



Jira User guide

For Faculty, Management & Staff

This user guide will help to orient faculty members on how to properly create tickets for technology and media support.

Supported Browsers:

Windows 10 users – Chrome

Mac users – Firefox

NOTE: If your computer is NOT working at all, please raise the ticket through the Info Centre.

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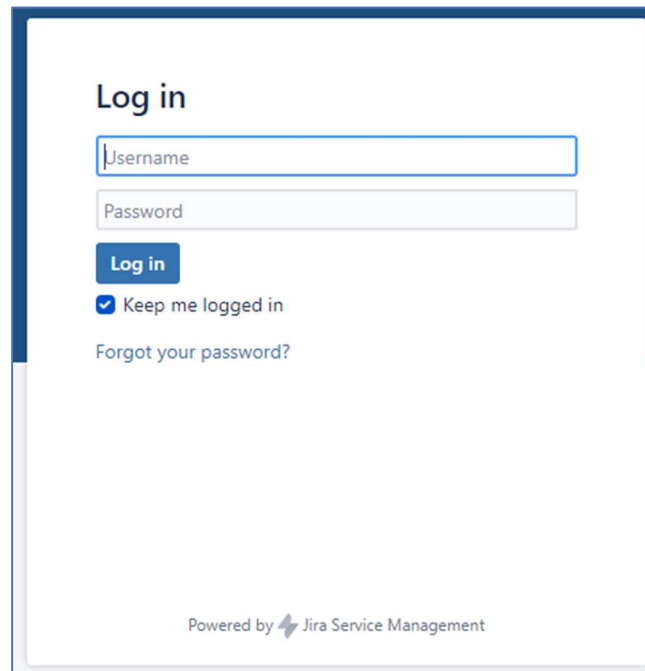
1 Open Jira portal

To start a new ticket for technology or media support, open the Jira portal through the following link:


[jira portal \(https://jira.champlaincollege.qc.ca:8443/servicedesk/customer/portal/2\)](https://jira.champlaincollege.qc.ca:8443/servicedesk/customer/portal/2)

Use your College login credentials to enter Jira Portal

- **Username:** First letter of your first name followed by your last name, eg for John Smith enter jsmith
- **Password:** Enter your current windows password
- Check the box **Keep me logged in**
- Note that the **Forgot your password** function is **NOT** available. Unfortunately we cannot eliminate this option as it is core to the system. We will work to make this functional in future releases



The screenshot shows a login form titled "Log in". It contains two input fields: "Username" and "Password". Below the fields is a blue "Log in" button. Underneath the button is a checked checkbox labeled "Keep me logged in". Below the checkbox is a link that says "Forgot your password?". At the bottom of the form, it says "Powered by Jira Service Management" with a small lightning bolt icon.

 **Forgot password** functionality is not activated. If you cannot login, please contact IT&MS through the Info Centre.

2 Create ticket

Tickets are created based on the catalogue of current services:

- **Application/Software** – excluding Skytech software (Omnivox & Clara)
- **Infrastructure/Hardware** – anything relating to a hardware issue such as a mouse, keyboard, monitor, harddrive, or telephone not working
- **Media** – anything related to projectors, tvs, loud speakers, podium microphones
- **Network** – anything related to Wifi or network cabling not working
- **Skytech** – anything relating to Omnivox or Clara software
- **Web** – anything related to not being able to access or use websites

To create a new ticket using the Jira portal, select the option that best matches your request, e.g if you have Wi-Fi issue, select “*Network requests.*” If you have hardware problem, select “*Infrastructure/Hardware request*”

Champlain Help Centre
COLLEGESAINTE-LAMBERT IT&MS

Welcome! Select from the service catalogue below:

- Application/Software**
- Infrastructure/Hardware
- Media
- Network
- Skytech (Omnivox/Clara/L...
- Web

Request a service
Is related to any service in regard to non Skytech software and application issue e.g., Outlook, Office 365, GoChamplain, etc.

Report an issue
Is related to any issue in regard to non Skytech software and application issue e.g., Outlook, Office 365, GoChamplain, etc.

For requesting a new service

For reporting a problem with an existing service

The types of requests are listed below, with a brief description of the problem. Sometimes a problem can touch more than one area. If that is the case, select the predominant problem and add more detail in the description dialogue box, explained in section 2.1 below.

Request type	Description
Application/Software	<ul style="list-style-type: none"> is related to any non Skytech software and application issue/service e.g., Outlook, Office 365, GoChamplain, etc.
Infrastructure/Hardware	<ul style="list-style-type: none"> is related to any hardware issue/service e.g., Monitor, phone, mouse, keyboard, computer failure, printer, etc.
Media	<ul style="list-style-type: none"> is related to any media and A/V issue/service e.g., television, projectors, auditorium, amphitheatre, etc.
Network	<ul style="list-style-type: none"> is related to any issue/service for network access e.g., Wi-Fi, internet connection, etc.
Skytech (Omnivox/Clara/Lea)	<ul style="list-style-type: none"> is related to any issue/service for Skytech software only.
Web	<ul style="list-style-type: none"> is related to any issue/service for accessing websites e.g., Moodle courses, social media sites, etc.



