

Link and Unlink a ticket with a Jira issue

To link or unlink your Jira account:

1. Open your ticket timeline page to see the Jira widget on the right.Make sure that you already linked your Jira account. To know how to link to your Jira account See <u>Jira Integration</u>.

Ticket #1188			🖌 Resolve ticket
Priority: 🚾 Priority Score 🔝 Status: 🕼 Mood 🕞			
05 Attributes	::	\$ <i>in</i>	
		Jira Issue Key e.g. PT-27	Link hour
		Link. Jan Issue	

2. Type any ticket number with the project key. Ex: PT-948 and click Link Issue button



3. Your Jira issue has now been linked to the ticket



4. Click SHOW HISTORY button to see the issue history



PT-948 Create Organisation Structure and Model

Date	Changed	From	ъ	Author
Aug 11, 2020 @ 8:10am	Fix Version		1.3.0.1	Dan Fratean
Aug 07, 2020 @ 10:54pm	Rank		Ranked higher	Dan Fratean
Aug 07, 2020 @ 10:54pm	Resolution		Done	Dan Fratean
Jul 30, 2020 @ 5:24pm	Timeestimate	0	0	Mario Morales
Jul 29, 2020 @ 12:51pm	Timeestimate	0	0	Moanna Renomeron
Jul 29, 2020 @ 12:49pm	Easter a			
	558526	QA Complete	RELEASE READY	Moanna Renomeron
Jul 28, 2020 @ 5:29pm	Worklog	QA Complete	RELEASE READY	Moanna Renomeron Moanna Renomeron
Jul 28, 2020 @ 5:29pm Jul 28, 2020 @ 5:28pm	Worklog Timeestimate	QA Complete 0	NELLASE NEADY 10201 0	Moanna Renomeron Renomeron Moanna Renomeron
Jul 28, 2020 @ 5:29pm Jul 28, 2020 @ 5:28pm Jul 28, 2020 @ 5:28pm	Working Timeestimate	QA Complete 0 0	RELEASE READY 10201 0 0	Moanna Renomeron Renomeron Moanna Renomeron Campbell Miller

5. Click more info link to show details about a jira issue

PT-948 Create Organisation Structure and Model
Description * We need the ability to show/oreats/indiate an Organisation, * Each Doctor and have it organisation associated to them; ** Each Doctor and use a single Organisation associated between though the Customer, *** If a clustemer has more than one Organisation ticket selection should be an optional drapdown on the total tage. Unded Issues None

6. To unlink the Jira issue with the ticket, Click the**unlink** option. An alert will appear saying if you are sure to unlink the Jira issue. If sure, click Yes to unlink.

Are you sure? Do you really wish to unlink Jira Issue PT-948 Create Organisation Structure and Model?		
	No	Yes, unlink

Note

1) Two columns can be added for each ticket to be displayed on the Tickets page, namely, Jira issue ID and Jira issue title

- 2) Two new search options are available when looking up for tickets, namely, Jira issue ID and Jira issue title
- 3) A message will be added in the timeline of a ticket if the Jira issue linked to it has been deleted.