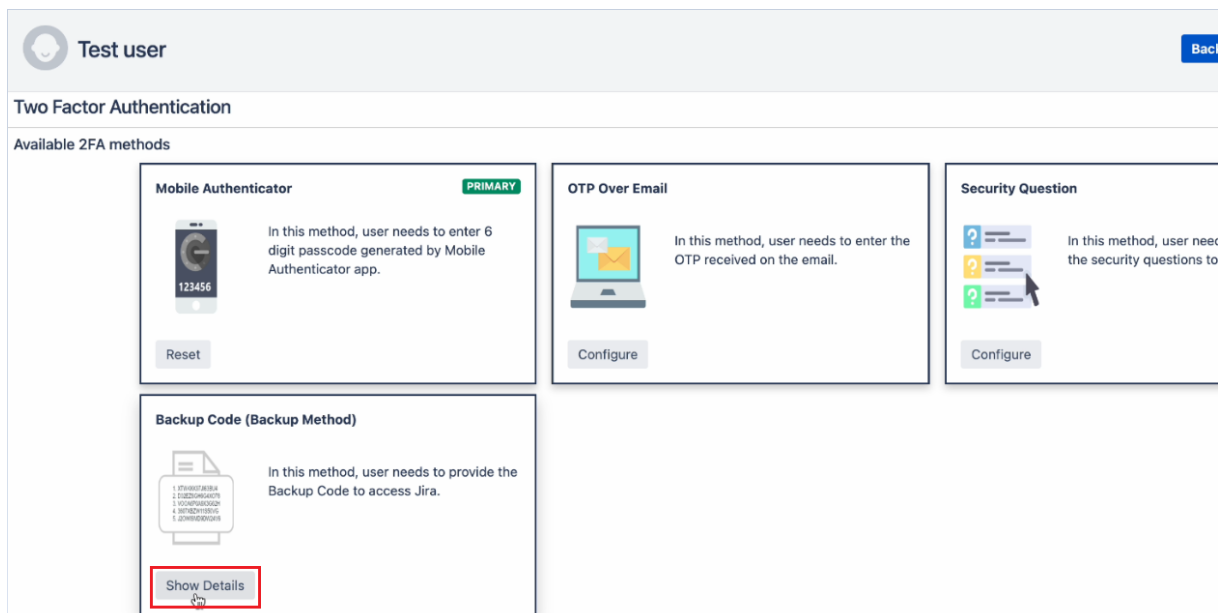
In the future, in case you lose your mobile phone, then you can use these recovery codes to gain access to your account again. Click on the “Download Codes” button and click on continue. Then store the downloaded file with the backup codes at a secure location.



Each backup codes can be used only once. If you have used many back up codes, if you want you can download a new set of backup codes as well. For this, log into your Jira account and go to the Two Factor Configuration page on your profile.

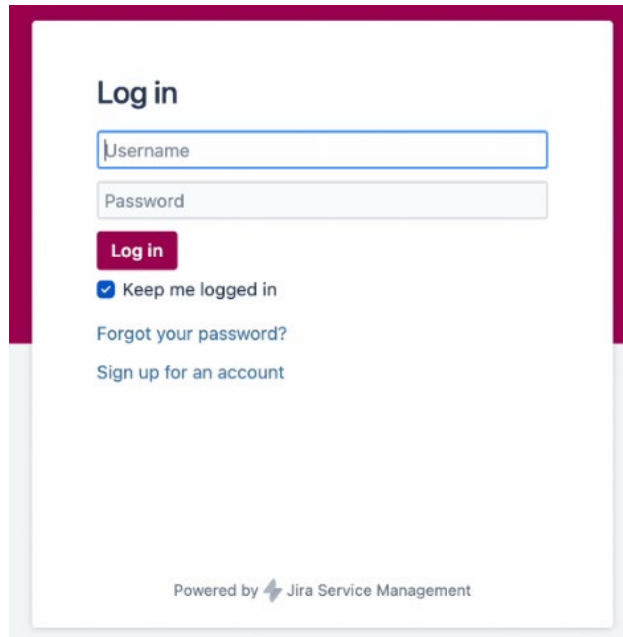


Click on Show Details in the Backup Code (Backup Method) tab and you will see the following pop-up. Click on the Change Backup Code button and download the codes again.



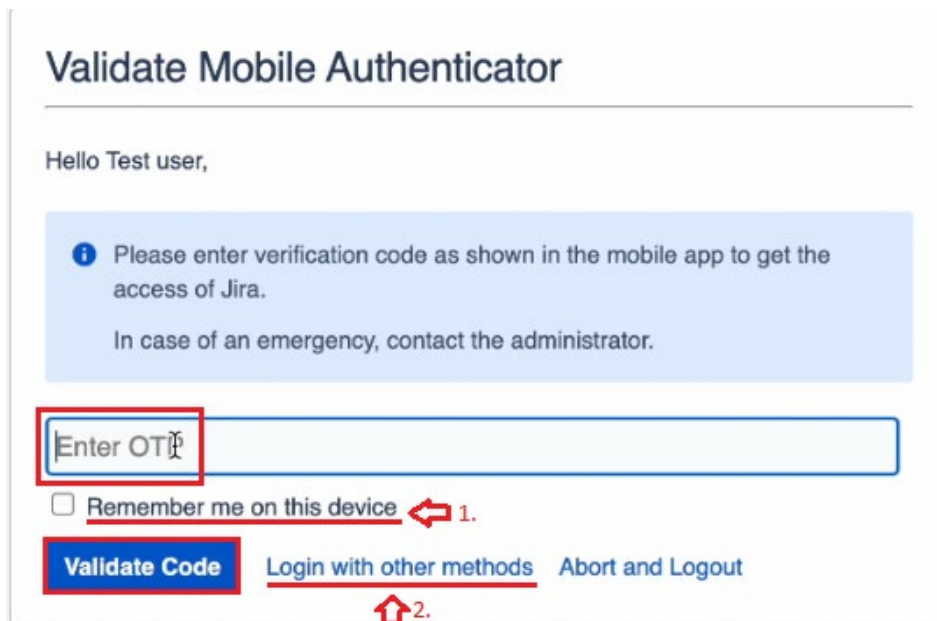
- **How to login with 2FA**

Make sure you always use the URL <https://servicedesk.jao.eu>
Enter your username and password as usual:



The screenshot shows a login form titled "Log in". It contains two input fields: "Username" and "Password". Below the fields is a red "Log in" button. There is a checked checkbox for "Keep me logged in". Below that are links for "Forgot your password?" and "Sign up for an account". At the bottom, it says "Powered by Jira Service Management".

The next window that you will see is the second factor authentication:



The screenshot shows a page titled "Validate Mobile Authenticator". It says "Hello Test user,". Below that is a blue box with an information icon and the text: "Please enter verification code as shown in the mobile app to get the access of Jira. In case of an emergency, contact the administrator." Below this is a text input field with "Enter OTP" and a cursor. There is a checkbox for "Remember me on this device" with a red arrow pointing to it labeled "1.". Below the input field are three buttons: "Validate Code" (highlighted with a red box), "Login with other methods" (underlined with a red arrow pointing to it labeled "2."), and "Abort and Logout".

