



# Setting your users up for success in Atlassian Cloud products

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**01**

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**Introduction**

# Introduction

At Atlassian, we often say that cloud migrations are a team sport. It takes a powerhouse group of people to execute a large-scale transformation like a migration. And, if we extend the team sport metaphor, the final phase of a migration - getting your users productive on a new platform - is the fourth quarter. That's where teams with endurance and preparation emerge victorious.

But, mustering the determination you need to execute a great adoption program can be challenging and it can be tempting to assume your users will figure it out organically. To realize the full ROI of your move to Atlassian Cloud, you need to focus time and energy on ensuring your teams embrace new ways of working across the Atlassian Cloud platform.

Many of your users have likely been using Atlassian Server or Data Center products for years, which means making the switch to Cloud can require adjusting. This guide is designed to help admins, like you, understand the key differences your users will experience in Cloud. While this guide is not exhaustive of every difference in the user interface, it highlights the most significant differences that a user will encounter when logging in the first time.

Throughout this guide, we'll link out to other helpful resources, including ones you can share directly with your users, with the hope that you can minimize disruption, deflect questions from your support queues, and get your teams productive on Atlassian Cloud products as quickly as possible.

**TIP:** If you're looking for major functional differences and product-specific comparisons for administrators, read this [page](#) for a summary.

**NOTE:** You can copy and paste from this guide to create customized training materials. If you do, we recommend substituting screenshots from your organization's instances so they are familiar to your users. The screenshots in this guide are taken from a generic Confluence 7.13, Jira Software 8.19, and Jira Service Management 4.21 instance.



# 02

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**Accessing your  
Atlassian Cloud site**

# Accessing your Atlassian Cloud site

All users will have a new Cloud site URL to access their Atlassian products. Unlike in Server where there are different base URLs for each product, in Cloud, the URL base is the same across products with an added suffix:

- Confluence: <https://yourdomain.atlassian.net/wiki/home>
- Jira Software and Jira Service Management: <https://yourdomain.atlassian.net/jira/your-work>

**For admins:** To help redirect people from your self-managed instance to your new Cloud site URL, apply a site-wide banner in the self-managed versions of **Jira Software** and/or **Confluence** and/or add an announcement in **Jira Service Management**.

**For users:** If users have bookmarked their pages, remind them to update their bookmarks with the new cloud links.

## What about mobile access?

The mobile apps for Jira Software/Jira Service Management Cloud and Confluence Cloud are different. If your teams are using the Server and Data Center mobile apps for these products, they'll need to install new apps:

- **Jira Cloud** (for Jira Software, Jira Service Management, and Jira Work Management)
- **Confluence Cloud**

**MAM** for Atlassian mobile apps is available with an Atlassian Access or Cloud Enterprise subscription, and **MDM** is available with all Cloud plans.



# 03

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**An overview of key differences  
in Jira Software Cloud**

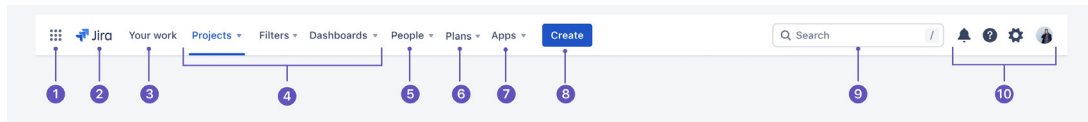
# An overview of key differences in Jira Software

## General user interface and navigation

In general, the Cloud interface looks more modern than its Server or Data Center counterpart. Plus, the Cloud platform was designed to be even more intuitive for users of all types - not just developers - so we've found some of these changes to [the core experiences](#) are easier for users to navigate independently.

Both Cloud and Server/Data Center have similar sidebars and horizontal global navigation. You'll see the same main navigation bar across all Jira Cloud products, including Software, Service Management, and Work Management. This gives you quick access to the projects, filters, and dashboards you use most regardless of the project type. It also lets you create issues, search, and access help notifications and global Jira settings.

Use the diagram below to familiarize yourself with the navigation bar for all Jira Cloud products:



1. **Product switcher:** Switch to other Atlassian Cloud products, like Bitbucket Cloud and Confluence Cloud, and access [Atlassian Start](#) to see recent projects across all Cloud products.
2. **Jira logo and product name:** Keep track of which Atlassian product you're in as you switch between products. Use this logo to navigate back to your homepage from any page.
3. **Your work:** Get an overview of the things you care most about in Jira products. Find issues, projects, boards, and queues you've visited, work assigned to you, and your starred items.
4. **Projects, Filters, and Dashboards:** Find and resume work on the things you use most. Your starred items appear at the top of each menu, followed by your recently visited items.

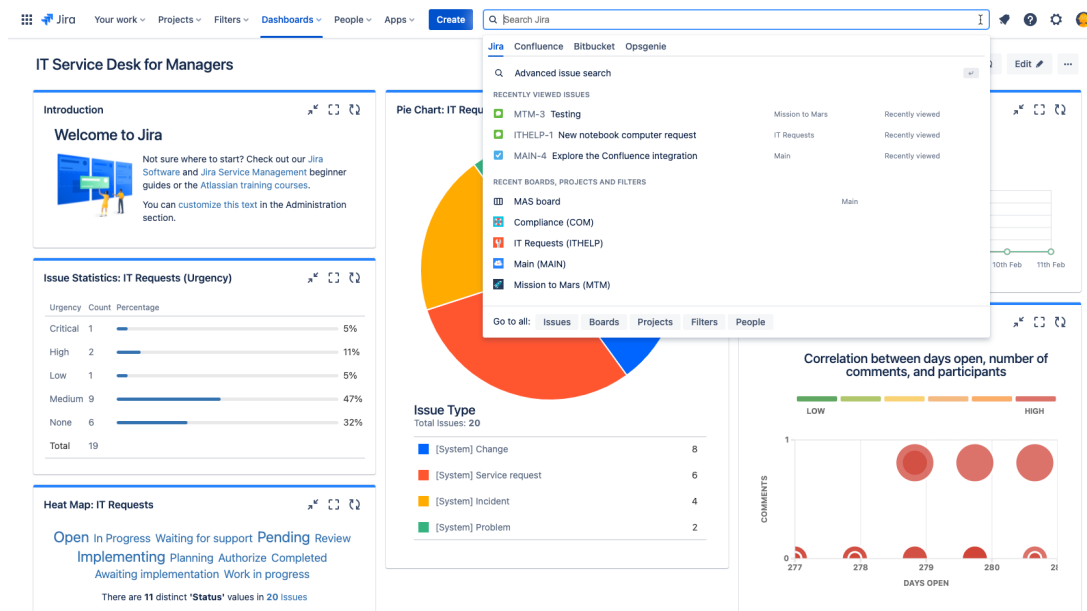


5. **People:** See the people and teams you work with, and create new teams.
6. **Plans:** See and manage your **Advanced Roadmap** plans (*Premium and Enterprise users only*).
7. **Apps:** See and manage apps installed on your Jira site.
8. **Create:** Create issues.
9. **Search:** Find issues, projects, boards, queues, filters, and people.
10. **Notifications, Help, Jira Personal settings, and your Profile and settings:** See what's happening in Jira, get help, and customize Jira's settings (*Jira admins only*) and your personal settings.

For more details, see the [Jira Cloud navigation page](#).

## Where did the issues dropdown go?

You'll most likely notice that Cloud doesn't have an issues dropdown. Instead, your recent activity will appear in the new **Your work** menu item on the top left, which includes issues. Filters are now a separate menu item and issues can be reached via the search bar.



# Key changes to board view

The project board and backlog view is very similar in both versions for Scrum/Kanban projects. In Cloud, there's a 5,000 issue limit per board, and you can view [sprint insights](#) to stay on top of progress made and deliver with confidence.

## CLOUD - ACTIVE SPRINT VIEW

The screenshot shows the Jira Cloud interface for the 'Teams in Space' project. The top navigation bar includes 'Jira', 'Your work', 'Projects', 'Filters', 'Dashboards', 'People', 'Plans', 'Insight', 'Apps', and a 'Create' button. A search bar is on the right. The left sidebar contains a menu with 'Teams in Space', 'Scrum: Teams in S...', 'Backlog', 'Active sprints', 'Reports', 'Issues', 'Components', 'Releases', 'Project pages', 'Add shortcut', and 'Project settings'. The main content area is titled 'Sprint 6' and shows a Kanban board with columns: 'TO DO 3', 'IN PROGRESS 3', 'CODE REVIEW 3', and 'DONE 5'. The board contains several issues, each with a title, a status bar, and a 'TIS' label. Issues include 'Homepage footer uses an inline style - should use a class', 'Craft network plan for Mars Office', 'Email non-registered users to sign up with Teams in Space', 'Add pointer to main css file to instruct users to create child themes', 'TIS shopping cart performance fix', 'Engage Saturn's Rings Resort as a preferred provider', 'TIS product search bug', 'Add a String anonymizer to TextUtils', 'Customers reporting shopping cart purchasing issues with the TIS web store', 'Web-store purchasing performance issue fix...', 'TIS Developer Toolbox does not display by default', 'Engage JetShuttle SpaceWays for short distance space travel', and 'Create Saturn Summer Sizzle Logo'. Each issue has a 'TIS' label and a 'TIS-XXX' ID.

