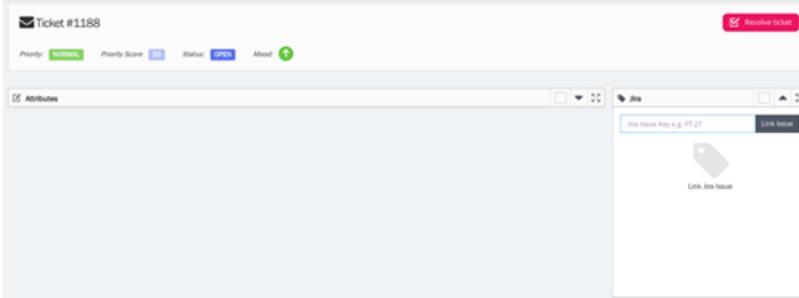


Link and Unlink a ticket with a Jira issue

To link or unlink your Jira account:

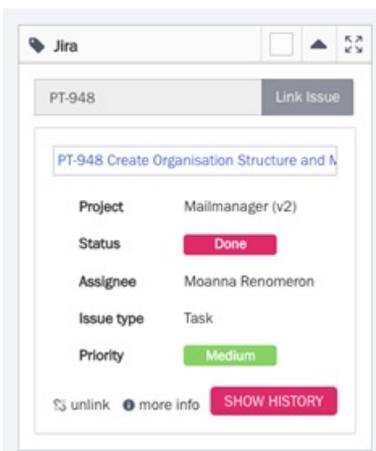
1. Open your ticket timeline page to see the Jira widget on the right. Make sure that you already linked your Jira account. To know how to link to your Jira account See [Jira Integration](#).



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

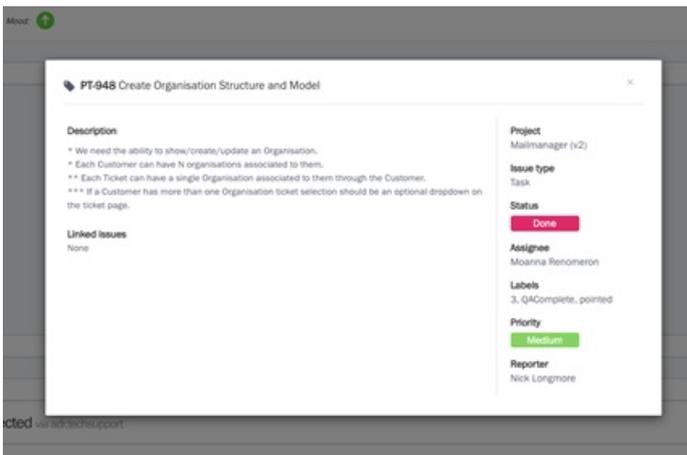


4. Click **SHOW HISTORY** button to see the issue history

PT-948 Create Organisation Structure and Model

Date	Changed	From	To	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	Moanna Renomeron
Jul 29, 2020 @ 12:51pm	Timeestimate	0	0	Moanna Renomeron
Jul 29, 2020 @ 12:49pm	Status	QA Complete	RELEASE READY	Moanna Renomeron
Jul 28, 2020 @ 5:29pm	Worklog		10201	Moanna Renomeron
Jul 28, 2020 @ 5:28pm	Timeestimate	0	0	Moanna Renomeron
Jul 28, 2020 @ 5:16pm	Timeestimate	0	0	Campbell Miller
Jul 23, 2020 @ 10:25pm	Timeestimate	0	0	Moanna Renomeron

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



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.



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.