

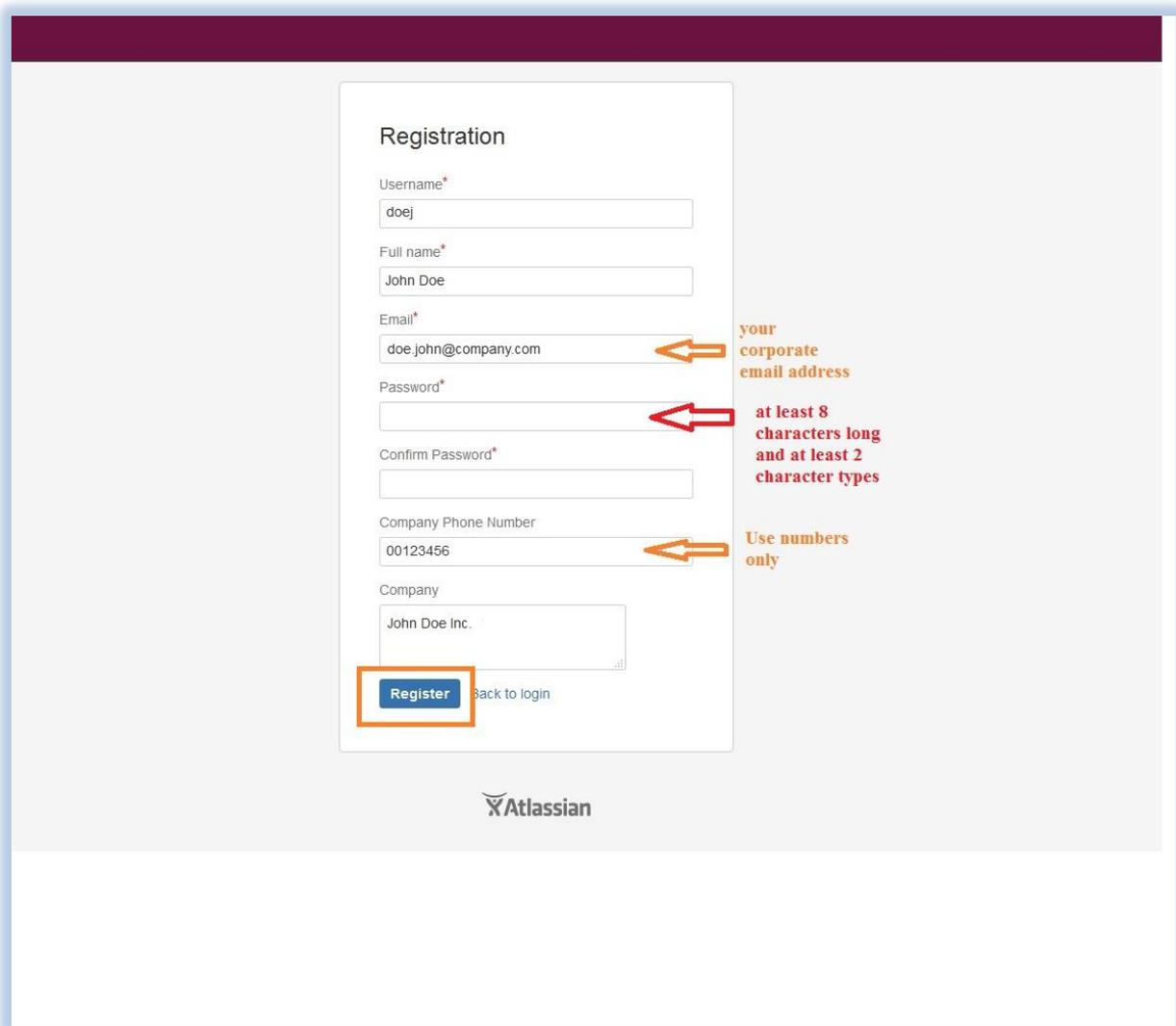
JIRA Service Desk – JAO Public Help Center

Introduction for UAT Test

I. Registration

The JIRA Service Desk is dedicated for Customers to raise any request that belongs to their activity using the services of JAO.

