

Jira Tool Tutorial by Shammi Jha

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JIRA is a web-based “Issue tracking system” or “Bug tracking system”. It is mainly used for agile project management. JIRA is a proprietary based tool, developed by Atlassian. The product name ‘JIRA’ is shortened from the word ‘Gojira’, which means **Godzilla** in Japanese.

JIRA helps us to manage the project effectively and smoothly. It is a powerful tool to track the issues, bugs, backlogs of the project. JIRA is more customizable than Bugzilla. It helps the team to strive hard towards the common goal. JIRA is widely used by many organizations across the world.

Key features of JIRA includes

- Issue tracking
- Scrum boards
- Project planning
- Project tracking
- Reporting
- Notifications

Advantages of JIRA

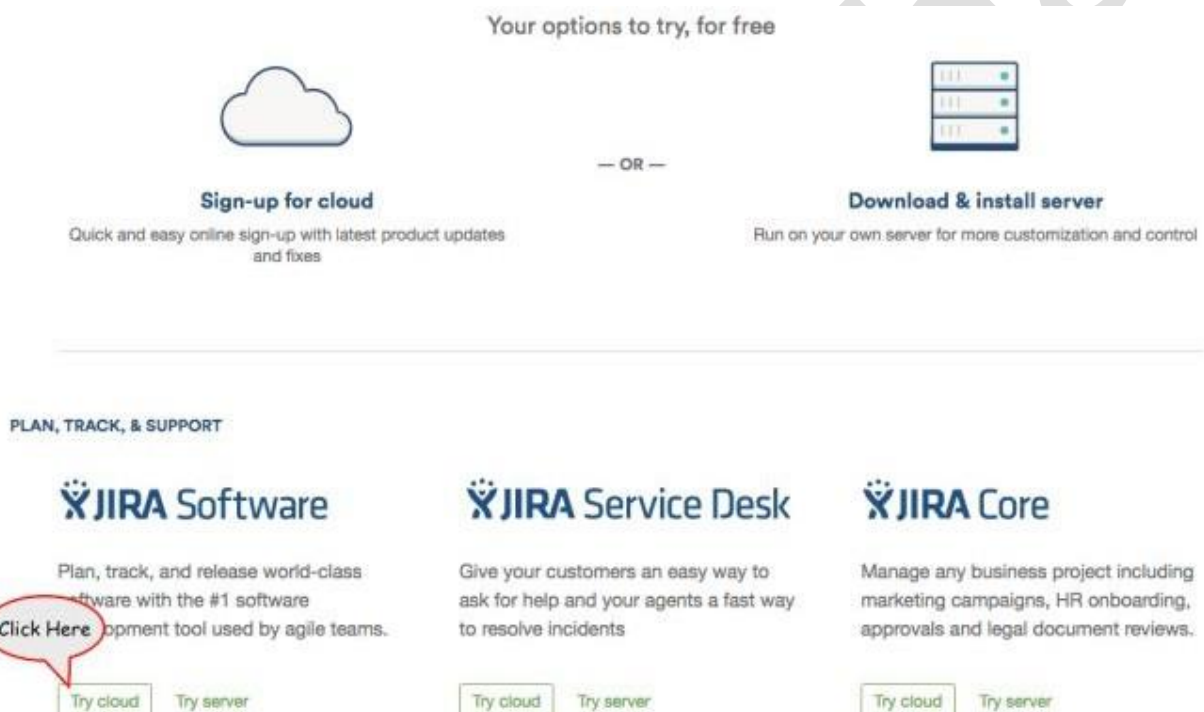
- Improves collaboration
- Improves tracking
- Better planning
- Increase productivity
- Improves customer satisfaction
- Flexible to use

How to sign-up for JIRA account?

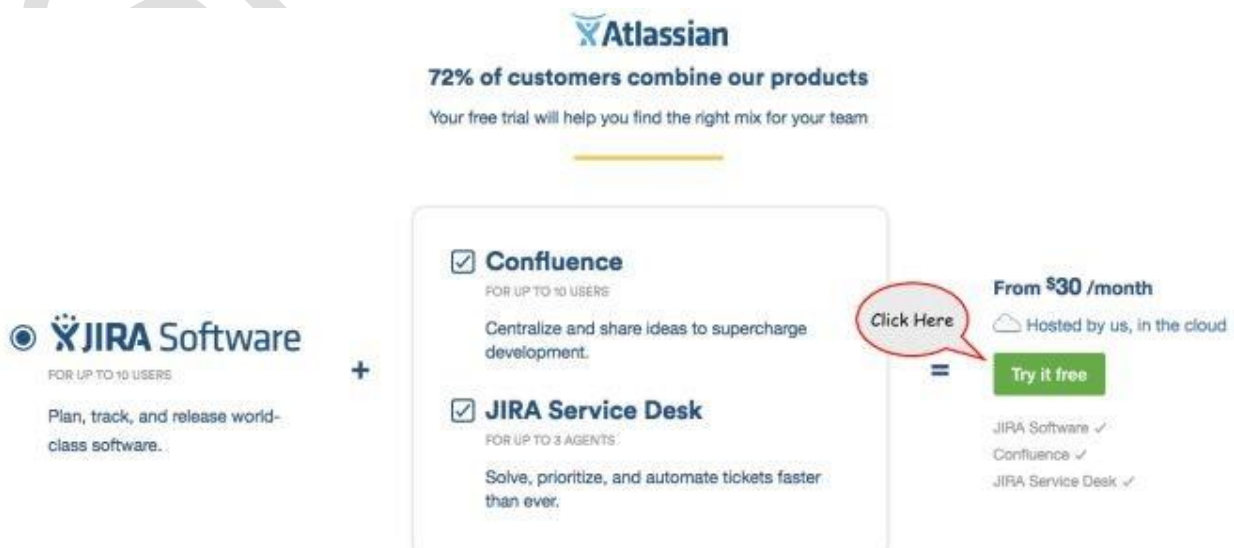
JIRA is a proprietary software. So, it cannot be used for free. But still, we can use it by trying hosted in cloud trial version free for **7 days**. That's a good news:)

Step 1 : Navigate to <https://www.atlassian.com/try>

Step 2: Click Try Cloud under JIRA Software, because they are quick and easy.



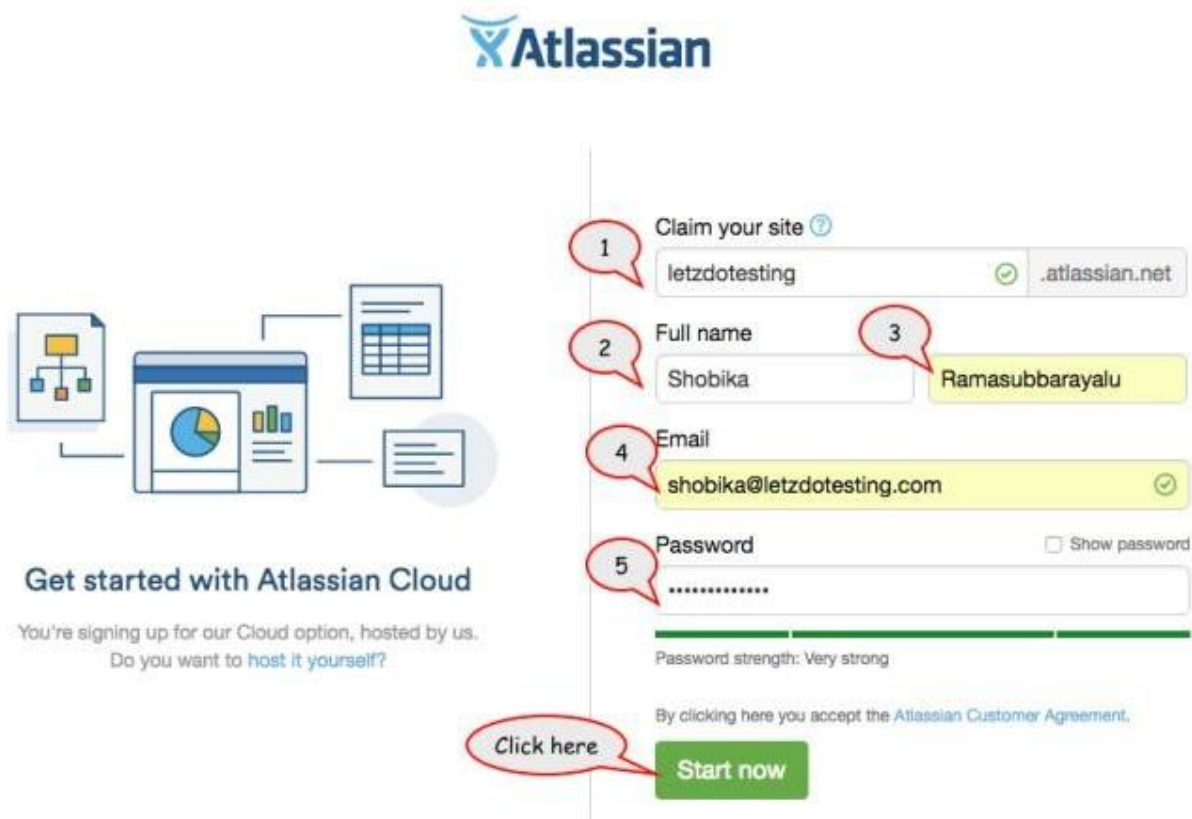
Step 3 : In the next window, click Try it free option



Step 4 : In the next screen,

1. Enter Site Address (Cannot be changed later)
2. Enter First Name
3. Enter Last Name
4. Enter E-mail Address
5. Enter Strong Password

Once all the values are entered, click **Start Now**.



The screenshot shows the Atlassian Cloud sign-up interface. On the left, there's a graphic with the text "Get started with Atlassian Cloud" and a sub-note: "You're signing up for our Cloud option, hosted by us. Do you want to [host it yourself?](#)". On the right, the sign-up form is displayed with five numbered callouts: 1. "Claim your site" with a dropdown menu showing "letzdotesting" and ".atlassian.net"; 2. "Full name" with a text input field containing "Shobika"; 3. A text input field for the last name containing "Ramasubbarayalu"; 4. "Email" with a text input field containing "shobika@letzdotesting.com" and a green checkmark; 5. "Password" with a text input field containing "*****", a "Show password" checkbox, and a "Password strength: Very strong" indicator. Below the form, there's a link "Click here" and a green "Start now" button.

Step 6 : As soon as you saw great, check your inbox window, check the inbox of the E-mail address that you entered in the previous step.



Great, check your inbox



Check the
inbox of the Email
Address

shobika@letzdotesting.com

Didn't receive an email from us? [Request a new one](#)
Email confirmation helps us to ensure your data will always be safe.

Step 7 : Check Email from Atlassian, click Verify Email Address button to complete the verification process to set up your cloud account.

Hello Shobika Ramasubbarayalu,

We're excited that you've chosen Atlassian!

While we set up **letzdotesting.atlassian.net**, please verify your email address so that we know it is really you.

Click here

Verify email address

As you noticed, JIRA site “letzdotesting.atlassian.net” will also be set up in the meanwhile.

Step 8 : As soon as email address is verified, page will be navigated to the login account screen,

1. Enter Email Address (Entered in Step 4)
2. Enter Password (Entered in Step 4)

Click Login

Log in
letzdotesting.atlassian.net

Use your **Atlassian Cloud** account

Email address / Username **1**

shobika@letzdotesting.com

Password **2**

.....

Log in **Click Here**

☐ Keep me logged in

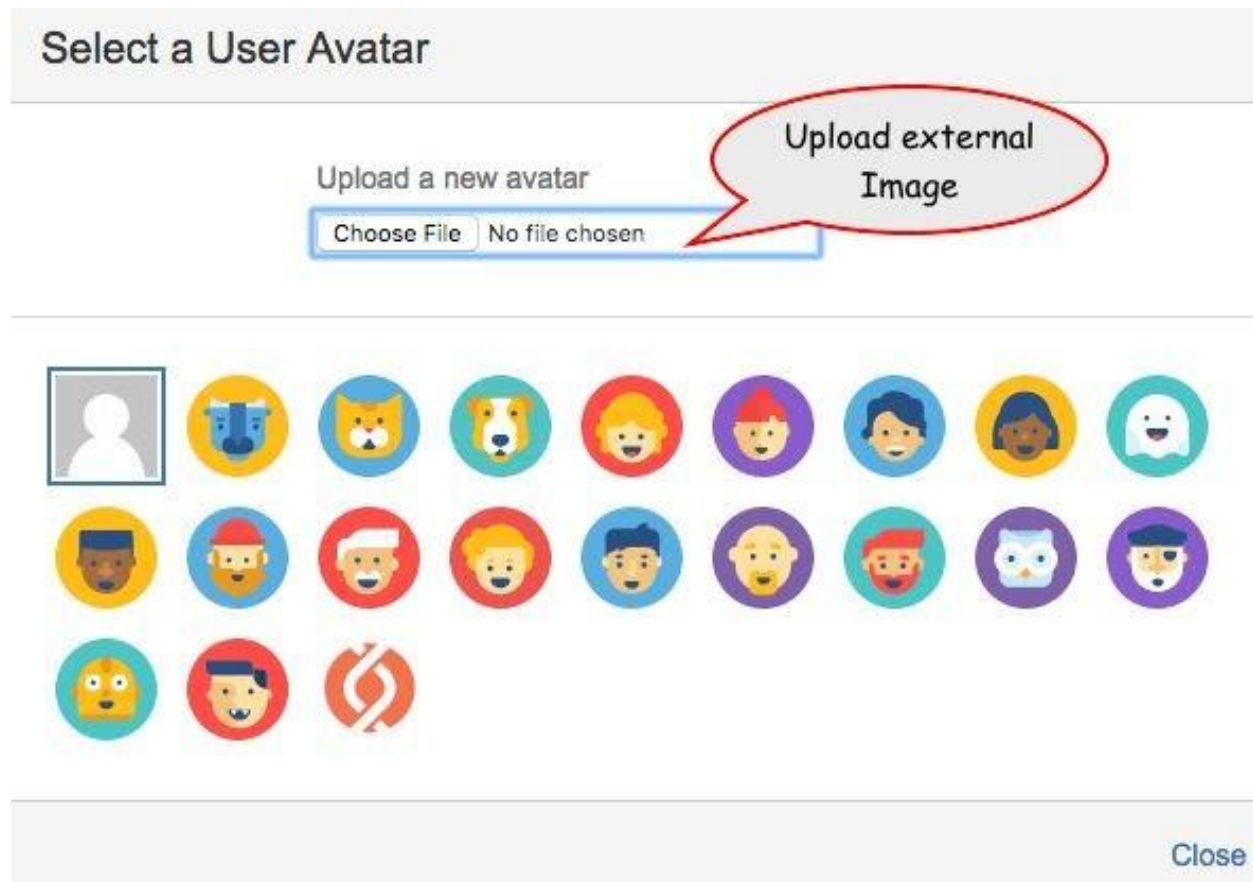
[Unable to access your account?](#)
To request an account, please contact your site administrators.

By logging in, you agree to the [Privacy Policy](#).

Step 9 : In the next window, Select the Language 'English' and click Continue

Step 10 : Select Avatar by clicking choose an Avatar option

Step 11 : In the Next window, you can choose an external image or any avatar that's been listed below. I am going to choose my logo as my avatar:)



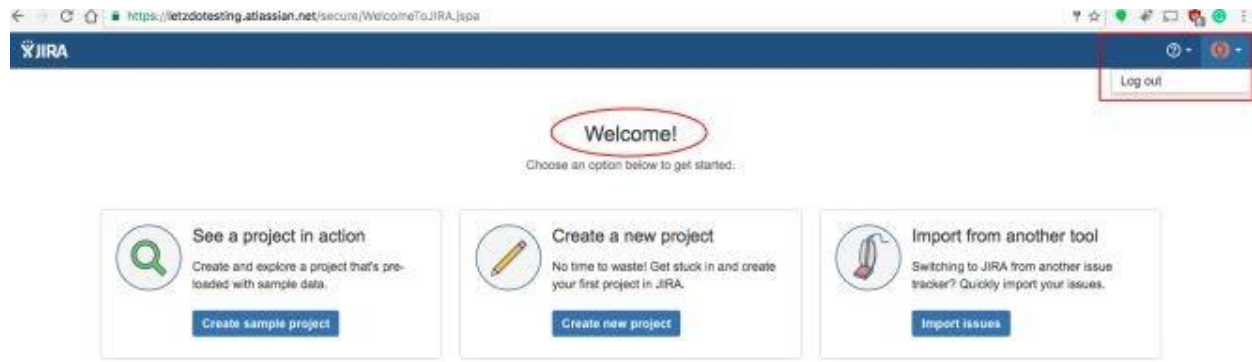
Step 12 : Once the avatar is selected, Click Next

Welcome to JIRA, Shobika Ramasubbarayalu [Administrator]!

Let's get started! You'll need an avatar to help other users identify you in JIRA.



Step 13 : Logged in to JIRA account successfully.

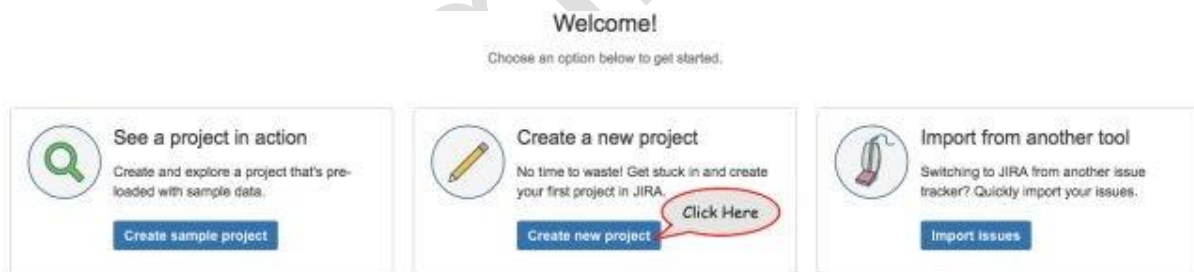


Signed up into JIRA account successfully

How to create a Project in JIRA?

