

Jira Service Management

Quick start guide for Jira Service Management Cloud

Logging in

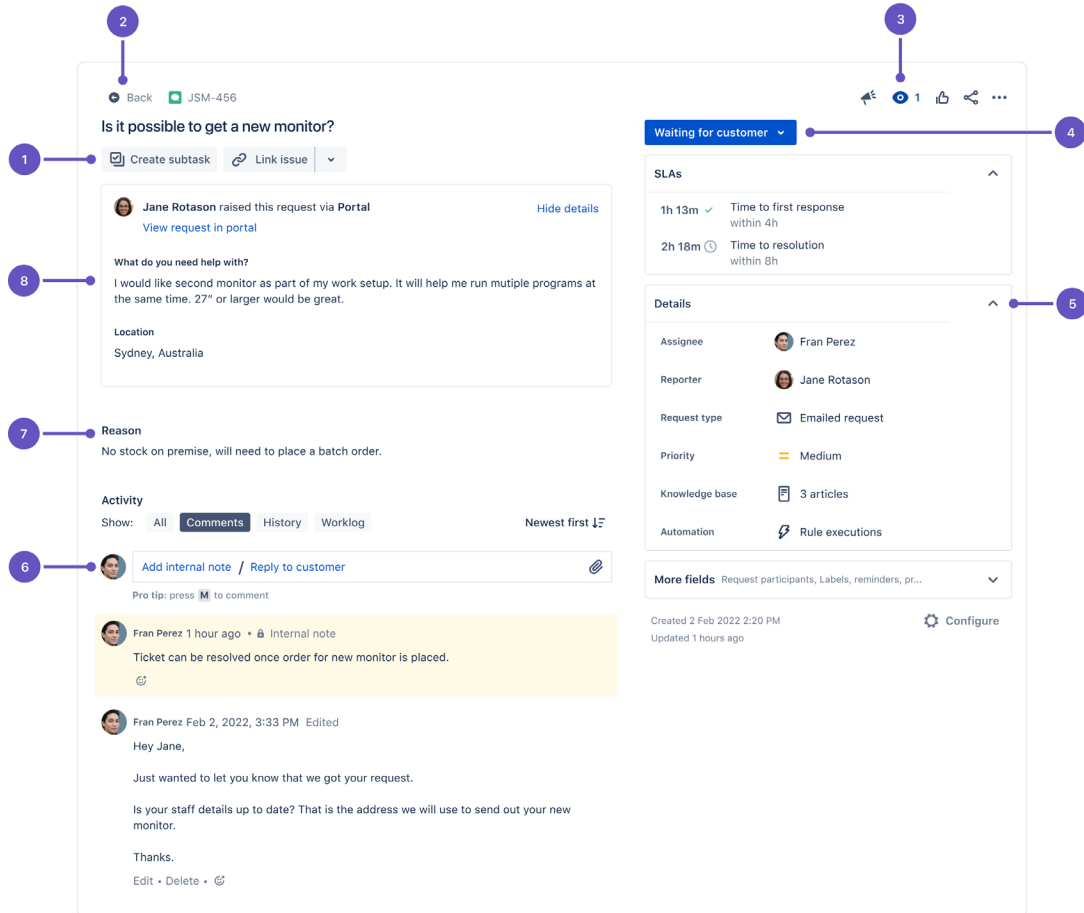
1. Navigate to your new site and app via the links below. *Tip: Don't forget to update your saved links!*
 - a. New URL: <https://yourdomain.atlassian.net/jira/your-work>
 - b. Your projects: https://yourdomain.atlassian.net/jira/projects?selectedProjectType=service_desk
 - c. New app: <https://www.atlassian.com/software/jira/service-management/mobile-app>
2. Use your **email address** to log in. If your company uses one account to log into all the systems you use, we'll prompt you to log in that way. If not, select **Forgot password** and enter a new password.
3. Set up a **new avatar** in your Cloud profile. Use an image of you or that will represent you across your Cloud products.