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

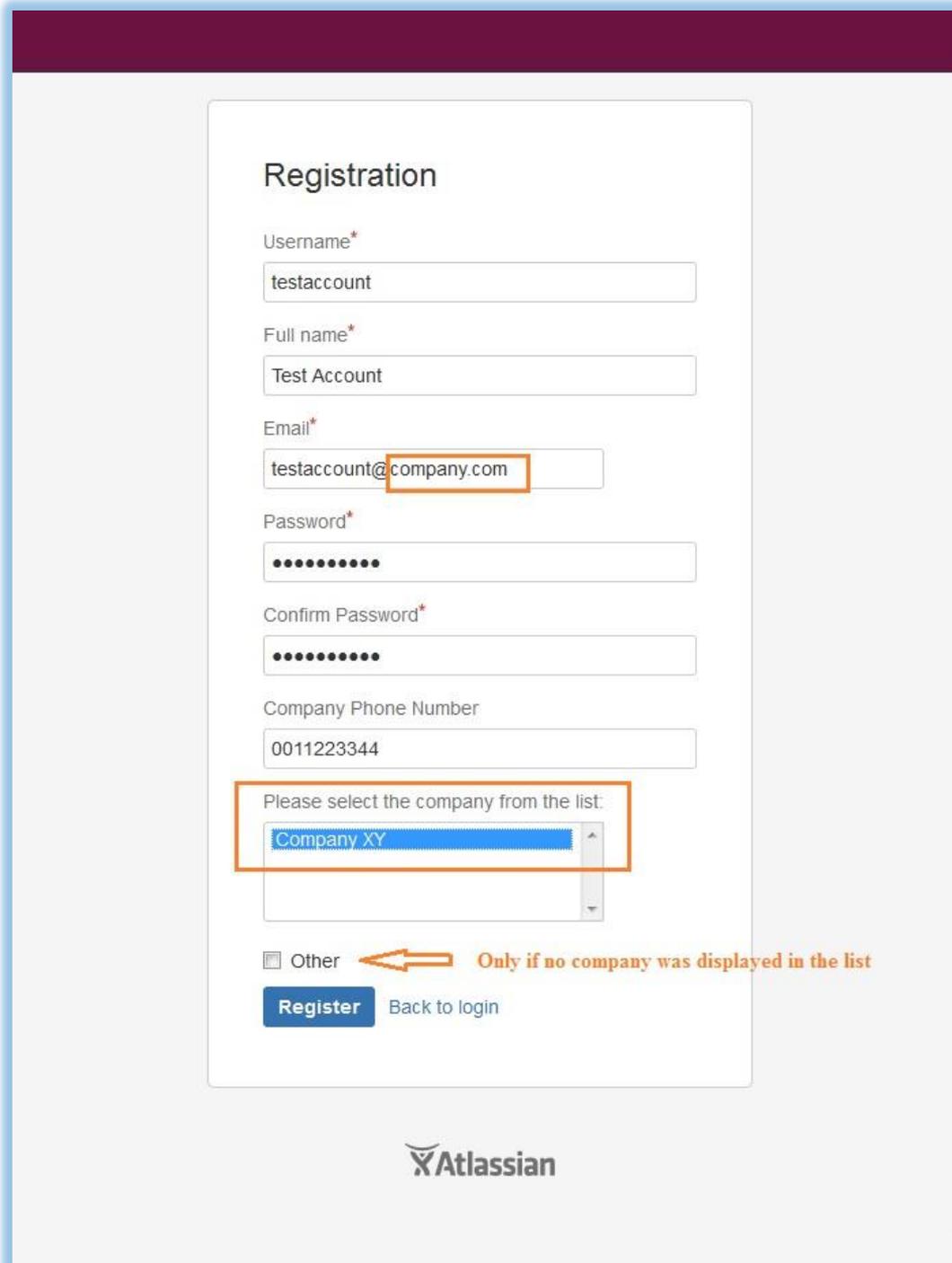


The screenshot shows a registration form titled "Registration" with the following fields and annotations:

- Username***: Input field containing "doej".
- Full name***: Input field containing "John Doe".
- Email***: Input field containing "doe.john@company.com". An orange arrow points to this field with the text "your corporate email address".
- Password***: Input field. A red arrow points to this field with the text "at least 8 characters long and at least 2 character types".
- Confirm Password***: Input field.
- Company Phone Number**: Input field containing "00123456". An orange arrow points to this field with the text "Use numbers only".
- Company**: Input field containing "John Doe Inc.". A ".it" domain suffix is visible to the right of the field.
- Buttons**: A blue "Register" button is highlighted with an orange box. A "Back to login" link is located to the right of the "Register" button.

The Atlassian logo is visible at the bottom of the form area.

For easy identification, make sure you register with your corporate email address and your username registered for eCat – Auction Tool, if there is any. If someone already registered from your company, you can select it from the drop-down list. If you don't see any company name after your email address has been entered, click on the 'Other' tickbox and type your company name properly.

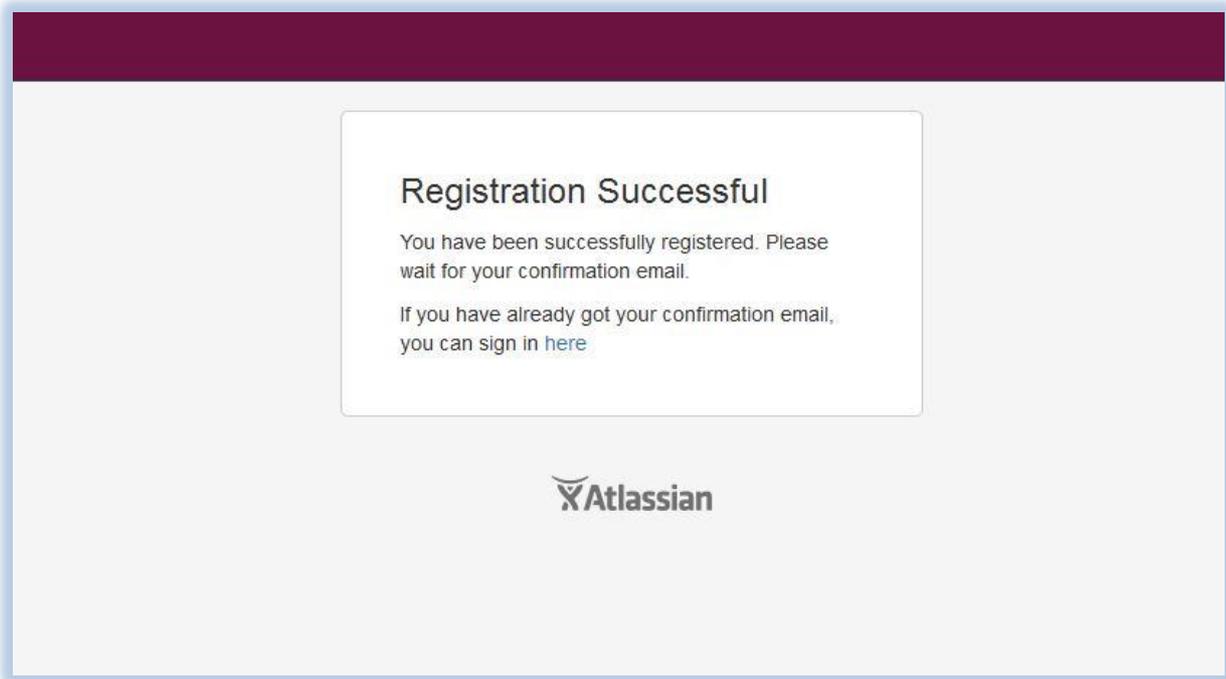


The screenshot shows a registration form titled "Registration" with the following fields and annotations:

- Username***: Input field containing "testaccount".
- Full name***: Input field containing "Test Account".
- Email***: Input field containing "testaccount@company.com". An orange box highlights the domain "company.com".
- Password***: Input field with masked characters ".....".
- Confirm Password***: Input field with masked characters ".....".
- Company Phone Number**: Input field containing "0011223344".
- Company Selection**: A dropdown menu with the text "Please select the company from the list:" above it. The dropdown is open, showing "Company XY" selected. An orange box highlights the dropdown area.
- Other**: A checkbox labeled "Other" with an orange arrow pointing to it from the text "Only if no company was displayed in the list".
- Buttons**: A blue "Register" button and a "Back to login" link.

At the bottom of the form is the Atlassian logo.

