

JIRA Essentials

Part - 2

Creating new issues with Jira SW

↳ To create new issue:

- ① Click Create button in the main navigation bar
- ② Press C on your keyboard

↳ You can create issues within an issue.

↳ Best place to look a new issue is the backlog.

↳ You can clone issues to create new issues with the same information.

↳ How to clone?

→ Open Issue you want to clone

→ Make sure the information you want is filled out.

→ In the upper-right corner, click the more actions menu (represented by ...)

→ click Clone -

↳ Most of the information is cloned, including the issue type, labels, assignee, and more.

↳ Any comments, history, or time tracking won't be cloned.

↳ You can choose whether you want the cloned issues to have the same attachments, subtasks, and links as the original issue.

↳ When you clone an issue, some fields change. This is because you've created a new issue in your project.

Some fields who change from original issue when cloned:

1) Issue key: It changes to whatever the next sequential key is in your project, since it's unique to every issue.

2) Status: It becomes the first status in the workflow, like To Do.

3) Summary: The word "CLONE" is added to the issue's summary.

4) Created and updated dates: change to reflect when you created and updated the new, cloned issue.

↳ Once you have an issue, you should update it any time you have new information.

↳ You cannot edit every field. Issue key field stays the same. The created and updated fields are automatically generated based on when you created the issue or last updated it.

↳ History tab: Shows all of the changes on an issue and which user made them.
↳ It's one of the sections at the bottom of an issue.

- ↳ You can link issues that relate to one another and define that relationship.
 - ↳ can also navigate to them.
 - ↳ navigate to related Confluence pages.
 - ↳ navigate to other related web resources from the issue.
- ↳ Some common issue link types are:
 - ① Relates to
 - ② Depends on / is depended on by
 - ③ Blocks / is blocked by
 - ④ Clones / is cloned by (this one is automatically created)
- ↳ You can move issues to change their location and relationship to other issues.

- ↳ There are 3 ways to do it:
 - ① Move issue type
 - ② Can move a subtask to another parent issue.
 - ③ Can move an issue from one project to another.
- ↳ can also change issue type at the same time.

↳ How to move?

- Open issue → click more actions (••) menu
 - ↓
 - Click Move → Select kind
 - Confirm ← Next ←

- ↳ You can delete an issue, but you can't undo or recover it.
 - ↳ It'll be in more actions (...) menu.
- ↳ Moving an issue from one status to another is called transitioning an issue.
- ↳ Best way to ask questions and updates is adding comments:
 - ↳ mention teammates by @
 - ↳ add an issue key to provide link to another issue
 - ↳ add images
 - ↳ get a link to a specific comment to share elsewhere.
 - ↳ sort comments in ascending or descending order.
 - ↳ add reactions to comments
- ↳ You can share issue outside Jira. This will create link (shareable).
 - ↳ can copy and share
 - ↳ can email
- ↳ You can also watch an issue (enable in personal settings)
- ↳ use search bar to find issues quickly.
- ↳ can star boards, dashboards, projects, search filter, etc.
 - ↳ if you created it, you cannot vote on it.
- ↳ can vote on issues (not on resolved, or already voted on).

↳ Tira enables you to track your time you spend working on each issue.

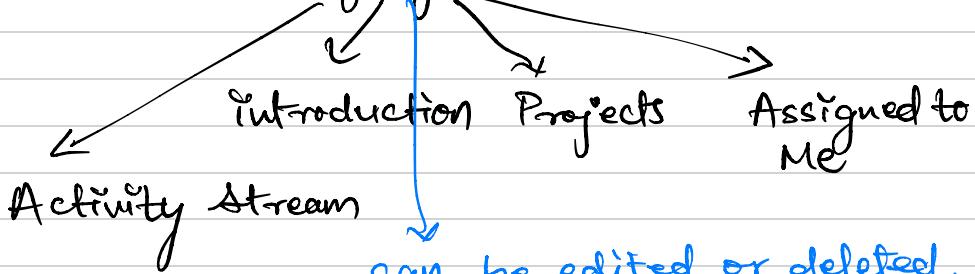
↳ Click Time tracking field.

↳ can pin fields that you use frequently.

↳ Quickest way to see a list of your starred items is going to the Your Work page and clicking the Starred tab.

↳ Dashboard: customized screen to give you a high-level snapshots of everything happening in Tira.

↳ are made up of small, configurable blocks called gadgets.



→ It is entirely customizable.

→ can create multiple dashboards for different projects, or one single dashboard that spans all the work you're involved with.

↳ Useful gadgets:

- ① Assigned to Me : shows all unresolved issues assigned to you.
- ② Issue statistics: shows one characteristic about issues, like how many of your project's issues are in each status.
- ③ Two dimensional filter statistics: gadget is very similar to the issue statistics gadget, but it uses a filter to show two characteristics about your project's issues.

↳ Create new dashboard:

- ↳ select Dashboards
- ↳ Create dashboard
- ↳ save
- ↳ Add gadget (at top right of window)
- ↳ choose one
- ↳ select Add gadget
- ↳ Organize dashboard by dragging and dropping gadgets ; delete, add a new one .

Keyboard Shortcuts:

To get list of shortcuts,
press "?" (shift+?)

GLOBAL SHORTCUTS	NAVIGATING ISSUES	ISSUE ACTIONS	BOARD ACTIONS
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These shortcuts can be used when you are in any part of Jira:

- Quick search: /
- Create issue: c
- Toggle sidebar: [
- Open help panel: h

GLOBAL SHORTCUTS	NAVIGATING ISSUES	ISSUE ACTIONS	BOARD ACTIONS
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Use these shortcuts to navigate through issues:

- View selected issue: o
- Next issue: j
- Previous issue: k
- Toggle issue fullscreen: z
- Search for issues: u

GLOBAL SHORTCUTS	NAVIGATING ISSUES	ISSUE ACTIONS	BOARD ACTIONS
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This section has shortcuts for working with issues, including:

- Assign issue: a
- Comment on issue: m
- Actions menu: .
- Assign to me: i
- Change status: d

GLOBAL SHORTCUTS	NAVIGATING ISSUES	ISSUE ACTIONS	BOARD ACTIONS
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These shortcuts help you quickly move around boards:

- Backlog: 1
- Active sprints/Kanban board: 2
- Reports: 3

*→ Command Palette: enables you to move through Jira s/w and accomplish tasks with only your keyboard.

To use Command palette:

1) Press Command + K (Mac)

or

Ctrl + K (Windows)

- 2) Start typing in the search bar to search for any command, or use the arrow keys to locate a command.
- 3) Press Return or Enter to select that command or go to that item.

*→ Confluence: is used for documentation

↳ is a team workspace

*→ Roadmap shows issues in linear timeline