

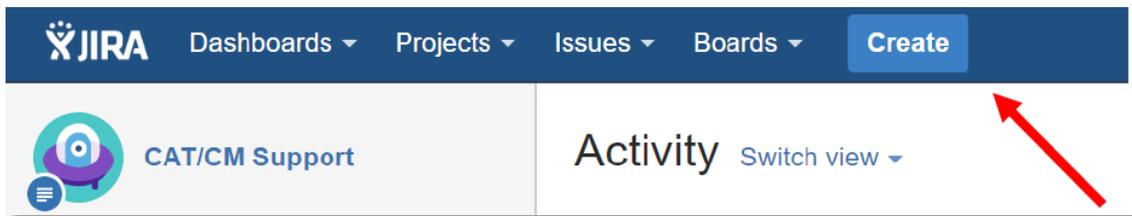
CAT/CM Jira Support Quick Reference Guide

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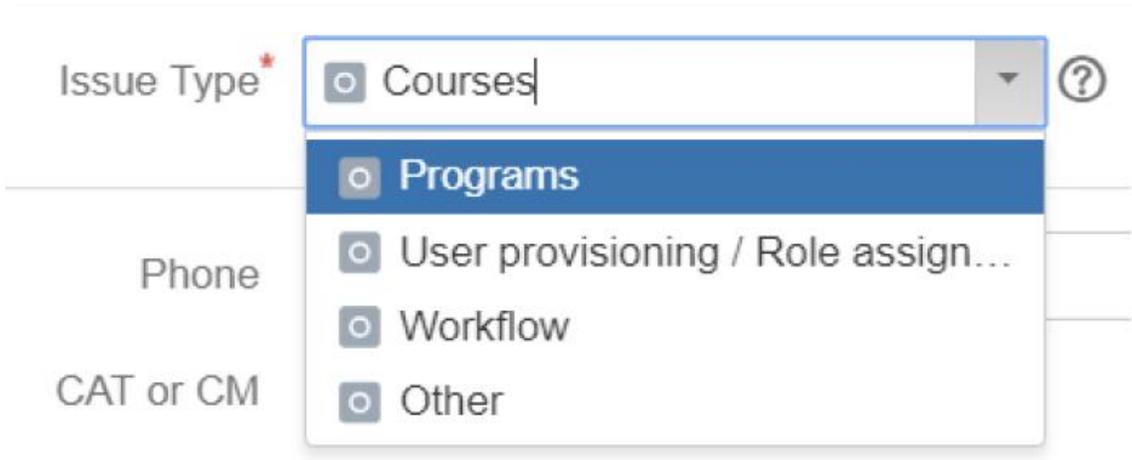
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How to Fill Out the Jira Form

1. Access Jira by going to <https://jira.apps.upenn.edu/jira/projects/CS/summary>.
2. Login with your **PennKey credentials**. Once you have logged in, you will see a list of all Jira requests that have been created in the CAT/CM Support project.
3. Select the **Create** button on the top menu bar.



4. From the **Project** dropdown, select **CAT/CM Support (CS)**.
5. Select the **Issue Type** that most closely matches the support you need.