## SERVER/DATA CENTER - ACTIVE SPRINT VIEW

The screenshot shows the Jira Server/Data Center interface for the 'Business Systems dev...' project. The top navigation bar includes 'Jira', 'Your work', 'Projects', 'Filters', 'Dashboards', 'People', 'Plans', 'Insight', 'Apps', and a 'Create' button. A search bar is on the right. The left sidebar contains a menu with 'Business Systems dev...', 'Portfolio Manage...', 'Kanban board', 'Reports', 'Issues', 'Components', 'Releases', 'Project pages', 'Add shortcut', and 'Project settings'. The main content area is titled 'Kanban board' and shows a Kanban board with columns: 'BACKLOG', 'APPROVED ROADMAP', 'IN PROGRESS', and 'DONE'. The board contains several issues, each with a title, a status bar, and a 'TBS' label. Issues include 'Multi-destination search', 'New payment system', 'Webstore customer mobile app release for IOS10', 'Workato Automation Orchestration solution for PAS', 'HR migration to Lever cloud service for recruiting team', 'Migrate from Soho CRM (AZ datacenter) to Salesforce cloud', 'Marketing system refresh and DB migration', 'Billing service system upgrade', 'SAP upgrade to sap analytics cloud', and 'We're only showing recently modified issues. Looking for an older issue?'. Each issue has a 'TBS' label and a 'TBS-XXX' ID.

## CLOUD - KANBAN VIEW

The screenshot shows the Jira Cloud interface for a project named 'Business Systems development'. The left sidebar contains navigation links: Portfolio Management, Kanban board, Issues, Components, Releases, Project pages, Add shortcut, and Project settings. The main area displays a Kanban board with columns: BACKLOG, APPROVED ROADMAP, IN PROGRESS, and DONE. The BACKLOG column contains four items: 'Multi-destination search' (TBS-6), 'HR migration to Lever cloud service for recruiting team' (TBS-7), 'SAP upgrade to sap analytics cloud' (TBS-12), and 'New payment system' (TBS-2). The APPROVED ROADMAP column contains two items: 'Migrate from Soho CRM (AZ datacenter) to Salesforce cloud' (TBS-13) and 'Webstore customer mobile app release for IOS10' (TBS-1). The IN PROGRESS column contains three items: 'Workate Automation Orchestration solution for PAS' (TBS-11), 'Marketing system refresh and DB migration' (TBS-8), and 'Billing service system upgrade' (TBS-9). The DONE column is empty.

## SERVER/DATA CENTER - KANBAN VIEW

The screenshot shows the Jira Server/DATA CENTER interface for a project named 'Portfolio Management'. The left sidebar contains navigation links: Portfolio Management, Kanban board, Releases, Reports, Issues, Components, Objects, Project shortcuts, Add a link to useful information for your whole team to see, and Add link. The main area displays a Kanban board with columns: CANDIDATES, APPROVED ROADMAP, IN PROGRESS, and DONE. The CANDIDATES column contains three items: 'PM-4 Intelligent travel suggestions', 'PM-6 Multi-destination search', and 'PM-7 Integrate partner travel sites'. The APPROVED ROADMAP column contains one item: 'PM-2 New payment system'. The IN PROGRESS column contains four items: 'PM-1 Team Travel Mobile Apps', 'PM-3 Performance level-up', 'PM-5 Fast-track booking experience', and 'PM-8 Affiliate marketing program'. The DONE column is empty.

## CLOUD - BACKLOG VIEW

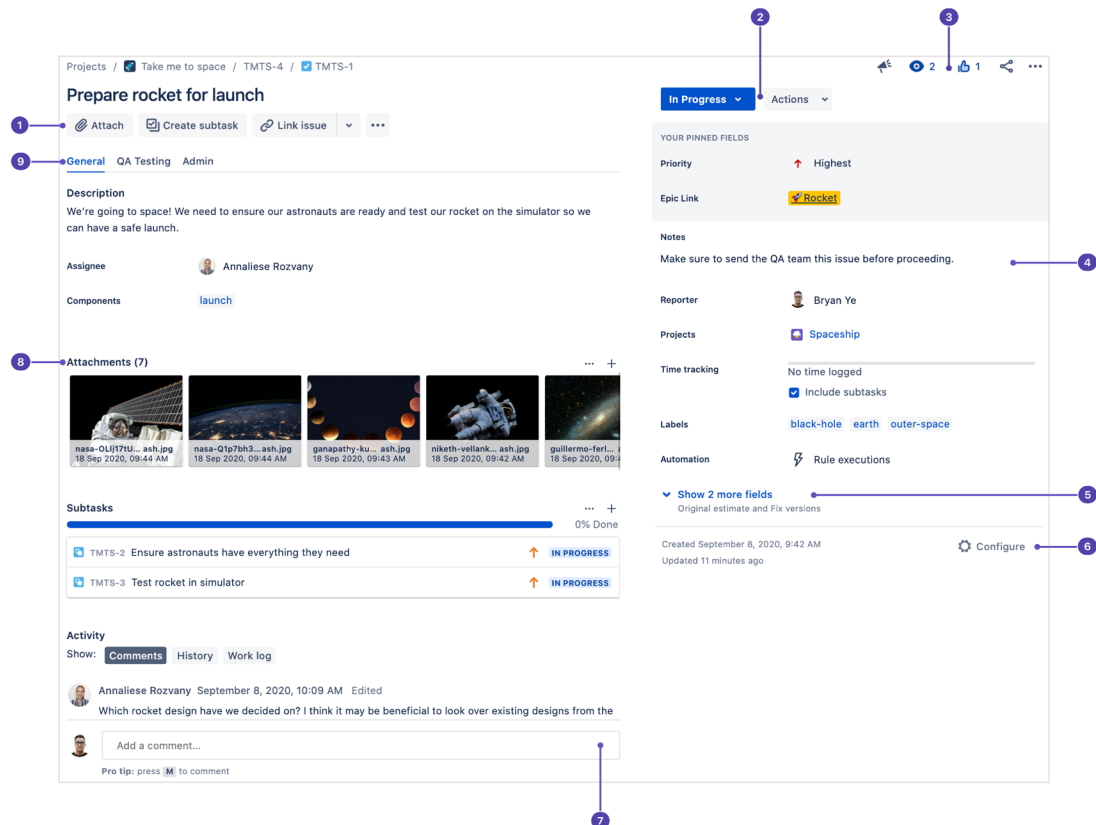
The screenshot shows the Jira Cloud interface for a project named 'Teams in Space'. The left sidebar contains navigation links: Teams in Space, Scrum: Teams in S..., Backlog, Active sprints, Reports, Issues, Components, Releases, Project pages, Add shortcut, and Project settings. The main area displays a Backlog view for 'Sprint 6' (14 issues). The backlog items are listed in a table with columns: Issue key, Summary, Assignee, and Status. The items are: 'Requesting available flights is now taking > 5 seconds' (TIS-6), 'Add pointer to main css file to instruct users to create child themes' (TIS-6), 'Email non-registered users to sign up with Teams in Space' (TIS-4), 'Draft network plan for Mars Office' (TIS-4), 'Homepage footer uses an inline style - should use a class' (TIS-4), 'Engage Saturn's Rings Resort as a preferred provider' (TIS-11), 'Add a String anonymizer to TextLabs' (TIS-6), and 'Web-store purchasing performance issue fix...' (TIS-12).

## SERVER/DATA CENTER - BACKLOG VIEW

The screenshot shows the Jira Server/DATA CENTER interface for a project named 'IOS App'. The left sidebar contains navigation links: IOS App, Backlog, Active sprints, Releases, Reports, Issues, Components, Objects, Project shortcuts, Add a link to useful information for your whole team to see, and Add link. The main area displays a Backlog view for 'Wallaby' (4 issues) and 'Koola' (3 issues). The backlog items are listed in a table with columns: Issue key, Summary, Assignee, and Status. The items are: 'IOS-2 As a user I can log into the system via Facebook' (IOS beta), 'IOS-3 Setup dev and build environment' (IOS beta), 'IOS-4 Establish basic app dev framework' (IOS beta), 'IOS-5 As a user I can log into the system via Google' (IOS beta), 'IOS-6 As a user I can create a custom user account and login' (IOS beta), 'IOS-7 As a user I can manage my profile' (IOS beta), and 'IOS-8 Blocker - App Basics (unknowns)' (IOS beta).

## Key changes to issue view

Jira Software Cloud has a **new issue view** that groups key actions and information in a more logical way, making it easier for you to scan and update your issues. It usually appears as a 2-column layout on boards and as a single column in the backlog but is responsive to the size of your window.