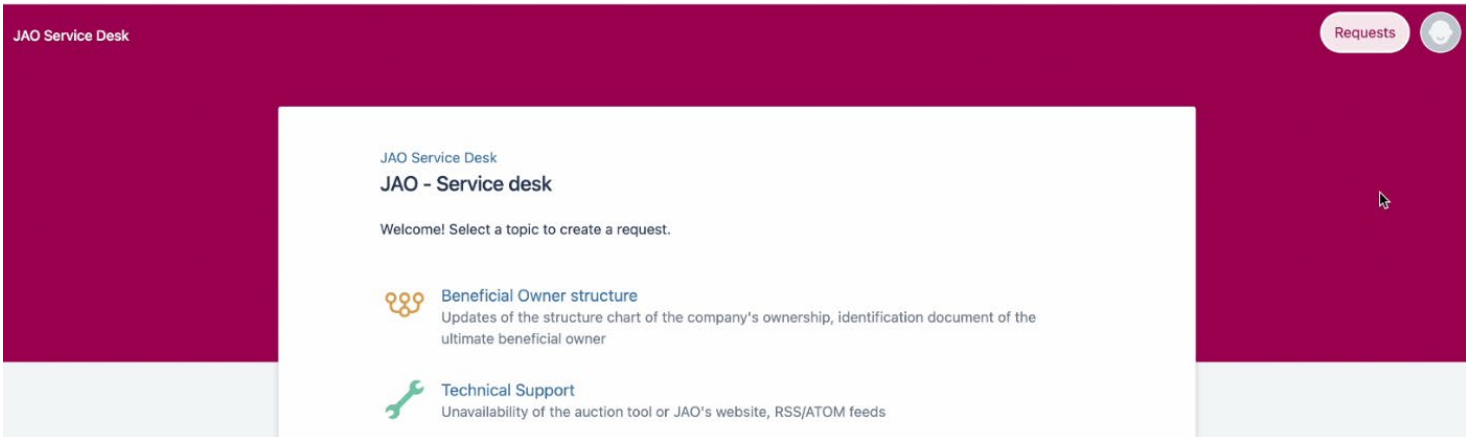
Enter the OPT independently of the method you set.

1. You may mark the device as trusted, in this case it will not request 2FA from this device for the next 14 days.
2. "Login with other methods: can be used to switch to the Backup Method or any other methods you have set.

- **Too many failed attempts**

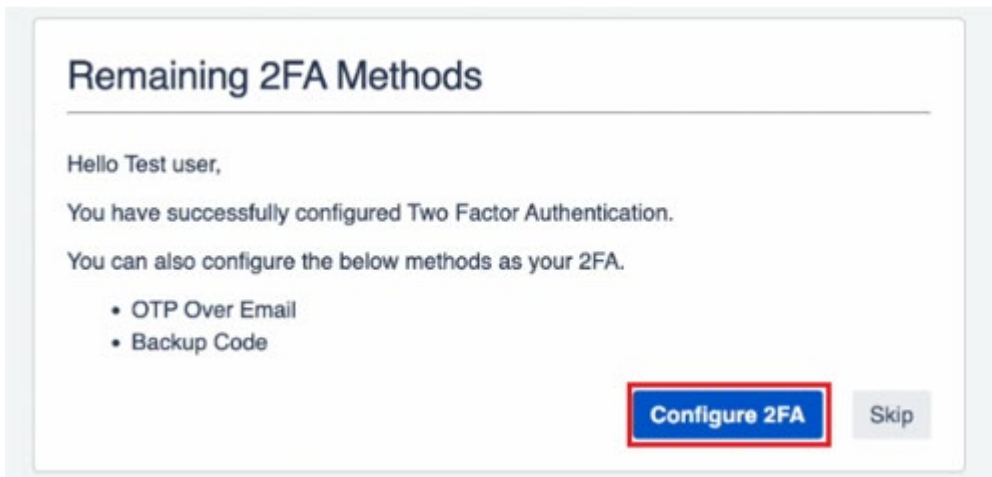
If you had 3 failed attempts to enter your OTP, the account is locked for 15 minutes.

After the validation you are redirected to the internal landing page:



- **Set/Reset/Configure more 2FA methods.**

You may see this screen either by the initial setup of the 2FA methods by clicking on “Configure 2FA”



Or manually navigate to this menu to this menu under the user account settings in the top right corner after the login:

JAO Service Desk
JAO - Service desk


Welcome! Select a topic to create a request.

- 
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

In any case you will get the settings menu:

1. Reset:

“Reset” indicates to reset the methods you already configured. When you click on the reset, the button will change to “Configure”.



Test user

Back To Help C

Two Factor Authentication

Available 2FA methods


Mobile Authenticator PRIMARY



In this method, user needs to enter 6 digit passcode generated by Mobile Authenticator app.

Reset


OTP Over Email



In this method, user needs to enter the OTP received on the email.

Configure


Security Question



In this method, user needs to answer the security questions to access Jira.

Reset
Set as Primary

Backup Code (Backup Method)



In this method, user needs to provide the Backup Code to access Jira.

Show Details

Test user

Two Factor Authentication

Available 2FA methods

Mobile Authenticator PRIMARY

In this method, user needs to enter 6 digit passcode generated by Mobile Authenticator app.

[Reset](#)

OTP Over Email

In this method, user needs to enter the OTP received on the email.

[Configure](#)

Security Question

In this method, user needs to answer the security questions to access Jira.

[Configure](#)

Backup Code (Backup Method)

In this method, user needs to provide the Backup Code to access Jira.

[Show Details](#)

Two Factor Configuration
 Security Question is removed. Now you can reconfigure it again.

Now you can re-configure directly from this page through a pop-up window:

Test user

Two Factor Authentication

Available 2FA methods

Mobile Authenticator

[Reset](#)

OTP Over Email

[Configure](#)

Security Question

[Configure](#)

Backup Code (Backup Method)

[Show Details](#)

