
Assigning and Closing Issues in JIRA

Quick Start Guide

- [Overview](#)
- [Advantages](#)
- [Prerequisites](#)
- [Assigning an Issue to a User](#)
 - [Create an Issue](#)
 - [Assign an issue to a user](#)
 - [Closing an issue](#)
- [Frequently Asked Questions](#)

Version 1.0

Overview

Jira is an agile project management tool used to plan, track, and manage projects efficiently. This provides a centralized platform for collaboration, issue tracking, and workflow management. This is a bug-tracking tool used to track the issues and bugs related to your software. You can change the issue status when the issue is completed. You can add descriptions to issues so that your teammates understand what the issue is about.

This guide helps you assign and close issues in Jira.

Advantages

- Promote a collaborative approach within your team.
- Allocate tasks to your teams.
- Monitor and track issues.

Prerequisites

- Installed Jira application.
- A Valid user account.
- A Valid license.

Assigning an Issue to a User

Assigning an issue to a user requires multiple steps. The subsequent sections outline the process for achieving the following essential tasks. These sections provide a comprehensive understanding of how to create an issue and assign it to a specific user.

- Create an Issue
- Assign an issue to a user

Create an Issue

Create multiple issues based on the complexity of the work. After creating the issue, assign that to a user.

To Create,

1. Open the Jira application.
2. Click on the **Create** button on the top pane.
3. Select the project from the dropdown menu next to the **Project** field.
4. Choose the issue type from the dropdown menu next to the **Issue type** field.

Select any of the following options:

Story: A story is a description of a feature or functionality that needs to be implemented.

Task: Tasks are actionable items that can be assigned to individuals or teams.

Bug: Bugs are issues that include defects, errors, or unexpected behavior in the system or application.

Epic: Epics help us track and manage larger initiatives or projects that require co-ordinated effort from multiple teams.

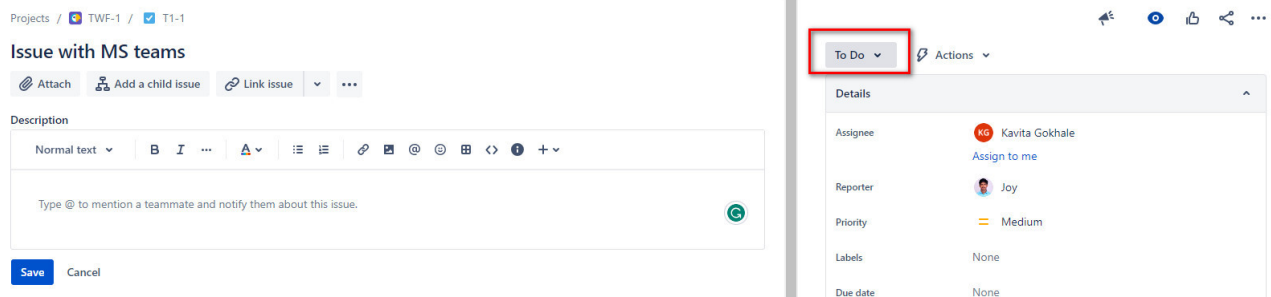
5. Enter the title of the issue in the **Summary** field.
6. Give a brief description of the issue in the **Description** field.
7. Click on the **Create** button on the bottom-right pane.

Assign an issue to a user

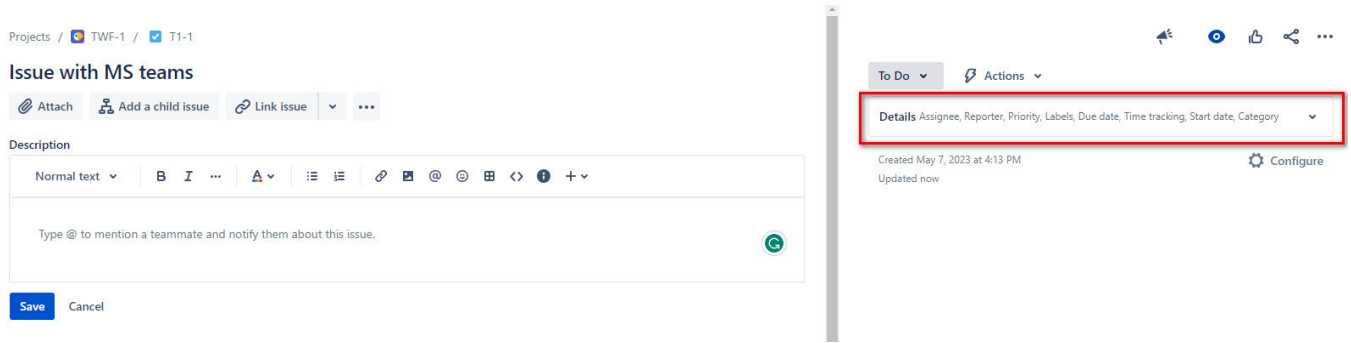
The project dashboard displays a collection of issue. It allows you to allocate one or multiple issues to a user.

To assign an issue,

1. Open the issue you want to assign.
2. Click on Details on the right pane.



3. Click Unassigned field on the Assignee column. This will show you list of names.



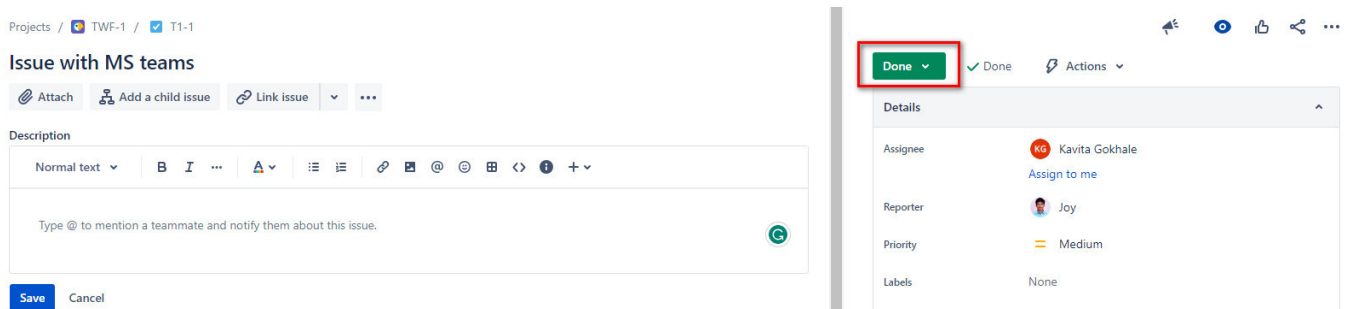
4. Choose the person you want to assign the issue to from the list. If you cannot find their name, just type it in. Once you have done this, the issue will be successfully assigned to the user.

Closing an issue

When you have completed working on an issue in Jira, you can close it to let the assignee know that it is done.

To Close,

1. Open the issue that you have completed working on.
2. On the right pane, click on the status drop-down menu.
3. From the dropdown menu, Select the option Done.



Note: Closing an issue does not mean that it is deleted. The issue will still be available for reference in the future. If you need to reopen the issue, you can simply change the status back to **“Open”** or **In progress**.

Frequently Asked Questions

1. Can I assign an issue to a group instead of an individual user?

Ans. Yes, you can assign an issue to a group by typing the group name in the Assignee field. However, the issue will be assigned to the first user in the group by default.

2. How do I know if an issue has been assigned to me?

Ans. You will receive a notification in your Jira dashboard and via email (if you have notifications enabled) if an issue has been assigned to you.