1. **Quick-add buttons:** Add attachments and subtasks; link to issues, any URL, and content from [Atlassian Marketplace](#) apps.
2. **Transition issues:** Get from *to-do* to *done*, and any status or workflow step in between. Additional issue actions (if your admin has configured them) are displayed next to the status. [Learn more about transitioning an issue.](#)
3. **Watch, Vote, and More actions:** Watch the issue 👁, vote 👍, give feedback, and perform other actions like move and clone via the **More actions** ⋮ menu.

4. **Flexible layout:** Fields can be placed where they work best for you. Admins can configure almost every field to be on either the left or right side of the issue view. On the right hand side, you can pin your most important and frequently used fields to the top, including the ones under the **Show more** link.
5. **More fields:** Select **Show more fields** to view all issue fields.
6. **Configure issue layout:** Move, hide, and change fields in the issue view. [Learn more about configuring the issue view's field layout.](#)
7. **Docked comment bar:** Always there, so you can quickly add a comment no matter how far you've scrolled.
8. **Attachments:** Switch between the strip and list view for attachments, or download them all at once to work with them on your device.
9. **Field tabs:** If your issue layout has field tabs configured, tab through them right from the front of the issue view.

## New ways to manage projects

While Server and Data Center projects are managed at the company level, in Cloud, you have the option to have team-managed projects or company-managed projects. The core functionality of these project types is the same, but it can be helpful to know which type of project your team is working in if you're looking for certain configurations.

Team-managed projects offer a powerful yet simpler configuration that's independent of other projects on the cloud instance. Anyone on the team can create a team-managed project and serve as the project admin. Project admins administer and have total control over the configuration of their team-managed projects. This includes configuring workflows, custom fields, issue types, permissions, and more without having to contact the Jira product or site admin. With company-managed projects, the Jira product admin is responsible for making these types of configuration changes.

**TIP:** Team-managed projects are enabled by default in Cloud but Jira admins can disable them or control who's allowed to create team-managed projects via Jira Settings ⚙️ > System > Global Permissions.

	Team-managed project	Company-managed project
Default	Default project type	Can be enabled by Admin
Overview	<b>Simplified configuration</b> that's independent of other projects. Settings and changes in team-managed projects can be made by the project admin and are contained; they won't impact other projects on the same instance.	<b>Expert configuration</b> with greater complexity and flexibility, but also the ability to standardize workflows across projects. When a Jira admin changes a scheme or screen, every company-managed project using that configuration changes accordingly.
Configuration	<ol style="list-style-type: none"> <li>1. <i>Set up and maintained by anyone on the team (project admins)</i></li> <li>2. Settings don't impact other projects</li> <li>3. Easy setup for <b>issue types</b> and <b>custom fields</b></li> <li>4. Multiple <b>workflows</b> for all issue types</li> <li>5. Access level <b>permissions</b></li> </ol>	<ol style="list-style-type: none"> <li>1. <i>Set up and maintained by your Jira admins</i></li> <li>2. Standardized configuration shared across projects</li> <li>3. Complete control over <b>issue types</b> and <b>custom fields</b></li> <li>4. Customizable <b>workflows, statuses and issue transitions</b></li> <li>5. Detailed <b>permission schemes</b></li> </ol>
Features	<b>Essential features</b>  A modern Jira Software experience for teams who don't need advanced features. <ol style="list-style-type: none"> <li>1. Basic Roadmaps</li> <li>2. Only show your project's issues on your board</li> <li>3. Standard filters</li> <li>4. Single active sprint</li> <li>5. Essential agile reporting</li> </ol>	<b>Advanced features</b>  All the power and features that Jira Software is known for. <ol style="list-style-type: none"> <li>1. Advanced Roadmaps (<i>Premium and Enterprise only</i>)</li> <li>2. Pull in issues from other projects on your board</li> <li>3. Custom quick filters</li> <li>4. Parallel sprints</li> <li>5. Comprehensive agile reporting</li> </ol>
When to use	<ul style="list-style-type: none"> <li>• Your team wants easier project configuration to get started quickly.</li> <li>• You're an autonomous team who wants a self-contained space to manage your team's work.</li> </ul>	<ul style="list-style-type: none"> <li>• You want to standardize configuration, including issue types and custom field creation, across multiple projects or share workflows in your organization.</li> <li>• You require advanced features that aren't available in team-managed projects.</li> </ul>

# Popular new features in Jira Software Cloud

One of the most common reasons customers cite when deciding to move to Cloud is to have access to the latest and greatest features in Atlassian products. We're continuously releasing new value and innovation for you and your teams, and you can see a curated list of some of our most popular new Jira Software Cloud features in the section below.

## 1. Automation

Jira Software Cloud's native automation engine has powerful features which are exclusive to Cloud and not available for Server or Data Center, even with a purchase of the [self-managed app](#), namely:

- [Create variable action](#)
- [Lookup issues action](#)
- [Sum, min, max, average, and conditional smart values](#)
- The ability to run [rules as another user](#)
- Unique [triggers](#)

In Jira Software Cloud, advanced triggers and automation functionality are included out-of-the-box. Learn more about [automating your processes and workflows](#).

### DevOps



#### Branch created

Rule executes when a branch is created.



#### Build failed

Rule executes when a build fails.



#### Build status changed

Rule executes when the status of a build changes.



#### Build successful

Rule executes when a build succeeds.



#### Commit created

Rule executes when a commit is created.



#### Deployment failed

Rule executes when a deployment fails.



**Deployment status changed**  
Rule executes when the status of a deployment changes.



**Deployment successful**  
Rule executes when a deployment succeeds.



#### Pull request created

Rule executes when a pull request is created.



#### Pull request declined

Rule executes when a pull request is declined.



#### Pull request merged

Rule executes when a pull request is merged.

### Insight triggers



#### Object

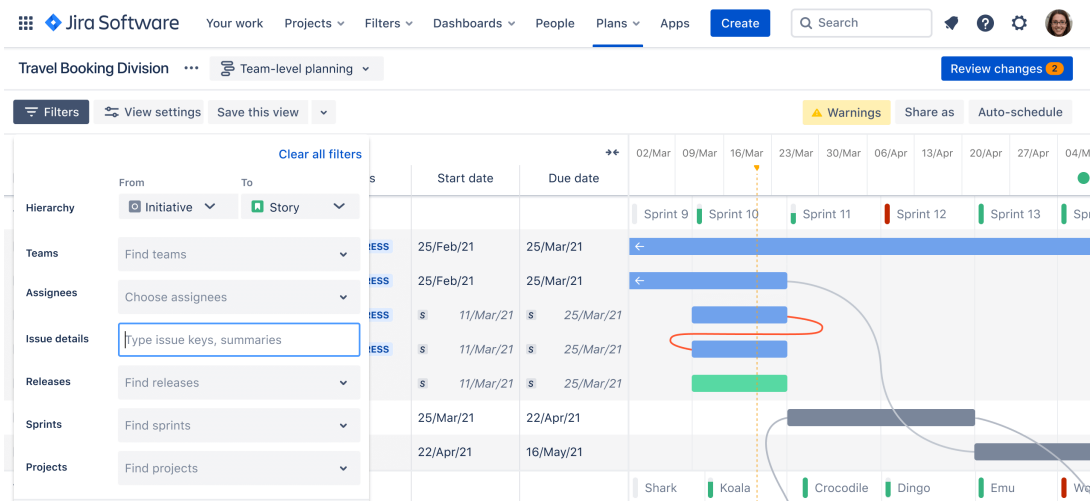
Rule is run when an object from a specific schema is created, updated or deleted.

## 2. Advanced Roadmaps (included with Cloud Premium and Enterprise plans)

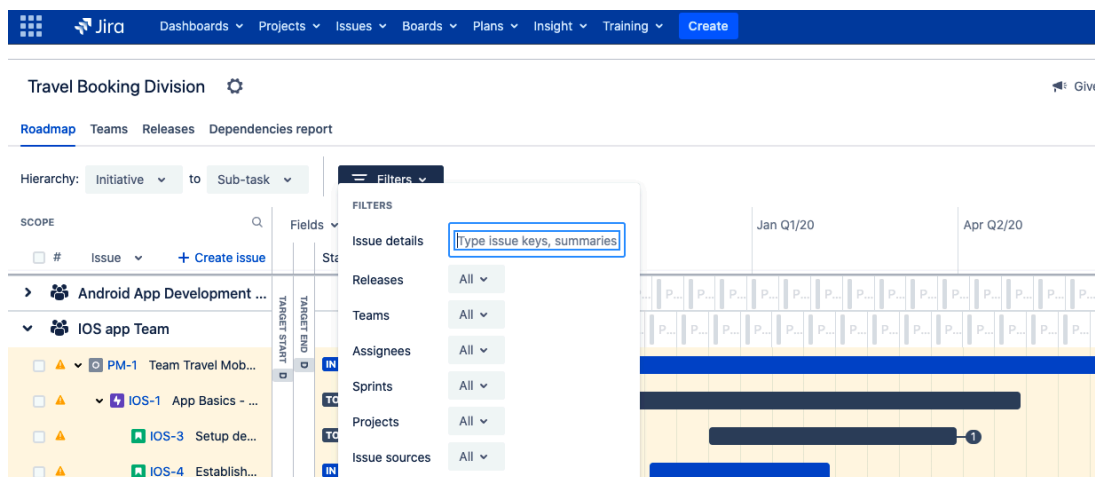
**Advanced Roadmaps**, which you may have been using as an app with your Server/Data Center instance, is available out-of-the-box with all Cloud Premium and Enterprise plans with a few minor interface differences between the cloud and self-managed version (as of Advanced Roadmaps v3.29).

