

Submitting tickets to JIRA Service Desk

Use this tutorial to submit tickets to the Service Desk.

Instructions

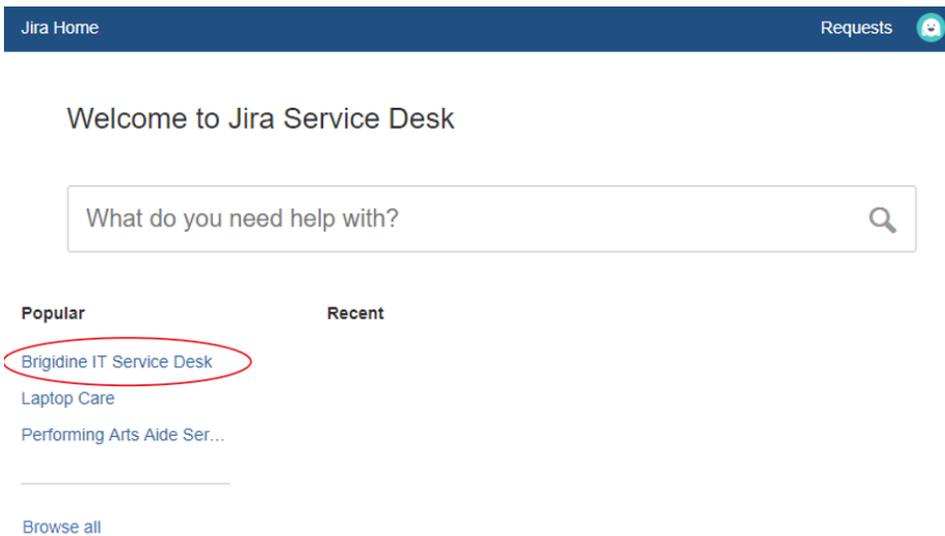
1. [Log in](#) to JIRA Service Desk.



The screenshot shows the JIRA Service Desk login interface. At the top, there is a dark blue header with the text "Jira Home". Below the header, the word "Login" is displayed in a large, bold font. Underneath, there are two input fields: "Username" and "Password". A blue "Log in" button is positioned below the password field. Below the button, there is a checkbox labeled "Keep me logged in" and a link that says "Forgot your password?".

2. [Click](#) on your desired Service Desk (e.g. Brigidine IT Service Desk for I.T support).

[Click](#) on Brigidine I.T Service Desk



The screenshot shows the JIRA Service Desk home page. At the top, there is a dark blue header with the text "Jira Home" on the left and "Requests" with a circular icon on the right. Below the header, the text "Welcome to Jira Service Desk" is displayed. Underneath, there is a search bar with the placeholder text "What do you need help with?" and a magnifying glass icon. Below the search bar, there are two columns: "Popular" and "Recent". Under the "Popular" column, there are three items: "Brigidine IT Service Desk" (which is circled in red), "Laptop Care", and "Performing Arts Aide Ser...". Below the "Popular" column, there is a link that says "Browse all".

[Click](#) on 'Performing Arts Aide Service Desk'



Welcome to Jira Service Desk

What do you need help with?



Popular

[Brigidine IT Service Desk](#)

[Laptop Care](#)

[Performing Arts Aide Ser...](#)

Recent

[Browse all](#)

3. Pick a type of request and fill out the appropriate details of your issue.



Brigidine IT Service Desk

Welcome! You can raise a Brigidine IT Service Desk request from the options provided.

What do you need help with?



Staff Requests

IT Use Only



General Queries

Non-urgent assistance for the general use of IT systems. Including process, training and how to queries.



Report a system problem

Having trouble with a system?



Access Request

Request access to a system, folder or resource that you cannot currently access or obtain.



AV Assistance - IT

IT to setup equipment for guest presenters, Vivi, other audio visual setups



Other

If in doubt pick me



Jira Home

Performing Arts Aide Service Desk

Welcome! You can raise a Performing Arts Aide Service Desk request from the options provided.



Sound/Audio Engineer Request



Performing Arts Department Requests



Cultural Aide Requests

Related articles

- [Responding to your tickets \(Email\)](#)
- [Set up Autofill on Web Forms in Jira](#)
- [Viewing your tickets](#)
- [Responding to your tickets \(Browser\)](#)
- [Getting to know the ticket system](#)