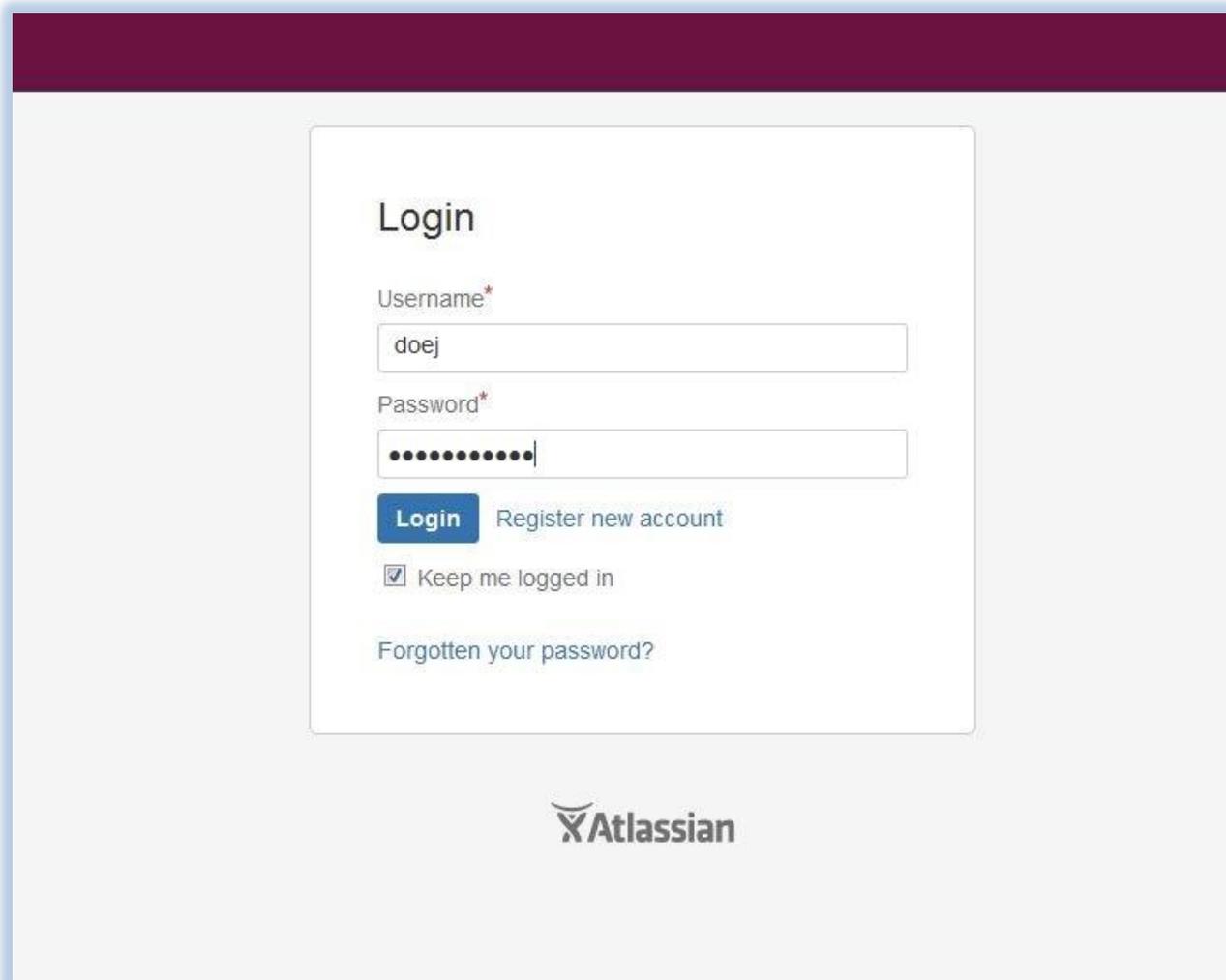
When you finished, click simply on the 'Register' button.



After the registration, an email will be sent to the given email address, confirming the Access Request to the JAO JIRA portal.

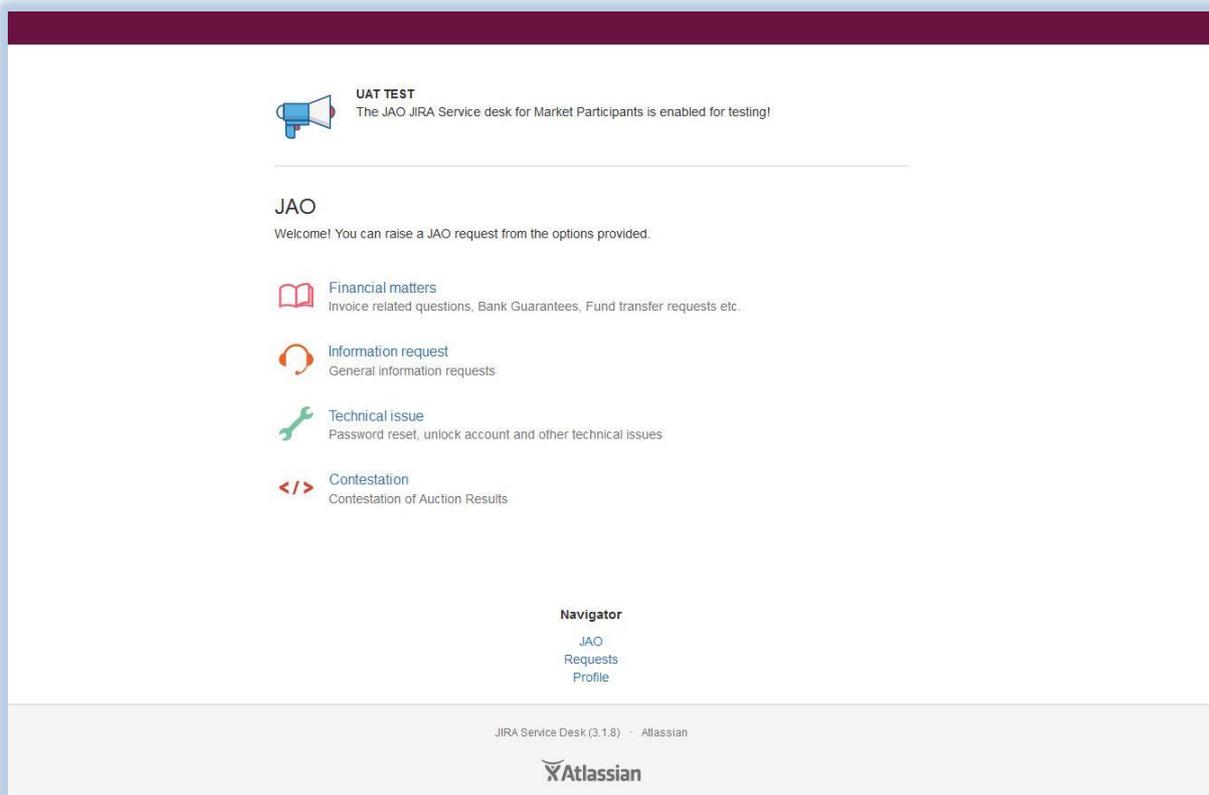


The request will be handled by a JAO Operator. Right after the access is granted, the next email will be sent regarding the approval. From that moment on, you will be able to raise tickets, questions, requests etc.