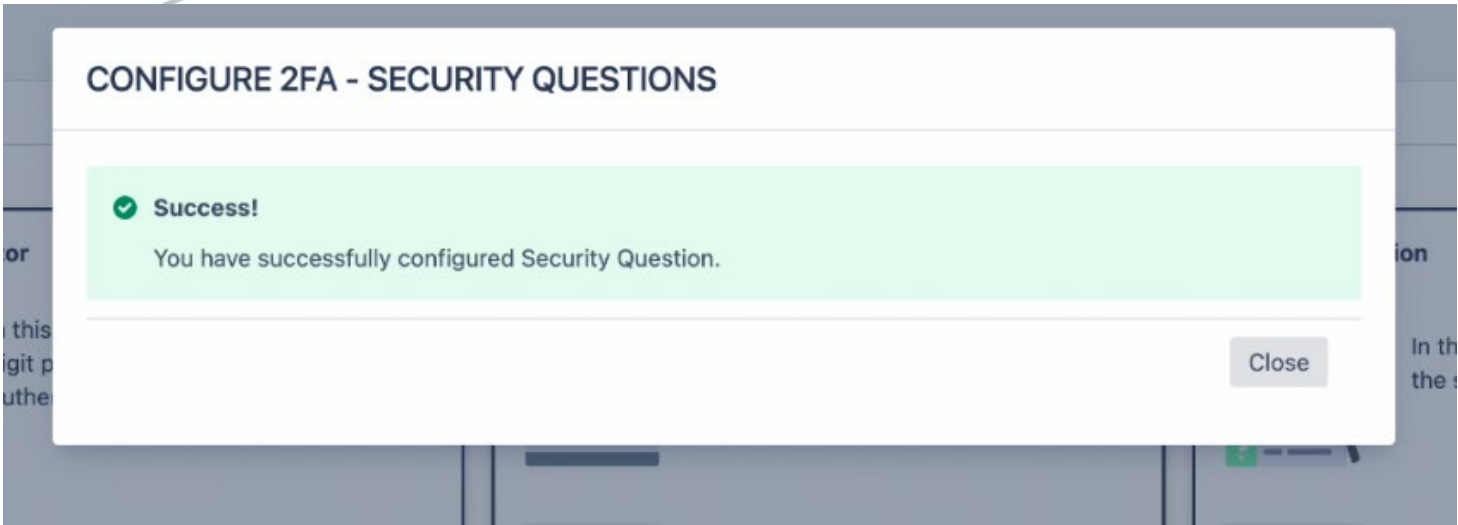
CONFIGURE 2FA - SECURITY QUESTIONS

Please choose any 3 unique security questions and enter your answer in the corresponding text boxes. At the time of login, you will be asked any two questions to verify your identity.

	Question	Answer
Question 1:	<input type="text" value="Select Security Question"/>	<input type="text" value="Your Answer"/>
Question 2:	<input type="text" value="Select Security Question"/>	<input type="text" value="Your Answer"/>
Question 3:	<input type="text" value="Type a custom question"/>	<input type="text" value="Your Answer"/>

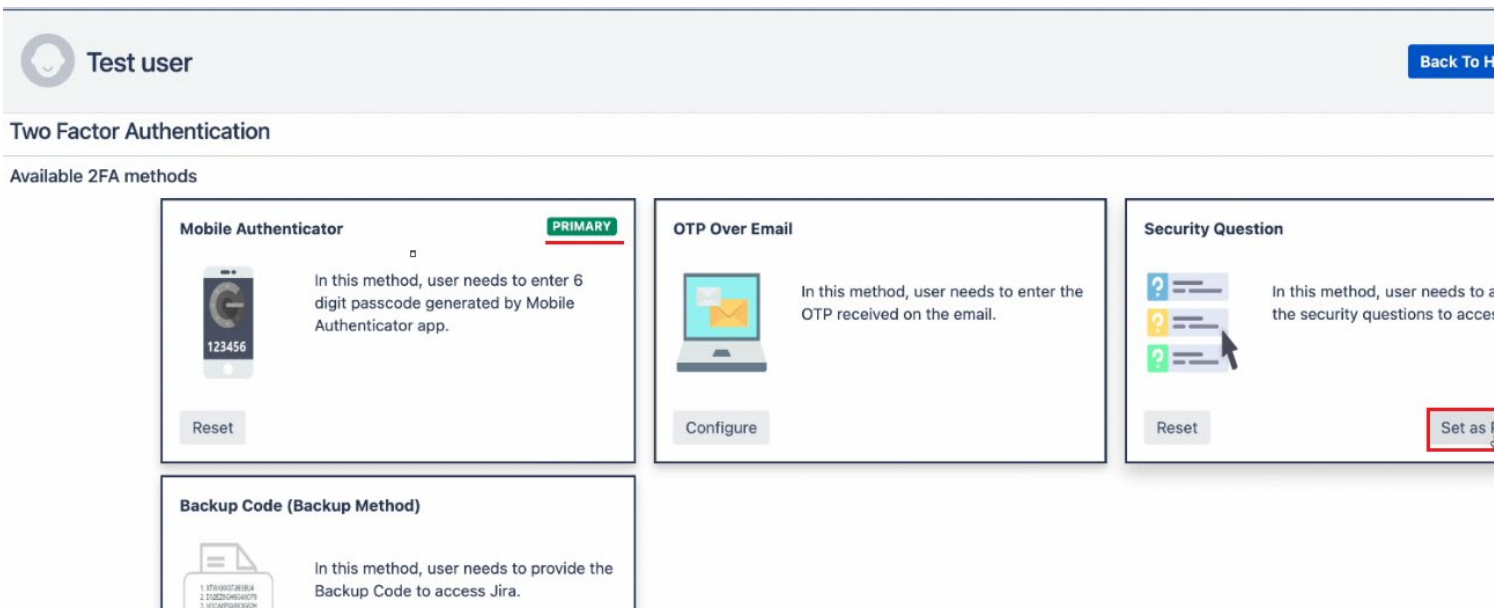
[Submit](#)
[Close](#)

Once it is set, you will get a confirmation immediately.



2. Set as primary

Your primary method is the default one that appears as the second factor after entering the username and the password. You can change this to any of your method you already configured:




Once you press the button, the changes apply automatically.

Test user Back To Help Center

Two Factor Authentication

Available 2FA methods


Mobile Authenticator



In this method, user needs to enter 6 digit passcode generated by Mobile Authenticator app.

Reset Set as Primary


OTP Over Email



In this method, user needs to enter the OTP received on the email.

Configure


Security Question PRIMARY



In this method, user needs to answer the security questions to access Jira.

Reset

Backup Code (Backup Method)



In this method, user needs to provide the Backup Code to access Jira.

3. Configure


Configuring another method can be managed anytime from this menu directly. A pop-up window appears on the screen that helps you setup directly from here:

Test user Back To Help Center

Two Factor Authentication

Available 2FA methods


Mobile Authenticator



In this method, user needs to enter 6 digit passcode generated by Mobile Authenticator app.

Reset Set as Primary


OTP Over Email



In this method, user needs to enter the OTP received on the email.

