Jira customer portal quick guide

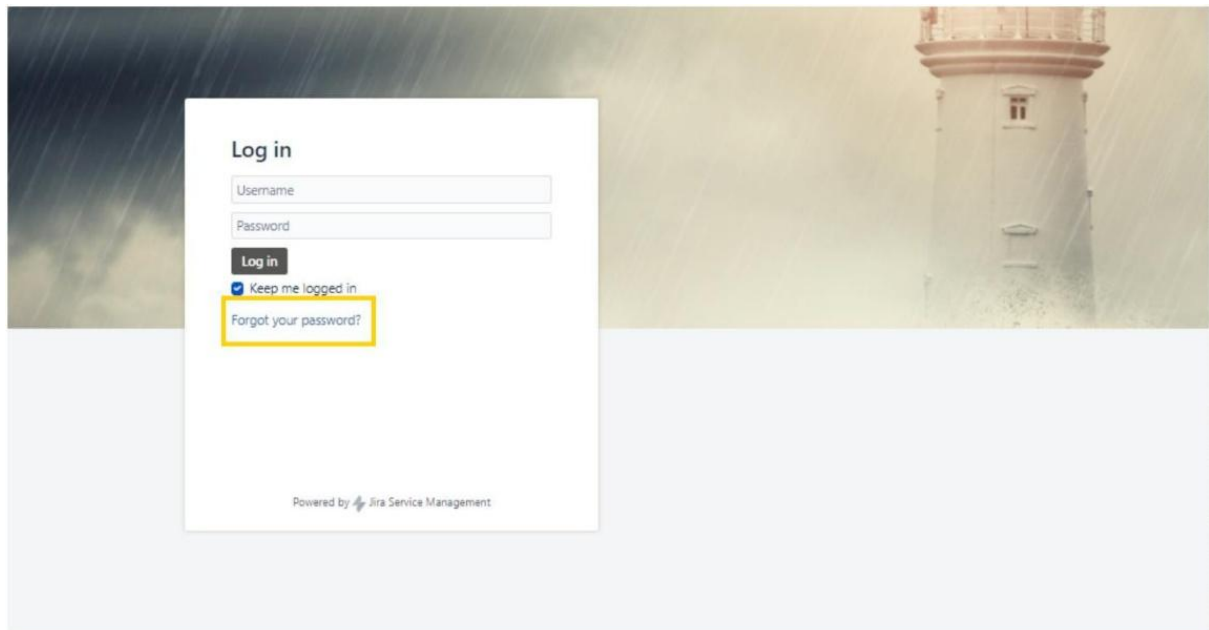# Log In

Via the URL https://support.dts.de you can reach the Jira customer portal.

At first enter your E-mail address as your username. To create your password klick on *Forget your password?* and follow the steps sent to you via E-mail.

After that you can login to the portal at any time.

Create a ticket

Here you can create a *general support* request or a *general incident* request.

DTS Help Center

IT Servicedesk

Here you can raise requests and submit incidents

General support
I need assistance with the use of an IT system

General Incident
One of my applications/systems no longer works or is impaired

Powered by ⚡ Jira Service Management

Create a ticket: *general support*

A *general support* request does not constitute a service interruption.

In this mask you can enter a subject, a summary and if needed an attachement.

DTS Help Center / IT Servicedesk

General support

Required fields are marked with an asterisk *

Raise this request on behalf of *

Customer

Communication Language

English

External Order Number

How can we support you? *

Change - Create a new firewall rule

Detailed description of your request

Please implement the attached rfsc.

Thanks

Anhang (max. 20MB)

Drag and drop files, paste screenshots, or browse

RfSC009.docx - 12.8...

Create   Cancel

Create a ticket: *general Incident*

A general Incident is reported as soon as a service interruption occurs. Furthermore it is possible to define the impact.

DTS Help Center / IT Servicedesk

General Incident

Required fields are marked with an asterisk *

Raise this request on behalf of *

> Customer

Communication Language

> English

Summary *

> Location offline

Please describe the malfunction in detail

> Aa∨   B I ···   ☰∨   𝒫 @ +∨

Attachment

> 📎 Drag and drop files, paste screenshots, or browse

Auswirkung auf Service *

- ⦿ Dienst nicht verfügbar
- ○ Dienst für Einzelne nicht verfügbar
- ○ Dienst eingeschränkt verfügbar

Create   Cancel

Ticket view:

If a ticket is opened up succesfully you can see further details.
In this view you can write a new comment, see the ticket number and you can have a look on the current status of the ticket. This is described further down below.

Status of the ticket

In the top right corner, you can see the status of the ticket.

Ticket number

On top of the ticket, you can see the regarding ticket number.

Write a comment

In the text field you can write a command.
You can format your text and upload more attachments.

View ticket processing

As soon as a ticket is updated its listed at the top of the activity field

In addition, status changes are visible.

My tickets

You can view your tickets using the tab at the top right. In this tab you can see the number of your open tickets. Closed tickets can also be viewed.

On this page you can filter your tickets, search for something or export the list.