

Complete Guide to Jira Administration: Configuration, Management, and Automation

with Rachel Wright



Frequently Asked Questions

Imagine you're a new Jira user. Which features and capabilities would you have questions about? What concepts might be confusing? Use this list of common questions to create your own end user Jira FAQ.

Course Chapter: Using Jira

Course Section: Logging In

- How do I access Jira?
- What are my login credentials?
- How do I log in to Jira?
- How do I reset my Jira password?
- Why can't I see Jira content?

Course Section: Using Key Views

- How do I customize my Jira home page?

Course Section: Accessing Key Features

- How do I return to Jira's home page?
- How do I access other Atlassian applications?
- How do I find a Jira project, filter, dashboard or board?
- How do I create a Jira issue?
- How do I search for Jira issues?
- How can I change my personal settings?
- How do I attach files, create sub-tasks, or link related issues?
- Why can't I view issue comments?
- Where should I add requirements?
- How do I update issue status (transition issues)?
- Who should update an issue's status?

Course Section: Working With Projects

What is a Jira project?

What is the difference between Jira project types?

What is the benefit of adding Jira issue IDs to branch names, commit messages, pull requests, and other objects?

What is the JSM customer portal?

Course Section: Working With Issues

How do I create a Jira issue?

When creating a Jira issue, which project and issue type should I select?

How do I edit a Jira issue?

When should Jira information be updated?

Who should update information in Jira issues?

How do I transition an issue to its next status?

What is a resolution?

Course Section: Working With Requests

How do I access the Jira Service Management customer portal?

What is a request?

Who creates requests?

Who fulfills requests?

Course Section: Searching With Jira Query Language

How do I find Jira issues?

How do I use basic search?

What is JQL?

How do I use JQL/advanced search?

Course Section: Using Views and Reports

How do I access filters, queues, boards, dashboards, and reports?

How do I create custom filters, queues, boards, dashboards, and reports?

How do I plan unscheduled issues on calendars and timelines?

How do transition issues on boards?