*Note: As of February 2022, Advanced Roadmaps is only available for company-managed projects. However, Advanced Roadmaps for team-managed projects will be available soon.*

### CLOUD - ADVANCED ROADMAPS



### SERVER/DATA CENTER - ADVANCED ROADMAPS



*Note: Plans can include issues from all project types - Jira Software, Service Management, and Work Management.*



The Cloud version of Advanced Roadmaps doesn't include the ability to create **Programs**, i.e. group of plans, which is available on Data Center. However, in most cases, a **Program** can be duplicated using a **Plan**. You can learn more about how to get started with Advanced Roadmaps [here](#).

What would you like to create?

☐ **Plan**

Visualize your roadmaps by automatically or manually scheduling work for your teams, as you see fit.

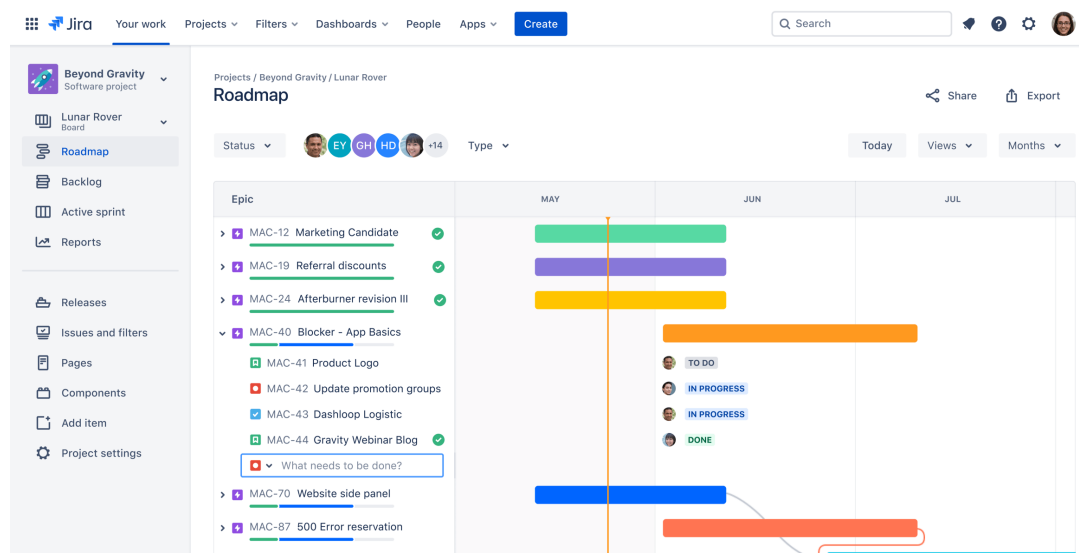
☒ **Program (group of plans)**

Track the progress of business initiatives in an aggregated view of work across multiple plans.

[Create](#) [Cancel](#)

### 3. Basic roadmaps

For all plans in Cloud, you can use the project-specific roadmap. The roadmap is where you can create, manage and visualize your team's epics. Roadmaps are useful for planning large pieces of work several months in advance and planning large groups of stories across different sprints. While Advanced Roadmaps provides ability for cross-project roadmaps, basic roadmaps are for single projects.



### 4. Project templates

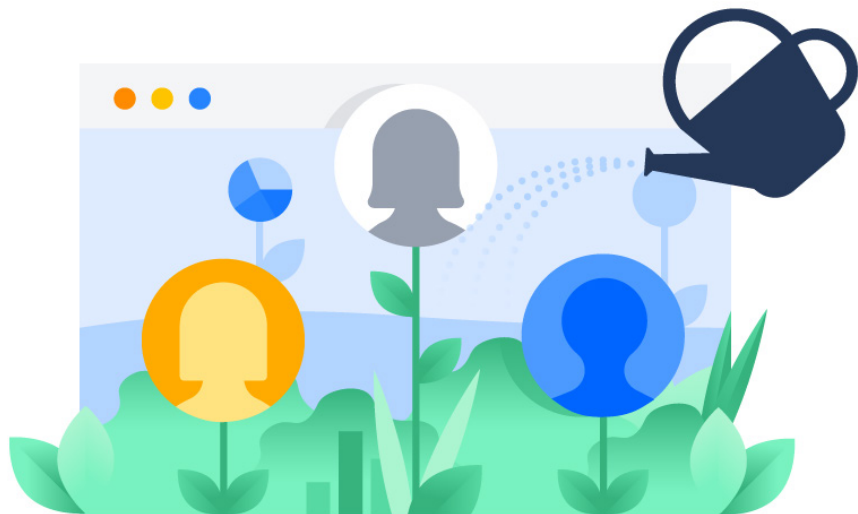
Cloud offers a wider variety of ready-to-use project templates for many use cases and various teams. Jira Software Cloud ships with **23 new Work Management templates** included out of the box.

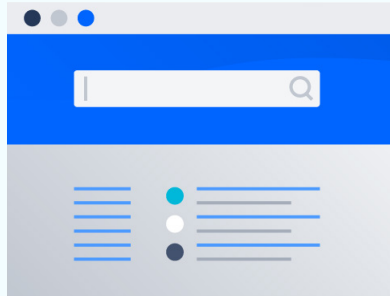
## 5. DevOps Insights

If your admin has integrated your **CI/CD pipeline with Jira**, you can take advantage of DevOps Insight, which includes **cycle time** and **deployment frequency** reports and **insights** that can be used to analyze risk and measure how often you are shipping value to your customers.

## 6. Better integrations

With Jira Software Cloud, **integrating with other Atlassian products** like Confluence, and third party tools like **MS Teams** and **Slack** and your **development tools** is easier than ever.





# 04

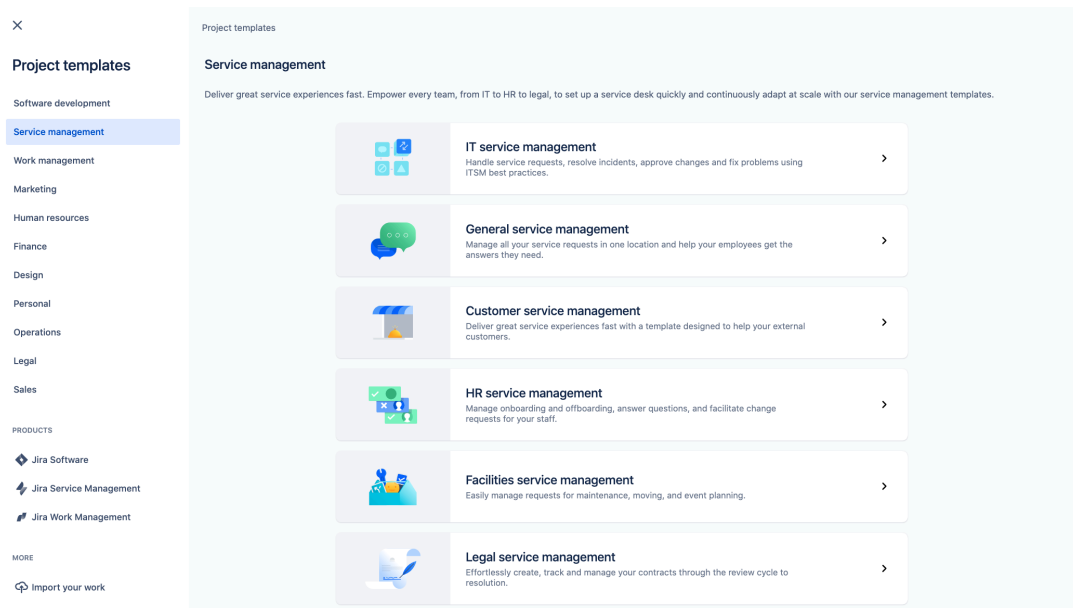
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**An overview of key differences in  
Jira Service Management**