Configure


Security Question PRIMARY



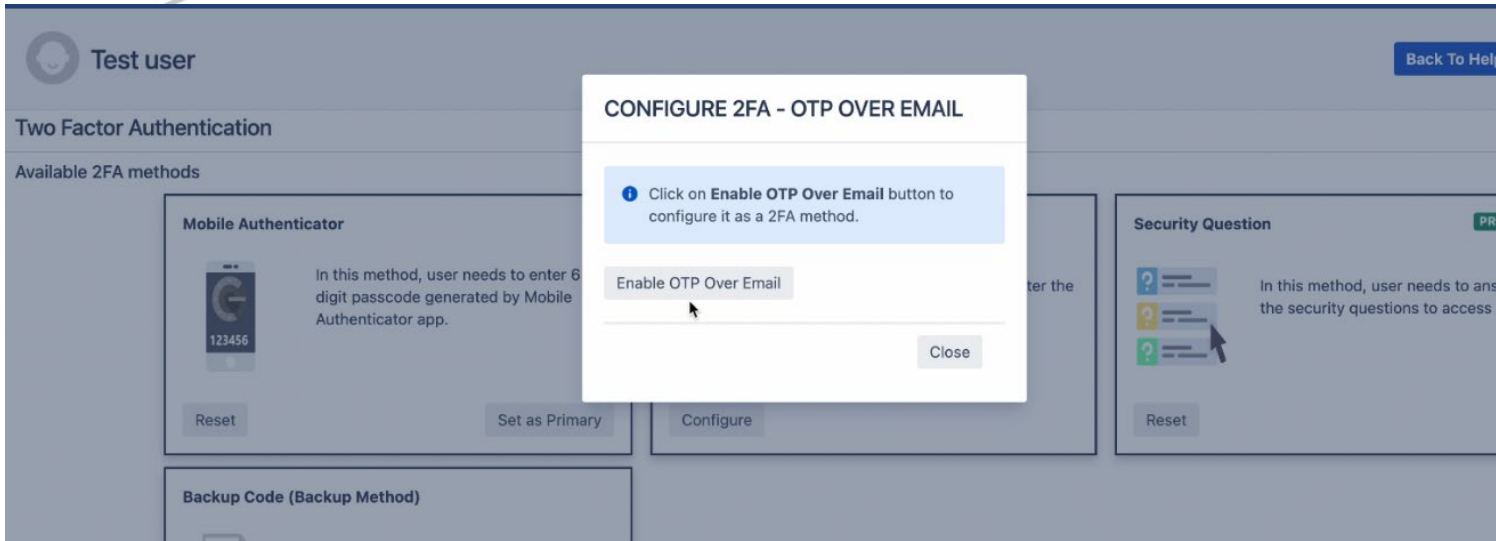
In this method, user needs to answer the security questions to access Jira.

Reset

Backup Code (Backup Method)



In this method, user needs to provide the Backup Code to access Jira.



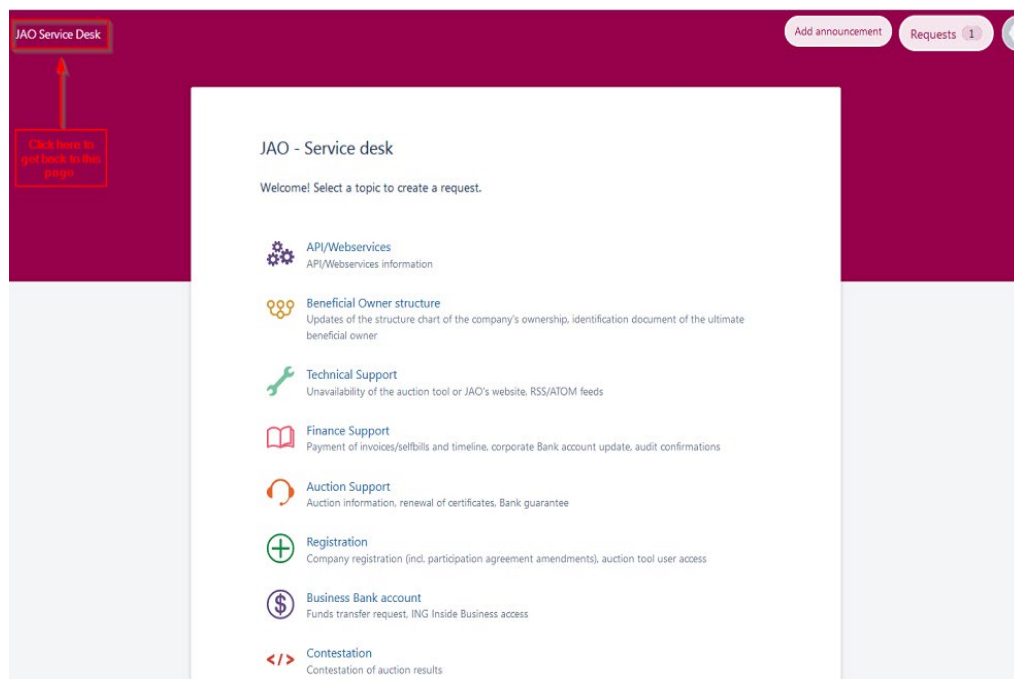
For configuring the Mobile Authenticator, see section “Option 1: Mobile Authenticator”.
For configuring the Backup Code, see section “How to configure Backup Codes”

V. Creating a ticket

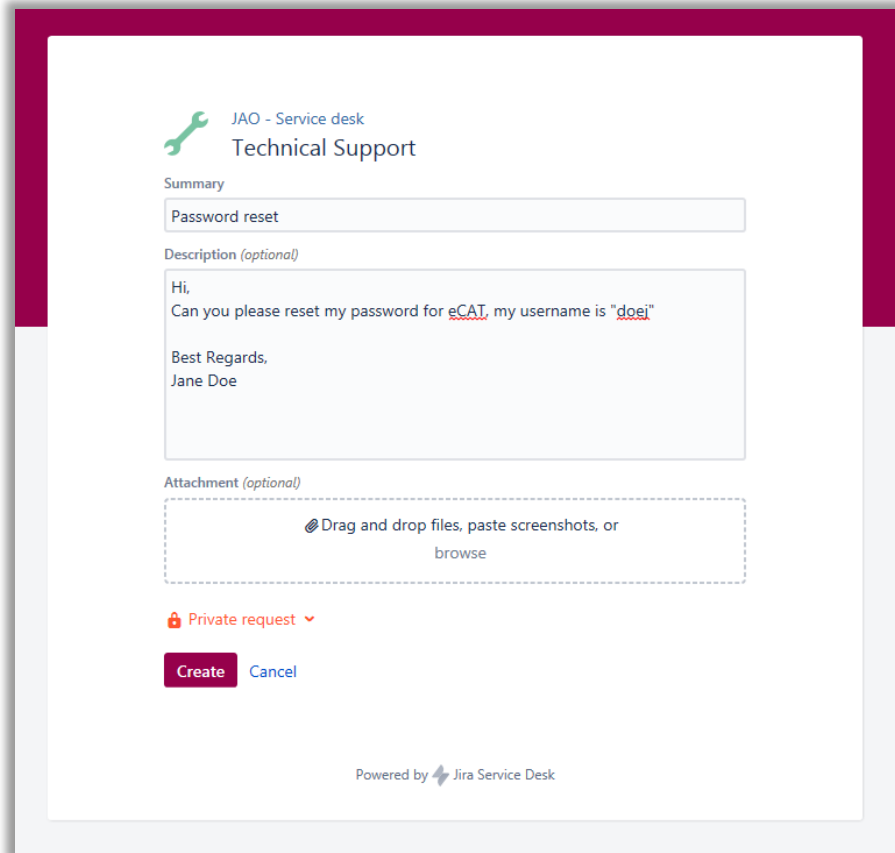
Creating a ticket regarding an issue, select the relevant type:

- **API/Webservices** – Services: eCAT (Wbservices) / OWS (Market Data API) / Publication Tool Webservices.
- **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.