Pre-requisite : If you don't have a JIRA account create one here [Create JIRA account](#).


Step 1: If you are on the welcome screen, Click create new project





Step 2 : In the next window, Select Scrum Software Development project, where you can manage agile projects with boards, Issues, sprint, backlogs and stories. Then Click **Next** at the bottom of the window.

Create project


SOFTWARE


**Scrum software development**
Agile development with a board, sprints and stories. Connects with source and build tools.

**Kanban software development**
Optimise development flow with a board. Connects with source and build tools.


**Basic software development**
Track development tasks and bugs. Connects with source and build tools.


SERVICE DESK


**Basic Service Desk**
Help your service team solve tickets faster. Prioritize, track, and make customers happy.


**IT Service Desk**
Service management out of the box. Incidents, service requests, and more.

BUSINESS

**Project management**
Plan, track and report on all of your work within a project.

**Task management**
Quickly organize and assign simple tasks for you and your team.

**Process management**
Track all the work activity as it transitions through a streamlined process.

Import a project |  Create with shared configuration | Create sample data

Next

Cancel

Step 3 : In the next window, it shows Issue types and Workflow that are available for the Scrum Software Development project that we have selected in Step 2. Click Select at the bottom of the window.

Issue Types : JIRA tracks different types of Issues. Issue can be a task or bug or story or feature. Each Issue has its own purpose to be served.

Workflow : Set of states and transitions that an issue moves throughout its life cycle in the project.

Scrum software development

Use this project to manage your Agile development work. Create a backlog, organise work into sprints, check progress using reports, and more. This project includes a Scrum board, a basic Agile workflow and issue type configuration, which you can change later on.

ISSUE TYPES

- ☐ Bug
- ☒ Task
- ☐ Sub-task
- ☐ Story
- ☐ Epic

Different type of issues

WORKFLOW



States of Issues

Back

Select

Cancel

Step 4 : In the next window,

1. Enter Project Name
2. Enter Project Key (Used as Prefix for all the issues created under this project)
3. Check the Checkbox for Confluence Space (Used to manage files within the team)

For Example, If you create a bug under this project, it will prefixed with 'LZT-Bug'.

Click **Submit**

Scrum software development

1

Name

Letzdotesting

2

Max. 80 characters.

Key

LZT

Max. 10 characters.

3

Create a linked:

☒ Confluence space

Scrum software development

You are creating a project for a Scrum team. You may want to name this project after the product or development team that will use it.

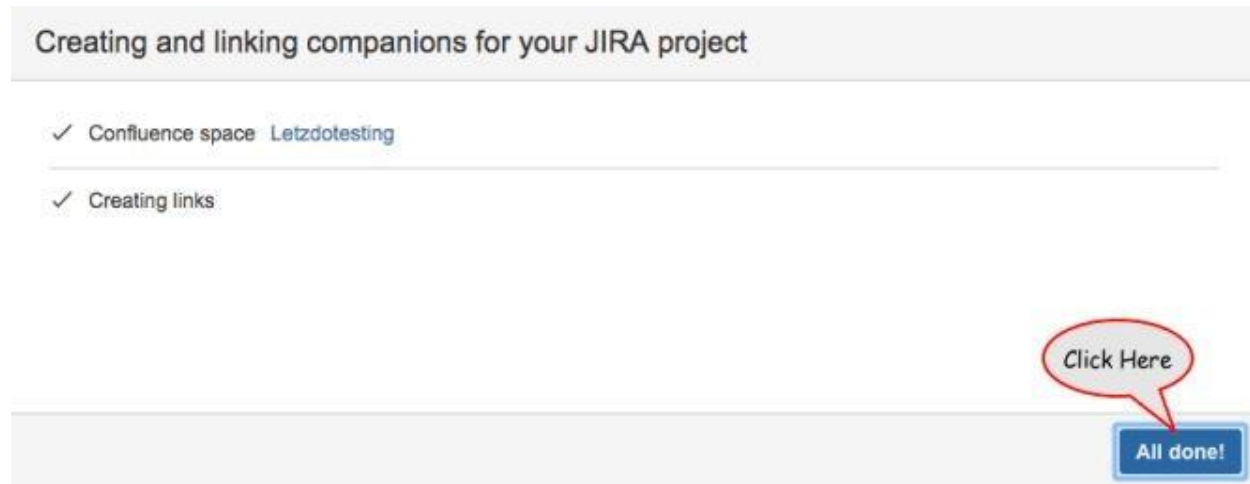
Click Here

Back

Submit

Cancel

Step 5 : Once the Confluence space and links are created, Click All done!



Step 6 : To confirm whether your project is created, Click Projects in the top bar and select the project that you have created (will be listed like mine).



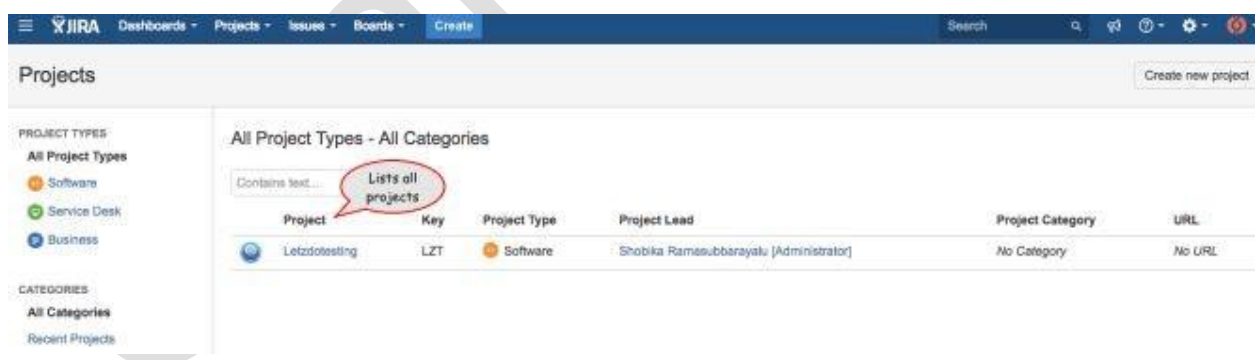
Step 7 : To create another new project, Click Projects in the top bar and select Create Project and follow steps from Step 2.



Step 8 : To view all projects that are created, Click View all projects in the top bar.



Step 9 : Lists all the projects that are created



Once the project is created, you can add issues to the project and track them.

How to create an Issue in JIRA?

Step 1 : Click Create button in the top bar menu



Step 2 : In the next window,

Note : Fields marked with * are required fields to create an issue.

A screenshot of the 'Create issue' form in JIRA. The form is titled 'Create issue' and has a 'Configure Fields' button. It contains several fields with numbered callouts: 1. Project: 'Letzdotesting (LZT)'. 2. Issue Type: 'Bug'. 3. Summary: 'GUI Controls are not aligned properly'. 4. Reporter: 'Shobika Ramasubbarayalu [Administrator]'. 5. Component/s: 'None'. 6. Description: A text area with the text 'Home Page user interface controls are misaligned to the ri'. 7. A rich text editor toolbar with options like Bold, Italic, Underline, and Link. 8. A dropdown menu for the description field showing options like 'User mention', 'Table', 'Code', 'Preformatted', 'Panel', 'Horizontal ruler', and 'Speech recognition'. 9. Fix Version/s: 'None'. 10. Priority: 'Medium'. At the bottom, there are buttons for 'Create another', 'Create', and 'Cancel'.

1. Select Project
2. Select an Issue Type (like bug/story/task/Epic)
3. Write Summary for the Issue type
4. Reporter (person who create issue)
5. Select Component (Create Component)
6. Write Description
7. Add an attachment (Additional info about the issue type)
8. Supporting information for the issue type (Optional)
9. Select Version
10. Set the priority of the issue type

Step 3: Scroll down a bit to enter additional information to the issue

Note : Fields marked with * are required fields to create an issue.

The screenshot shows the 'Create issue' form in Jira. The form is titled 'Create issue' and has a 'Configure Fields' button in the top right corner. The form is divided into several sections:

- Labels:** A dropdown menu with 'GUI' selected. A red circle with the number '1' is around the dropdown arrow.
- Environment:** A text area with a rich text editor toolbar. The text 'Windows Server 2012 OS, Browser Chrome, SQL Server 2012' is entered. A red circle with the number '2' is around the text.
- Attachment:** A section with a 'Drop files to attach, or browse' button. A file named 'Create Issue.png' (57 kB) is attached. A red circle with the number '3' is around the 'browse' link.
- Affects Version/s:** A dropdown menu with 'None' selected. A red circle with the number '4' is around the dropdown arrow.
- Linked Issues:** A dropdown menu with 'blocks' selected. A red circle with the number '5' is around the dropdown arrow.
- Issue:** A text area for the issue summary. A red circle with the number '6' is around the text area.
- Assignee:** A dropdown menu with 'Automatic' selected. A red circle with the number '7' is around the dropdown arrow.
- Epic Link:** A dropdown menu for linking to an epic. A red circle with the number '7' is around the dropdown arrow.
- Sprint:** A dropdown menu for linking to a sprint.

At the bottom of the form, there are three buttons: 'Create another', 'Create', and 'Cancel'. A red circle with the text 'Click Here' is around the 'Create' button.

1. Add label (New/Existing)
2. Enter Environment details
3. Attachment
4. Version
5. Issue (link other associated issues)
6. Assignee (assign to another person)
7. Sprint

Sprint : Set of period of time where specified work has to be completed

Once all the information is entered to create an issue, Click Create Button at the bottom of the page.

Step 4: Issue created successfully under the specified project in the backlog.

Backlog : List of uncompleted work items



Step 5 : Issue can also be created in an alternative way by clicking **+Create Issue** option under project's backlog section.



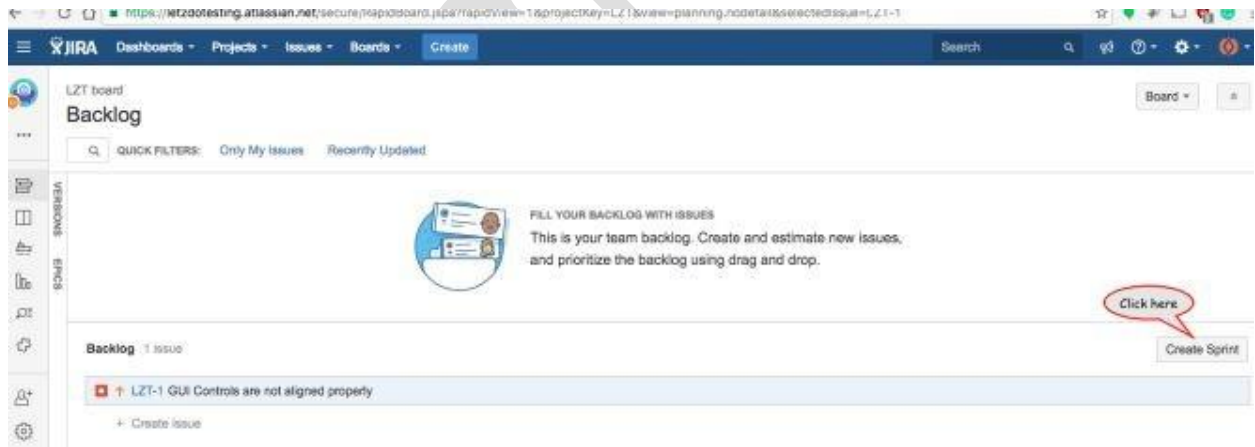
Once issues are created, you can add issues to the specific sprint of the project and track them.

How to create a Sprint in JIRA?

Step 1 : Click the Projects option in the top bar and select the project that you have created before.



Step 2 : As soon as the project screen is loaded, Click **Create Sprint** at the bottom right of the page.



Step 3 : Sprint created Successfully



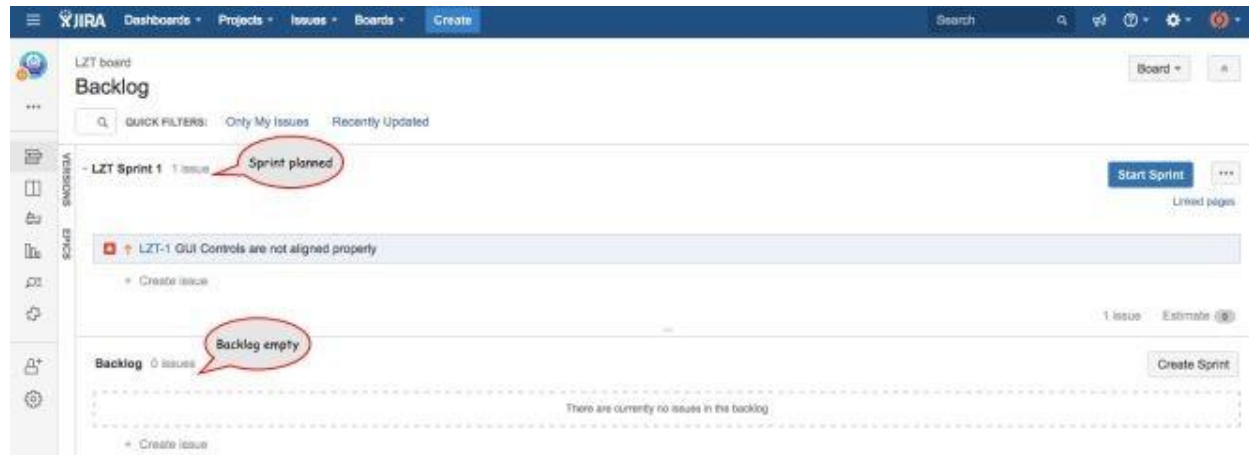
Step 4 : Plan the sprint by dragging the issues from the backlog.

Sprint : Set of period of time where specified work has to be completed



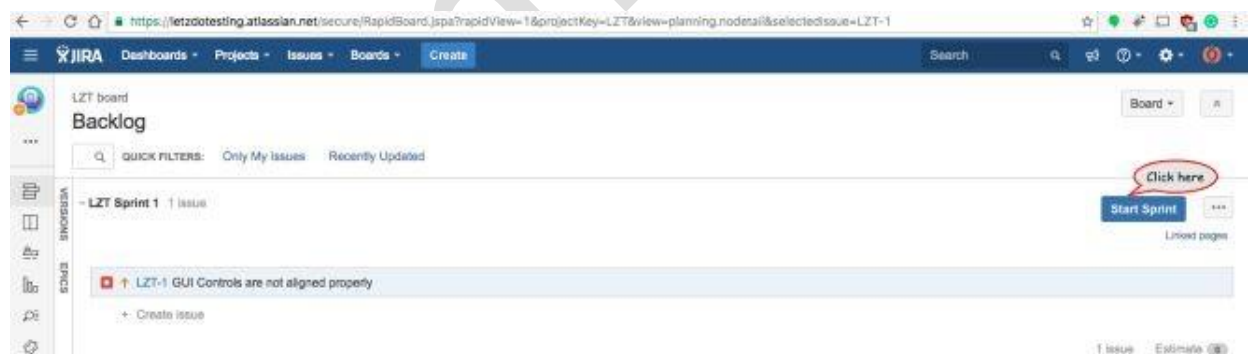
Step 5 : Drag the Issue to the sprint. Sprint Planned Successfully

As soon the Issue is dragged into the sprint plan, the backlog will be empty because I had only one issue in the backlog.



Note : You can only start a sprint, only if there are no other active sprints. If there is an active sprint, you won't be able to start one unless that active sprint is completed. But, you can plan subsequent sprints by dragging issues in plan mode.


Step 6 : Click Start Sprint to set a time period for the Sprint.



Step 7 : Enter Sprint details in the next window.

Ignore the warning 😊

Start Sprint



Issue LZT-1 does not have a value for the 'Estimate' field. Values entered after the start of the sprint will be treated as scope change.

1 issue will be included in this sprint.

1

Sprint name: *

LZT Sprint 1

2


Duration: *

2 weeks

3

Start date: *


05/Sep/16 4:01 PM



4


End date: *

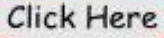
19/Sep/16 04:01 PM



Sprint goal:

There are 10 working days in this sprint

 More about working days



Start

Cancel

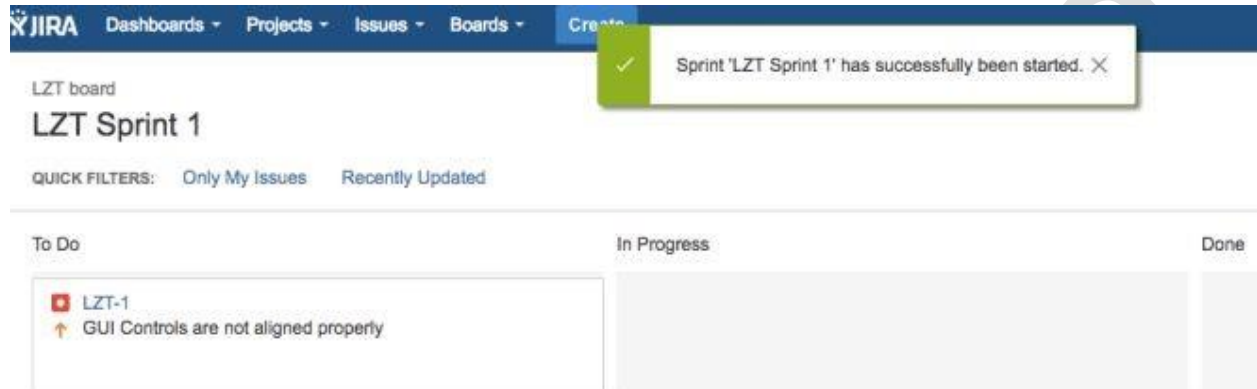
1. Sprint Name
2. Duration (Weeks/Custom)
3. Start Date
4. End Date

5. Sprint Goal (Optional)

Note : Fields marked with * are required fields to create an issue.