# An overview of key differences in Jira Service Management

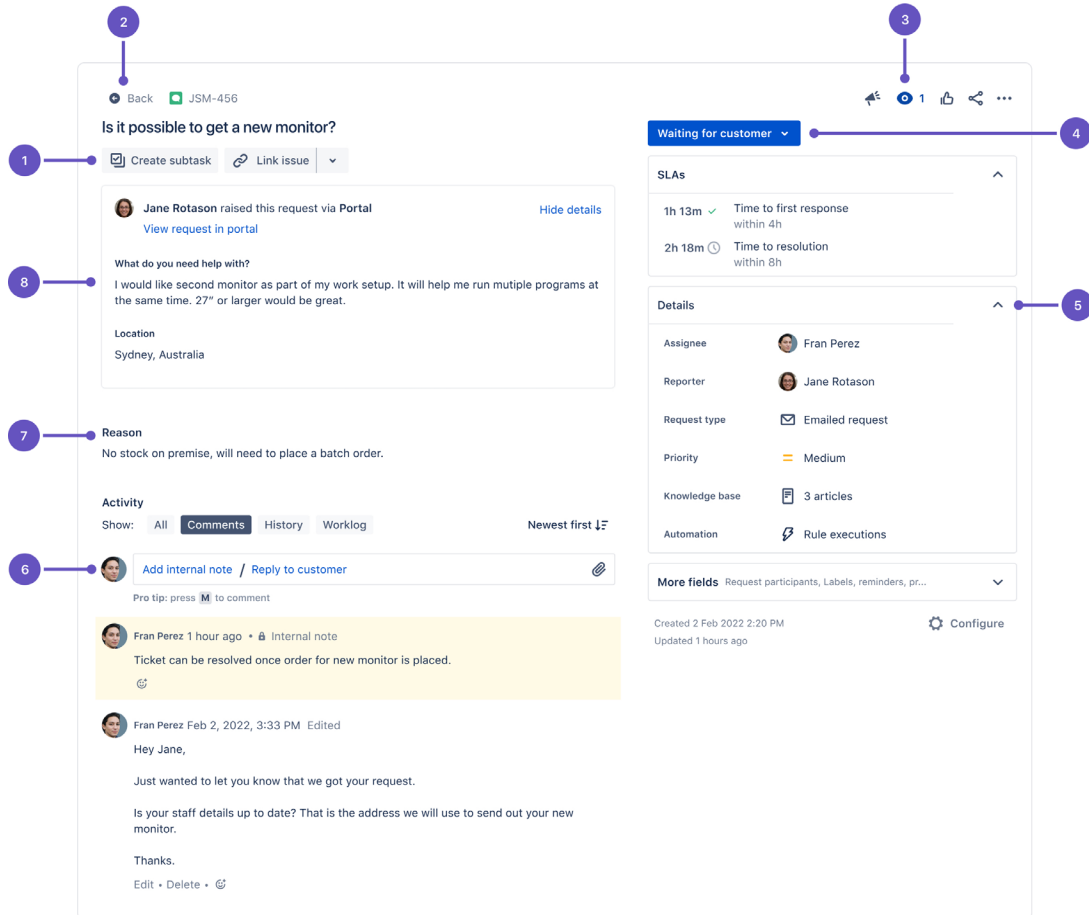
## New project types



In addition to the usual **IT service management** and Customer service management templates, Jira Service Management Cloud also has project **templates for HR, Legal, and Facility teams** that are not available in Jira Service Management Server/Data Center.




## Changes to the issue view

The new Jira issue view experience outlined above in the Jira Software section was rolled out across all Jira products, including Jira Service Management.



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 , or perform other actions (for example, move, clone, or delete the issue).
4. **Issue status:** Select the status, then choose a transition or status to move the issue to. [Learn more about workflows.](#)
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.

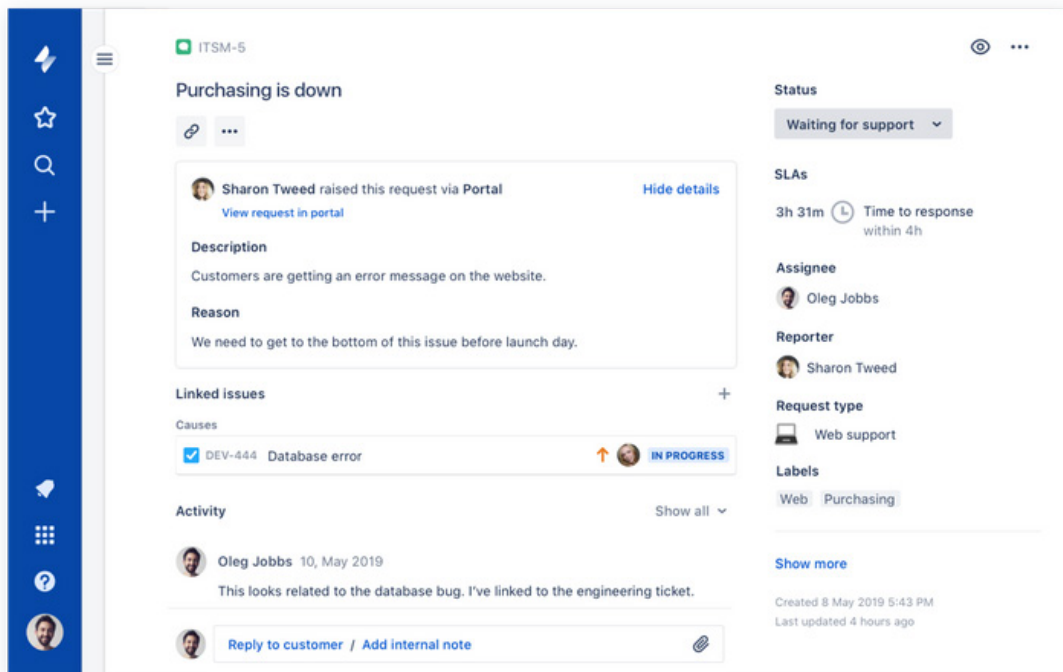
6. **Comment bar:** To add a comment, select **Add internal note** to post a comment that only your team can see (highlighted in yellow), or **Reply to customer** to include the person that raised the request. Select the **Attachments** paperclip icon  to add an attachment. The editor converts things like links, code, and markdown on-the-fly, so you can paste in your content and let the editor do the work. [Learn more about markdown.](#)
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.

## Queues and the new agent experience

With the new agent experience, service teams are now able to triage issues more effectively, scan request details at a glance, and deliver speedy responses to customers.

*Note: For performance optimization, there's a limit of 50 queues per project in Cloud.*

### 1. Replying to your customers is easy



The screenshot displays the ITSM-5 interface for a request titled "Purchasing is down". The interface is divided into several sections:

- Header:** ITSM-5, Purchasing is down, and a status dropdown set to "Waiting for support".
- Details:** A section showing the request was raised by Sharon Tweed via the Portal. It includes a "View request in portal" link and a "Hide details" link. The description states: "Customers are getting an error message on the website." The reason is: "We need to get to the bottom of this issue before launch day."
- SLAs:** A section showing the SLA as "3h 31m" and the "Time to response" as "within 4h".
- Assignee:** Oleg Jobbs.
- Reporter:** Sharon Tweed.
- Request type:** Web support.
- Labels:** Web, Purchasing.
- Linked issues:** A section showing a linked issue "DEV-444 Database error" with a status of "IN PROGRESS".
- Activity:** A section showing a comment from Oleg Jobbs dated 10, May 2019: "This looks related to the database bug. I've linked to the engineering ticket."
- Footer:** A comment bar with options to "Reply to customer" or "Add internal note", and a paperclip icon for attachments.

## 2. Queues can be better customized to your teams' needs

The screenshot shows the ITSM-5 interface for a request titled "Purchasing is down". The interface includes a sidebar with navigation icons, a main content area with details, and a right-hand panel with metadata.

**Request Details:**

- Title:** Purchasing is down
- Status:** Waiting for support
- SLAs:** 3h 31m (Time to response within 4h)
- Assignee:** Oleg Jobbs
- Reporter:** Sharon Tweed
- Request type:** Web support
- Labels:** Web, Purchasing

**Description:** Customers are getting an error message on the website.

**Reason:** We need to get to the bottom of this issue before launch day.

**Linked issues:** DEV-444 Database error (IN PROGRESS)

**Activity:** Oleg Jobbs 10, May 2019: This looks related to the database bug. I've linked to the engineering ticket.

**Actions:** Reply to customer / Add internal note

## 3. Triaging is faster with queue actions

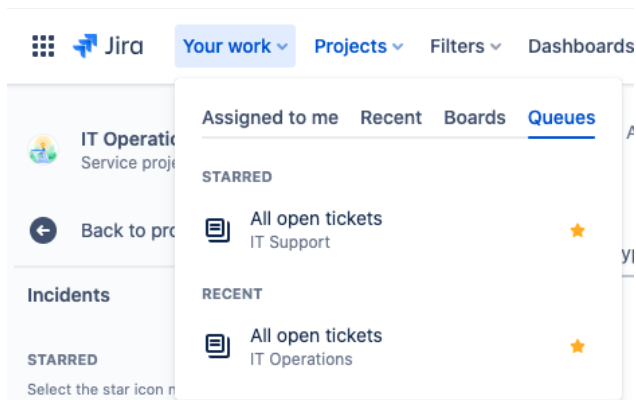
The screenshot shows the Rocket desk interface for a service desk project. The main view is a table of "All open" requests. A dropdown menu is open for the "Assignee" column of the last row, showing a list of team members.