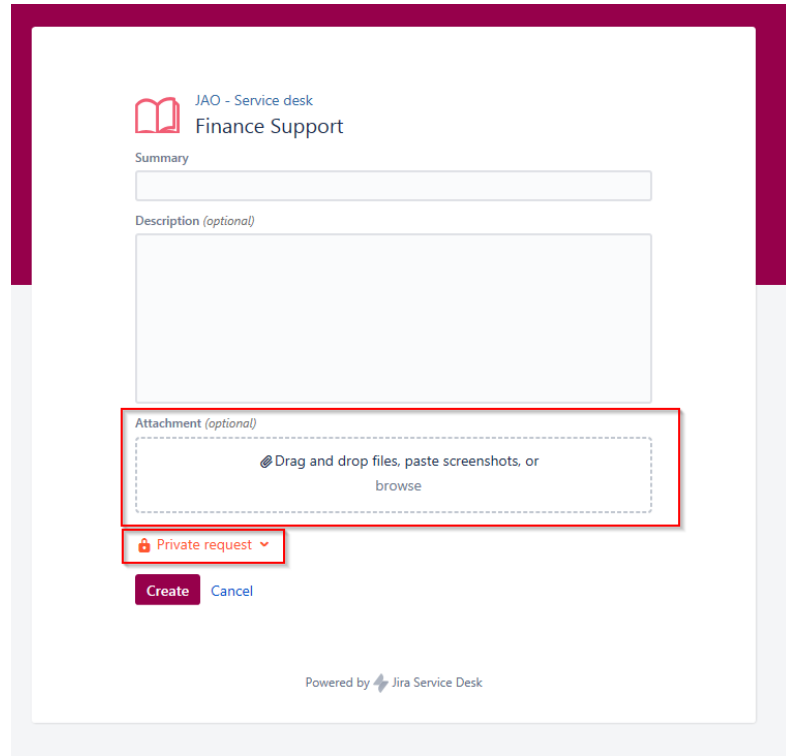
In the following example a Technical Support related ticket was created. After clicking on the relevant category, the request can be detailed on the following page:



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" 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)

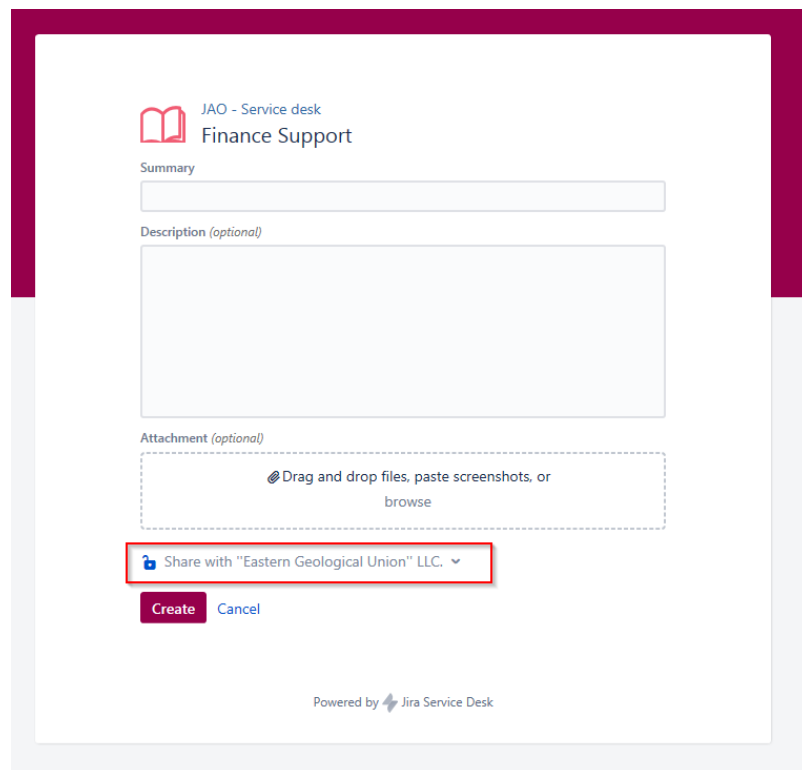
Attachment (optional)
Drag and drop files, paste screenshots, or browse

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)

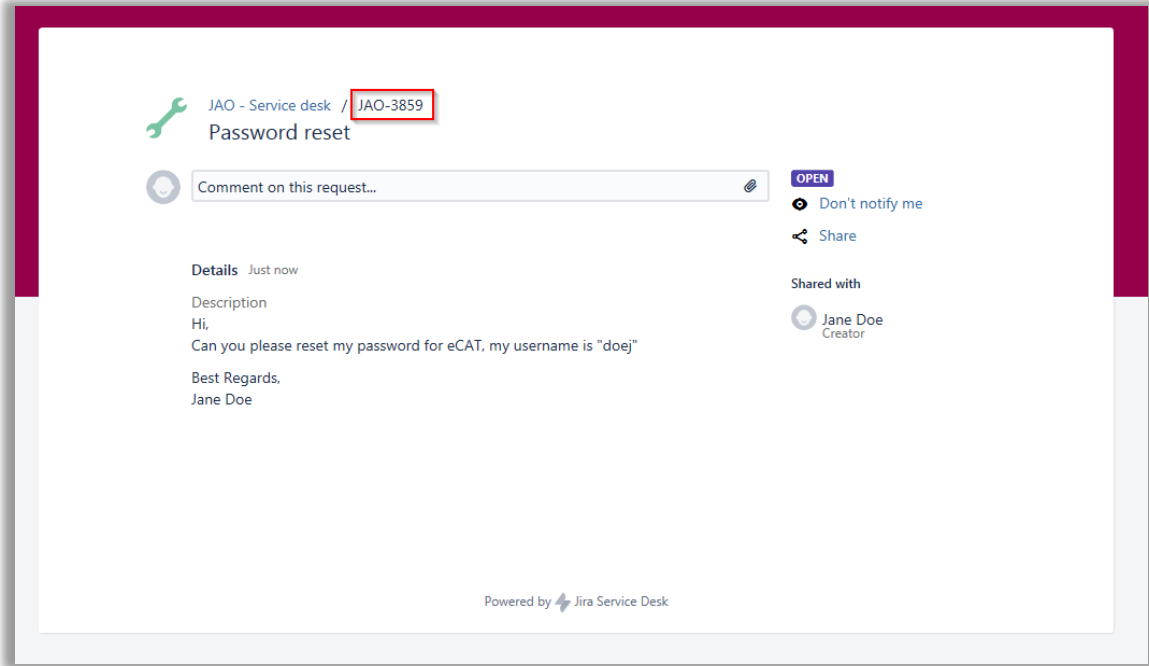
Attachment (optional)
Drag and drop files, paste screenshots, or browse

