

Submitting tickets to JIRA Service Desk

Use this tutorial to submit tickets to the Service Desk.

Instructions

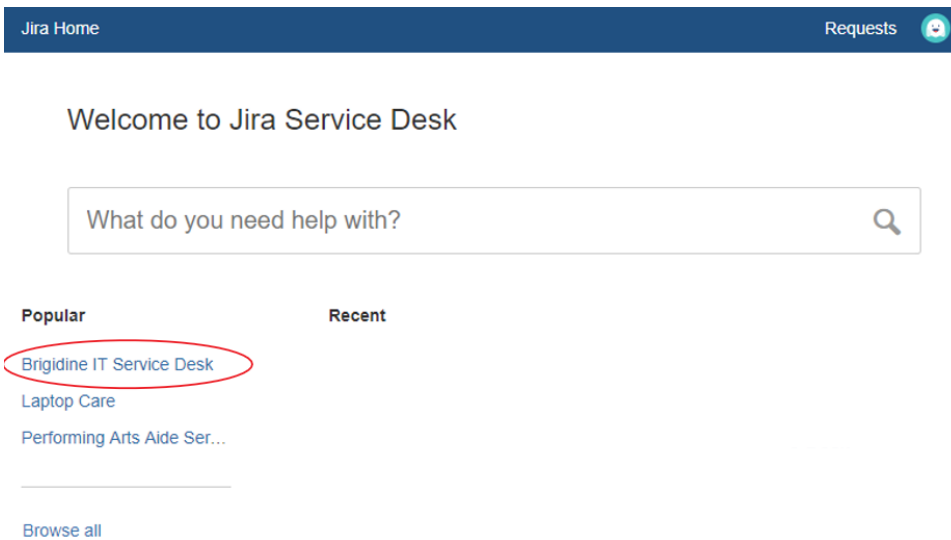
1. [Log in](#) to JIRA Service Desk.



The screenshot shows the Jira Home login interface. At the top is a dark blue header with the text "Jira Home". Below the header, the word "Login" is displayed in a large, dark font. Underneath "Login" are two input fields: "Username" and "Password". Below the "Password" field is a blue "Log in" button. Under the button is a checkbox labeled "Keep me logged in". At the bottom of the login section is a blue 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 is a dark blue header with "Jira Home" on the left and "Requests" with a user profile icon on the right. Below the header, the text "Welcome to Jira Service Desk" is displayed. Underneath is a search bar with the placeholder text "What do you need help with?" and a magnifying glass icon. Below the search bar are two columns: "Popular" and "Recent". Under the "Popular" column, there are three links: "Brigidine IT Service Desk" (which is circled in red), "Laptop Care", and "Performing Arts Aide Ser...". Below these links is a "Browse all" link.

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

Jira Home

Requests

Welcome to Jira Service Desk

What do you need help with?

Popular

Recent

Brigidine IT Service Desk

Laptop Care

Performing Arts Aide Ser...

Browse all

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

Jira Home

Requests

Jira Home

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](#)