Once all the details are entered, Click Start to start the sprint.

Step 8 : Sprint Started Successfully



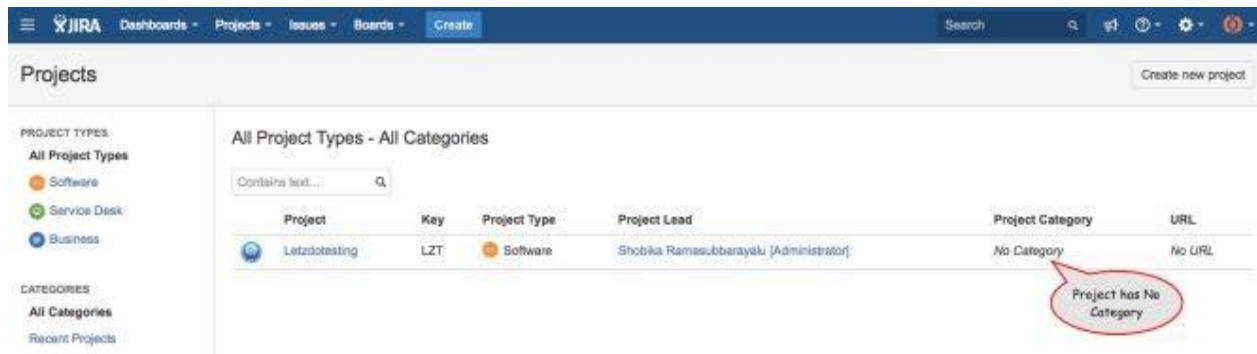
Once the sprint is started, you can track the issues and complete the sprint within the specified date.

How to create a Project Category in JIRA?

Step 1 : Click Projects option in the top bar and select view all projects option



Step 2 : In the next screen, all the projects are listed. Project 'Letzdotesting' has No Category, let's try to add project category

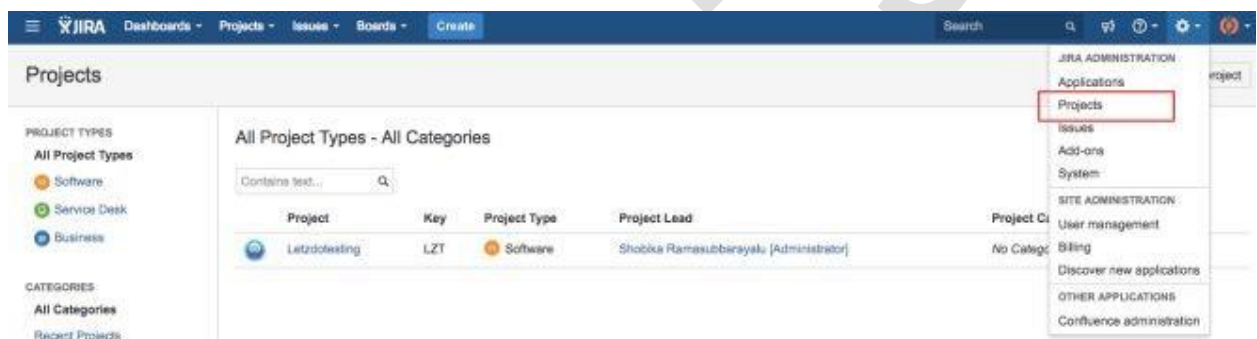


The screenshot shows the JIRA 'Projects' page. On the left, there are filters for 'PROJECT TYPES' (All Project Types, Software, Service Desk, Business) and 'CATEGORIES' (All Categories, Recent Projects). The main area is titled 'All Project Types - All Categories' and contains a table with the following data:

Project	Key	Project Type	Project Lead	Project Category	URL
Letzdotesting	LZT	Software	Shobika Ramasubbarayalu [Administrator]	No Category	No URL

A red circle highlights the 'Project Category' column for the 'Letzdotesting' project, with a callout saying 'Project has No Category'.

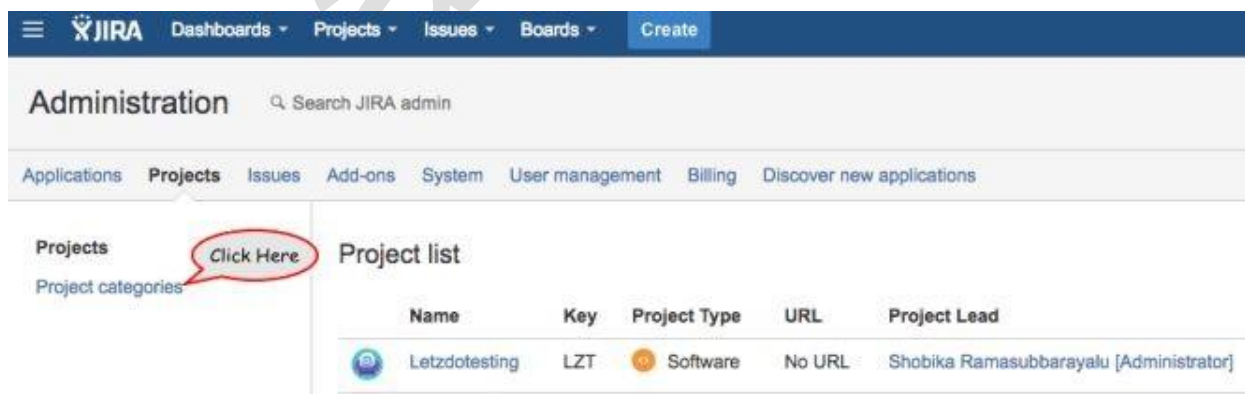
Step 3 : Click Administration Settings icon on the top right and Select Projects option in the list.



The screenshot shows the JIRA 'Administration' menu. The 'Projects' option is highlighted with a red box. The menu includes the following options:

- JIRA ADMINISTRATION
 - Applications
 - Projects**
 - Issues
 - Add-ons
 - System
- SITE ADMINISTRATION
 - User management
 - Billing
 - Discover new applications
- OTHER APPLICATIONS
 - Confluence administration

Step 4 : Click Project Categories



The screenshot shows the JIRA 'Administration' page, specifically the 'Project list' section. The 'Project categories' link is highlighted with a red circle and a callout saying 'Click Here'. The 'Project list' table contains the following data:

Name	Key	Project Type	URL	Project Lead
Letzdotesting	LZT	Software	No URL	Shobika Ramasubbarayalu [Administrator]

Step 5 : In the next window,

Administration Search JIRA admin

Applications Projects Issues Add-ons System User management Billing Discover new applications

Projects

Project categories

View Project Categories

The table below shows the project categories usable to categorize projects.

Name	Description	Projects
------	-------------	----------

Add New Project Category

1 Name Software Testing

2 Description Quality Assurance of the product

Add Click Here

1. Enter Category Name
2. Enter Category Description

Once all the details are entered, Click **Add** to add Project Category.

Step 6 : Project Category added Successfully.

Administration Search JIRA admin

Applications Projects Issues Add-ons System User management Billing Discover new applications

Projects

Project categories

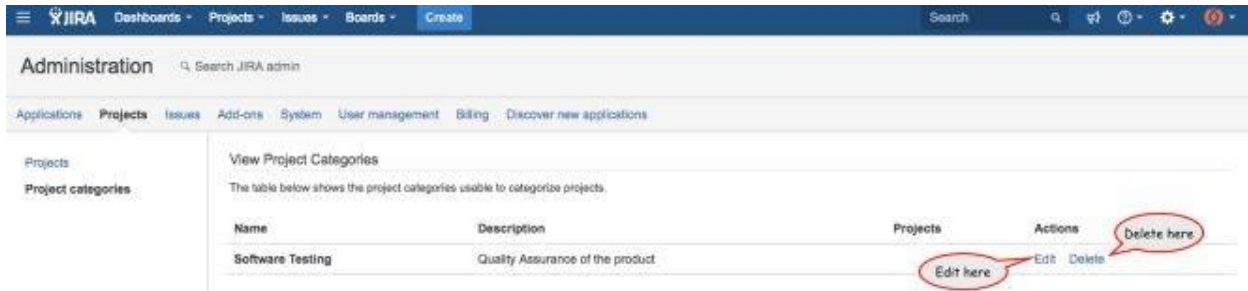
View Project Categories

The table below shows the project categories usable to categorize projects.

Name	Description	Projects	Actions
Software Testing	Quality Assurance of the product		Edit Delete

Project category added

Step 7 : Edit or Delete Project Category by using actions **Edit** or **Delete**

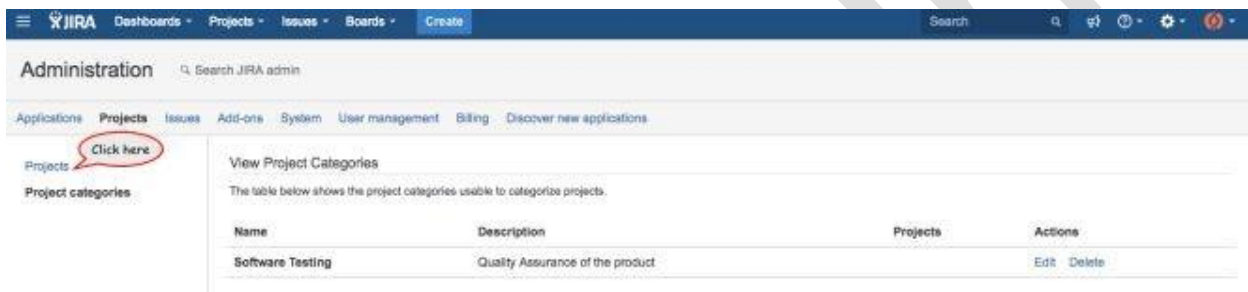


The screenshot shows the JIRA Administration interface. The left sidebar has 'Project categories' selected. The main content area is titled 'View Project Categories' and contains a table with the following data:

Name	Description	Projects	Actions
Software Testing	Quality Assurance of the product		Edit Delete

Red circles highlight the 'Edit' and 'Delete' links in the Actions column, with labels 'Edit here' and 'Delete here' respectively.

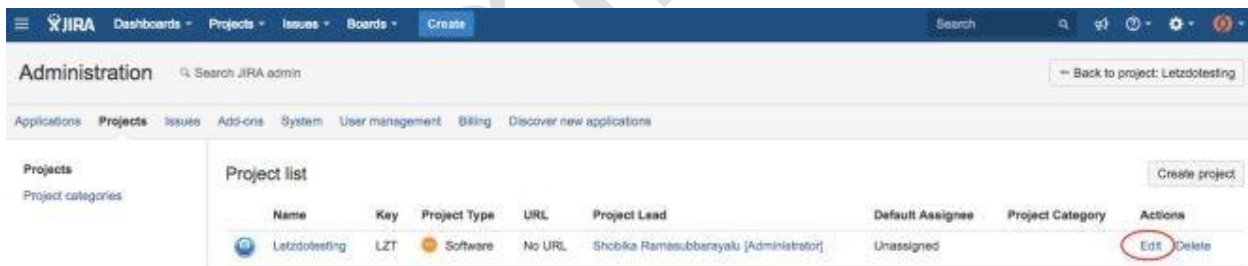
Step 8 : Click Projects in the sidebar, to add Project category to the project.



The screenshot shows the JIRA Administration interface. The left sidebar has 'Projects' selected, which is circled in red with a label 'Click here'. The main content area is titled 'View Project Categories' and contains a table with the following data:

Name	Description	Projects	Actions
Software Testing	Quality Assurance of the product		Edit Delete

Step 9 : In the next screen, Click Edit option in the project list to add project category.



The screenshot shows the JIRA Administration interface. The left sidebar has 'Projects' selected. The main content area is titled 'Project list' and contains a table with the following data:

Name	Key	Project Type	URL	Project Lead	Default Assignee	Project Category	Actions
Letzdotesting	LZT	Software	No URL	Shobika Ramasubbarayalu [Administrator]	Unassigned		Edit Delete

Red circles highlight the 'Edit' and 'Delete' links in the Actions column, with a label 'Edit' next to the 'Edit' link.

Step 10 : Select the Project Category drop-down control, added project category 'Software Testing' is listed in the menu.

Details


Name*

Key* ⓘ

URL

Project type* 🔴 Software ▼

Project category None ▼

Avatar* Software Testing
 select image

Description

Category is listed

Step 11 : Select the Project category for the project and Save the details.

Details

Name	Letzdotesting
Key	LZT
URL	
Project type	Software
Project category	SDftware Testing
Avatar	select irr.age

Description

Category
Selected

Click Here

Save details CancR!

Step 12 : Click Save details again in the project settings screen to confirm the changes.

Project settings

Details

Name* Letzdotesting

Key* LZT ⓘ

URL

Project type* Software ⓘ

Project category Software Testing ⓘ

Avatar* select image

Description

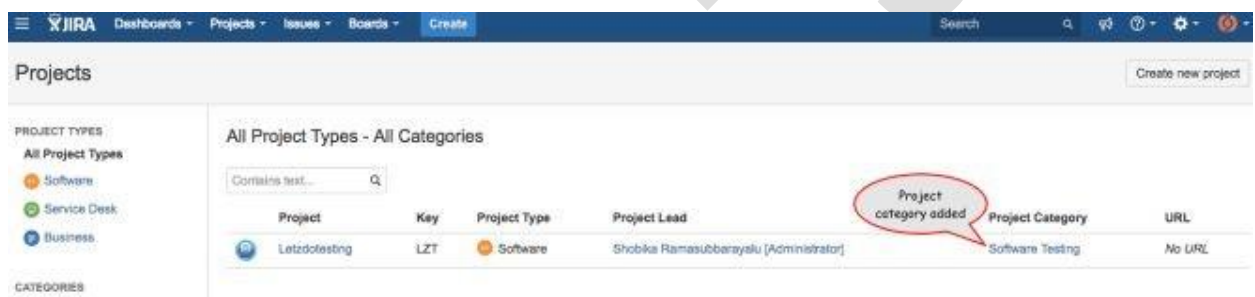
Click here

Save details Cancel

Step 13 : Page will be refreshed to update the changes. To validate the change, Click view all projects under the project in the top bar.



Step 14 : Project Category added successfully to the project.



Once the project category is added to the project, you can track or search the project using project category.

How to create a Project Component in JIRA?

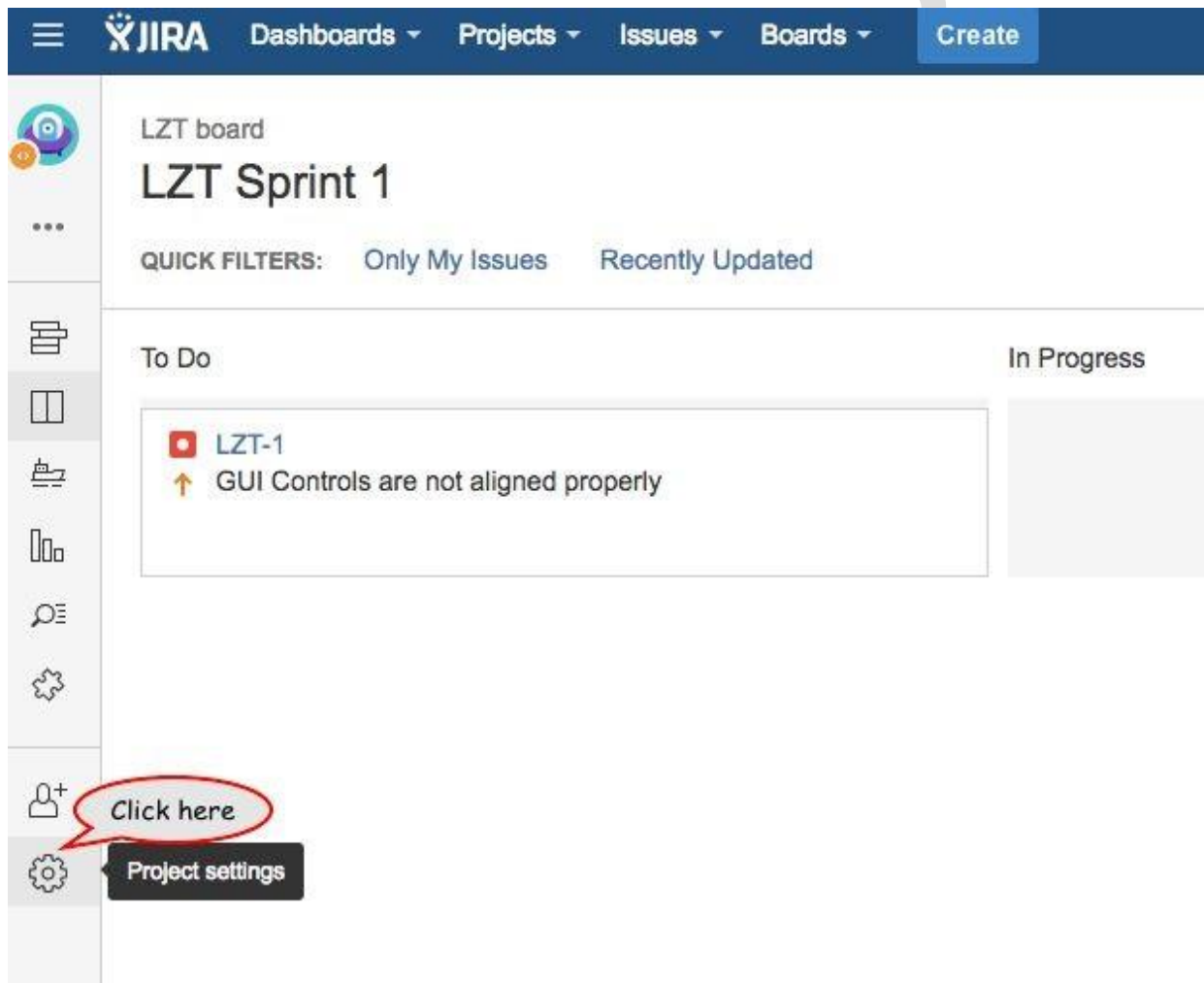
Project Components are sub-item of a project. Components are used to categorize issues under the project. You can also assign a component lead to manage the component.