Share with "Eastern Geological Union" LLC. ▼

Create Cancel

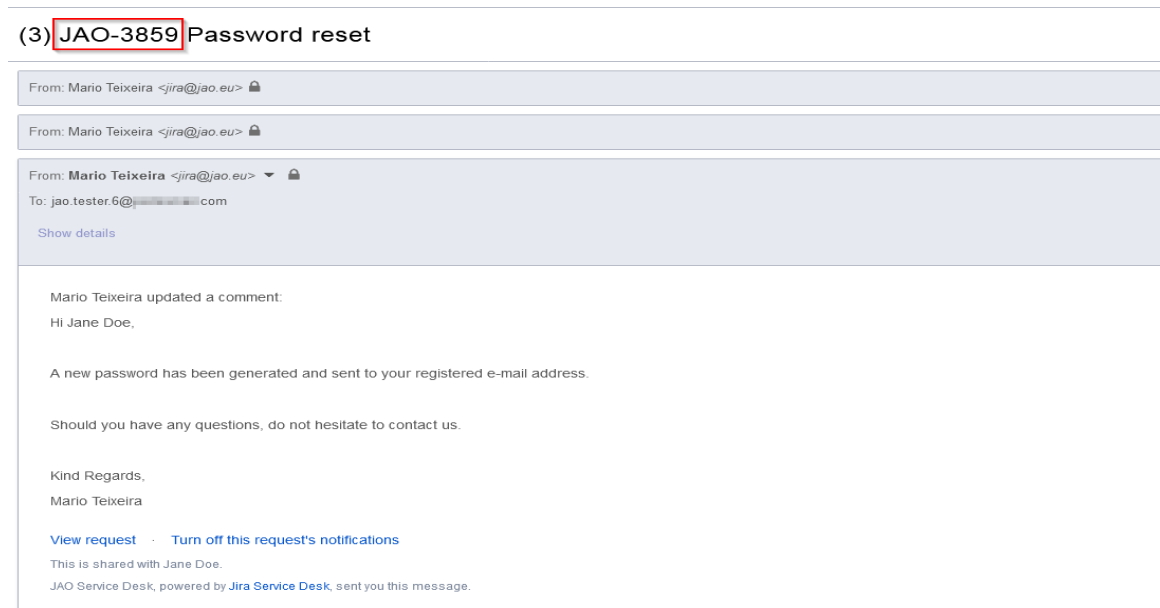
Powered by Jira Service Desk

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.

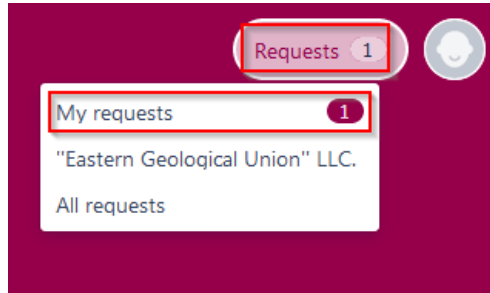


You will see here every status changes (started with 'Open') during the ticket lifecycle, all the comments from you and from the JAO Operators will be updated in the ticket. Please note the **reference number** (at the top) which can be referred to in every case.

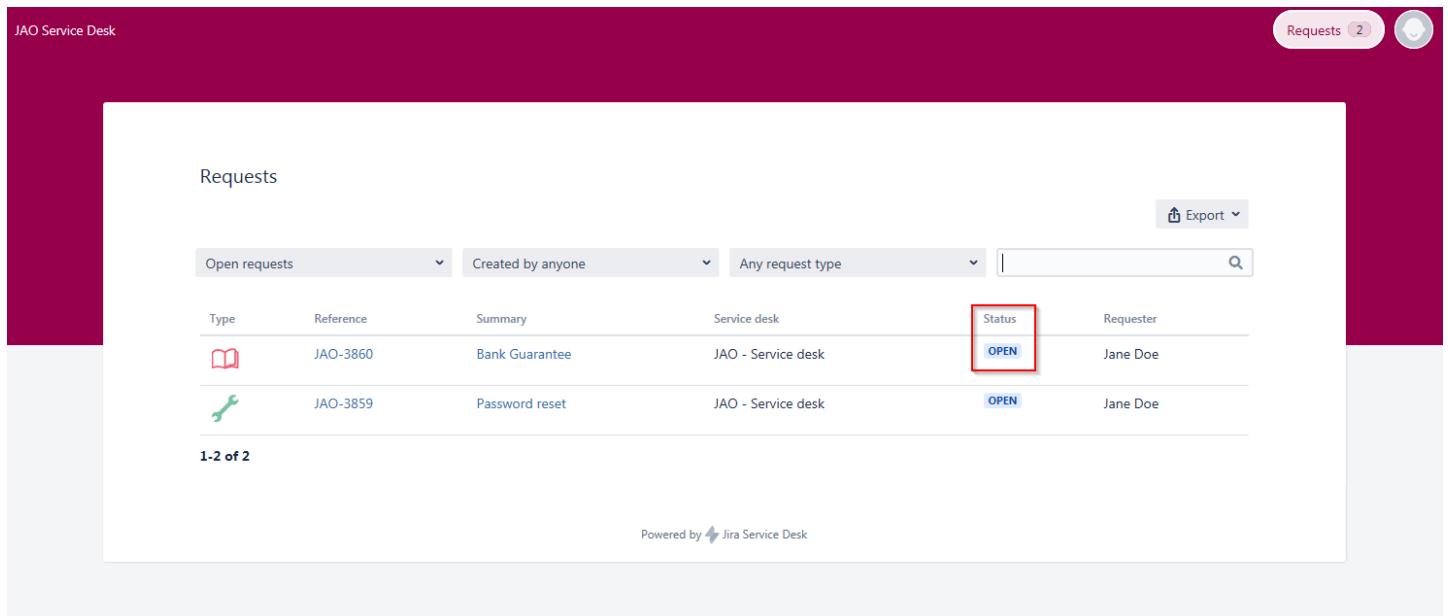
Meanwhile, you will receive a notification via email, that the ticket was sent. The email will also include the reference number in the subject on the subject.



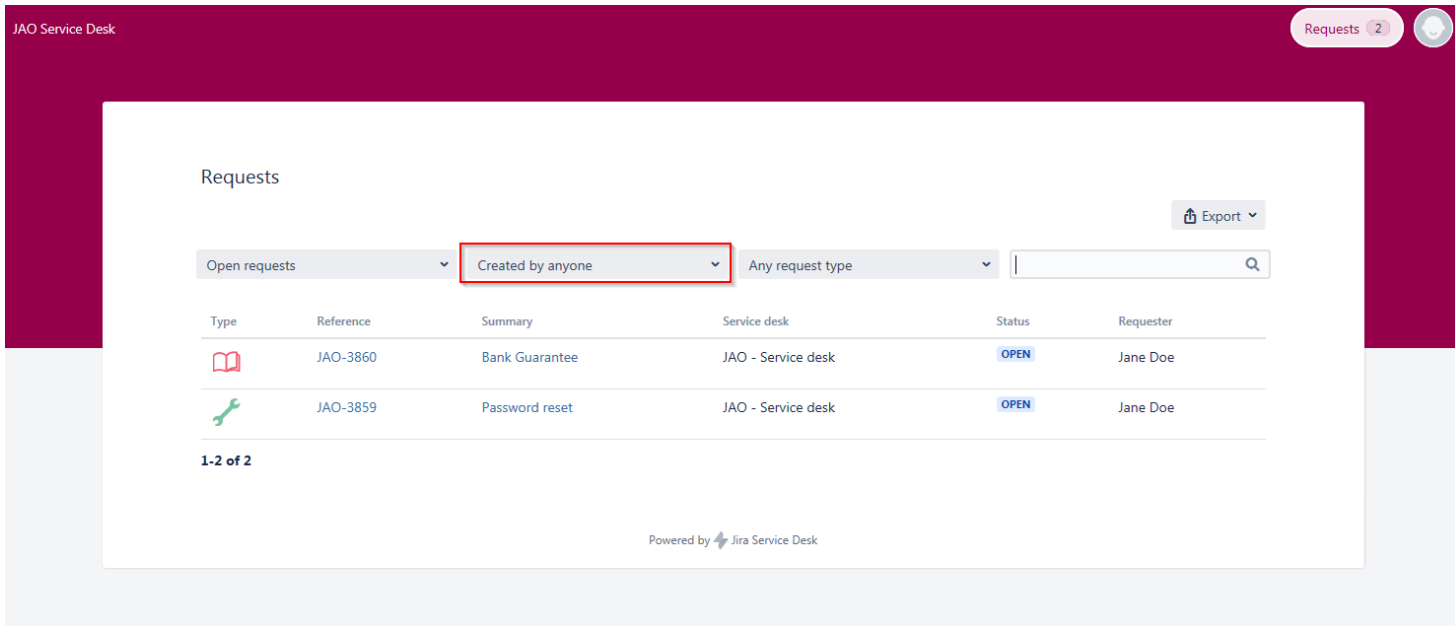
If you want to see your requests, just go top right corner of your page in your browser and click on 'Requests' at then **My requests**.