If you don't find the option you are looking for, please contact your IT&MS Relationship Service Technician (RST) as indicated below:

	Department							
	Library	Cont Ed	Registrar	Business Office/Finance	Academic	H.R.	Student Services	B&E
Primary RST	Denise	Amin	Robert	Robert	Max	Josephine	Rami	Pierre
Backup RST	Pierre	Denise	Max	Max	Rami	Rami	Robert	Josephine

2.1 Jira portal form

Once you have logged into the Jira portal and selected the service you require, the ticket window will open, as displayed below.

You will need to enter:

- **Summary** – a brief specific title to the issue you are experiencing
- **Description** – a specific detailed overview of the problem(s) you are experiencing. If this affects more than 1 pc in a classroom, specify what computers are affected and how. If a class has multiple issues, such as computer and media issues, please enter separate tickets to deal with each issue effectively
- **Impact**
- **Urgency**

The image shows a Jira portal form with several fields and callouts:

- Summary:** A text input field. A callout bubble above it says: "(Mandatory field) Enter a summary of your issue. This will give the IT&MS team a quick view of the issue".
- Description:** A rich text editor with a toolbar containing options like font color (Aa), bold (B), italic (I), list (☰), link (🔗), code (<>), and a plus sign (+). A callout bubble below it says: "(Mandatory field) Enter a description of your issue. This will help the IT&MS team to understand the context and the current issue."
- Impact:** A dropdown menu currently set to "None".
- Urgency:** A dropdown menu currently set to "None".
- Attachment (optional):** A dashed box containing the text "Drag and drop files, paste screenshots, or browse". A callout bubble to its right says: "This field is not mandatory, but very helpful for the IT&MS technician e.g., attachment, screenshot, error messages, documents, files".
- Buttons:** At the bottom left, there are two buttons: "Create" (in a blue box) and "Cancel".

The impact and urgency fields are **mandatory** and outlined below. They help determine the overall priority of a ticket when placed into a technician’s queue.

Impact - (Mandatory field) Select the impact value to indicate the scope of your issue; see the figure below for more explanation

The screenshot shows the 'Impact' dropdown menu. The current selection is 'None'. Below the dropdown is a search bar with a magnifying glass icon. The menu lists the following options:

- None
- Extensive / Widespread (whole College)
- Significant / Large (department, entire block)
- Moderate / Limited (few user, entire classroom)
- Minor / Localized (single user)

Urgency - (Mandatory field) Select the urgency value to indicate the importance of your issue; see the figure below for more explanation

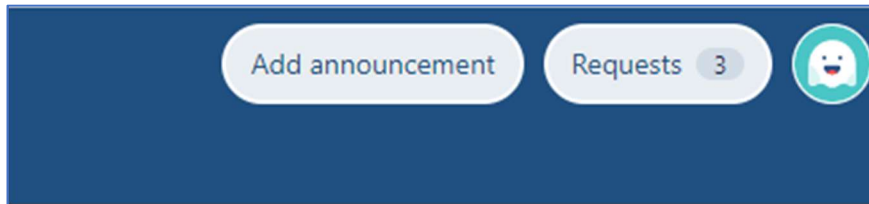
The screenshot shows the 'Urgency' dropdown menu. The current selection is 'None'. Below the dropdown is a search bar with a magnifying glass icon. The menu lists the following options:

- None
- Critical (I can no longer work)
- High (I can no longer perform primary functions)
- Medium (I can work, but some functions impaired)
- Low (I am experiencing inconvenience)

3 View a ticket

You can view tickets directly through the portal so that you can follow up with the technician assigned to your ticket.

From the top right beside your account avatar, click on “Requests” to view all your tickets



A list of all your tickets will be displayed, and even the closed tickets are available in the list.

Type	Reference	Summary	Service project	Status	Requester
	IT-46919	Wifi not working	IT_Support	WAITING FOR SUPPORT	Abou Mekhatria
	IT-46918	Office 365 - Forms	IT_Support	WAITING FOR SUPPORT	Abou Mekhatria

1-2 of 2

Click on any ticket to open the ticket’s details

Help Center / IT_Support / IT-46919

Wifi not working

Comment on this request...

Details 3 minutes ago

Description
test

Ticket's status
WAITING FOR SUPPORT

Don't notify me

Share

Shared with
Abou Mekhatria
Creator

Ticket's description

3.1 Communicate with IT&MS Technicians

You can follow up with the technician by adding your comment in the field “comment’ below

The screenshot shows a Jira help center ticket interface. At the top left, there is a red Wi-Fi icon and the breadcrumb path: Help Center / IT_Support / IT-46919. The main title of the ticket is "Wifi not working". Below the title is a comment input field with a placeholder text "Comment on this request..." and a paperclip icon for attachments. To the right of the input field, there is a blue status badge that says "WAITING FOR SUPPORT". Below the badge are two options: "Don't notify me" with a radio button and "Share" with a share icon. Underneath these options is a "Shared with" section showing a profile card for "Abou Mekhatria" with the role "Creator". On the left side, there is a "Details" section with a timestamp "3 minutes ago" and a "Description" section containing the text "test".