Note : A Project in JIRA can have multiple components.

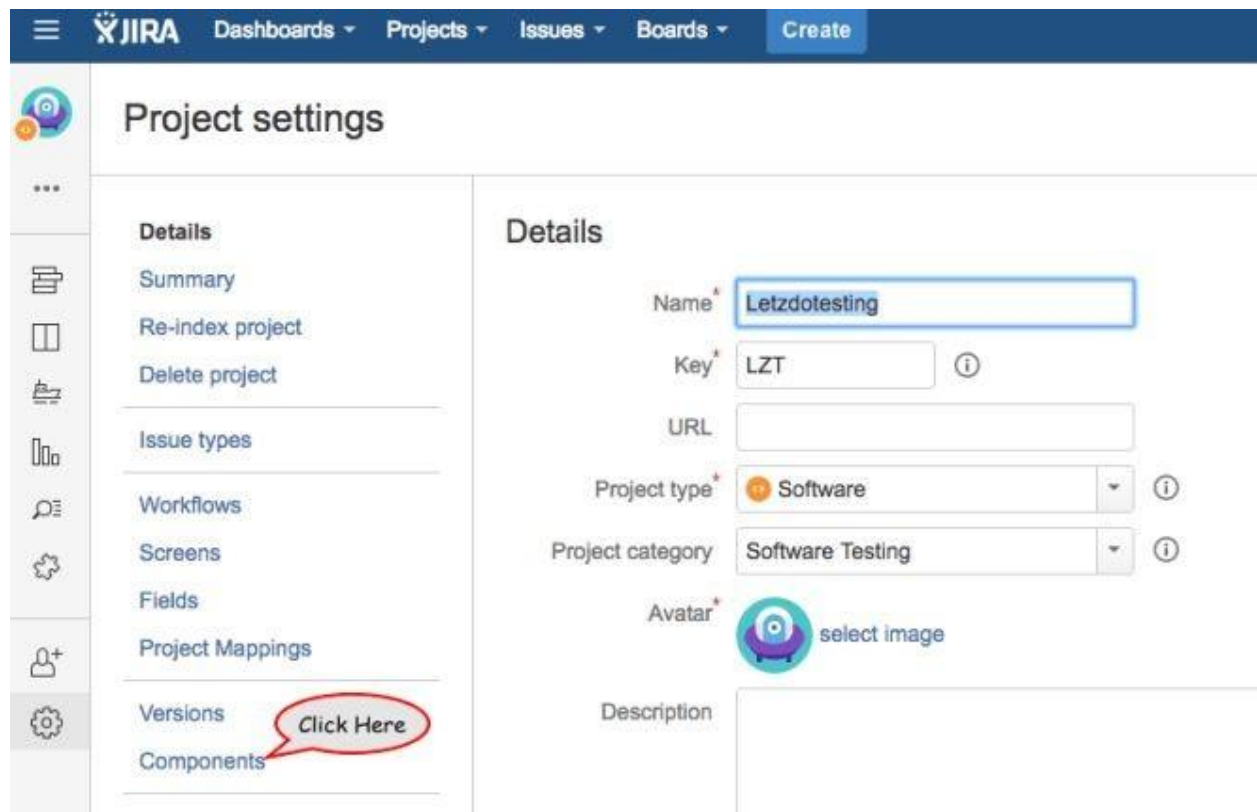
Step 1 : Click the projects option in the top bar and select the Project



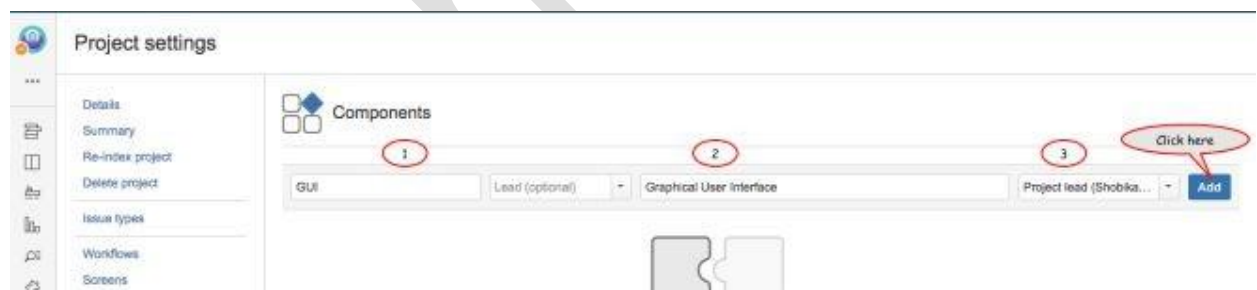
Step 2 : Click Project Settings in the bottom left



Step 3 : In the Project Settings screen, Click **Components** in the sidebar



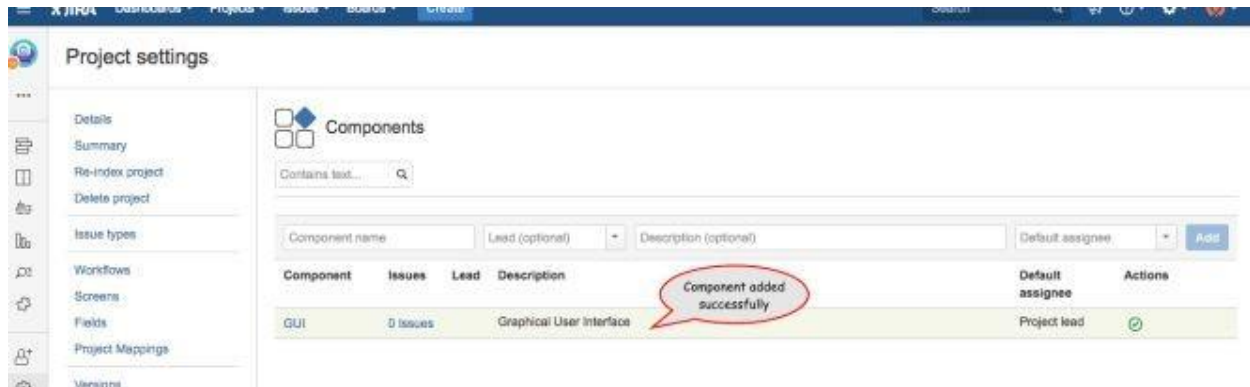
Step 4 : In the next window,



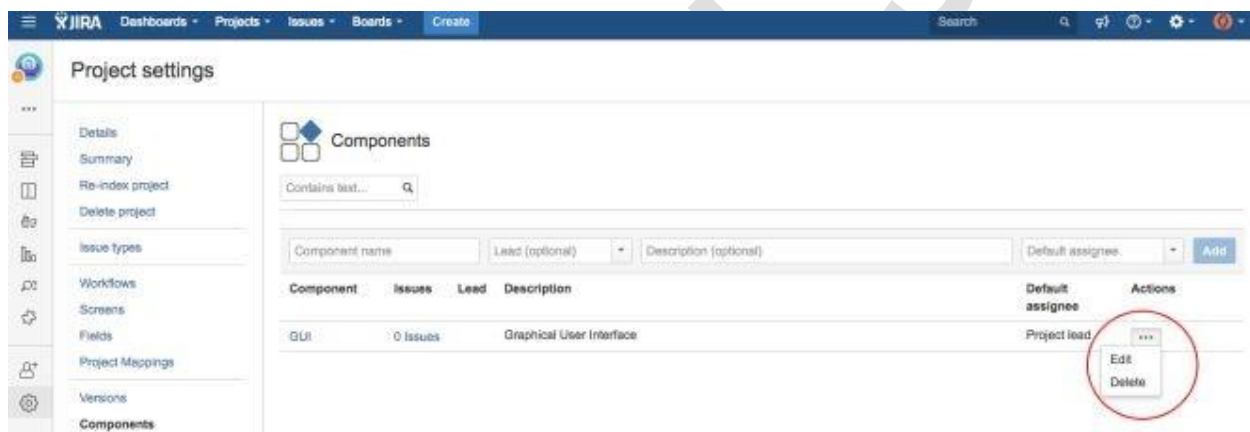
1. Enter Component Name
2. Enter Component Description (Optional)
3. Default Assignee

Component Lead is optional. Once all the details are entered, Click Add to save Project Component.

Step 5 : Project Component is added successfully.



Step 6 : Project Component can be edited or deleted using **Edit** or **Delete** option under actions column.

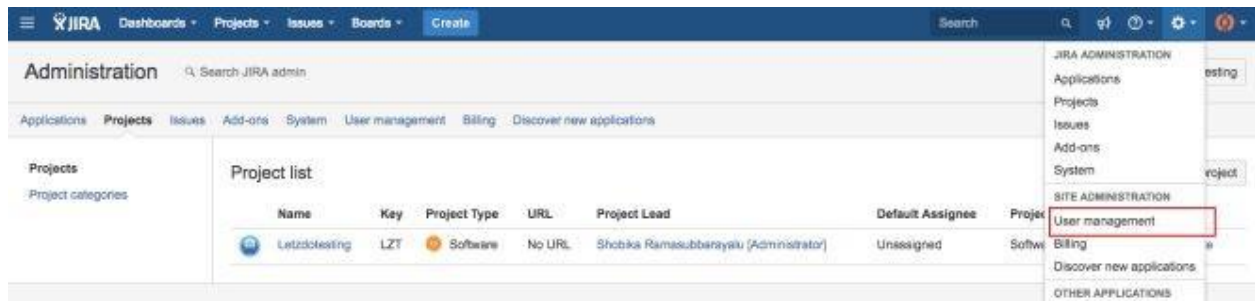


Once the project component is added to the issues, you can group them based on the assigned component.

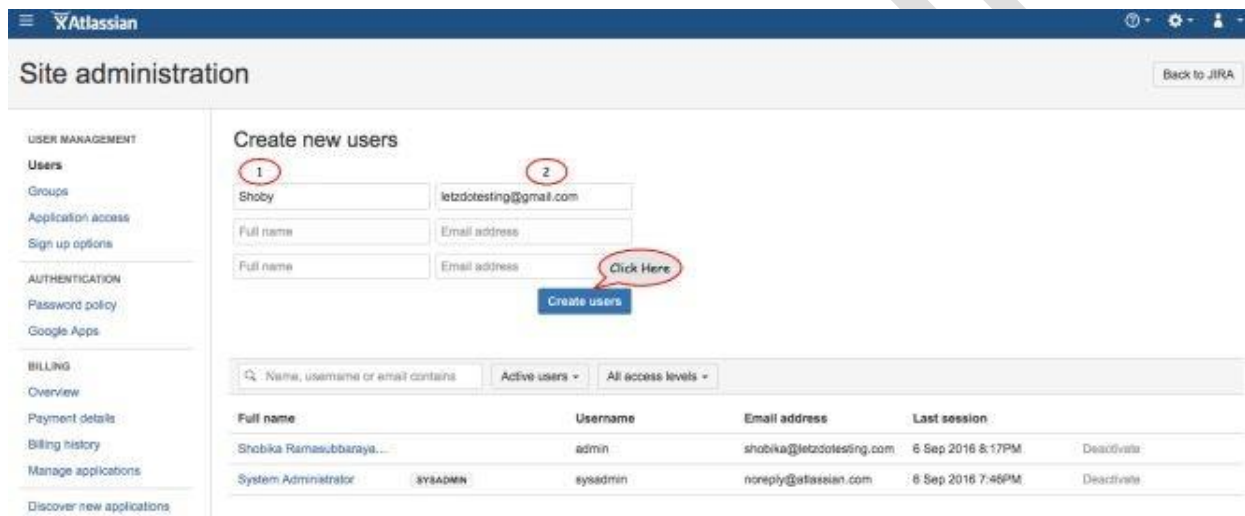
How to create a User in JIRA?

An administrator can create users and invite them to participate in the project issues. A normal user cannot create another user due to access rights limitations.

Step 1 : Click Administration Settings icon on the top right and Select User Administration option in the list.



Step 2 : In the Create new Users screen,



1. Enter Full Name
2. Enter Email Address

Once entered all information, Click **Create Users** button

Step 3 : User created successfully

The screenshot shows the 'Site administration' page in Atlassian. The left sidebar contains navigation links for USER MANAGEMENT (Users, Groups, Application access, Sign up options), AUTHENTICATION (Password policy, Google Apps), and BILLING (Overview, Payment details, Billing history, Manage applications, Discover new applications). The main content area is titled 'Create new users' and features a form with three rows of input fields for 'Full name' and 'Email address', followed by a 'Create users' button. Below the form is a table of users with columns: Full name, Username, Email address, Last session, and a 'Deactivate' link. The user 'Shoby' is highlighted with a red circle and the text 'User Created'.

Full name	Username	Email address	Last session		
Shobika Ramasubbaraya...	admin	shobika@letzdotesting.com	6 Sep 2016 8:38PM	Deactivate	
Shoby	letzdotesting	letzdotesting@gmail.com	Invitation sent a few seco...	Resend	
System Administrator	SYSADMIN	sysadmin	noreply@atlassian.com	6 Sep 2016 7:46PM	Deactivate

Email has been sent to user's email address like below,

The screenshot shows a Gmail inbox with a search bar at the top. The email from 'Atlassian <noreply@atlassian.com>' is selected. The email content includes a greeting 'Hi Shoby', a welcome message, login instructions, and a 'Set my password' button highlighted with a red circle. The email footer states 'This message was sent by Atlassian Cloud'.

The user has to set up a new password to have JIRA account.

Step 4 : Once the user has accepted the invitation, set up their account with a password and logged in for the first time, the administrator can view the last session date and time.

The screenshot shows the Atlassian Site administration interface. On the left is a sidebar with navigation links: USER MANAGEMENT (Users, Groups, Application access, Sign up options), AUTHENTICATION (Password policy, Google Apps), and BILLING (Overview, Payment details, Billing history, Manage applications, Discover new applications). The main content area is titled 'Create new users' and includes three input fields for 'Full name' and 'Email address', followed by a 'Create users' button. Below this is a table of active users with columns: Full name, Username, Email address, Last session, and a 'Deactivate' link. A red circle highlights the 'Deactivate' link for the user 'Shobika Ramasubbaraya...'. A tooltip points to this link with the text 'Invitation accepted and last session'.

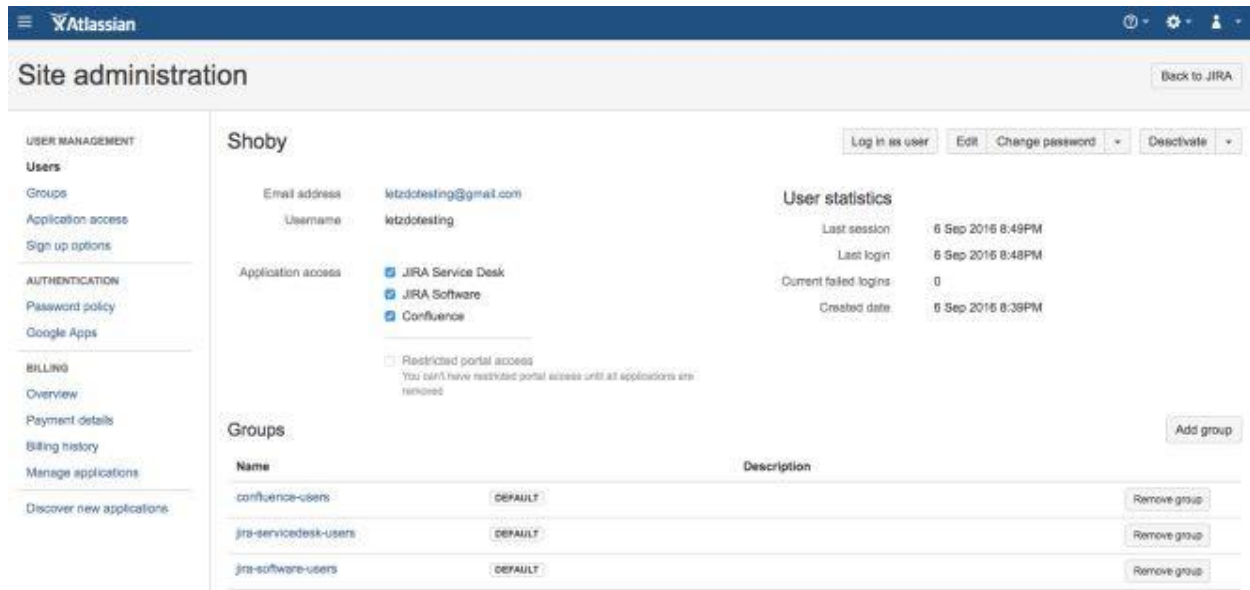
Full name	Username	Email address	Last session	Deactivate
Shobika Ramasubbaraya...	admin	shobika@letzdotesting.com	6 Sep 2016 8:33PM	Deactivate
Shoby	letzdotesting	letzdotesting@gmail.com	6 Sep 2016 8:49PM	Deactivate
System Administrator	sysadmin	noreply@atlassian.com	6 Sep 2016 8:46PM	Deactivate

Step 5 : Administrator can deactivate the user by clicking **Deactivate** option

This screenshot is similar to the previous one, showing the Atlassian Site administration interface. The 'Deactivate' link for the user 'Shobika Ramasubbaraya...' is highlighted with a red circle. A tooltip points to this link with the text 'Click here to deactivate'.