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”.



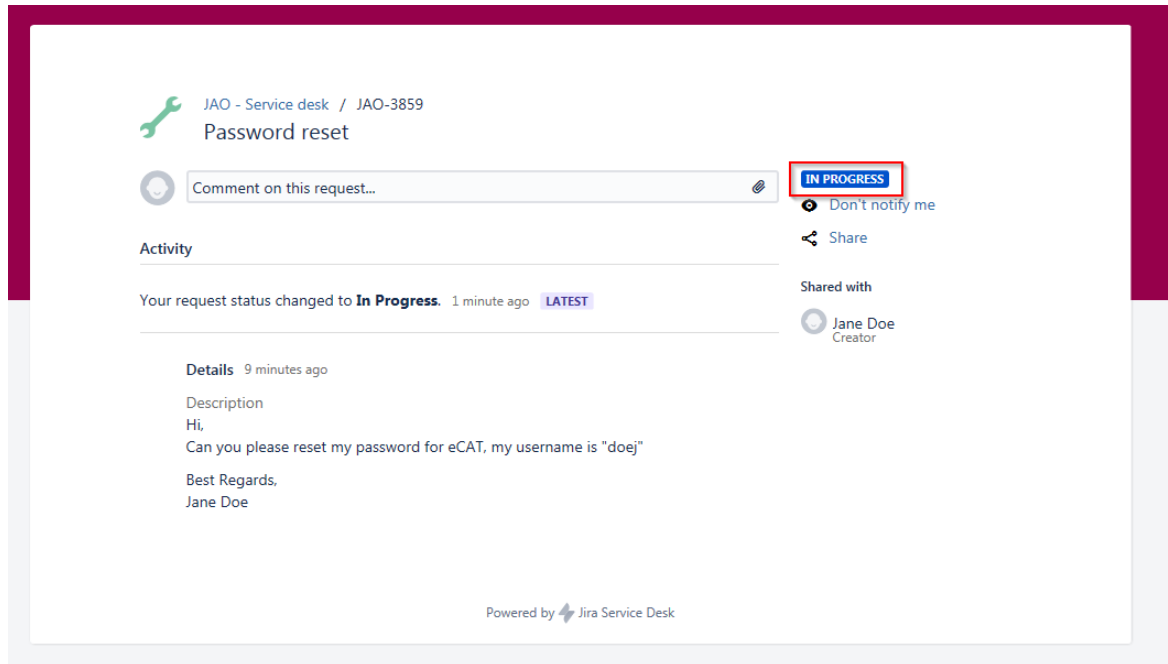
The screenshot shows the JAO Service Desk interface. At the top left, it says "JAO Service Desk". At the top right, there is a "Requests 2" notification and a refresh icon. The main content area is titled "Requests" and includes an "Export" button. Below the title, there are three filter dropdown menus: "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

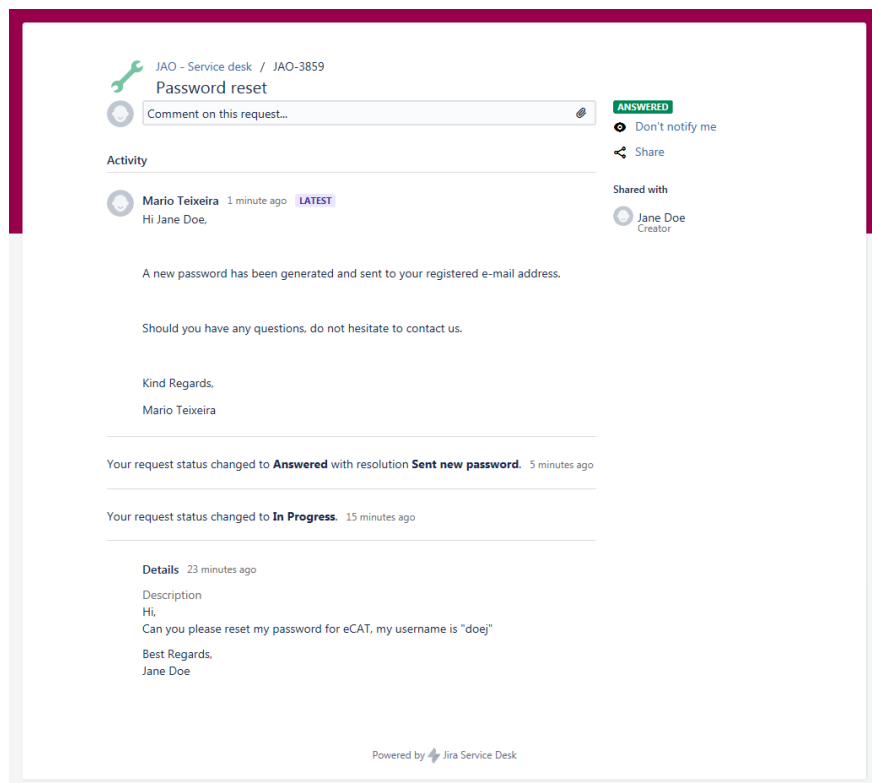
At the bottom left of the table area, it says "1-2 of 2". At the bottom center, it says "Powered by Jira Service Desk".