4 Troubleshooting Jira Connectivity while off-campus

Jira will always be available using the following url: <https://jira.champlaincollege.qc.ca:8443>

Please ensure that you bookmark the above link in your browser to reference the correct site. Due to some recent changes to enhance the security surrounding Jira, the site will not be accessible through an IP address that you may have seen in your browser while on campus. Please only use <https://jira.champlaincollege.qc.ca:8443> to access Jira, whether on campus or from home.

4.1 Steps to follow if the link <https://jira.champlaincollege.qc.ca:8443> is not working

If Jira is not working, you will notice a message on your browser indicating that the site is down or it is unreachable. The message may look like this:



This site can't be reached

jira.champlaincollege.qc.ca's server IP address could not be found.

Try:

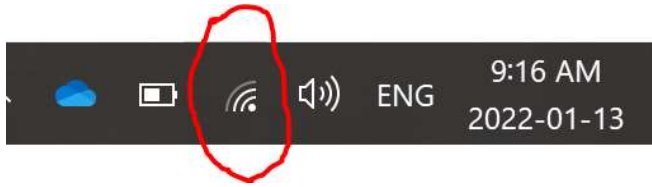
- Checking the connection
- [Checking the proxy, firewall, and DNS configuration](#)
- [Running Windows Network Diagnostics](#)

ERR_NAME_NOT_RESOLVED

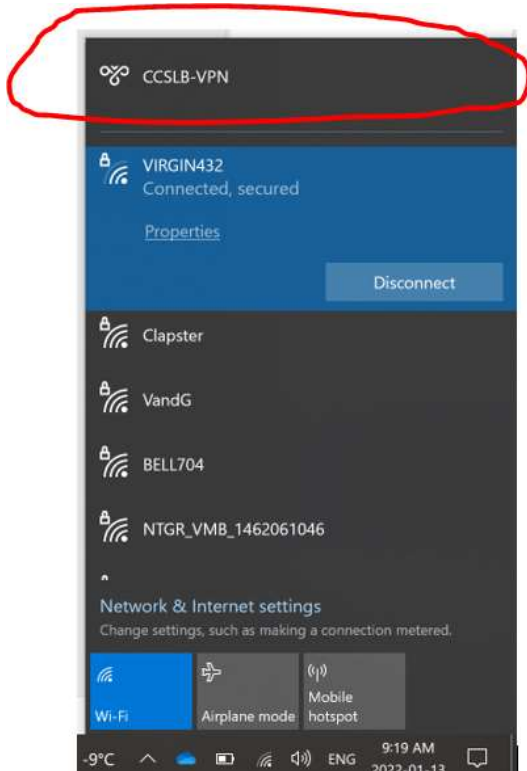
Reload

If you receive this type of message, there are two procedures that you will need to follow.

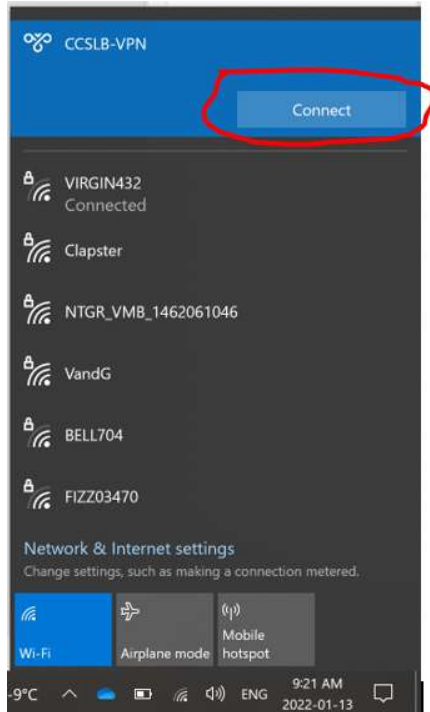
1. **Completely shut down your laptop.** This means that you would fully power down your computer, wait 30 seconds and restart the computer. Many laptop users like to use the sleep or hibernate function and when moving between wifi networks (such as going between home and campus), this can create confusion within the computer's memory. By powering off the laptop, you will be flushing the memory and forcing new network connections to be established.
2. **Ensure that your VPN software is fully connected.** (Pictures below related to Windows10 operating system laptops)
 - a. Click on the wifi symbol on your taskbar:



- b. Check the connectivity status of your VPN client. If it does not indicate the word "connected" proceed to step c:



- c. Connect your VPN by clicking on the CCSLB-VPN name and then click the connect button:



d. Once connected, it will appear as this:



e. Now connect the the Jira url again from your browser:

<https://jira.champlaincollege.qc.ca:8443>