Interface and navigation


Navigation is the same across all Jira products so refer back to your Quick start guide for Jira Software Cloud as needed. Note that in the Cloud platform, searching is site-wide and includes results from Confluence Cloud.

Issue view

The new issue view experience was rolled out across all Jira Cloud products. Some fields may vary based on the product and your team's settings. Here's an overview of the issue view in Jira Service Management Cloud:



1. **Quick-add buttons:** Create subtasks (*company-managed projects*), or child issues (*team-managed projects*); link issues, add web or Confluence links, or add content from **Atlassian Marketplace** apps.
2. **Back to queues:** Go back to your queues with a single click.
3. **Watch and more Actions:** Watch the issue 👁, vote 👍, give feedback, and perform other actions like move and clone via the **More actions** ... menu.
4. **Issue status:** Select the status, then choose a transition or status to move the issue to.
5. **Context fields:** These can include SLAs, request participants, and other information to help describe the issue. Under context fields, select **Show more fields** (or **More fields** in team-managed projects) to reveal empty fields that aren't always shown on the issue view.

6. **Comment bar:** To add a comment, select **Add internal note** to post a comment that only your team can see (highlighted in yellow), or **Reply to customer** to include the person that raised the request. Select the **Attachments** paperclip icon  to add an attachment.
7. **Description fields:** (*company-managed projects only*): Description fields are multi-line fields that your team can fill out to add more information to the issue.
8. **Customer request information:** Information entered by customers when they raise a request is organized in one place. If the customer raised the request from the portal, select **View request in portal** to see it in the portal. Select **Hide details** to collapse this panel.

Formatting

You may have previously used formatting similar to markdown or used an Atlassian Marketplace app to get formatting in your issues. In Cloud, the editor converts things like links, code, and **markdown** automatically, so you can paste in your content and let the editor do the work.

COMMON MARKDOWN FORMATTING OPTIONS INCLUDE:

- `##` This is H2 style (we support H1–H5)
- `**bold**` for **bold**
- `*italic*` for *italic*
- ````` for a code block
- `[this is link text](www.atlassian.com)` for [this is link text](https://www.atlassian.com)
- `*` for bulleted lists (like this one)
- `1.` for numbered lists

Queues

You'll see lots of new features and improvements in Cloud queues. Here are some popular updates:

- Better **customize your queues** with filters and views to your teams' needs.
- **Triage** faster with queue actions by selecting Unassigned in the **Assignee** column in your queue and choosing an assignee without opening the ticket.
- **Navigate to favorites** quickly from the navigation menu by selecting **Your work**, then choosing the **Queues** tab to see starred and recent items.

Help Center and Portal

Cloud offers more **branding and customization capabilities**, including the ability to edit the **login screen message and Help Center layout**. You can also **customize the columns in your customers' Request lists** to quickly filter and find the requests they're looking for a status update on.

TIP:

Take a look through our **project template library** for ideas to improve your internal and external workflows. There, you'll find ready to use templates to help you work better including:

- **IT Service Management:** This template includes features dedicated to critical ITSM practices, so you can respond to requests, resolve incidents, address problems, and deploy changes fast.
- **Customer Service:** Use this template to help deliver great service experiences to your customers. Set SLAs, answer customer questions, prioritize requests and collect feedback to ensure your external customers or business partners can quickly get the help they need.

You can now also implement dynamic forms, checklists, and specific validation rules using **forms for Jira**.

Knowledge base

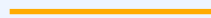
If you previously set up a [knowledge base](#) for self-service answers, you'll see new available features in Cloud including the ability to:

- [Link multiple Confluence spaces](#) to a single Jira Service Management project.
- [Categorize knowledge base articles](#) Categorize knowledge base articles so users can find the help they need, even without exact wording.

NOTE:

Jira Service Management has replaced Jira Service Desk. Don't worry if you see the old naming anywhere, they're the same product (but improved) and we're working hard on consolidating the naming.

Want to see more of Jira Service Management Cloud in action?



Sign up for one of our [weekly demos](#).