II. Customer Portal main page

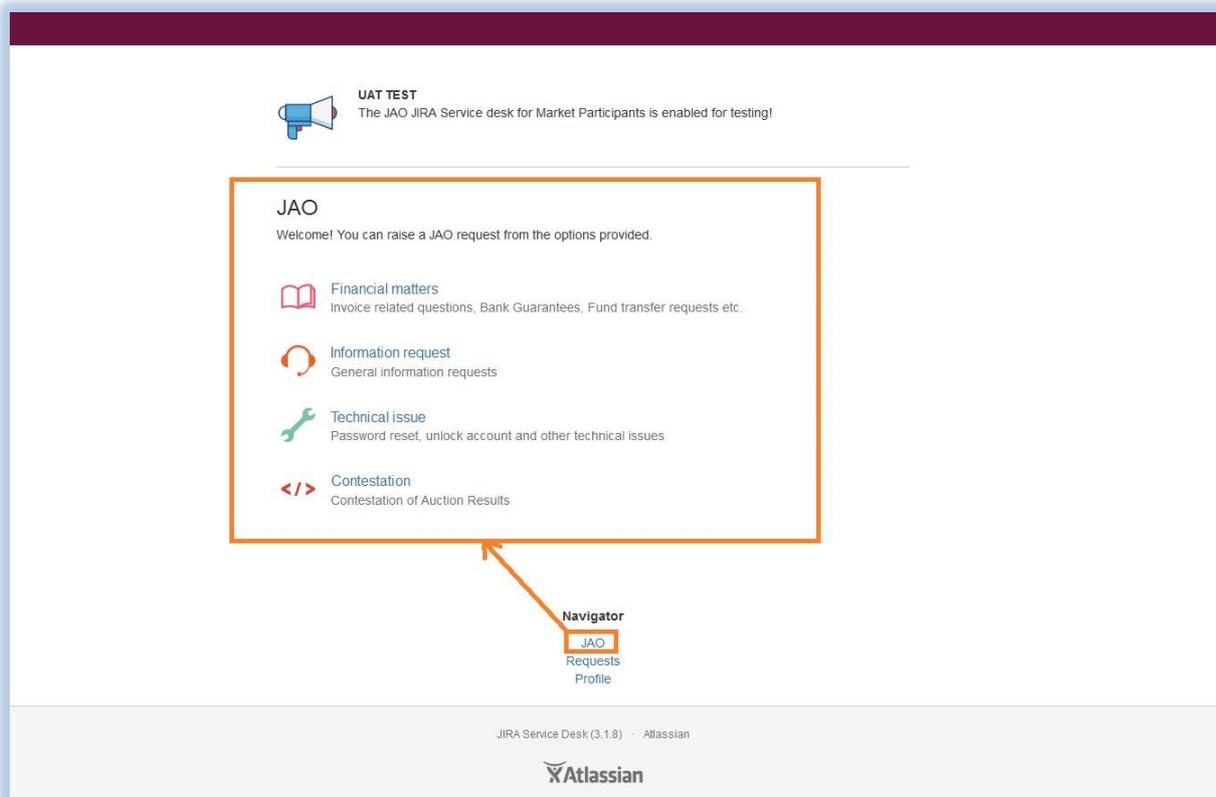
Sign up with your credentials and you will be redirected to the main JIRA page of the Customer Portal.



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

- Financial matters – such as invoice/self-billing related questions, Bank Guarantees, Fund transfer requests etc.
- Information request - asking for information in general or any special questions/requests should be raised here, that does not fit in any other category.
- Technical issue – password reset, unblock/create/modify user account, certificate issues or other technical issues linked to the usage of the Auction Tool
- Contestation – contestation of auction results.

Whenever you want to visit this page, just click on the 'JAO' link at the **Navigator**.



III. Creating a ticket

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

Technical issue

Summary
Password reset

Description (optional)
Hi,
Please reset my password for eCat, my username is 'doej'.
Best regards,
John Doe