Summary	T	Key	Reporter	Assignee	Status	Created	First response
I need a new laptop	12	RKT-12	Emma Stone	Sharon Tweed	WAITING FOR SUPPORT	7 May 18	33min
Oops, may have just downloaded a virus via email today	13	RKT-13	Will Peroni	Will Chapman	WAITING FOR SUPPORT	8 May 18	2h 33m
We need more power!!	14	RKT-14	Scotty	Oleg Jobbs	WAITING FOR SUPPORT	10 May 18	8h 11m
I can't access my files!	15	RKT-15	Betty M	Bart Timson	WAITING FOR CUSTOMER	10 May 18	9h
Need help signing on the VPN from home from my iPad mini	13	RKT-13	Will Peroni	Unassigned	WAITING FOR SUPPORT	11 May 18	10h 12m
Printer on L3 is broken	15	RKT-15	Betty M	Unassigned	CUSTOMER	12 May 18	11h 40m

**Assignee Dropdown Options:**

- Assign to me
- Hanh Solo (@hsolo)
- Sam Samuels (@ssamuels)
- Lisa Pham (@lpham)
- Christopher Adams (@cadams)
- Natalie Fennec (@nfennec)

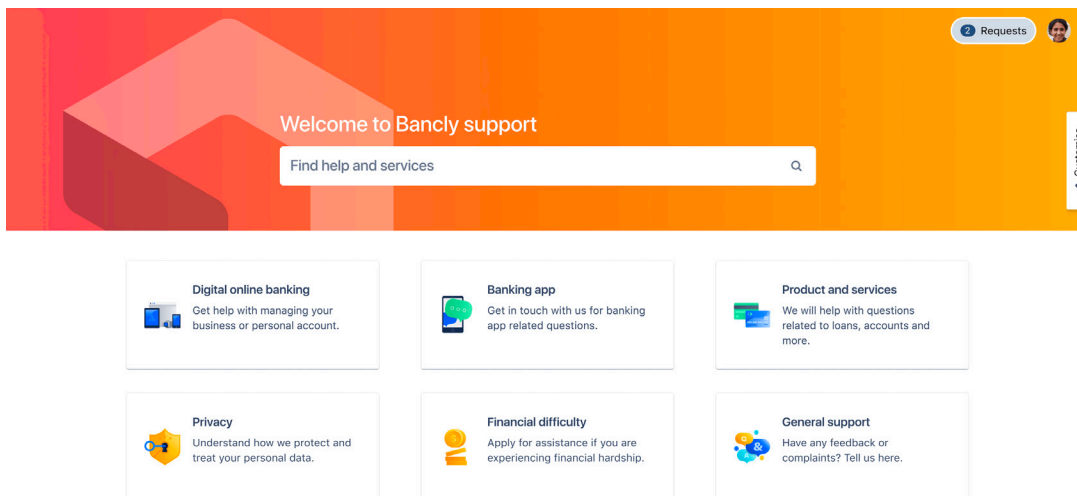
#### 4. Agents can quickly navigate to favorites



Read more details for each of the improvements [here](#).

## Differences in the Help Center and Portal

In Jira Service Management Cloud, there are 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** so customers can quickly filter and find the requests they're looking for and see status updates.



## Help channels

Just like in Server and Data Center, requests in cloud can be created via the Help Center, **email**, and **APIs**.

In Jira Service Management Cloud, you can **embed the portal widget** on any page of your site/app to collect requests from your customers. See **how the widget works in practice**.



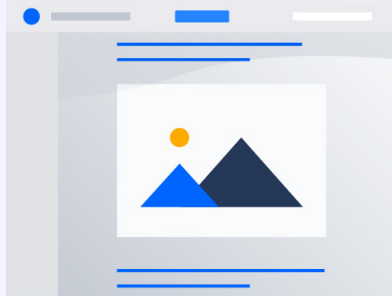
**NOTE:** Atlassian Cloud products come with an internal SMTP server configured to send notifications. The internal SMTP server is not configurable, but you can configure Jira Service Management Cloud to send emails on behalf of your domain. For more information on how to use a custom 'Project Email Address' with your domain, [read this support article](#).

## Incident management functionality

Opsgenie features such as [alerts](#), [on-call schedules](#), incident [command center](#), [post mortems](#), and [heartbeats](#) are bundled in Jira Service Management Cloud.

## Change management features

Change management in the cloud has additional features which can help teams better plan, schedule, and deploy changes to production. [Change calendars](#) and [change management automation](#) with connected CI/CD tools ensure that nothing falls through the cracks.



# 05

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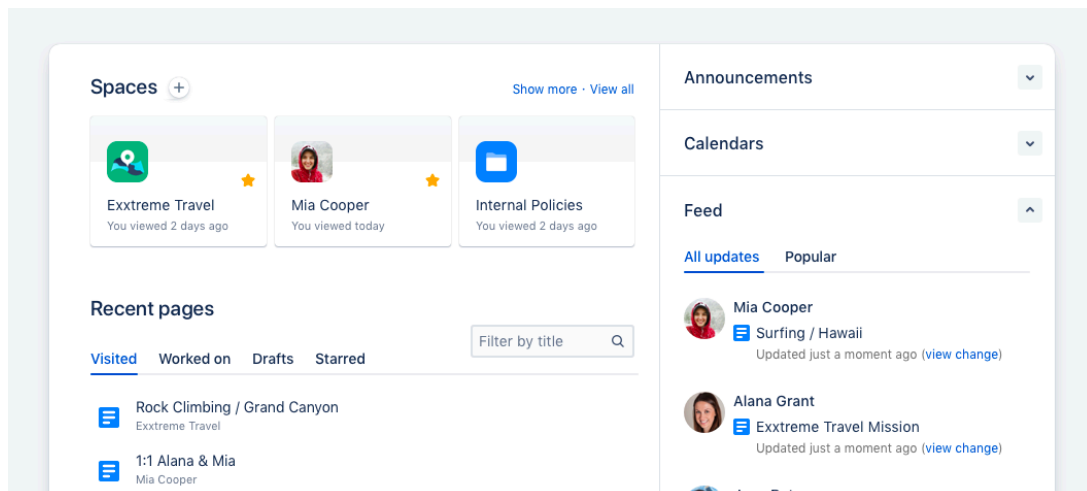
**An overview of key differences  
in Confluence Cloud**

# An overview of key differences in Confluence Cloud

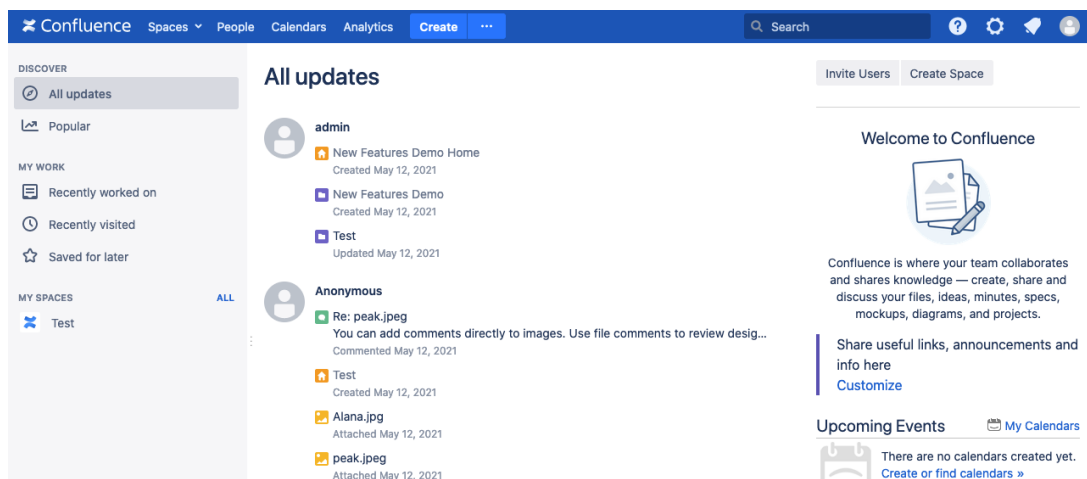
## Home page

Both Cloud and Server/Data Center have a common access point to the home page: the **Confluence** logo at the top left. Most elements of the Cloud home page are also on the Server/Data Center home page and relatively straightforward to find. However, the home page itself has a very different appearance and layout as you can see below.

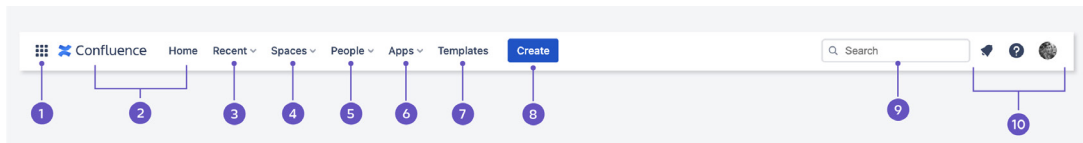
### CLOUD - HOME PAGE



### SERVER/DATA CENTER - HOME PAGE



## Navigation



1. **Product switcher:** Switch to other Atlassian Cloud products, like Bitbucket Cloud and Confluence Cloud, and access [Atlassian Start](#) to see recent projects across all Cloud products.
2. **Confluence logo, Home:** Navigate back to your homepage from any page.
3. **Recent:** Find and resume work on the things you use most. Find or search for pages you've visited, worked on, drafted, or starred in recent days and month.
4. **Spaces:** Get an overview of the things you care most about in Confluence. Your starred spaces appear at the top, followed by your recently visited spaces.
5. **People:** See the people and teams you work with, and create new teams.
6. **Apps:** See and manage apps installed on your Confluence site. *Note: Calendars and Analytics (Premium and Enterprise only) in your previous navigation bar are now located in this menu.*
7. **Templates:** Access the [library of templates](#) available for you to use in each of the spaces you've starred or recently visited. *Note: If you don't see this option, look under the **More** tab.*
8. **Create:** Create pages.
9. **Search:** Find pages, spaces, people, or use the advanced search filters. You can search anything visible to you in Confluence and results from all Cloud products will be included.
10. **Notifications, Help, and your Profile and Settings:** See what's new, get help, access your tasks, manage your watched spaces and pages, and customize your settings (ex. [Autowatch pages](#)).