6. Enter a **phone number** you can be easily reached at.

Phone

7. Select if the problem is related to **CAT** or **CM**.

CAT or CM

School / center

Browser

log page URLs

8. Select your **School/Center**.

School / center

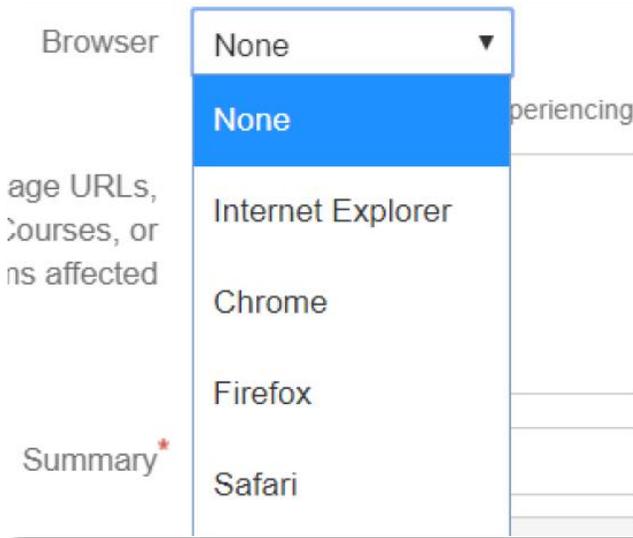
Browser

atalog page URLs, Courses, or Programs affected

Dental

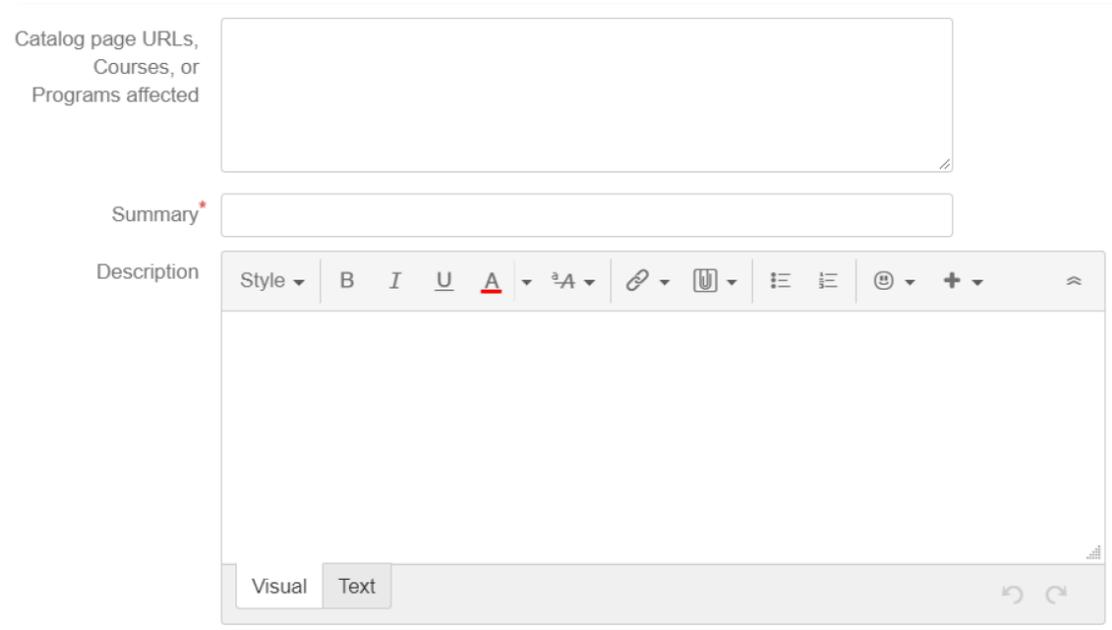
Design

9. Select the **Browser** you used when experiencing the issue.



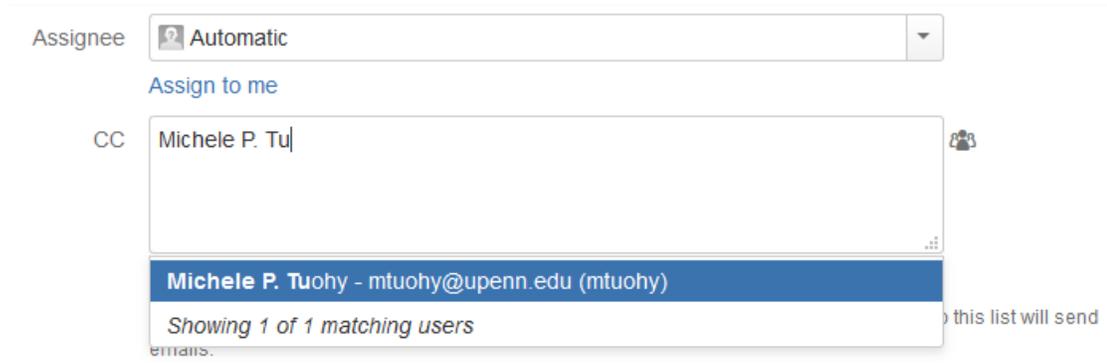
The screenshot shows a form field labeled "Browser" with a dropdown menu open. The menu options are "None", "Internet Explorer", "Chrome", "Firefox", and "Safari". The "None" option is currently selected and highlighted in blue. To the left of the dropdown, there is a label "Catalog page URLs, Courses, or Programs affected" and a "Summary*" field.