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

Create Cancel

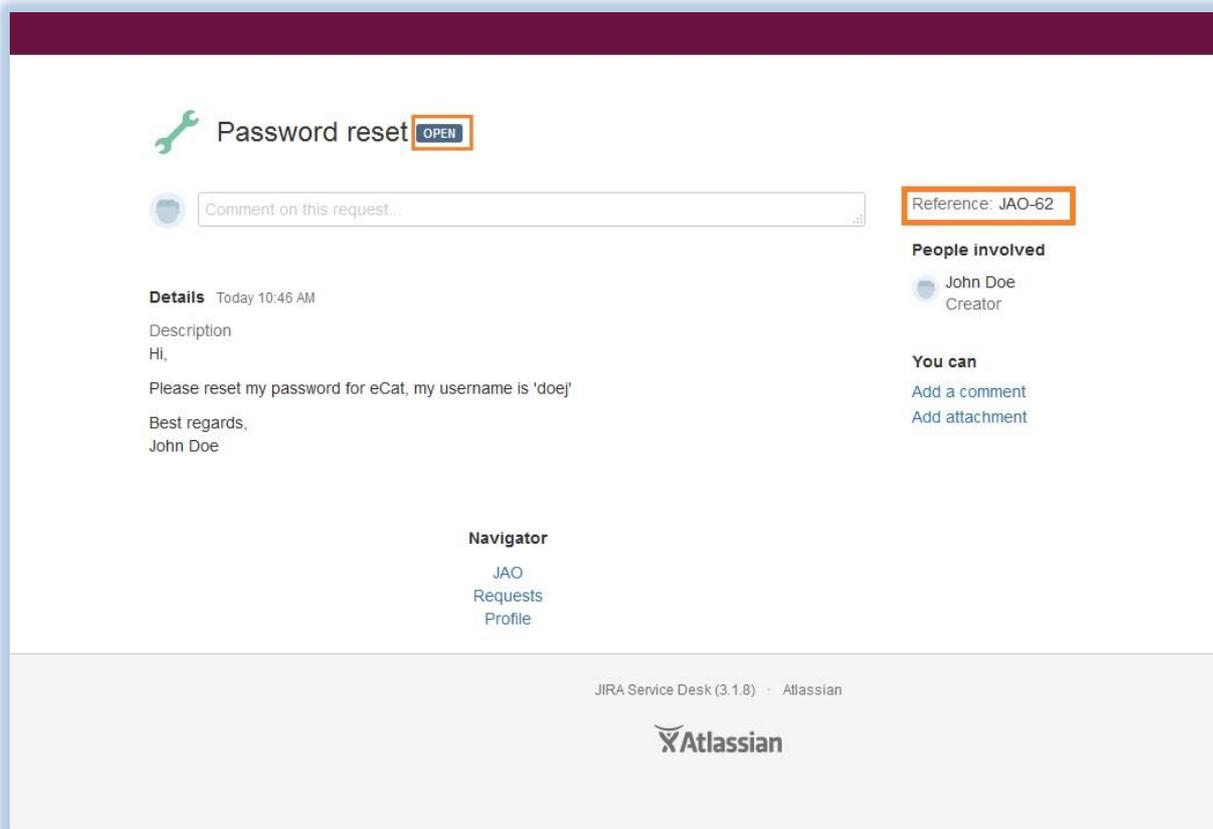
Navigator
JAO
Requests
Profile

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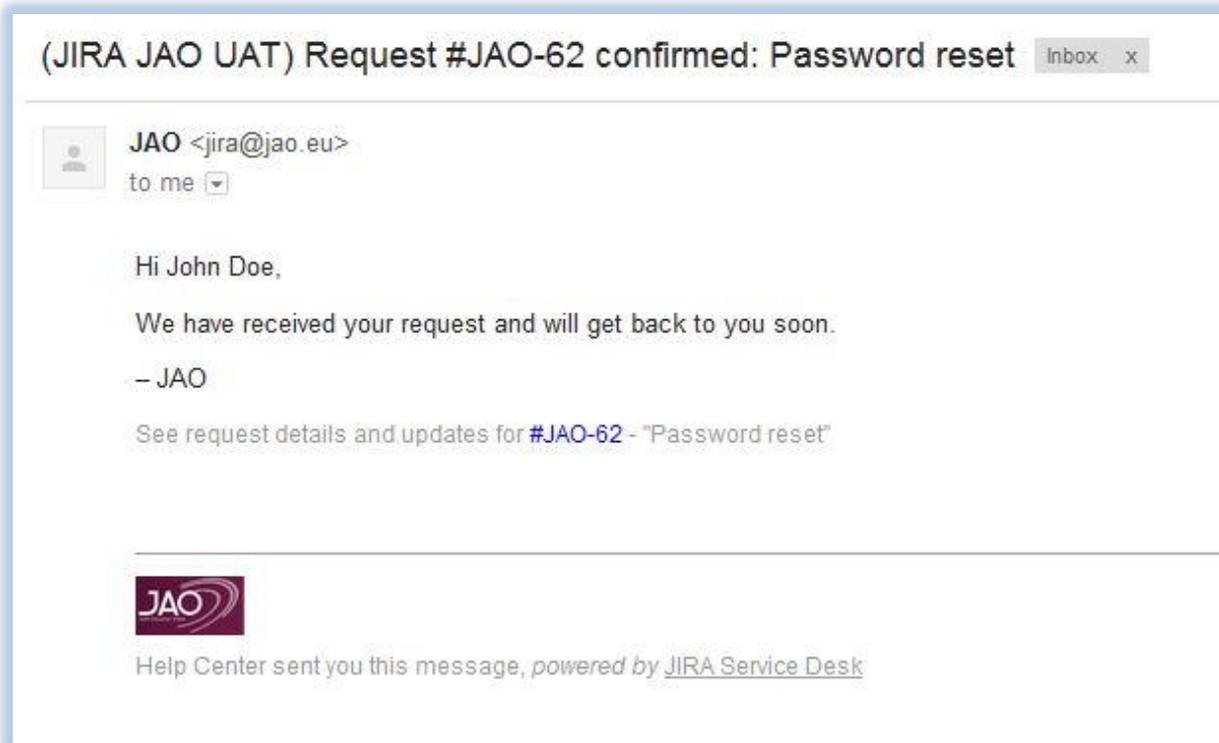
A short summary and a detailed description is essential plus attachments are welcomed as well (there are no file restrictions, .pdf, .jpg, .jpeg, .png, .xlsx, .csv, .xml, .docx, .zip, .cert etc. can be also attached).

When the ticket was created, it will be automatically displayed for additional operations on its own page.

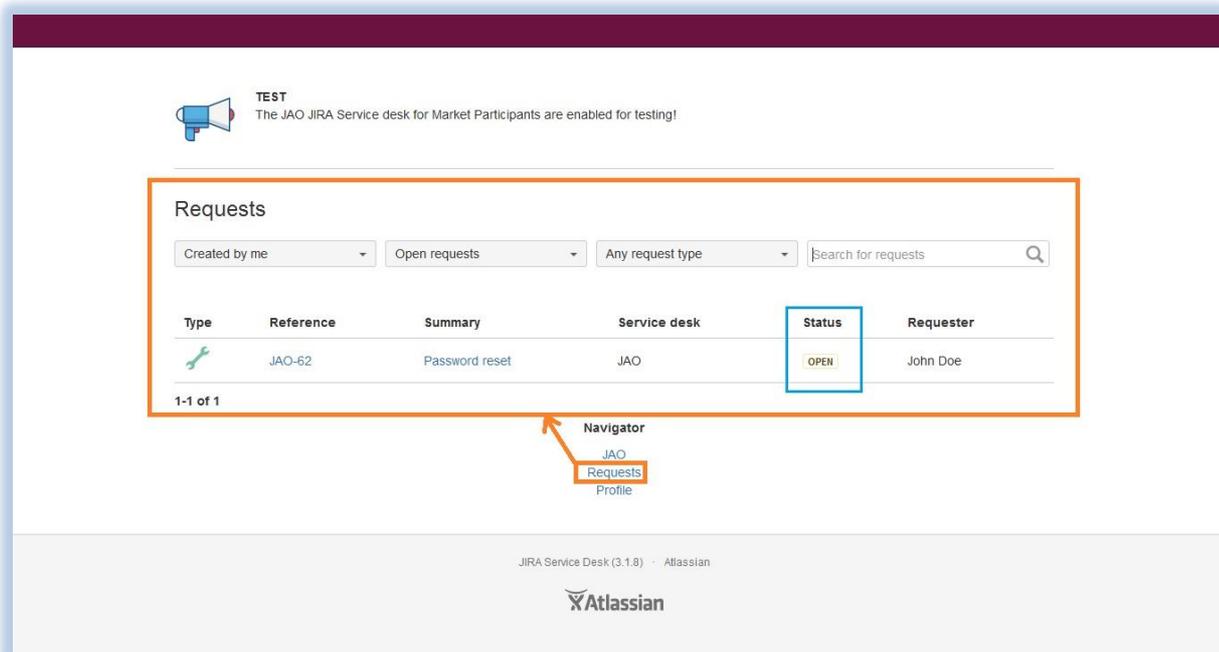


You will see here every status changes (started with 'Open') during the ticket lifecycle, all the comments from you and from the JAO Operators and the **reference number** (at the top on the right) which can be referred to in every case.

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



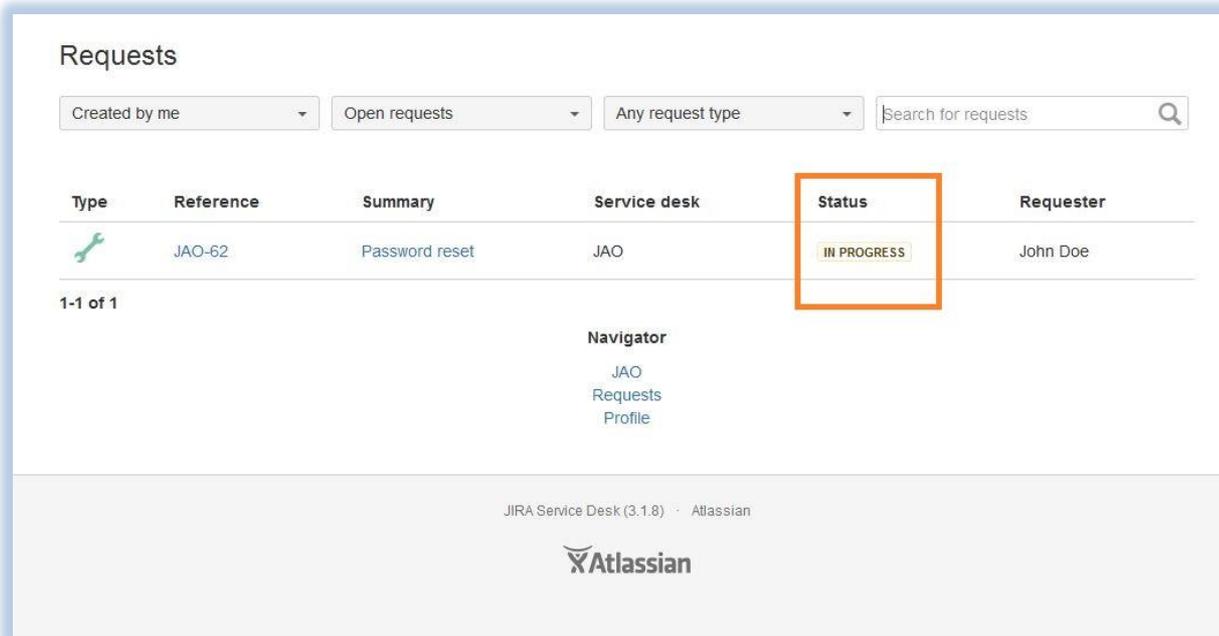
If you want to see your requests, just go back to the JIRA page in your browser at any time and click on 'Requests' at the **Navigator**.