VI. 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]

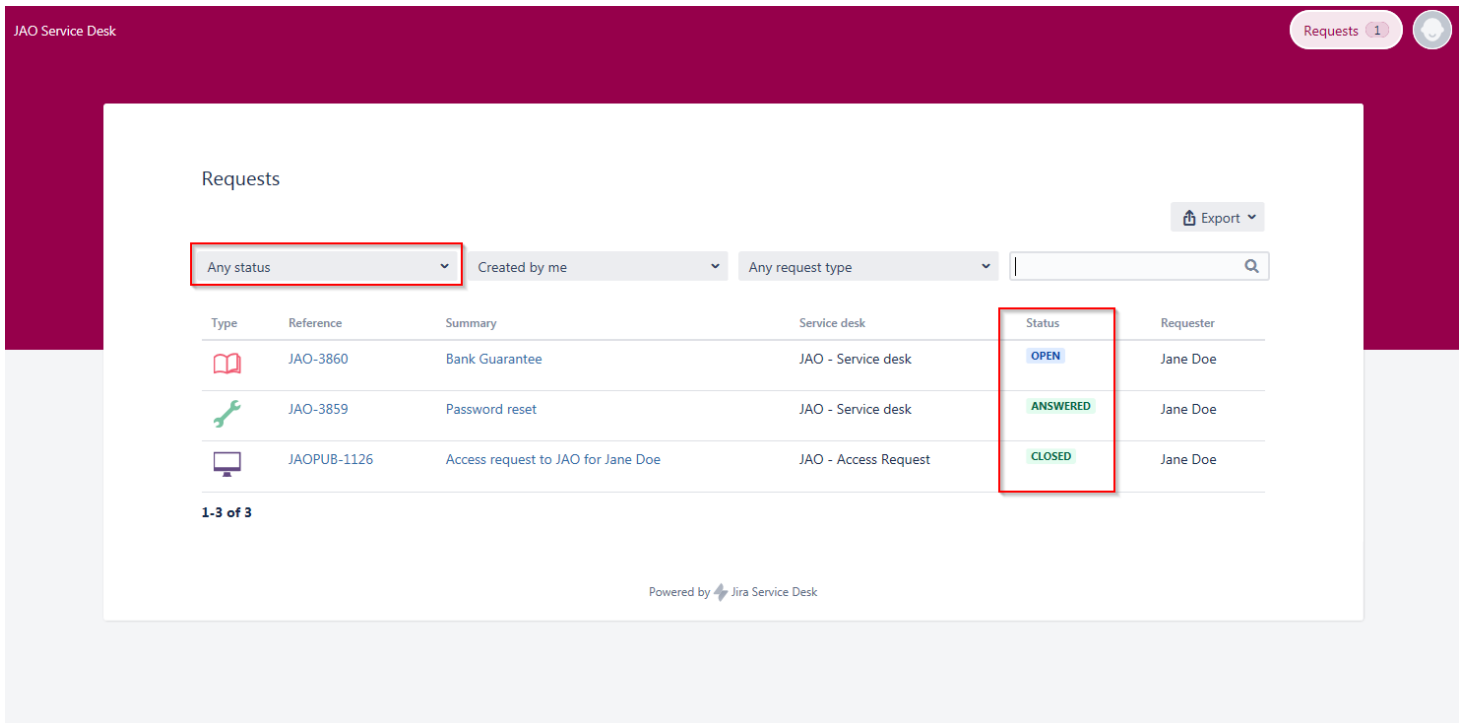
[View request](#) · [Turn off this request's notifications](#)

This is shared with Jane Doe.




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

VII. 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. Below this, the 'Requests' section has a filter bar with three dropdown menus: 'Any status' (highlighted with a red box), 'Created by me', and 'Any request type'. To the right of these filters is a search bar and an 'Export' button. Below the filter bar 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 of the page, 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.

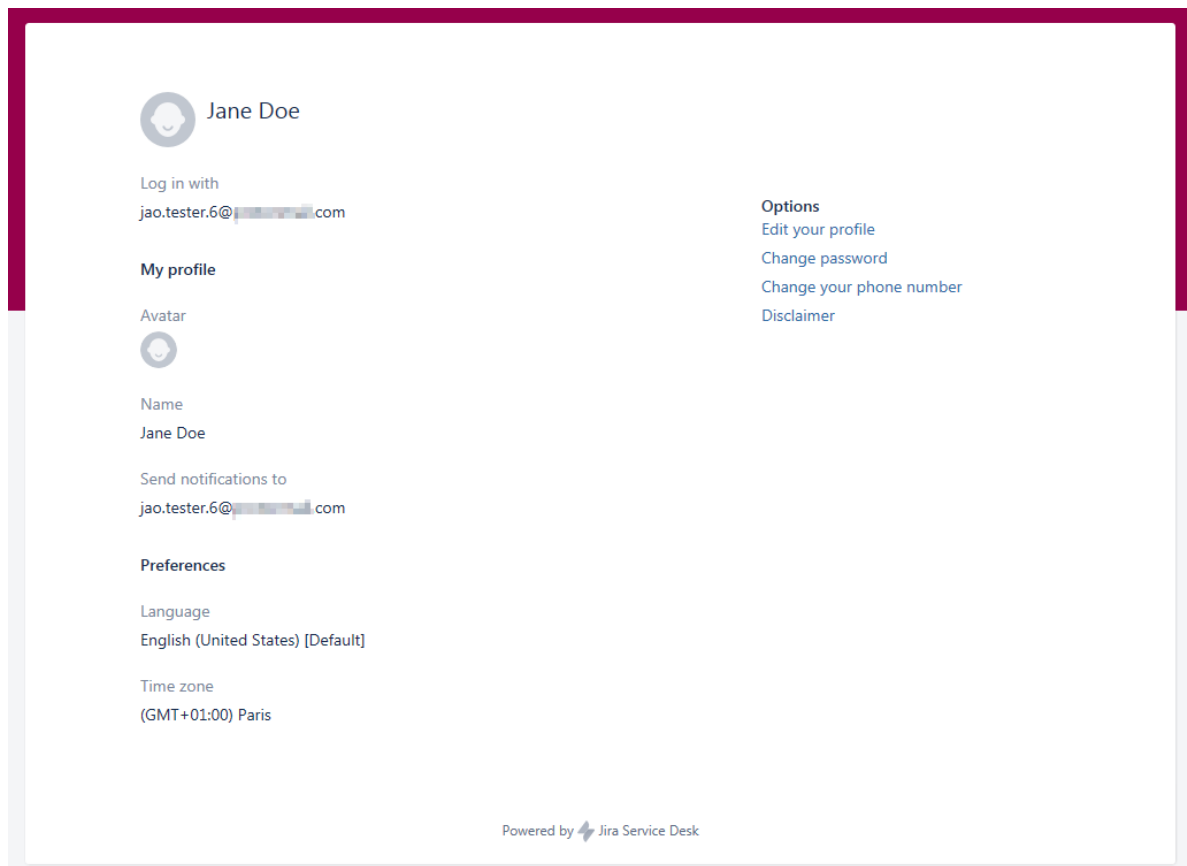
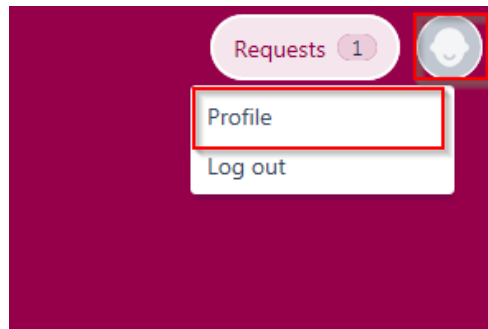
Note: If you refer to a previous ticket with its **reference number**, the JAO Operator can reopen the ticket if needed.

VIII. 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

JAO S.A.
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