Full name	Username	Email address	Last session	Deactivate
Shobika Ramasubbaraya...	admin	shobika@letzdotesting.com	6 Sep 2016 8:33PM	Deactivate
Shoby	letzdotesting	letzdotesting@gmail.com	6 Sep 2016 8:49PM	Deactivate
System Administrator	sysadmin	noreply@atlassian.com	6 Sep 2016 8:46PM	Deactivate

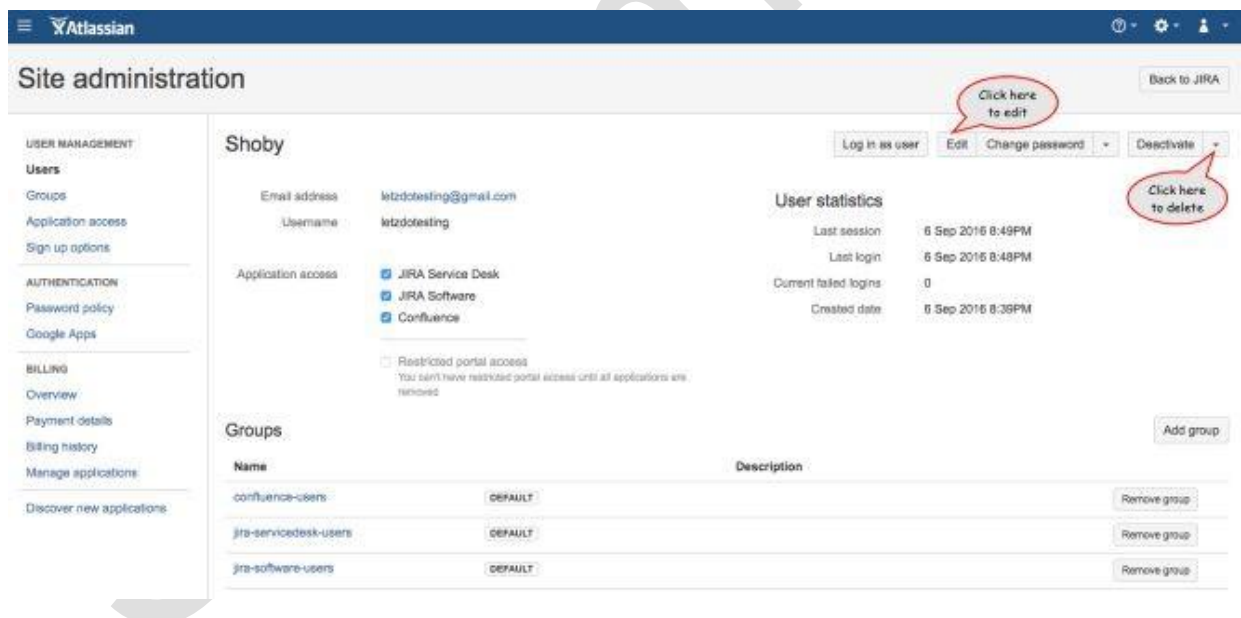
Step 6 : Click on the User's Full name to view detailed information about the User.



The screenshot shows the Atlassian Site Administration interface. On the left is a sidebar with navigation links under 'USER MANAGEMENT' (Users, Groups, Application access, Sign up options), 'AUTHENTICATION' (Password policy, Google Apps), and 'BILLING' (Overview, Payment details, Billing history, Manage applications, Discover new applications). The main content area is titled 'Shoby' and includes a 'Log in as user' button, 'Edit', 'Change password', and 'Deactivate' buttons. Below these are fields for 'Email address' (litzdotesting@gmail.com) and 'Username' (litzdotesting). The 'Application access' section shows checkboxes for 'JIRA Service Desk', 'JIRA Software', and 'Confluence', all of which are checked. A note indicates that 'Restricted portal access' is not available until all applications are removed. To the right, 'User statistics' are displayed: Last session (6 Sep 2016 8:49PM), Last login (6 Sep 2016 8:48PM), Current failed logins (0), and Created date (6 Sep 2016 8:39PM). At the bottom, a 'Groups' table lists three groups: 'confluence-users', 'jira-servicedesk-users', and 'jira-software-users', each with a 'DEFAULT' role and a 'Remove group' button.

Name	Description
confluence-users	DEFAULT
jira-servicedesk-users	DEFAULT
jira-software-users	DEFAULT

Step 7 : Edit or delete User by clicking **Edit** or **Deactivate** User



This screenshot is identical to the previous one but includes two red callout boxes with arrows pointing to the 'Edit' and 'Deactivate' buttons. The first callout, labeled 'Click here to edit', points to the 'Edit' button. The second callout, labeled 'Click here to delete', points to the 'Deactivate' button.

Step 8 : Click **Add Group** to add the User to a group.

The screenshot shows the Atlassian Site Administration interface for a user named Shoby. The left sidebar contains navigation links for User Management, Authentication, and Billing. The main content area displays the user's profile, including email address, username, application access, and user statistics. A red circle highlights the 'Add group' button next to the groups list.

Site administration

Shoby

Log in as user | Edit | Change password | Deactivate

Email address: letzdotesting@gmail.com
Username: letzdotesting

Application access: JIRA Service Desk, JIRA Software, Confluence

User statistics:
Last session: 6 Sep 2016 8:49PM
Last login: 6 Sep 2016 8:48PM
Current failed logins: 0
Created date: 6 Sep 2016 8:39PM

Groups:

Name	Description	
confluence-users	DEFAULT	Remove group
jira-servicedesk-users	DEFAULT	Remove group
jira-software-users	DEFAULT	Remove group

Step 9 : Start typing the group name and select the group from the list and Click **Add group** button

The screenshot shows the 'Add user to groups' dialog box. The 'Group name(s)' field contains the text 'Dev'. A dropdown menu is open, showing 'Development' as a suggestion. The 'Add group' button is highlighted.

Add user to groups

Group name(s): Dev

Development

Add group | Cancel

Step 10 : User added to the group successfully.

The screenshot shows the Atlassian Site Administration interface for a user named 'Shoby'. The user's email is 'letzdotesting@gmail.com' and their username is 'letzdotesting'. They have access to JIRA Service Desk, JIRA Software, and Confluence. The 'Groups' section shows a table with columns 'Name' and 'Description'. The 'Development' group is highlighted with a green 'ADDED' label and a red callout bubble stating 'User added to group'. Other groups listed are 'confluence-users', 'jira-servicedesk-users', and 'jira-software-users', all with a 'DEFAULT' status. The 'User statistics' section shows the user's last session, last login, current failed logins, and creation date.

Name	Description
Development	Develop Software products
confluence-users	
jira-servicedesk-users	
jira-software-users	

Once the user is added to the project, User can work on the issues.

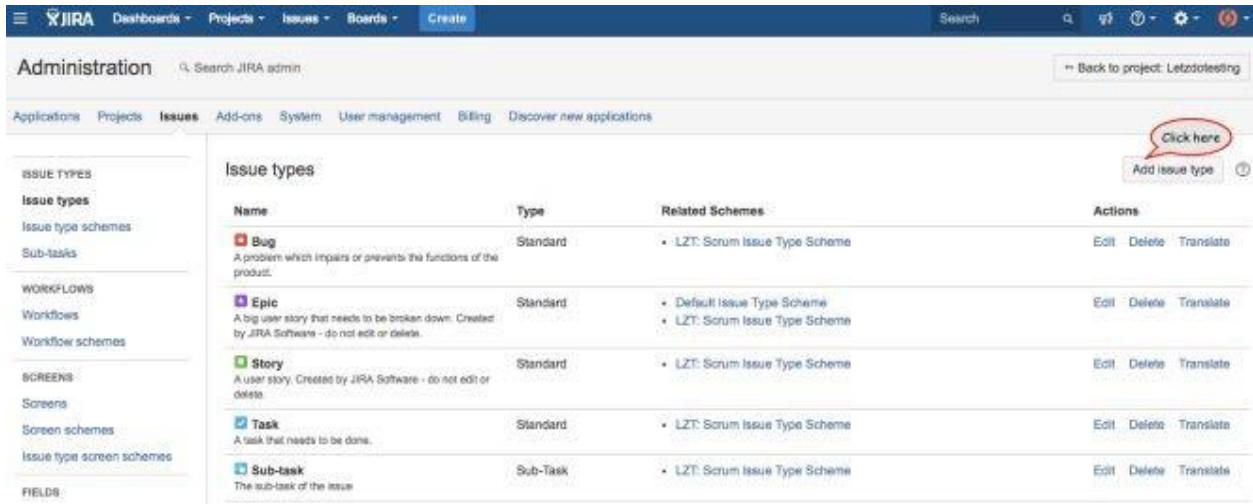
How to create an Issue type in JIRA?

JIRA software has set of pre-defined Issue types to get started with. We can also create our own custom Issue types based on our project needs and add them to the Issue type scheme of the project.

Step 1 : Click Administration Settings icon on the top right and Select Issues option in the list.

The screenshot shows the JIRA Administration Settings menu. The 'Issues' option is highlighted in the dropdown menu. The menu includes options for JIRA Administration, Applications, Projects, Add-ons, System, Site Administration, User management, Billing, Discover new applications, Other Applications, and Confluence administration.

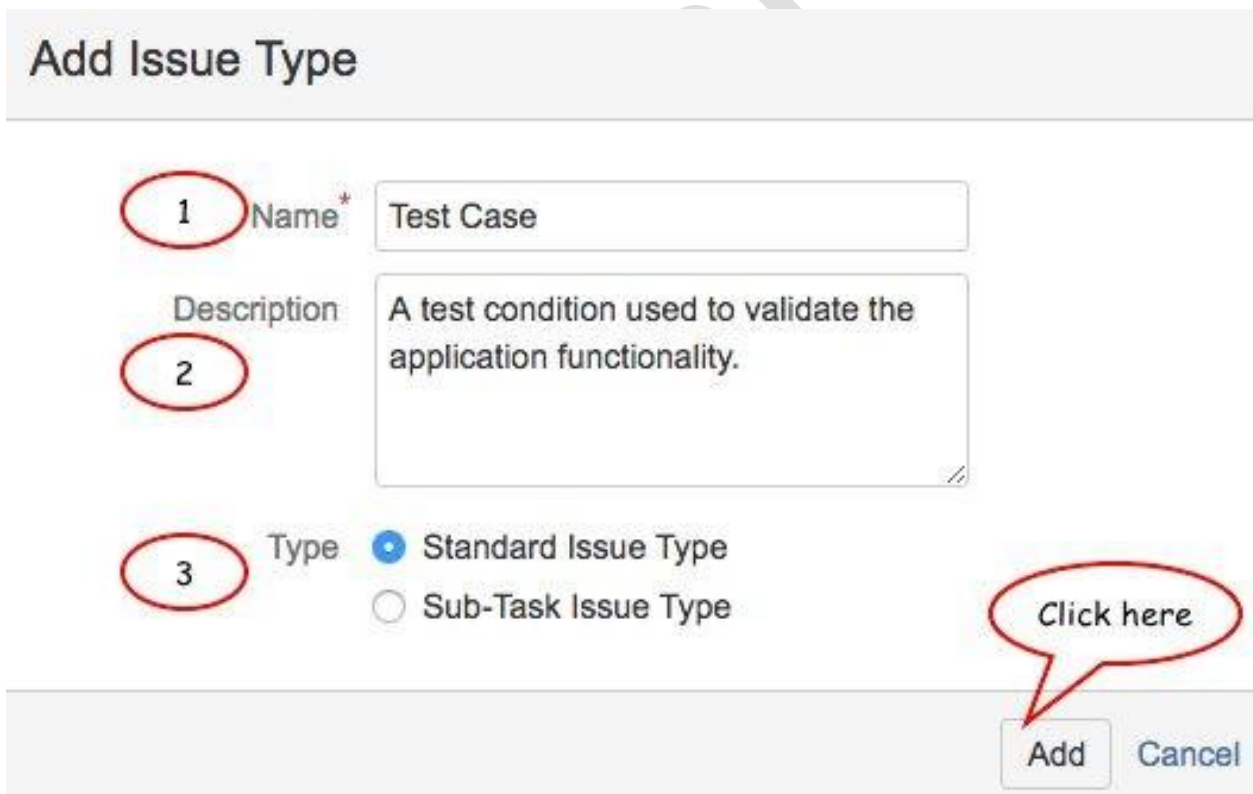
Step 2 : In the next screen, Click **Add Issue type** in the top right.



The screenshot shows the JIRA Administration interface. The 'Issue types' section is active, displaying a table of existing issue types. A red circle highlights the 'Add issue type' button in the top right corner of the 'Issue types' section.

Name	Type	Related Schemes	Actions
Bug A problem which impairs or prevents the functions of the product.	Standard	• L2T: Scrum Issue Type Scheme	Edit Delete Translate
Epic A big user story that needs to be broken down. Created by JIRA Software - do not edit or delete.	Standard	• Default Issue Type Scheme • L2T: Scrum Issue Type Scheme	Edit Delete Translate
Story A user story. Created by JIRA Software - do not edit or delete.	Standard	• L2T: Scrum Issue Type Scheme	Edit Delete Translate
Task A task that needs to be done.	Standard	• L2T: Scrum Issue Type Scheme	Edit Delete Translate
Sub-task The sub-task of the issue	Sub-Task	• L2T: Scrum Issue Type Scheme	Edit Delete Translate

Step 3 : In the next window,



The screenshot shows the 'Add Issue Type' form. The form has three numbered steps: 1. Name (Test Case), 2. Description (A test condition used to validate the application functionality), and 3. Type (Standard Issue Type selected). A red circle highlights the 'Add' button at the bottom right.

1 Name* Test Case

2 Description A test condition used to validate the application functionality.

3 Type ☒ Standard Issue Type ☐ Sub-Task Issue Type

Click here

Add Cancel

1. Enter Issue type Name
2. Enter Description for the Issue type

3. Select the Type

Once all the information is entered, Click **Add** to create an Issue type.

Step 4 : New Issue type created successfully.

Note : Newly created Issue types will be automatically added to Default Issue scheme. You can add them to your project specific scheme if you wanted to.

The screenshot shows the JIRA Administration interface for 'Issue types'. The left sidebar contains navigation links for Issue Types, Workflows, Screens, and Fields. The main content area displays a table of issue types. The 'Task' issue type is highlighted with a red circle and labeled 'New Issue type created'. The 'Test Case' issue type is highlighted with a red circle and labeled 'Assigned to default scheme'.

Name	Type	Related Schemes	Actions
Bug A problem which impairs or prevents the functions of the product.	Standard	• L2T: Scrum Issue Type Scheme	Edit Delete Translate
Epic A big user story that needs to be broken down. Created by JIRA Software - do not edit or delete.	Standard	• Default Issue Type Scheme • L2T: Scrum Issue Type Scheme	Edit Delete Translate
Story A user story. Created by JIRA Software - do not edit or delete.	Standard	• L2T: Scrum Issue Type Scheme	Edit Delete Translate
Task A task that needs to be done.	Standard	• L2T: Scrum Issue Type Scheme	Edit Delete Translate
Test Case A test condition used to validate the application functionality.	Standard	• Default Issue Type Scheme	Edit Delete Translate
Sub-task The sub-task of the issue	Sub-Task	• L2T: Scrum Issue Type Scheme	Edit Delete Translate

Step 5 : Edit or delete Issue type by clicking **Edit** or **Delete** option

The screenshot shows the JIRA Administration interface for 'Issue types'. The left sidebar contains navigation links for Issue Types, Workflows, Screens, and Fields. The main content area displays a table of issue types. The 'Test Case' issue type is highlighted with a red circle, and the 'Edit' and 'Delete' options in the Actions column are circled.