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.

IV. Status changes

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



The screenshot shows the 'Requests' page in JIRA Service Desk. At the top, there are filters for 'Created by me', 'Open requests', and 'Any request type', along with a search bar. Below the filters is a table with the following columns: Type, Reference, Summary, Service desk, Status, and Requester. A single ticket is listed with a wrench icon, reference 'JAO-62', summary 'Password reset', service desk 'JAO', status 'IN PROGRESS', and requester 'John Doe'. The 'Status' column for this ticket is highlighted with an orange box. Below the table, there is a 'Navigator' section with links for 'JAO', 'Requests', and 'Profile'. At the bottom, the footer indicates 'JIRA Service Desk (3.1.8) · Atlassian' and the Atlassian logo.

Type	Reference	Summary	Service desk	Status	Requester
	JAO-62	Password reset	JAO	IN PROGRESS	John Doe

And on the ticket's own page:



Password reset IN PROGRESS



Comment on this request...

Reference: JAO-62

Activity

Your request status changed to **In Progress**. Today 10:51 AM LATEST

People involved

John Doe
Creator

Details Today 10:46 AM

Description

Hi,

Please reset my password for eCat, my username is 'doej'

Best regards,
John Doe

You can

[Add a comment](#)
[Add attachment](#)

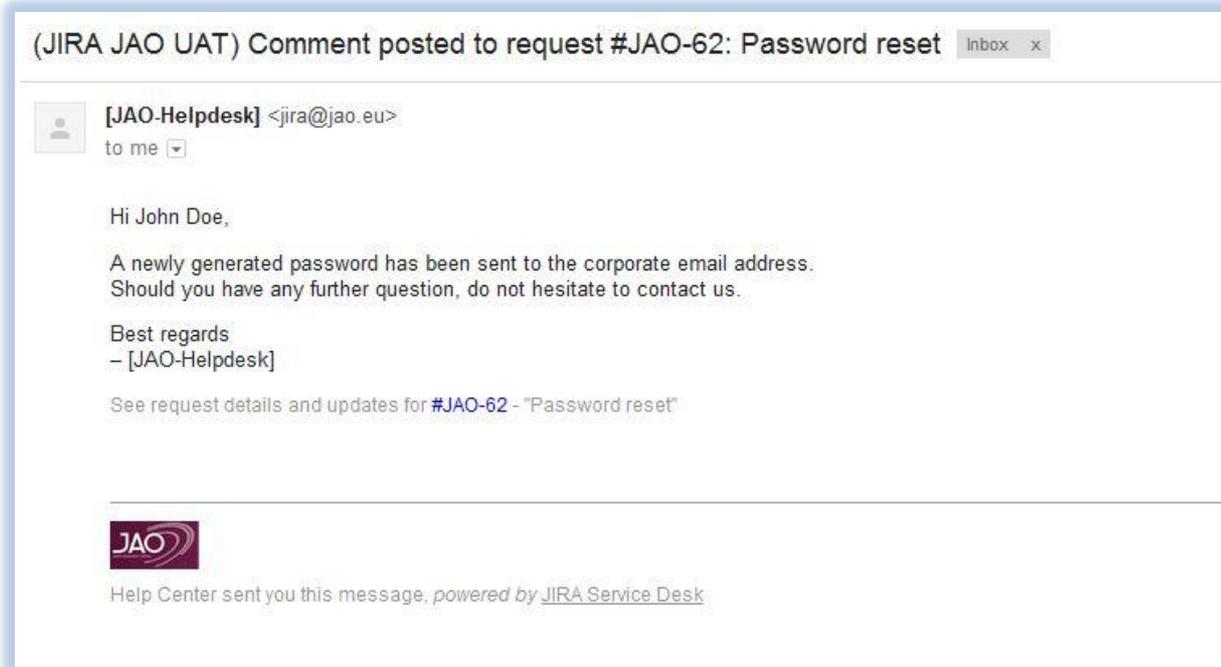
Navigator

[JAO](#)
[Requests](#)
[Profile](#)

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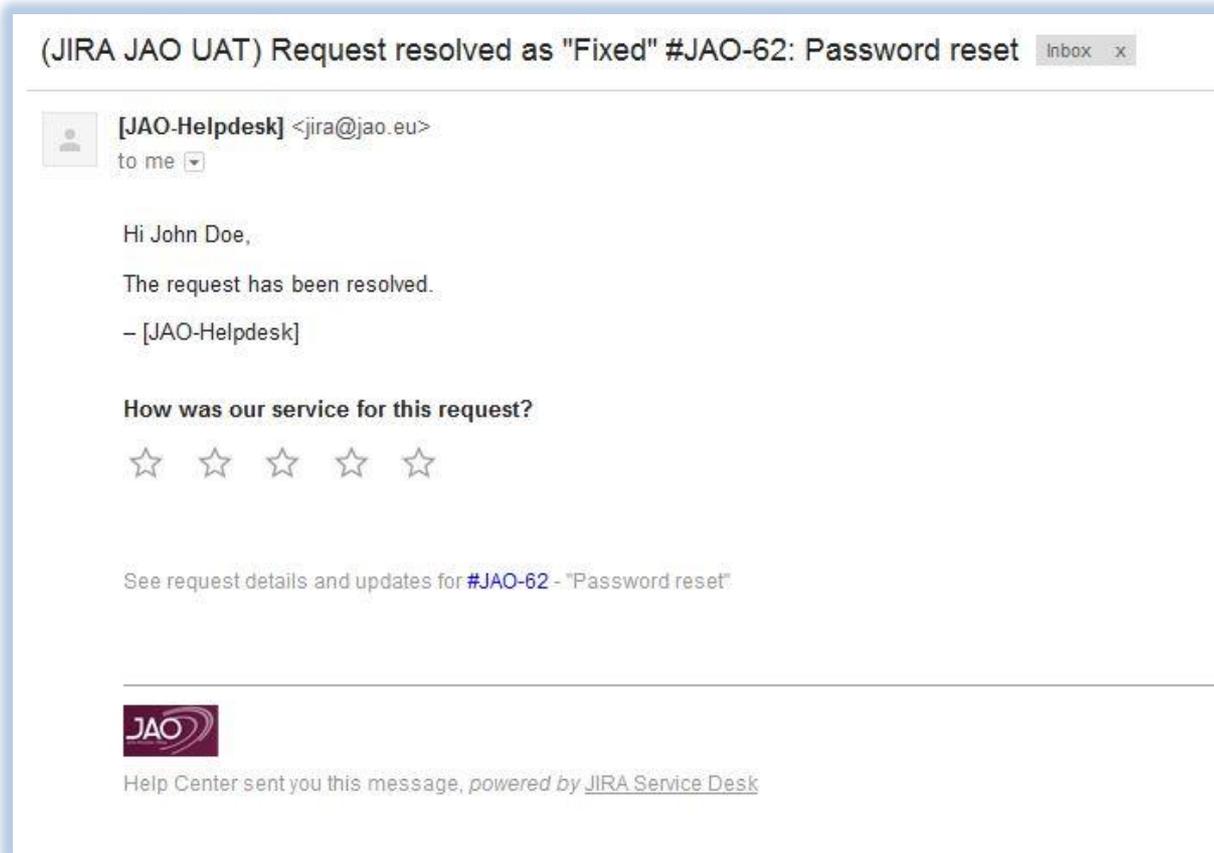


