CAT/CM Jira Support Quick Reference Guide

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How to Fill Out the Jira Form
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 field with 222-333-444 entered]

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

   ![Dropdown menu for CAT or CM with option selected]

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

   ![Dropdown menu for School/Center with option selected]
9. Select the **Browser** you used when experiencing the issue.

   ![Browser selection screenshot]

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.

   ![Catalog page URL and summary screenshot]

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.
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.

**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