

## Jira customer portal quick guide

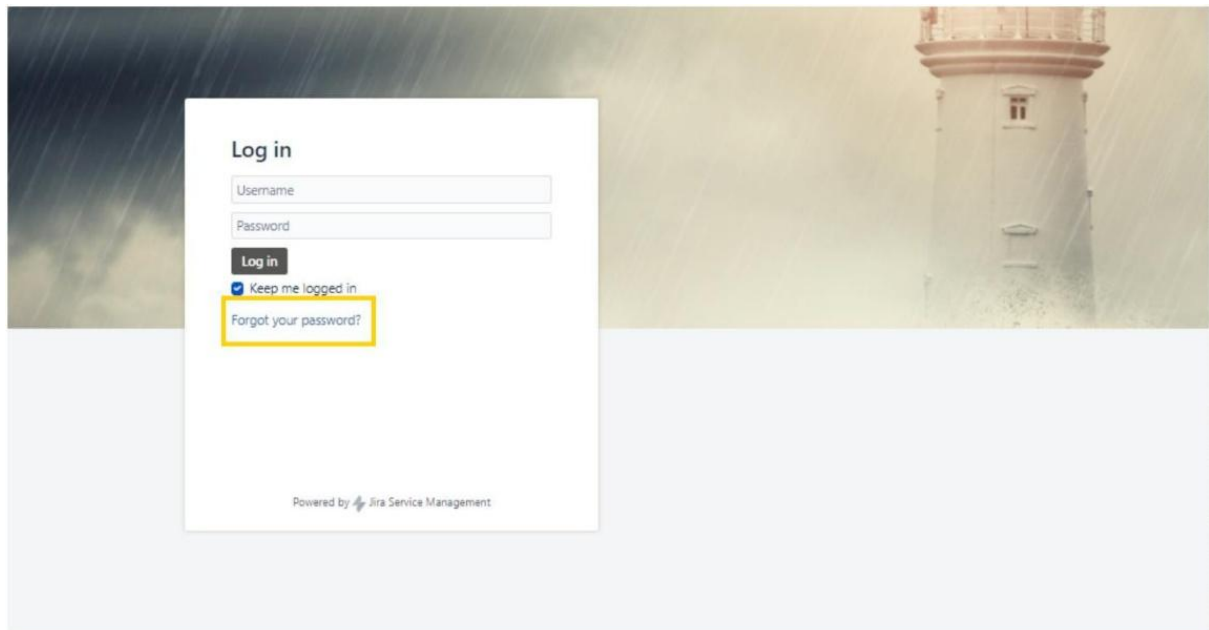


## Log In

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 click 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


Aa
B
I
...
List
Link
@
+

Please implement the attached rfsc.

Thanks

Anhang (max. 20MB)



Drag and drop files, paste screenshots, or  
browse


Rf5C009.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 ...
☰ ▼
🔗 @ + ▼

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 successfully 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.

The screenshot displays a Jira Service Management ticket interface. At the top, the breadcrumb navigation shows 'DTS Help Center / IT Servicedesk / ITMSD-163505'. The ticket title is 'Change - Create a new firewall rule'. Below the title is a comment input field with a placeholder 'Comment on this request...' and a 'Comment' button. To the right of the input field, there is a status badge 'IN PROGRESS' and a toggle for 'Don't notify me'. Below the input field, there is a 'Request participants' section with a 'Share' button. The 'Activity' section shows a comment from a 'Customer' on '11.03.2025 11:39', marked as 'LATEST'. The comment includes an attachment 'RfSC009.docx' (13 kB). Below the activity, the 'Details' section shows the communication language as 'English' and a detailed description: 'Detailed description of your request Please implement the attached rfsc. Thanks'. At the bottom, it says 'Powered by Jira Service Management'.

DTS Help Center / IT Servicedesk / ITMSD-163505

### Change - Create a new firewall rule

Comment on this request...

**IN PROGRESS**

Don't notify me

Request participants

Share

**Customer** 11.03.2025 11:39 **LATEST**

RfSC009.docx (13 kB)

**Details** 11.03.2025 11:39

Communication Language  
English


Detailed description of your request  
Please implement the attached rfsc.

Thanks

Powered by Jira Service Management

## Status of the ticket


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




DTS Help Center / IT Servicedesk / ITMSD-163505

Change - Create a new firewall rule

Comment on this request...



Activity



Customer

11.03.2025 11:39

LATEST

[RfSC009.docx](#) (13 kB)

Details


11.03.2025 11:39

Communication Language  
English

Detailed description of your request  
Please implement the attached rfsc.


Thanks


IN PROGRESS

 Don't notify me

Request participants

Share

 Customer  
Creator

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## Ticket number

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

The screenshot shows a Jira Service Management ticket interface. At the top, the breadcrumb navigation is 'DTS Help Center / IT Servicedesk / ITMSD-163505', with the last part highlighted in yellow. The ticket title is 'Change - Create a new firewall rule'. Below the title is a comment input field with the placeholder 'Comment on this request...'. To the right of the input field is a status badge 'IN PROGRESS' and a toggle for 'Don't notify me'. Below the input field is a section titled 'Activity'. The first activity is from a 'Customer' on '11.03.2025 11:39', marked as 'LATEST'. It includes an attachment 'RfSC009.docx' (13 kB). To the right of the activity is a 'Request participants' section with a 'Share' button and a 'Customer Creator' profile. Below the activity is a 'Details' section for the same timestamp, showing 'Communication Language: English' and a 'Detailed description of your request: Please implement the attached rfsc.' followed by 'Thanks'. At the bottom, it says 'Powered by Jira Service Management'.

DTS Help Center / IT Servicedesk / ITMSD-163505

### Change - Create a new firewall rule

Comment on this request...

**IN PROGRESS**

Don't notify me

Request participants

Share

**Customer** 11.03.2025 11:39 **LATEST**

RfSC009.docx (13 kB)

**Customer Creator**

**Details** 11.03.2025 11:39

Communication Language  
English

Detailed description of your request  
Please implement the attached rfsc.

Thanks


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## Write a comment

In the text field you can write a command.

You can format your text and upload more attachments.


DTS Help Center / IT Servicedesk / ITMSMD-163505

Change - Create a new firewall rule




Aa
B
I
...
List
List
Link
@
Code
Quote

Addition of missing information


-

-


Add
Cancel


 Drag and drop files, paste screenshots, or browse

IN PROGRESS


 Don't notify me

Request participants

 Share

 Customer Creator

Activity


Customer
11.03.2025 11:39
LATEST


RfSC009.docx (13 kB)

Details
11.03.2025 11:39

Communication Language  
English

Detailed description of your request  
Please implement the attached rfsc.

Thanks

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## 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.

### Activity



**DTS Employee** 11.03.2025 12:01 **LATEST**

Change implemented.

Your request status changed to **In Progress.** 11.03.2025 12:00

Your request status changed to **Pending.** 11.03.2025 12:00



**Customer** 11.03.2025 11:39

[RfSC009.docx](#) (13 kB)

### Details 11.03.2025 11:39

Communication Language  
English

Detailed description of your request  
Please implement the attached rfsc.

Thanks

Faculty

 Helpdesk

## 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.