As soon as the ticket has been commented on, you will receive a notification email and the ticket will also be updated on the layer:



If the issue was handled, the operator will mark the ticket as 'RESOLVED' and you will be informed accordingly.





V. Ticket Follow-up

You will still be able to check your ticket or comment (if needed). Clicking again on the 'Requests' at the **Navigator**, 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 the same company name during the registration) just change to filter from 'Created by me' to 'Created by anyone'.

 **TEST**
The JAO JIRA Service desk for Market Participants are enabled for testing!

Requests

Created by me ▾ Any status ▾ Any request type ▾ Search for requests 🔍

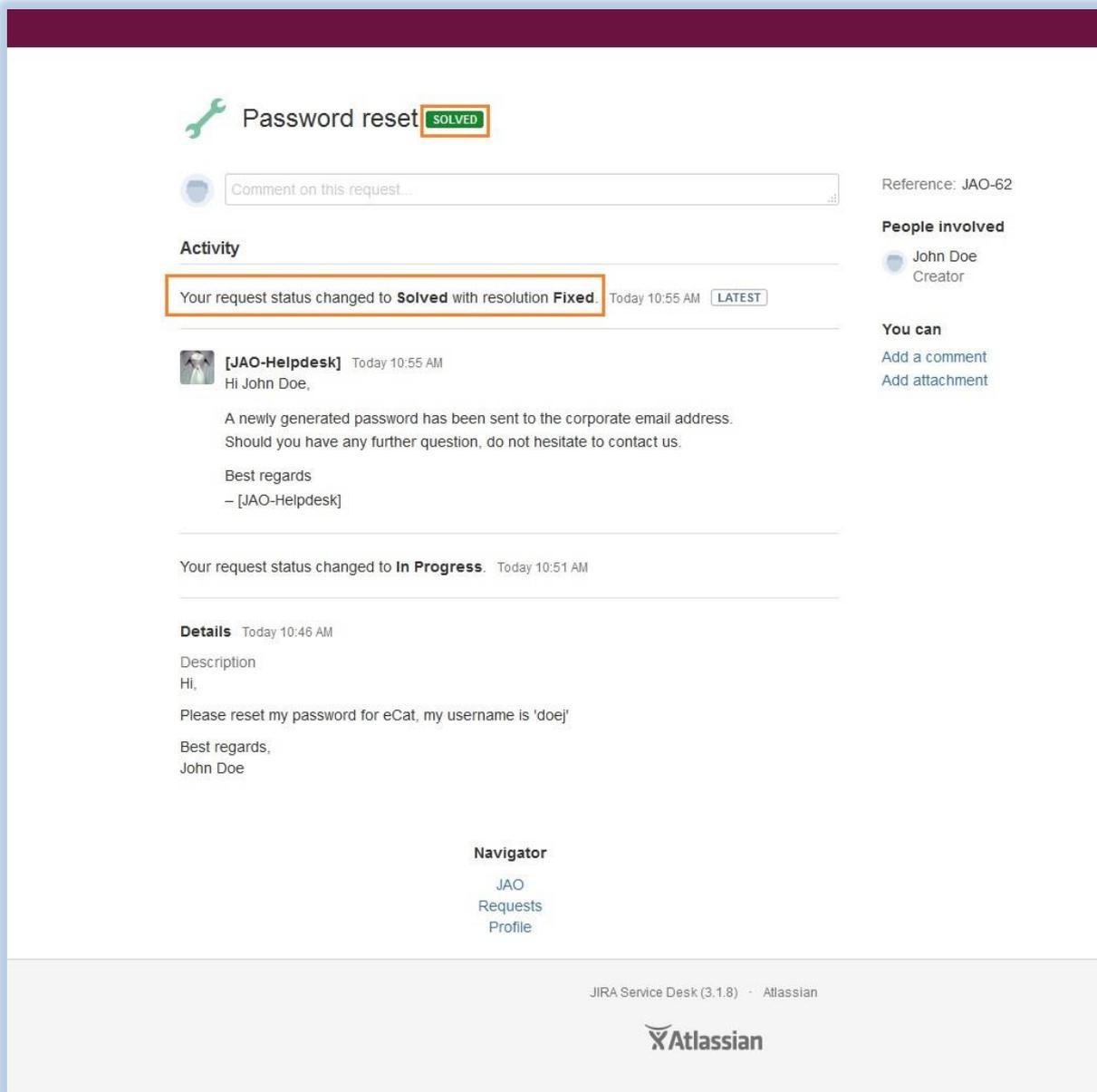
Type	Reference	Summary	Service desk	Status	Requester
	JAO-62	Password reset	JAO	SOLVED	John Doe

1-1 of 1

Navigator
JAO
Requests
Profile

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Password reset SOLVED

Comment on this request...

Reference: JAO-62

People involved

- John Doe
Creator

You can

- Add a comment
- Add attachment

Activity

Your request status changed to **Solved** with resolution **Fixed**. Today 10:55 AM LATEST

[JAO-Helpdesk] Today 10:55 AM
Hi John Doe,

A newly generated password has been sent to the corporate email address. Should you have any further question, do not hesitate to contact us.

Best regards
– [JAO-Helpdesk]

Your request status changed to **In Progress**. Today 10:51 AM

Details Today 10:46 AM

Description
Hi,
Please reset my password for eCat, my username is 'doej'
Best regards,
John Doe

Navigator

- JAO
- Requests
- Profile

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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.