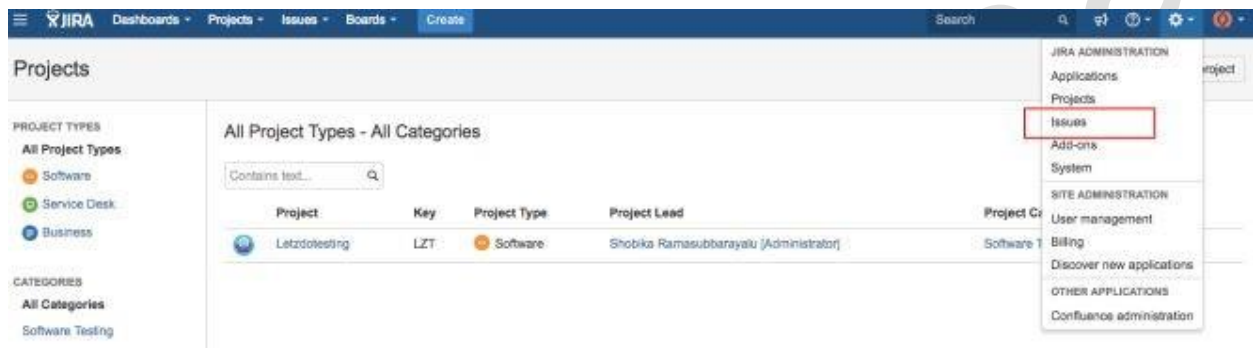
Name	Type	Related Schemes	Actions
Bug A problem which impairs or prevents the functions of the product.	Standard	• L2T: Scrum Issue Type Scheme	Edit Delete Translate
Epic A big user story that needs to be broken down. Created by JIRA Software - do not edit or delete.	Standard	• Default Issue Type Scheme • L2T: Scrum Issue Type Scheme	Edit Delete Translate
Story A user story. Created by JIRA Software - do not edit or delete.	Standard	• L2T: Scrum Issue Type Scheme	Edit Delete Translate
Task A task that needs to be done.	Standard	• L2T: Scrum Issue Type Scheme	Edit Delete Translate
Test Case A test condition used to validate the application functionality.	Standard	• Default Issue Type Scheme	Edit Delete Translate
Sub-task The sub-task of the issue	Sub-Task	• L2T: Scrum Issue Type Scheme	Edit Delete Translate

Once you have added Issue types, you can associate them with the project using Issue type scheme.

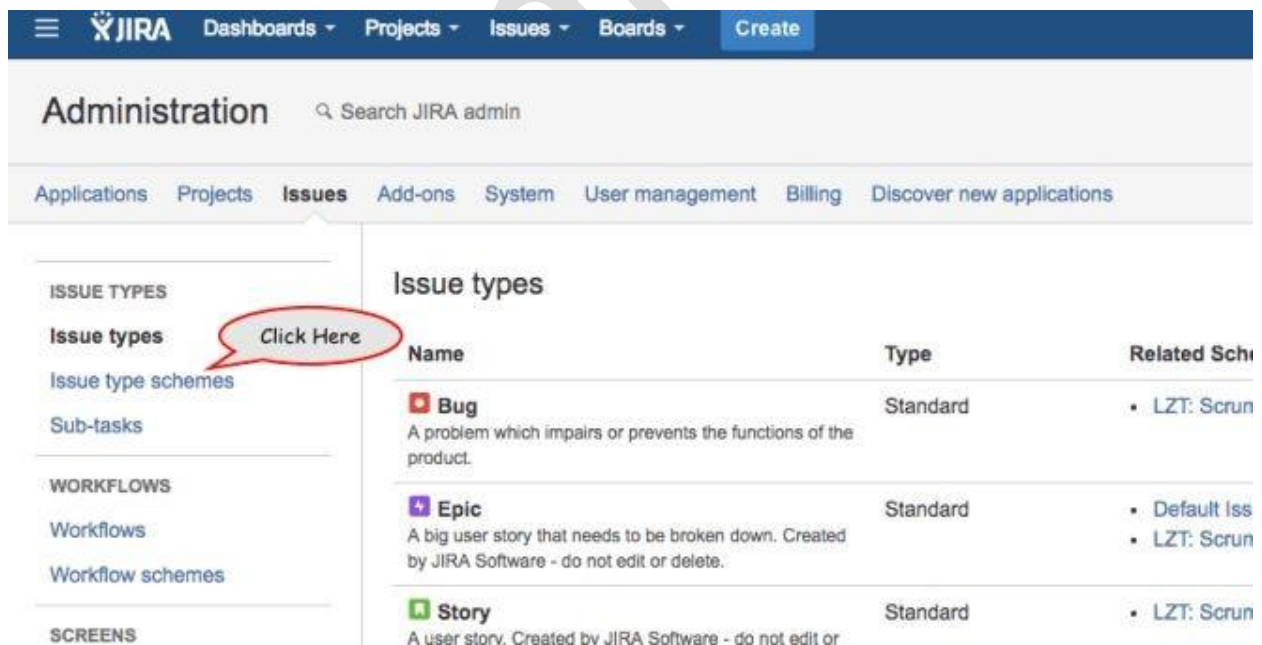
How to create an Issue type scheme in JIRA?

Issue type scheme controls which issue types will be available to a set of JIRA projects.

Step 1 : Click Administration Settings icon and Select Issues option from the list.



Step 2 : In the next screen, Click Issue type scheme in the side panel.



Step 3 : In the next window,

There are two types of Issue type scheme in JIRA. They are,

1. *Default Issue type scheme* – All newly create Issue types will be listed under this scheme.
2. *Scrum Issue type scheme* – Agile scrum projects will use this scheme.

Click **Add Issue type scheme** to create a new Issue type scheme

The screenshot shows the JIRA Administration interface. The sidebar on the left contains links for ISSUE TYPES, WORKFLOWS, SCREENS, and FIELDS. The main content area is titled 'Issue type schemes' and includes a description: 'An issue type scheme determines which issue types will be available to a set of projects. It also allows to specify the order in which the issue types are presented in the user interface.' Below this is a table with the following data:

Name	Options	Projects	Actions
1. Default Scheme	Default issue type scheme Default issue type scheme is the list of global issue types. All newly created issue types will automatically be added to this scheme.	Global (all unconfigured projects)	Edit Associate Copy
LZT: Scrum Issue Type Scheme	2. Scrum type scheme Task Sub-task Story (Default) Bug Epic	Letzdotesting	Edit Associate Copy Delete

Step 4 : In the next window,

The screenshot shows the 'Add Issue Type Scheme' form in JIRA. The form has three main input fields: 'Scheme Name' (labeled 1), 'Description' (labeled 2), and 'Default Issue Type' (labeled 3). Below these fields is a section titled 'Issue Types for Current Scheme' which contains a 'Remove all' button and a list of issue types (Bug, Task). To the right is a section titled 'Available Issue Types' which contains an 'Add all' button and a list of issue types (Sub-task (sub-task), Epic, Test Case, Story). A red arrow points from the 'Available Issue Types' list to the 'Issue Types for Current Scheme' list with the text 'Drag & drop'. A red circle highlights the 'Save' button. A red speech bubble points to the '+ Add issue type' button with the text 'Click here to add Issue type'.

1. Enter Scheme Name
2. Enter Description
3. Select Default Issue type for the scheme
4. Drag & drop Issue types for scheme from available Issue types and Vice versa

Issue types order can also be re-arranged (moving up or down) according to our project needs.

Note : To add new Issue type to this scheme, Click Add Issue type on the top right.

Once all the information are entered, Click **Save**

Step 5 : Issue type scheme created successfully

The screenshot shows the JIRA Administration interface. The left sidebar contains navigation links for Issue Types, Issue type schemes, Sub-tasks, Workflows, Workflow schemes, Screens, Screen schemes, Issue type screen schemes, Fields, Custom fields, Field configurations, and Field configuration schemes. The main content area is titled 'Issue type schemes' and includes a description: 'An issue type scheme determines which issue types will be available to a set of projects. It also allows to specify the order in which the issue types are presented in the user interface.' Below this is a table with columns: Name, Options, Projects, and Actions.

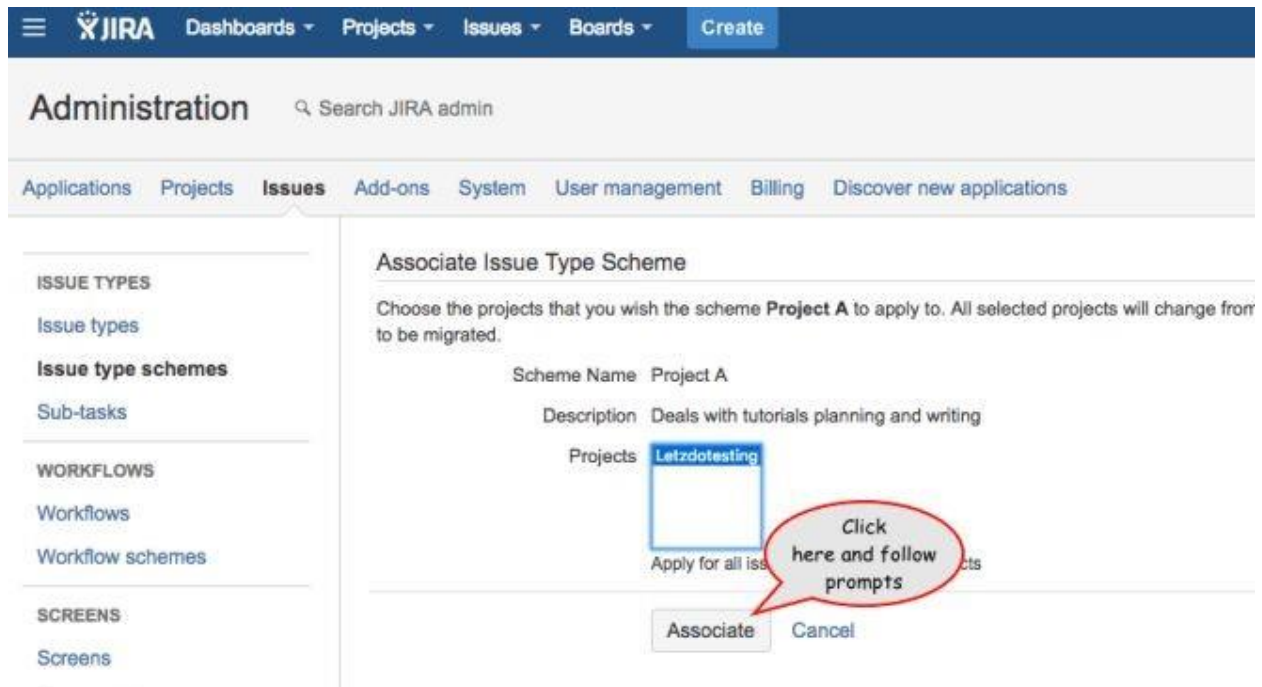
Name	Options	Projects	Actions
Default Issue Type Scheme Default issue type scheme is the list of global issue types. All newly created issue types will automatically be added to this scheme.	<input type="checkbox"/> Epic <input type="checkbox"/> Test Case	Global (all unconfigured projects)	Edit Associate Copy
LZT: Scrum Issue Type Scheme	<input checked="" type="checkbox"/> Task <input type="checkbox"/> Sub-task <input type="checkbox"/> Story (Default) <input type="checkbox"/> Bug <input type="checkbox"/> Epic	• Letzdotesting	Edit Associate Copy Delete
Project A Deals with tutorial planning and writing	<input type="checkbox"/> Bug <input checked="" type="checkbox"/> Task	No projects	Edit Associate Copy Delete

A red circle highlights the message 'Issue type scheme created successfully' in the 'LZT: Scrum Issue Type Scheme' row.

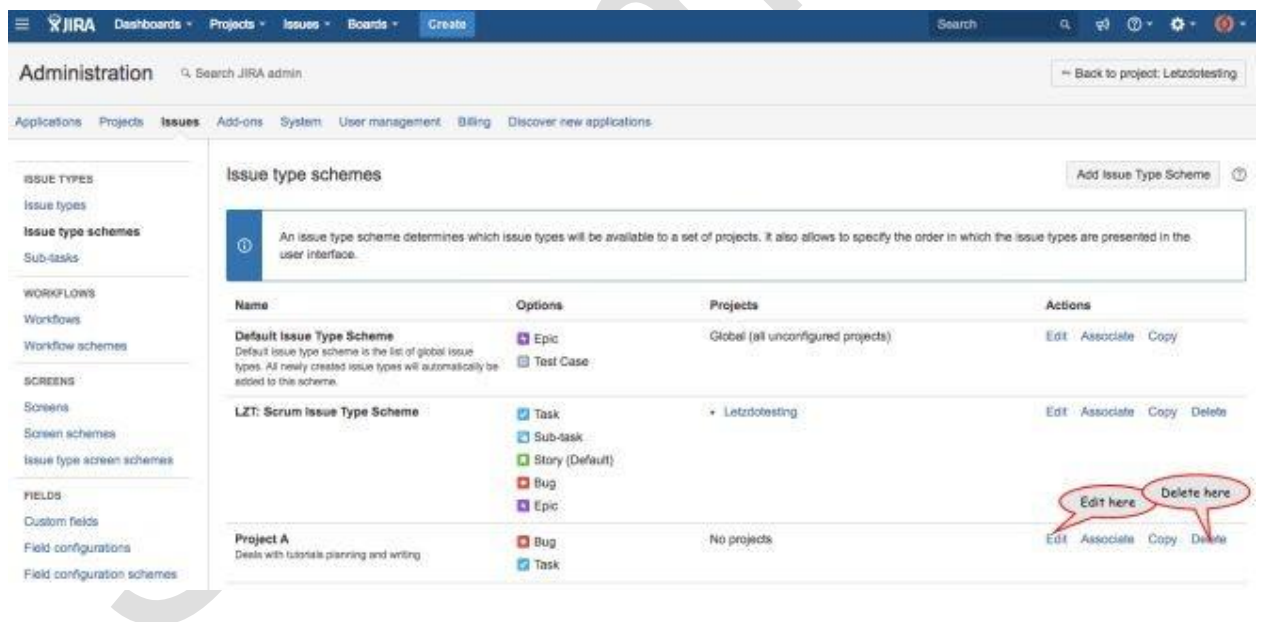
Step 6 : To associate projects with this newly created scheme, Click **Associate**

This screenshot is identical to the previous one, showing the 'Issue type schemes' page. A red circle highlights the 'Associate' button in the 'Project A' row, with a callout bubble saying 'Click here'.

Step 7 : In the next screen, Select the project (multi-select allowed), Click Associate and follow migration steps until finish to complete the association.



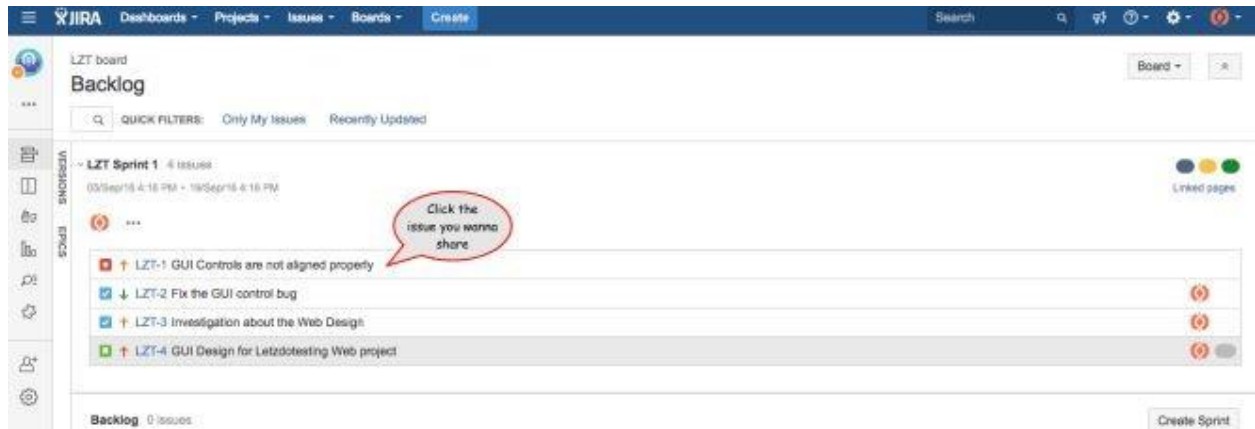
Step 8 : Edit or delete Issue type scheme by clicking **Edit** or **Delete** option



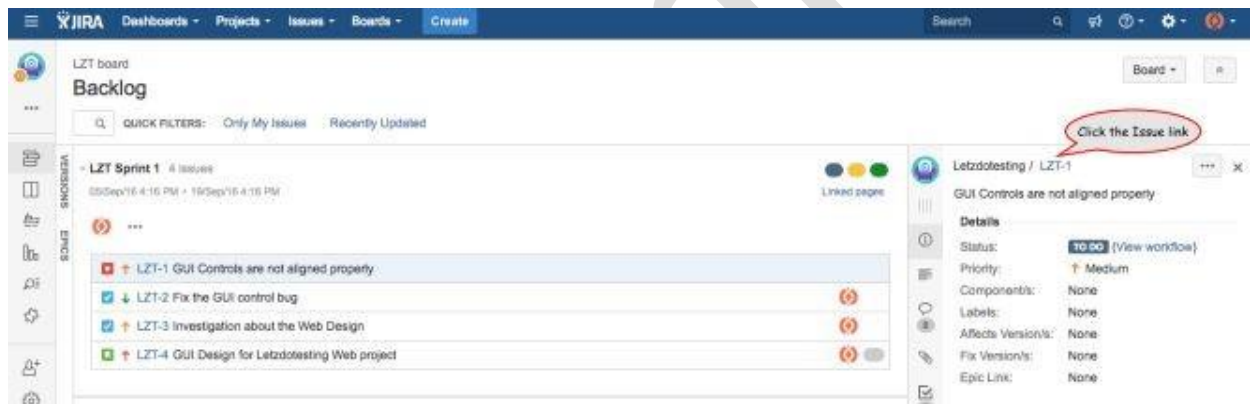
Once Issue type scheme is created, Issue type scheme can be re-used across multiple projects which are similar.

How to Share and Export an Issue in JIRA?

Step 1 : Click the Issue that you want to share with others in the team.



