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This guide highlights some of the common activities that BrDR JIRA users will be performing on product support center. This document will be helpful to BrDR users in getting started with new web based support center on JIRA.

1. Login to BrDR Support Center

Login to the site using your username/password. For the first time users, you will receive a new account created email from JIRA which will include a link for you to go to login page. In case you cannot access your account on JIRA, use Unable to access your account? link on login page and follow the on screen instructions.
2. JIRA System Dashboard

Upon successful login you will typically see the **System Dashboard** as a default screen. Dashboard screen allows you to efficiently navigate to anywhere on the support center site or perform most common operations.

The following table highlights some functionality available on System Dashboard:

<table>
<thead>
<tr>
<th>Feature</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>On top right corner of the dashboard, you can manage your dashboard using menu options under <strong>Tools</strong>.</td>
<td></td>
</tr>
<tr>
<td>This enables you to decide which widgets you would like to see on your dashboard.</td>
<td></td>
</tr>
<tr>
<td>You can navigate to issue list view using different built-in filters.</td>
<td></td>
</tr>
<tr>
<td>You can navigate to Support Center project summary page by clicking <strong>BrDR Support Center</strong> link shown above.</td>
<td></td>
</tr>
<tr>
<td>You can explore other links available in the widgets to perform different operations.</td>
<td></td>
</tr>
</tbody>
</table>
3. JIRA BrDR Support Center Summary Page

The BrDR Support Center can be directly accessed by using the following link
https://bridgeware.atlassian.net/browse/BRDRSUP. You can navigate to Project Summary page by clicking Summary link on the left menu as shown below.
4. JIRA Main Navigation Menu Bar

The main navigation bar at top of the page will always be visible while you are logged in to the Support Center.

![JIRA Main Navigation Menu Bar](image)

The following table highlights functionality available on the main navigation bar:

<table>
<thead>
<tr>
<th>JIRA Main Navigation Menu Bar</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>You can also manage your dashboards from here.</td>
<td><img src="image" alt="Manage Dashboards" /></td>
</tr>
<tr>
<td><img src="image" alt="System Dashboard" /></td>
<td>You can navigate to Support Center project from here. - You can directly navigate to BrDR Support Center site from menu item or by using the following link address: <a href="https://bridgeware.atlassian.net/browse/BRDRSUP">https://bridgeware.atlassian.net/browse/BRDRSUP</a></td>
</tr>
<tr>
<td><img src="image" alt="System Dashboard" /></td>
<td>You can navigate to different issues, manage filters or create issue from here.</td>
</tr>
<tr>
<td><img src="image" alt="Create Issue" /></td>
<td>You can create new issue from here. A new create issue window will pop up.</td>
</tr>
</tbody>
</table>
5. Create Issue in JIRA

- This is a typical create issue screen for you to report an incident (issue).
- You can click Create button to create an issue after you have entered all the required (*) fields.
- You can also select Create another check box to create issues in batch mode.
- After issue is created you can navigate to view issue by clicking one of the options under Issues menu from main navigation bar at the top.
6. View Issue Filters and Status

- This is a **Issues** summary page which displays different filter links by timeline, categorized view of unresolved issues and other filter links. You can make use of other links to efficiently jump to the list of issues you may like to view.

- Any **View Issues** link will take you to Issue Navigator explained further in the next section.
7. JIRA Issue Navigator

Above image shows a typical issue navigator screen that allows you to explore different issues. This scheme is a List View grid and other option to view this screen is Default View as shown below.

The Default View is a master-detail view which allows the master list on left while detail of the issue selected on the right. You can quickly select the issue on left and perform operations on it on the right side.
7.1 Typical Actions on Issue Navigator

Select Issue Navigator scheme here.

- Use upside triangle to move to previous or next issue while in Default View (master-detail).
- You can export the issue using available formats from **Export** button.
- You can comment on issue, attach files directly from this view using buttons available.

Use upside down triangle icon to select different criteria for your filter.

Create New filter, Save current As new filter here.

- You can go to full view of the issue by clicking issue number link such as BRDRSUP-20 you see anywhere on the site. This is explained in next section in further detail.
- Anywhere on the site clicking BrDR Support Center BrDR support Center link will take you to the main Issues status/summary page.
8. Issue Description Page

- This is a typical full view of an issue description page.
- Main activity you will be performing on this page is to review, comment or attach files to an issue.
- Commenting on an issue, Attaching files to an issue and other actions are explained in the following sections.
9. Adding Comments To an Issue

The following table highlights steps to comment on an issue:

- Click **Comment** button on the page to open comment screen.
- Type your comment in the text box.
- Comment will be created after you hit **Add** button.
- List of comments will be visible with user name, timestamp, and description of the comment.
- Each comment row can be clicked to reduce to detailed or minimized view of a comment.
- You can click a pensile icon in each comment row to edit the comment.
10. Attaching Files To an Issue

- Click Attach Files button to open attachment page.
- Click Choose Files button to select the files you wish to attach to the issue.
- You can select multiple files on Choose Files page.
- After selecting the files, you will see a preview of the attachments and check boxes to include or exclude any files at this time.
- After files are attached to an issue you will see them as the image on left.
- Use + button to add more files.
- Use upside down triangle to manage, download or sort the attachments.
11. Accept or Resubmit an Issue

- When issue is resolved by development or support team, Accept and Resubmit buttons will be available above the Details section of the issue for your further actions.

12. Editing Your JIRA Profile Information

- Click Profile menu item from top right corner of navigation bar. This opens your profile page for viewing and editing.

- Click on pencil icon to edit your profile Details.

- You can modify your full name, email and password.

- Note that email account on your profile will receive all your JIRA notifications.

- Clicking the face image allows you to select or upload an avatar photo for your profile.

- Click on pencil icon to edit your Preferences.

- Use view Navigator Columns link to customize your default issue navigator table view.