10. Type in the **Catalog page URLs, Courses, or Programs affected**. Provide a summary of the support you need and any additional details about the problem.



The screenshot shows a form with three main sections. The first section is labeled "Catalog page URLs, Courses, or Programs affected" and contains a large empty text area. The second section is labeled "Summary*" and contains a smaller empty text area. The third section is labeled "Description" and contains a rich text editor with a toolbar (including Bold, Italic, Underline, Text Color, Background Color, Link, Unlink, Bulleted List, Numbered List, Emoticon, and a plus sign) and a large empty text area. At the bottom of the description field, there are tabs for "Visual" and "Text", and a refresh icon.

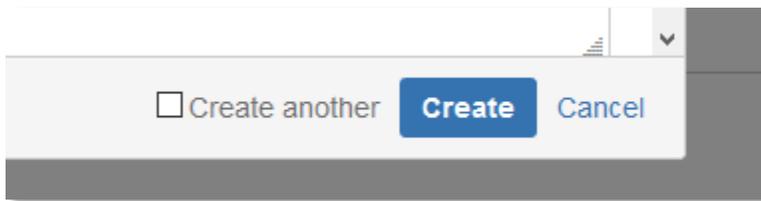
11. The Jira ticket is automatically assigned to the Support team. CC yourself and/or anyone who would like to receive updates on the request.



The screenshot shows a JIRA form with the following elements:

- Assignee:** A dropdown menu with "Automatic" selected.
- Assign to me:** A blue link.
- CC:** A text input field containing "Michele P. Tu".
- Search Results:** A dropdown list showing "Michele P. Tuohy - mtuohy@upenn.edu (mtuohy)" as the only match.
- Footer:** "Showing 1 of 1 matching users" and "this list will send emails."

12. *(Optional)* Attach any relevant images or documents.
13. Select the **Issue Priority** of the request.
14. Enter the **PennKey** or **name** of the user experiencing the issue.
15. Click the **Create** button at the bottom of the form. Your Jira request will be assigned to the Support team.



The screenshot shows the bottom of the JIRA form with the following elements:

- Create another
- Create** button
- Cancel

NOTE: While you will not receive an email confirmation, you can check the status of your support request at any time by going to the following link:
<https://jira.apps.upenn.edu/jira/projects/CS/summary>

Example of a Completed Jira Form

Create Issue
Configure Fields

Project * CAT/CM Support (CS)

Issue Type * Courses

Phone 222-333-4444

CAT or CM CM

School / center SAS

Browser Firefox

Which browser are you experiencing this issue in?

Catalog page URLs, Courses, or Programs affected ARTH 317 / ANTH 31

Summary * Wrong Cross-Listed Parent

Description

Style
B I U A A- Link List Bulleted List
Image +

ARTH 317 is cross-listed with ANTH 317. ANTH 317 is currently the primary but ARTH 317 needs to be the primary instead.

Visual Text
↶ ↷

Assignee Automatic

Assign to me

CC mtuohy, |

Start typing to get a list of possible matches.
Users will be notified of changes to this issue similar to the watchers list, though changes to this list will send emails.

Attachment Drop files to attach, or browse.

Issue Priority None

NGSS RAID

Phase None

NGSS RAID

User experiencing the issue

Enter the (pennkey or pennid) and name of user

Create another
 Create
Cancel

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