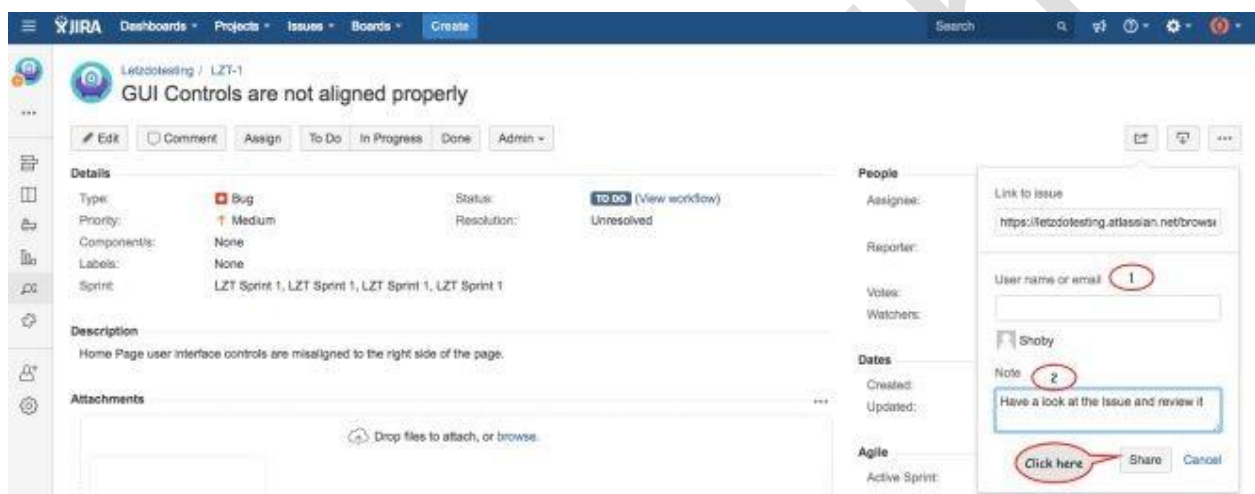
Step 2 : Once the Issue is loaded in the side panel, Click the Issue link.



Step 3 : Click the Share option in the top right.



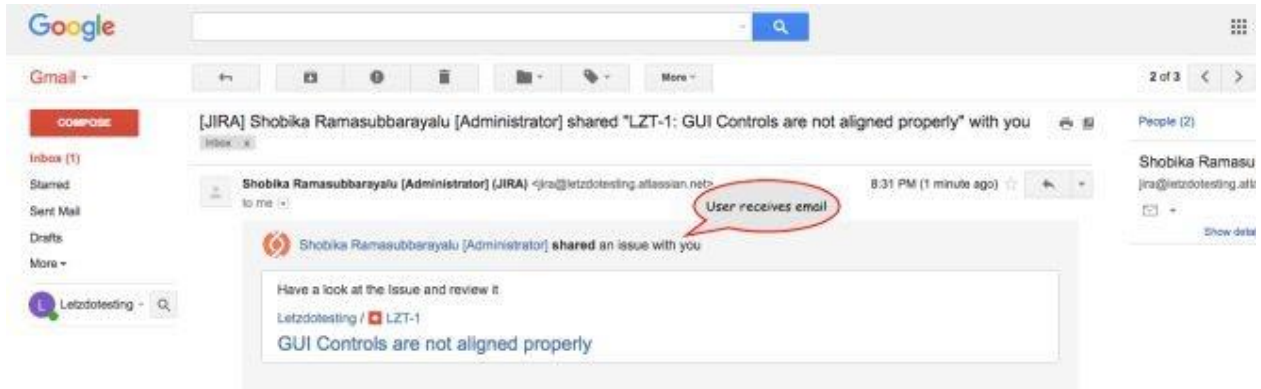
Step 4 : In the Link to Issue prompt,



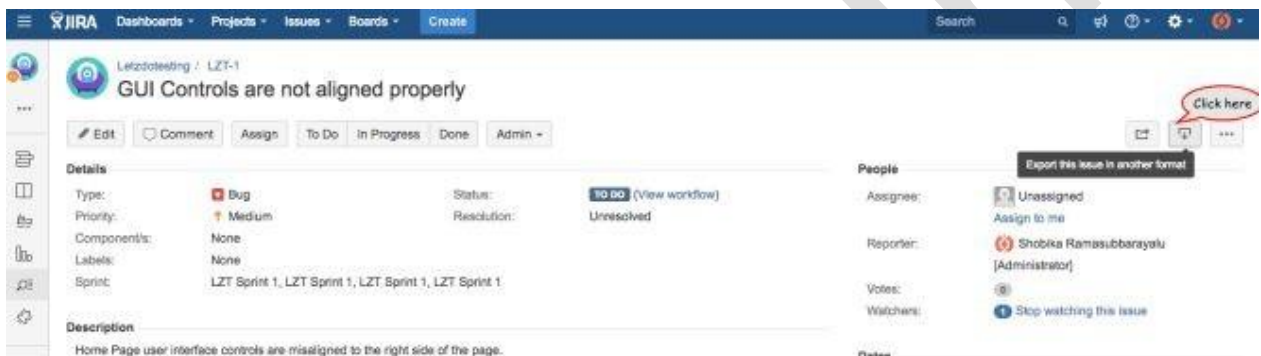
1. Enter the User Name or Email address of the User
2. Enter Additional Note for the User

Once all the information is entered, Click **Share**

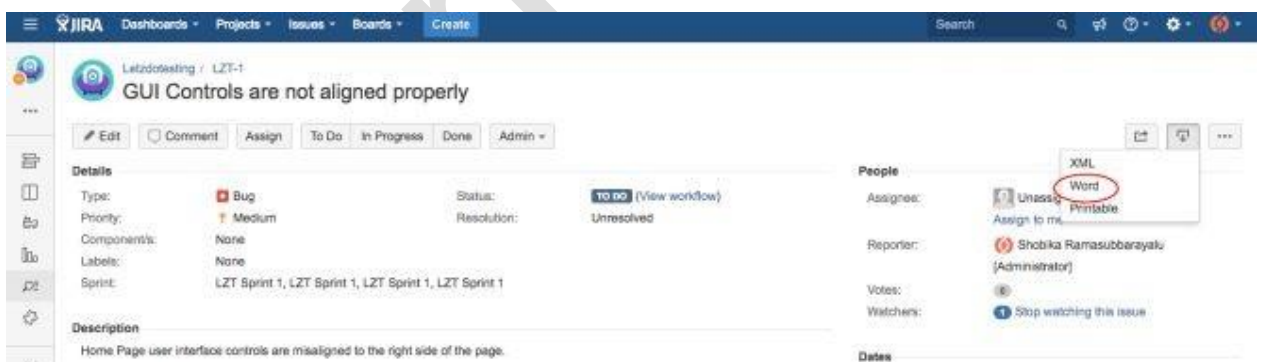
Step 5 : User receives an email like below,



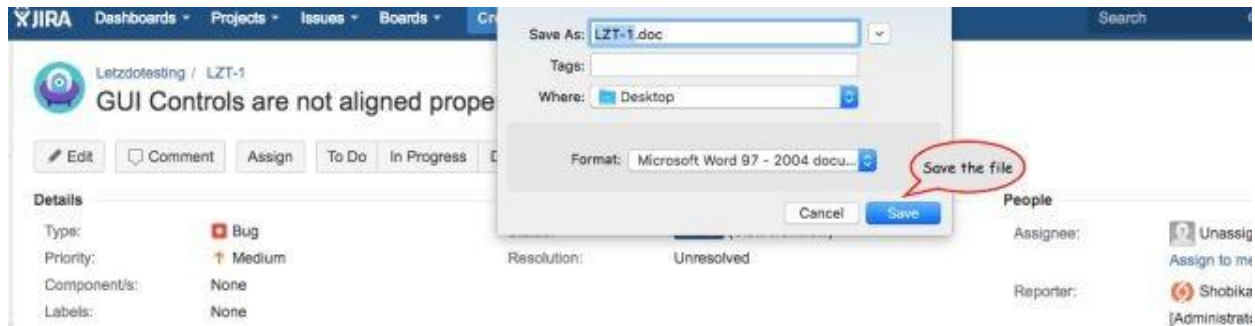
Step 6 : To export an Issue in different format, Click the Export option



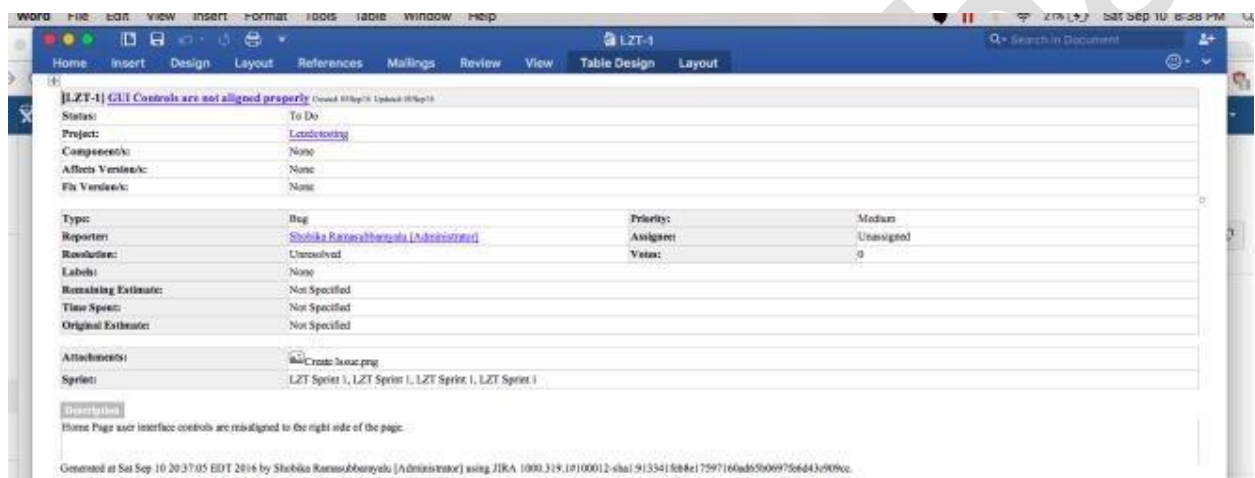
Step 7 : Choose the format for the Export



Step 8 : Choose file name, location, and Save the file



Step 9 : Exported Issue looks like below,

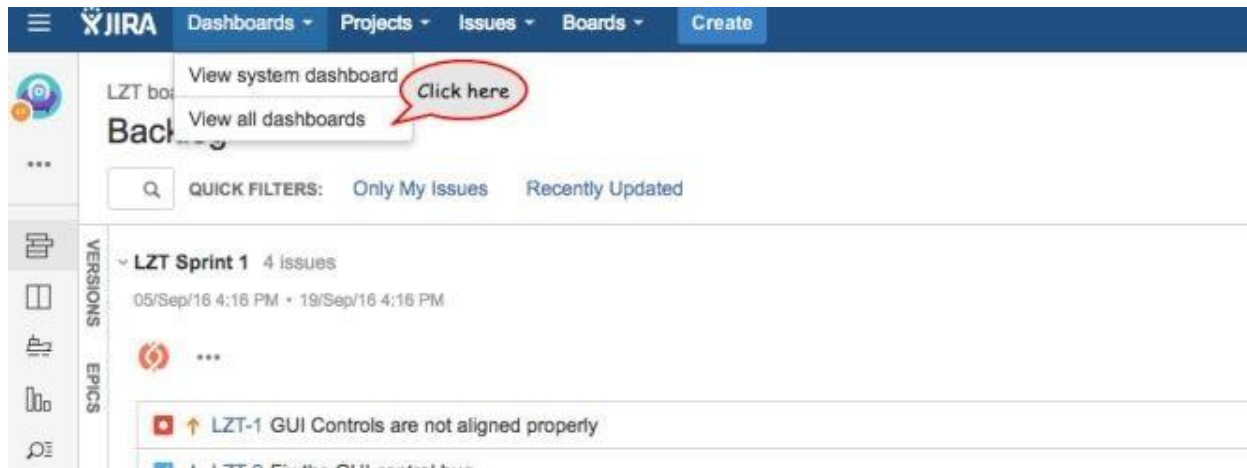


Manage Issues effectively using these different features of JIRA

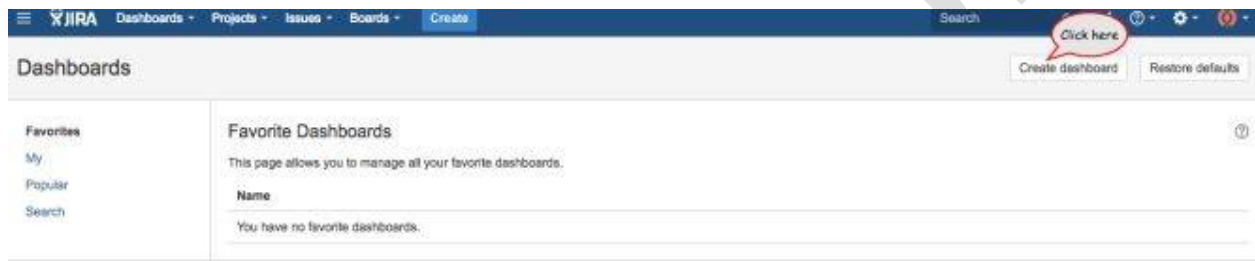
How to create a Dashboard in JIRA?

Dashboards are used to track the issues and projects that you are working on. It will also be used to prioritize the work.

Step 1 : Click Dashboard in the top bar menu and select View all Dashboard option



Step 2 : Click **Create Dashboard**



Step 3 : In the next window,

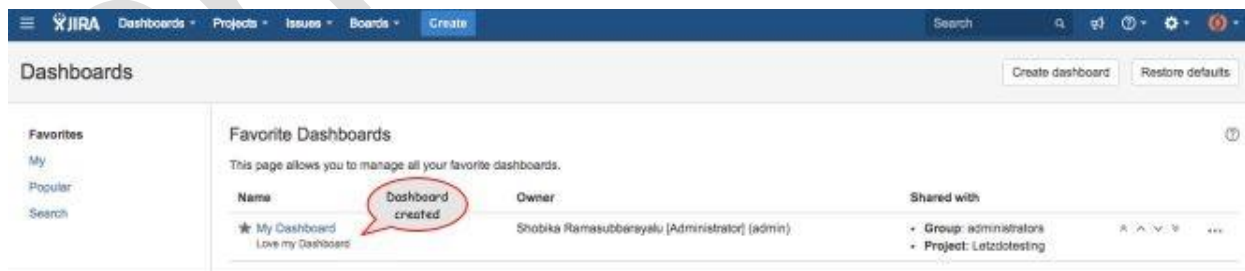
Create dashboard

The screenshot shows the 'Create dashboard' form in JIRA. It includes fields for Name, Description, Start from, Favorite, and Shared with. A red circle with the number 1 is around the 'Name' field, which contains 'My Dashboard'. A red circle with the number 2 is around the 'Description' field, which contains 'Love my Dashboard'. A red circle with the number 3 is around the 'Favorite' checkbox, which is checked. A red circle with the number 4 is around the 'Shared with' section, which shows 'Group: administrators' and 'Project: Letzdotesting'. Below the 'Shared with' section, there are dropdown menus for 'Project' (set to 'Letzdotesting') and 'All' (set to 'All'). A red circle with the text 'Click here' is around the 'Create' button.