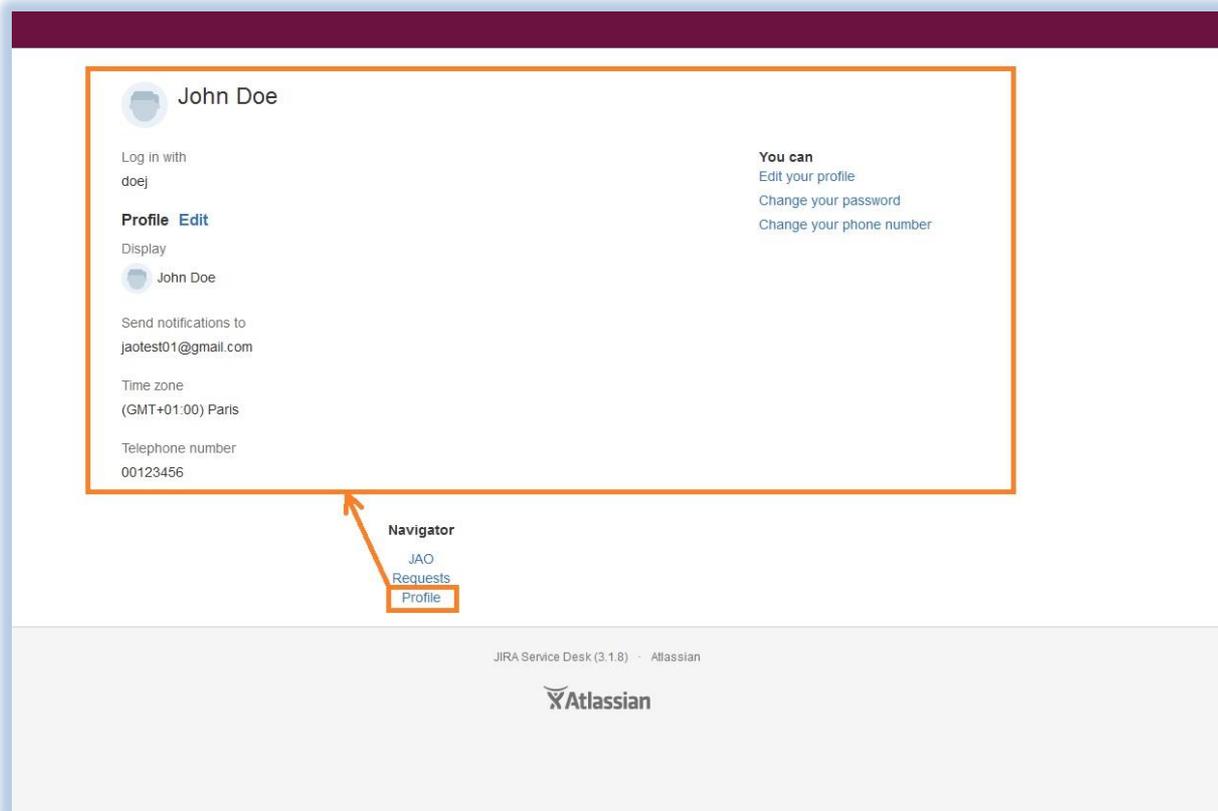
Note: If you refer to a previous ticket with its **reference number**, the Operator can reopen the ticket if needed.

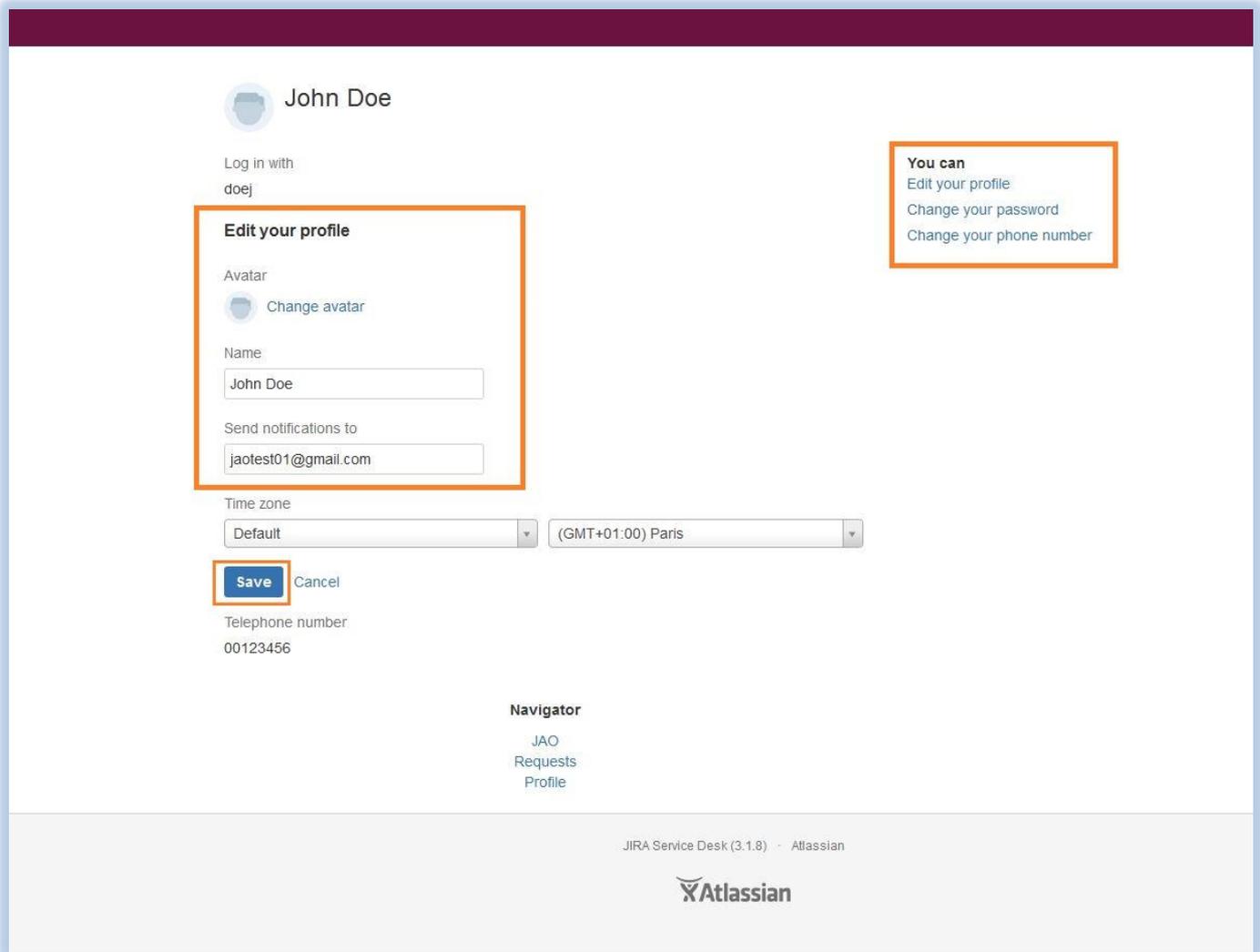
VI. User Profile

You can edit your user profile, meaning:

- Change your current password
- Change your phone number
- Change your Full Name
- Change your email address for JIRA Notifications
Etc.

Just simply click on the 'Profile' menu at the **Navigator**.





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

Operations Team

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