## General interface

Both versions have sidebar navigation for pages in spaces. Some elements are in different parts of the page. One key difference is that **Space Tools** moved to the top of the left navigation and is now called **Space Settings** in Confluence Cloud.

## Editor

This is one of the biggest user experience differences between Cloud and Server/Data Center and one that drastically improves the user experience in Confluence. While Server/Data Center's editor has remained unchanged for multiple years, the new Cloud editor has introduced [significant changes](#) with a lot of [new templates](#) and new ways for [page formatting](#).

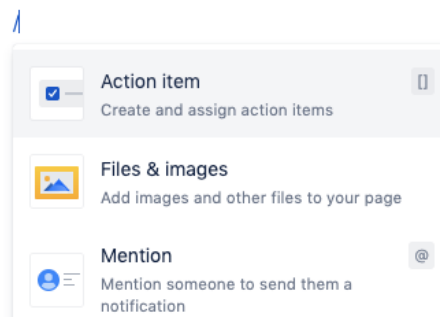
One of the first key differences between the editor in Confluence Cloud and Server/Data Center is related to macros. In Cloud, we've built in additional functionality into the editor so that macros are no longer needed for things like text alignment and strikethrough formatting. Cloud also offers [live macros](#), so the editing experience in Cloud is consistent with the viewing experience. It is worth noting that to improve performance, Cloud does not support user macros and [some macros were intentionally excluded](#) from the new editor. Learn more about [Cloud macros](#) vs. [Server/Data Center macros](#).

### CLOUD - EDITOR

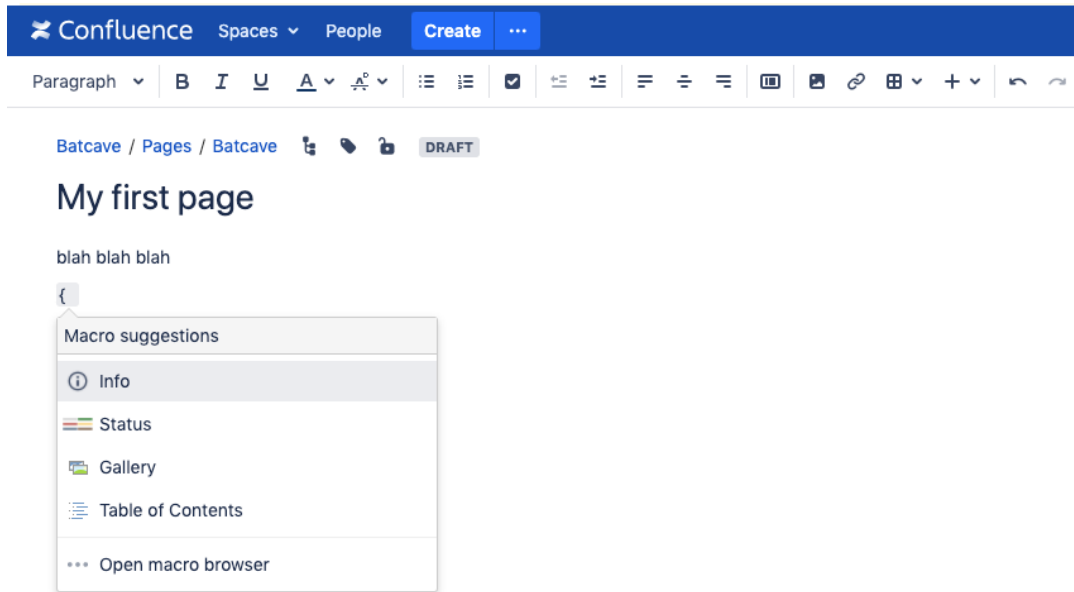


People / Jennifer Cheung / Pages / Overview / Onboarding

## My first page



## SERVER/DATA CENTER - EDITOR



### Autocomplete keyboard shortcuts in editor

One of the biggest changes for power users are the autocomplete shortcuts used in the editor. Those accustomed to the Server/Data Center editor may be very familiar with the { wiki markup notation. In Cloud, you'll switch to using the / autocomplete slash command which is a single command to add macros and tools.

Action	Cloud autocomplete character	Server/Data Center autocomplete character
Tables	/	
Links	/	[
Images	/	!
Macros	/	{
Headings	#	h1.
Lists (unordered)	*	*
Lists (ordered)	1.	#

**TIP:** Share the Quick start guide for Confluence Cloud in the [Cloud adoption toolkit](#) with your users so they have easy access to the shortcuts above.

## Other editor changes and updates

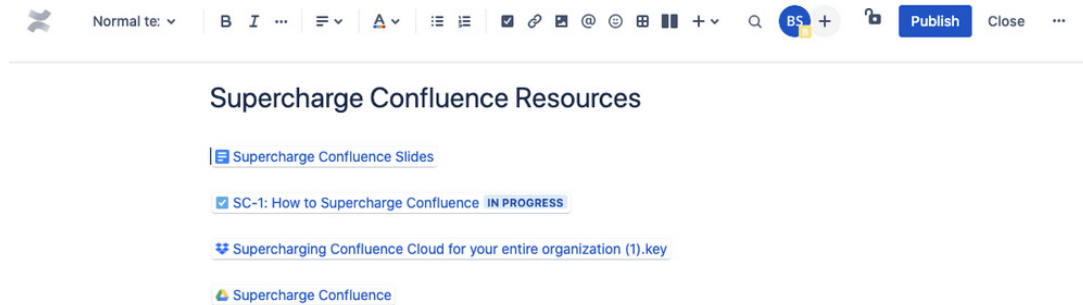
- **Inline comments:** Whether editing a page or viewing it, quickly add comments to pages by:
  - Highlighting the text you want to comment on.
  - Selecting the **Comment** button that appears above the highlighted text.
  - Entering your comment and selecting **Save** (Ctrl+S or ⌘+S).
- **Anchor links:** Anchor links are automatically created in Cloud for headings. Non-heading links still need to be specified by the [Anchor macro](#).
- **Adding Attachments:** In Cloud, users can't natively link to or render attachments from other pages. This is significant to inform users of, as they may be used to setting up image or file "libraries" that can be referred to from other pages. The workaround is to copy and paste the attachment link directly.
- **Editing tables:** [Tables in Cloud are edited and managed differently](#). In general, it should be a more intuitive experience but may need a little getting used to.

## Smart Links

Smart Links reveal important context about links within a Confluence page (or Jira issue) without leaving that page. When you paste a link in the editor, it will transform into a Smart Link. We support Smart Links for Atlassian products and many other third party products. There are a few different ways to view smart links:

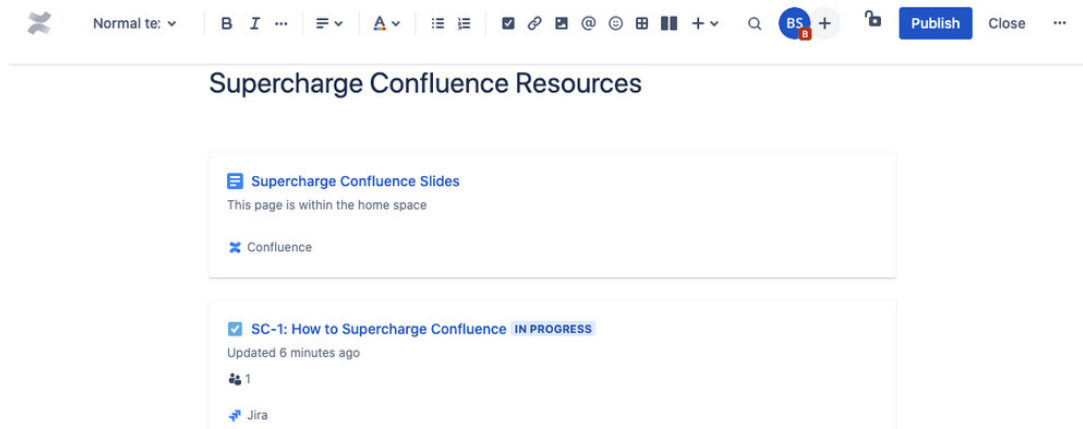
### Inline view

Stylish hyperlinks. The Smart Links inline view makes your links “pop” on the page. You’ll see the logo from the source of that link, so you quickly have more information about the type of content. When inserting a link to other Atlassian products, you’ll get even more details, like the status of a Jira ticket.