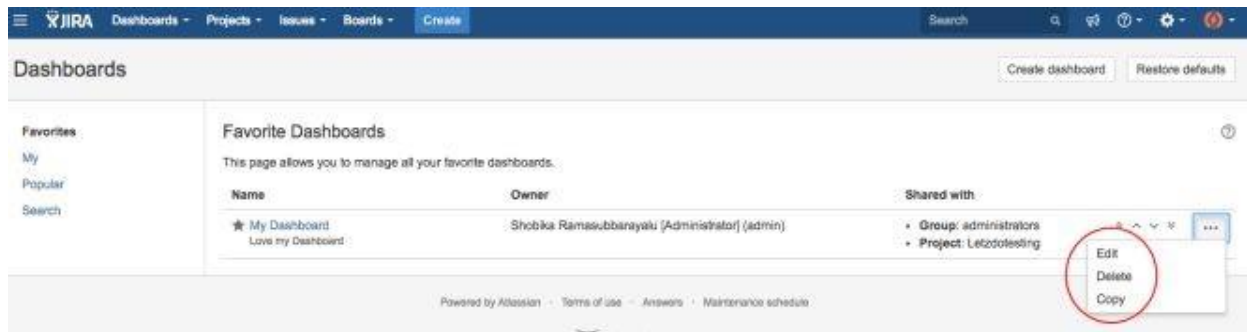
1. Enter Name of the Dashboard
2. Enter Description
3. Set Favorite option
4. Share Dashboard with groups and project members

Once all the information is entered, Click **Create**

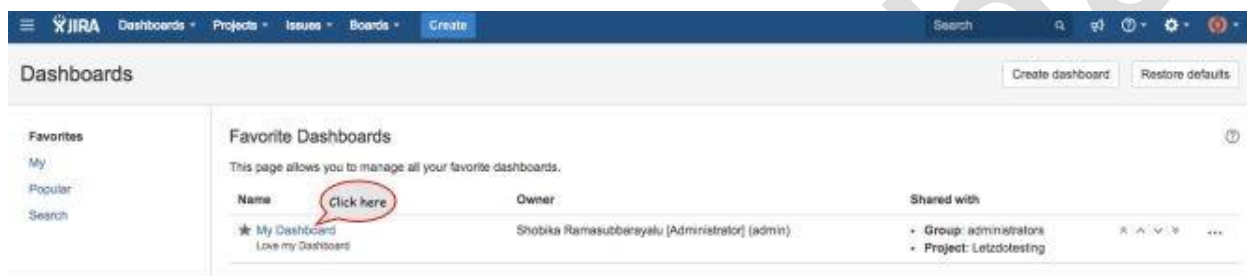
Step 4 : Dashboard created successfully



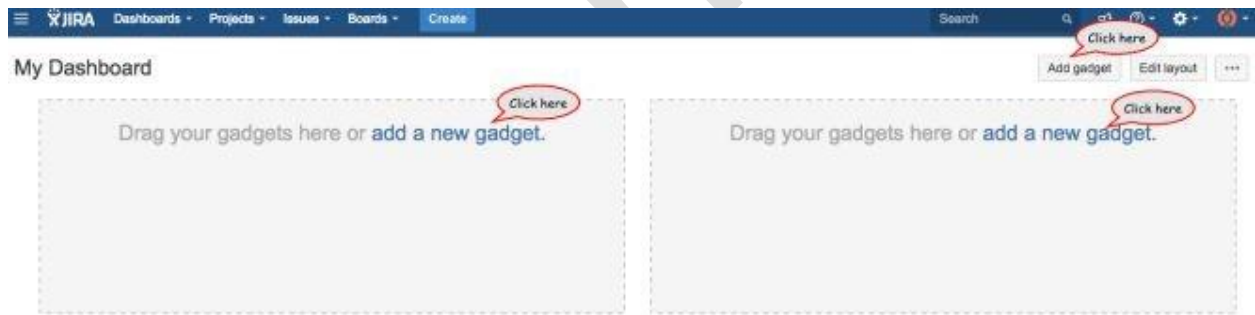
Step 5 : Edit or delete Dashboard by clicking **Edit** or **Delete** option



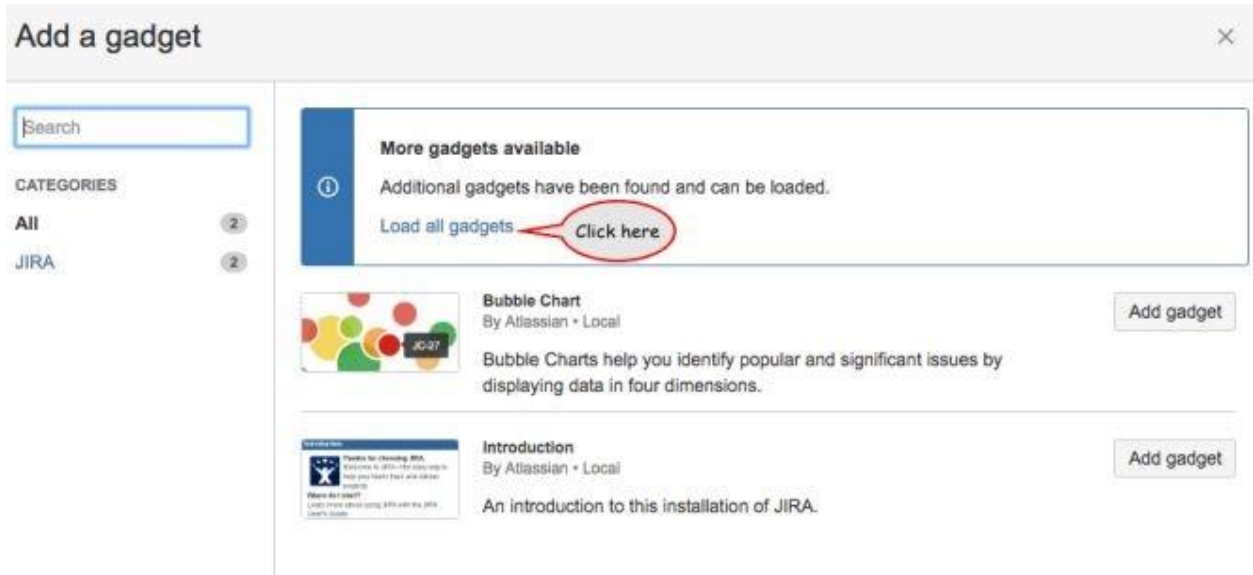
Step 6 : Click Dashboard Name to Add gadgets



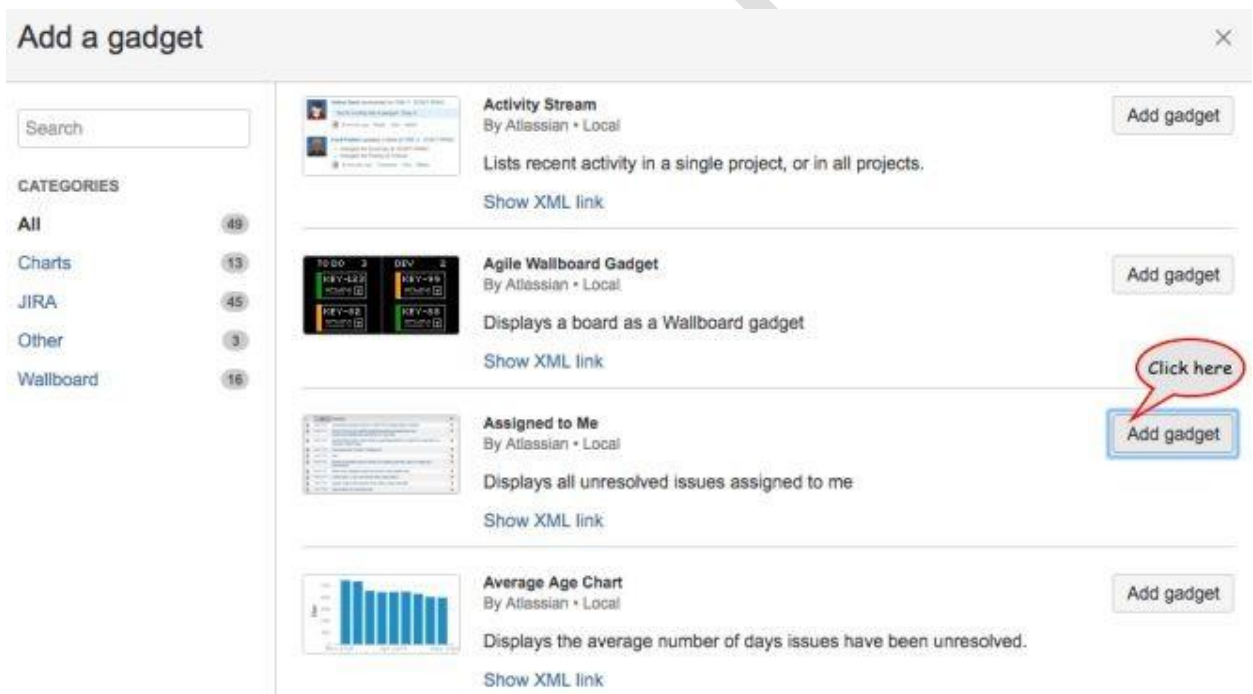
Step 7 : Click any **Add gadget** option to add gadgets to the Dashboard



Step 8 : Click Load all gadgets link



Step 9 : Click **Add gadget** to any gadget that you want to show up on your Dashboard



Step 10 : My Dashboard created with gadgets successfully

The screenshot shows the JIRA 'My Dashboard' with two gadgets. The 'Assigned to Me' gadget lists three issues: LZT-4 (GUI Design for Letzdotesting Web project), LZT-3 (Investigation about the Web Design), and LZT-2 (Fix the GUI control bug). The 'Days Remaining in Sprint Gadget' shows 'LZT Sprint 1' with a large green '5' indicating '5 Days Remaining'.

Step 11 : Edit a gadget by clicking the Ellipsis button (three dots) and choose Edit. Customize the top bar colors by selecting colors.

This screenshot shows the 'Assigned to Me' gadget with a context menu open. The menu options are: Maximize, Minimize, a color selection bar (with red selected), Delete, and Edit. The gadget's title bar is highlighted in red.

Note : Re-arrange the gadgets position by dragging and dropping

Track issues with your *My Dashboard* to work and prioritize effectively

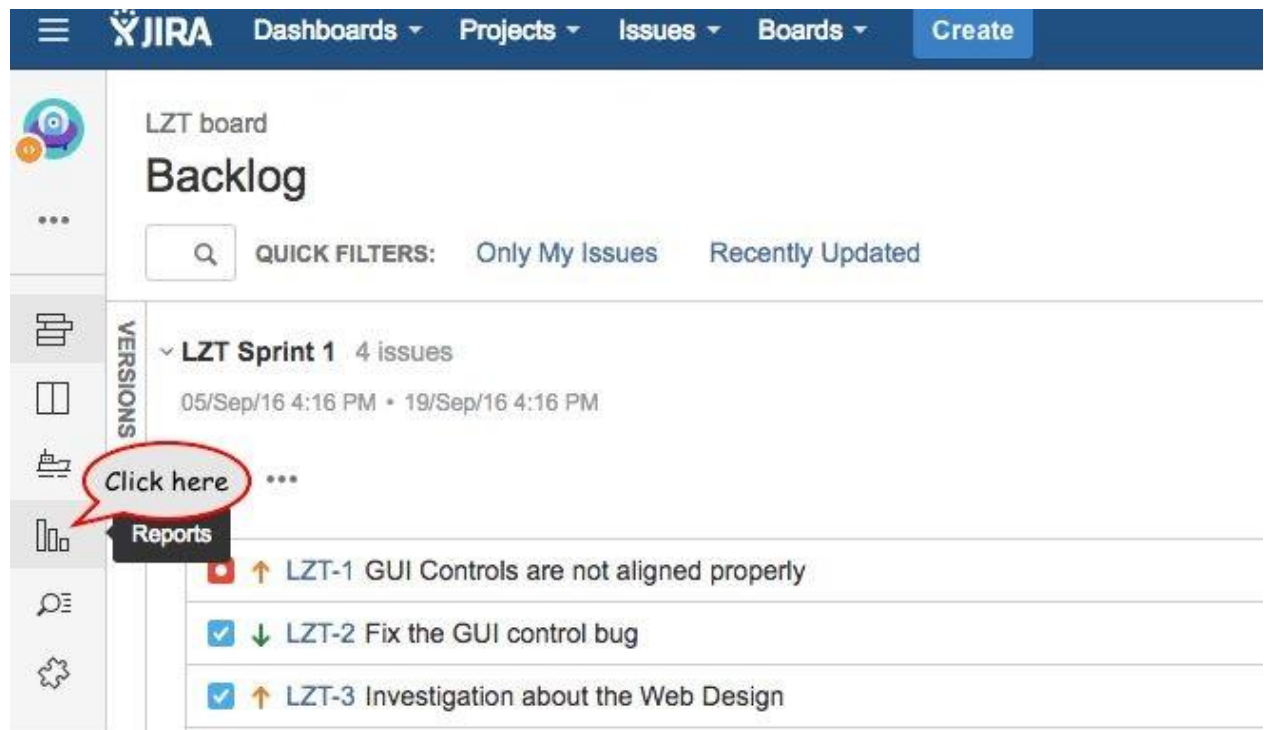
How to generate Reports in JIRA?

Reports are used to track the progress of the issues effectively.

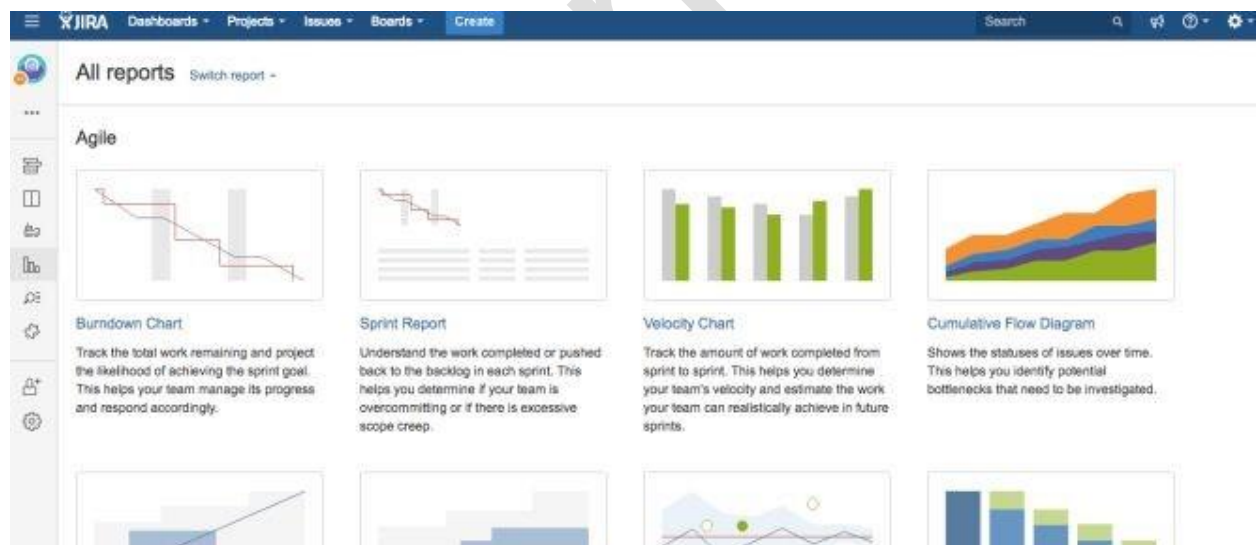
Step 1 : Select the project



Step 2 : Click Reports option in the side bar.



Step 3 : Select the report that you want to generate the report for.



Step 4 : Click Switch Report option to View different formats of Reports that can be generated using JIRA.



Step 5 : Scroll down to view different forms of reporting option available. Select Pie chart (I love Pie charts 😊)



Step 6 : In the next window, Select the statistic type and click Next

Configure - Pie Chart Report

Report: Pie Chart Report

Description:

Shows a pie chart of issues for a project/filter grouped by a specified field. This helps you see the b

Project or Saved Filter [Letzdotesting Change Filter or Project...](#)

Project or saved filter to use as **Select Type** graph.

Click here **Statistic Type** 

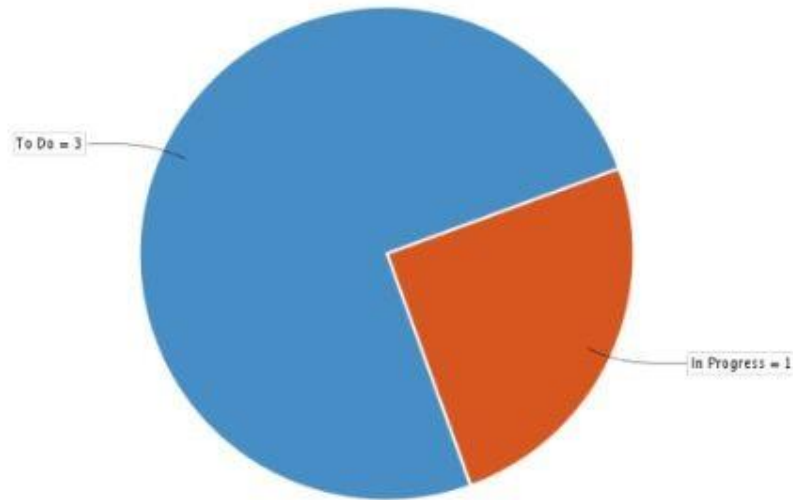
Select which type of statistic to display for this filter

Step 7 : Pie chart report generated successfully based on the Project Issue types statuses.

Pie Chart Report

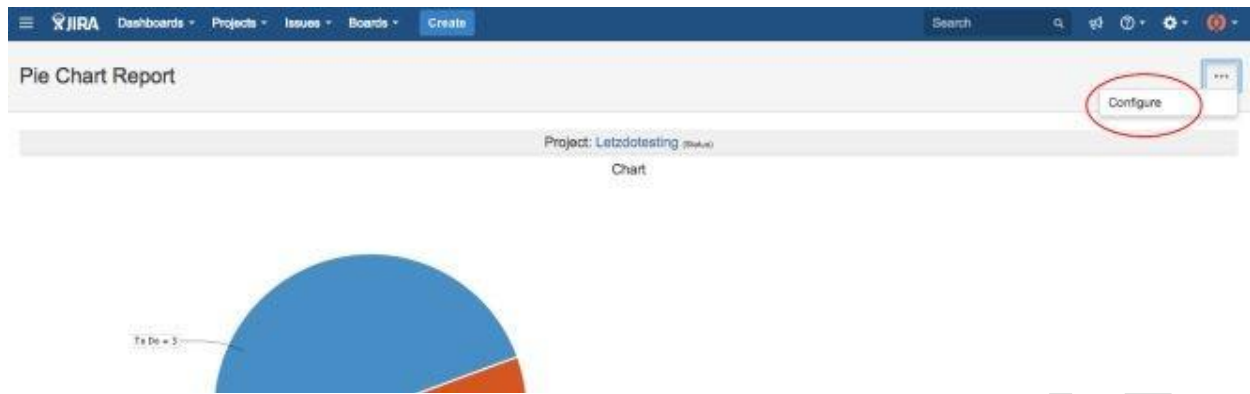
Project: [Letzdotesting](#) (Status)

Chart



Data Table		
	Issues	%
To Do	3	75%
In Progress	1	25%

Step 8 : To **Configure** Report with new statistic type, Click Ellipsis button (three dots) and Select configure option to update the value of the Pie chart report.



Reports can be used for presentation to show stakeholders about the project's status and progress.