### Card view

Smart Links card view provides even richer detail. You can see a small preview of the content, plus additional information about it. You’ll also start to see actions added to cards over time.

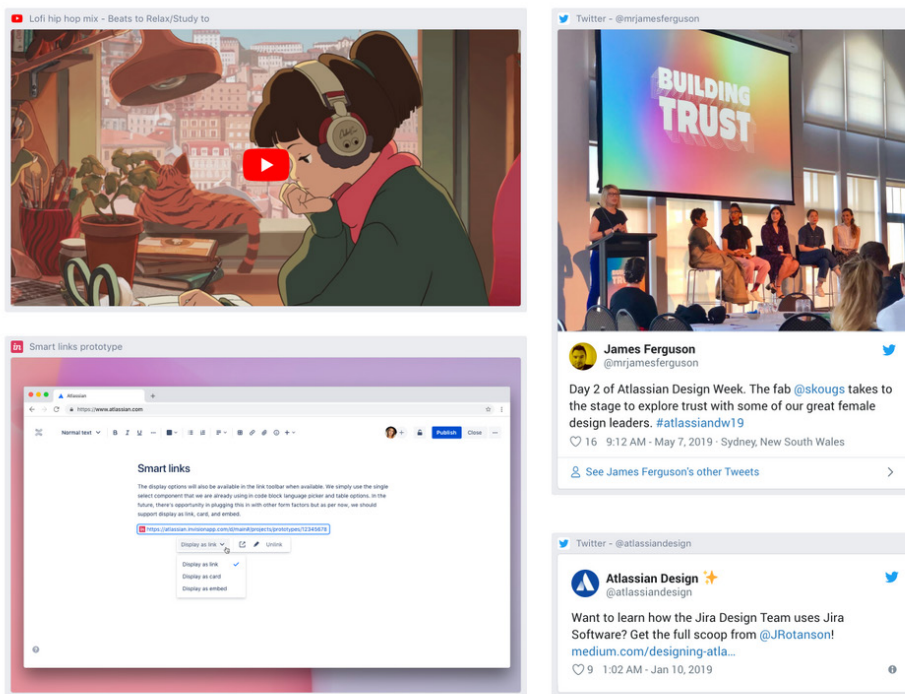




## Embed view

What if you never have to break the flow of work (or leave a Confluence page) to interact with content that lives outside of Confluence? Well, Smart Link embed views help you with that!

Read and edit a Google Drive document, manipulate your Figma file and more, all within a Confluence page.

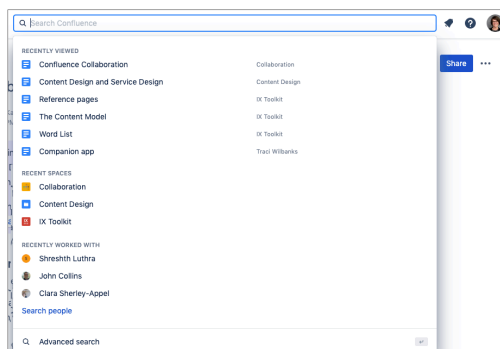


Read more on Smart Links [here](#).

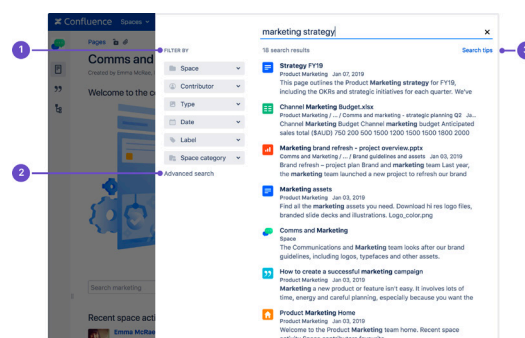
## Search

Confluence Cloud [search](#) has better results with relevance and improved experience, which makes it easier for users to find what they are looking for.

### CLOUD - SEARCH



### SERVER/DATA CENTER - SEARCH





# 06

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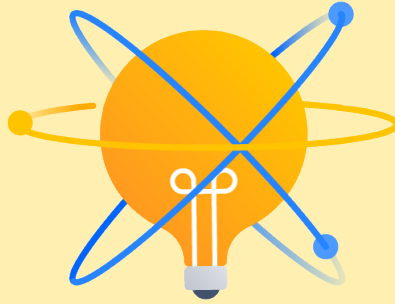
**Supporting your users**

# Supporting your users

In the first two weeks following the launch of Atlassian Cloud, you may notice a dip in productivity among users as they adjust. Help keep productivity high by preparing additional support you can offer during that time. For example, you might want to consider:

- **Creating a Help Center:** Post-migration, users need to know where to raise bugs, ask questions and share feedback. You can quickly [set up a team-managed Jira Service Management](#) project with a knowledge base in Confluence for your “how to” materials. Alternatively, create a ‘migration’ request type in your service desk system of choice to receive and process this type of request and archive the project/request type when the users have settled comfortably in the cloud.
- **Hosting drop-in training sessions:** Champions, product admins, and teammates who were involved in UAT, can schedule open drop in sessions (via Zoom/MS Teams) for a few hours every day in the first week after the migration has taken place. Users can join on ad hoc basis to ask questions or raise urgent issues. These sessions can help minimize the number of support tickets raised.
- **Staffing Rapid Response channels:** Creating dedicated channels in Slack, MS Teams, or any chat platform your users communicate in internally can come in handy. Organizing a roster of Support agents and Champions who can reply to questions posted in the channel on-the-go is advised.
- **Administering surveys:** Surveys are a powerful tool to capture and aggregate team sentiments, which can help bubble up improvement opportunities and/or success stories and be used to report to the leadership team. Simple surveys distributed among users at various intervals can reveal changes in sentiment and progression over time.

**TIP:** Because all self-managed instances are unique - version specific and customized with the help of Atlassian Marketplace apps - we recommend that all differences and gaps discovered by testers during Cloud UAT testing are noted down in an FAQ page which can be shared with users or easily referred to post migration when similar questions come up.



**07**

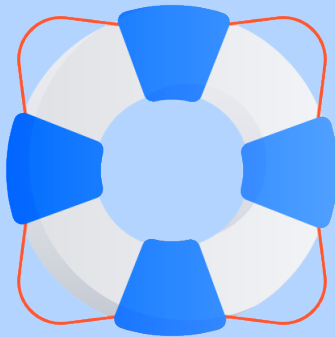
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**Conclusion**

## Conclusion

While we hope this guide has provided you with a helpful overview of the key changes you and your users can expect when transitioning to Atlassian Cloud, there's no single resource to rely on when it comes to getting users started with a new tool and ensuring lasting adoption. To be successful, it will take a combination of the right materials (including this guide, the resources linked throughout, and materials you create on your own) shared with the right audience, at the right time, and in the right way. If you need more support thinking through your change management plan, we recommend you read the Atlassian's guide to adoption and change management in the [Cloud adoption toolkit](#) or reaching out to [our support team](#).





**08**

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**Additional resources and support**

# Additional resources and support

We are committed to your success with Atlassian and want to help you unleash the potential of every team across your organization. Now that you've gained a deeper understanding of what your users can expect in Cloud, you may find you need additional assistance or want to consult an Atlassian expert. Check out some of our additional resources to help you during the rollout process and beyond:

## Cloud adoption toolkit

Download the full [Cloud adoption toolkit](#) to gain access to the quick start guides for Confluence Cloud, Jira Software Cloud, and Jira Service Management Cloud, a full guide to adoption and change management, and communication templates to send to your users.

## Atlassian University

Visit [Atlassian University](#) for access to free and paid courses that will help you and your users get the most out of your Atlassian products. A great place to start is with our free [Jira Fundamentals](#) and [Confluence Fundamentals](#) courses. We've also curated a [list of courses](#) specifically for anyone new to Atlassian Cloud.

## Product guides, tutorials, and demos

Visit our website for product-specific guides and tutorials that break down how to use Atlassian product in small, digestible chunks. These resources are great reference materials for your users or for those who aren't ready to enroll in a full course. Get started with [Jira Software](#), [Confluence](#), and [Jira Service Management](#). And, check out our [weekly and monthly demos](#) to see our products in action and ask our product experts questions.

## Atlassian Community

To find answers, support, and inspiration from other Atlassian users using products at scale, join relevant community groups such as the [Enterprise group](#), [Jira Cloud admins group](#), or [Confluence Cloud admin groups](#).

## Customer Success Manager

As an Enterprise customer, you may have access to a dedicated Customer Success Manager to help you with user onboarding and product adoption and keep you up to speed on all the latest product updates. To learn more about this benefit, please reach out to your Atlassian representative.

### Want to stay up to date with the latest in Atlassian Cloud?

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Sign up for weekly email updates for all Atlassian Cloud products on the [Atlassian blog](#) by clicking the Watch icon to subscribe when logged in. This is a helpful resource to know what new features are coming soon and what's been released each week so you can share with your team.

