[Skip to main content](https://support.atlassian.com/jira-software-cloud/docs/mapping-csv-data-to-jira-fields/#maincontent)

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The ticket attachments panel is currently unavailable and customers may receive a ‘Something went wrong!’ error message despite successfully uploading ticket attachments.

We are working to resolve these UX issues, and Atlassian Support is available if you need assistance.

1. [Atlassian Support](https://support.atlassian.com/)
2. [Jira Software](https://support.atlassian.com/jira-software-cloud)
3. [Resources](https://support.atlassian.com/jira-software-cloud/resources/)
4. [Set up Jira Cloud](https://support.atlassian.com/jira-software-cloud/docs/set-up-jira-cloud/)
5. [Import data into Jira](https://support.atlassian.com/jira-software-cloud/docs/import-data-into-jira/)

[Cloud](https://support.atlassian.com/jira-software-cloud)

Data Center

We’re updating our terminology in Jira

The [term ‘project’ will soon be replaced with 'space'](https://community.atlassian.com/forums/Jira-articles/More-on-the-move-from-Jira-Projects-to-Spaces/ba-p/3085938). You may notice some inconsistencies while we make this change.

Map CSV data to Jira fields

In the [new import experience](https://support.atlassian.com/jira-software-cloud/docs/import-data-to-a-software-project-using-a-csv-file/), you can connect the information from the columns in your CSV to work item fields in Jira by mapping the information. This allows you to customize how the data is presented and organized in your Jira space.

You need to be an organization, site, or Jira administrator to use the new import experience.

In addition to administrators, users with permission to create team-managed spaces can create and import data into team-managed business spaces but won’t be able to move users. Instead, user fields in the new space will be unassigned and user tags in comments will appear as plain text.

[Read about Jira’s global permissions](https://confluence.atlassian.com/adminjiracloud/managing-global-permissions-776636359.html)

Import dates and times

To import date and time data in Jira, select **Date time format options**, adjust the date and time formats to match the CSV file, and specify the date format used in the file using [Java SimpleDateFormat](http://docs.oracle.com/javase/6/docs/api/java/text/SimpleDateFormat.html) syntax. Jira will read the dates and times based on the language and region preferences provided in the CSV file.

Map columns to fields

When [importing data into Jira using a CSV file](https://support.atlassian.com/jira-software-cloud/docs/import-data-to-a-software-project-using-a-csv-file/), each row of data from the CSV file will be imported as a work item into your new business, service, or software space. In the **Map space fields** screen, all the column headers from the CSV file are listed.

If you import data from one of the listed apps or upload a [configuration file](https://support.atlassian.com/jira-software-cloud/docs/use-a-configuration-file-for-project-imports/) to the import, some of the data from your CSV file will be mapped automatically. Make sure to double-check that the columns are mapped correctly. You will need to map the remaining columns from the CSV file to Jira fields.

To map CSV columns to Jira fields:

1. Select the dropdown next to the CSV column you want to map and choose an existing field or create a custom field.
2. You can establish linked relationships between work items by selecting a link type under **Map to a link type**in the**Jira fields** dropdown.
3. If you want to exclude a column from import, uncheck the **Include in import** checkbox.

* Summary is a required field in Jira. This field usually contains the task name or an overview of a task. Make sure to map the summary field to a CSV column to proceed with the import
* Columns that aren’t mapped will be automatically excluded from import.

**Linking work items**

You can link work items to show dependencies and related work in Jira. You can set link types, such as **blocks**, **is blocked by**, **clones**, **is cloned by**, **duplicates**, **is duplicated by**, and **relates to** while mapping data from your CSV file to fields in Jira.

To establish linked relationships between work items, select a link type under **Map to a link type**in the**Jira fields**dropdown.

To import linked relationships, make sure to map a CSV column to work item ID field n Jira. This is a required field if you want to import work item links.

**Establishing work types**

To import work types, you must map a column from the CSV file to **work type** field in the **Map space fields** screen. If you’d like to establish hierarchy levels, map columns to **work item ID** and **parent** fields in addition to the **work type** field. The work item ID and parent information helps bring in the “parent” and “child” relationships among work items. The values within the column mapped to the **work type** field can be [mapped to specific Jira work types](https://support.atlassian.com/jira-software-cloud/docs/map-column-data-to-issue-types/) in the next screen (**Map values to work types**).

Make sure to map the right columns to **work item ID**, **parent**, and **work type** fields. This information will establish the structure of your space.

Custom fields

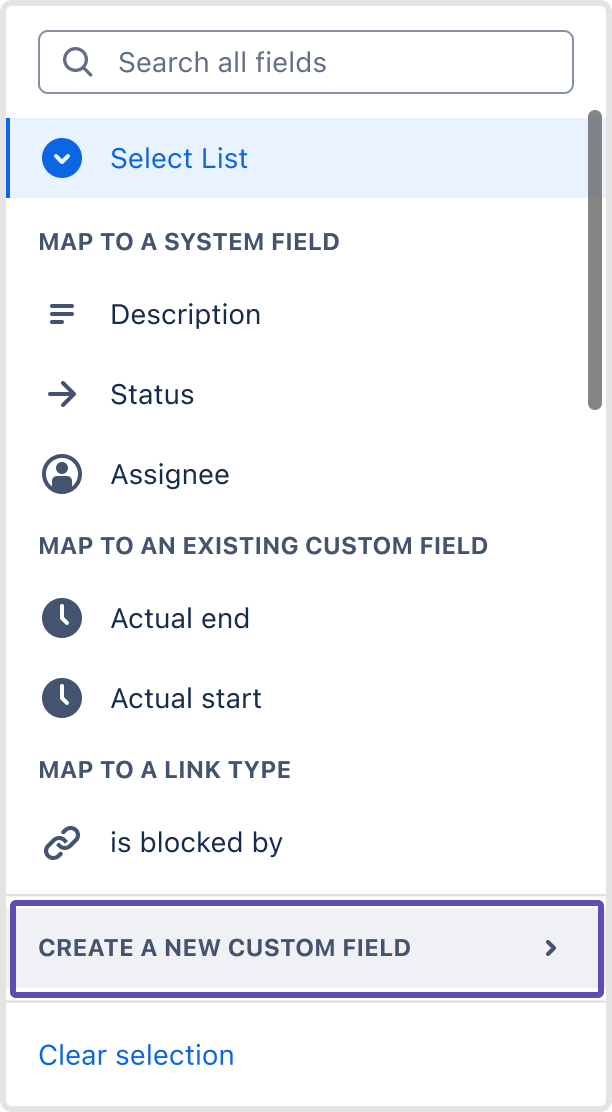
Use custom fields in Jira to track and manage additional information specific to your team or organization's needs.

Jira provides a set of standard fields that can be used for most purposes, but custom fields allow you to capture and report on data that is unique to your workflow or business processes. Custom fields can be created for various types of data, such as text, numbers, dates, and dropdown lists, and can be added to screens, work types, and spaces as needed. With custom fields, you can enhance your instance's flexibility and tailor it to your team's requirements, improving data accuracy and helping you make informed decisions.

**Tips for creating custom fields**

* Limit the number of custom fields in your import.
* Avoid duplicating names of existing custom fields or standard Jira fields.
* Use generic names for custom fields that can be reused in other places e.g., Objective instead of Marketing Objective

Map column data to a custom field



1. Select the dropdown next to the CSV column you want to map to a custom field.
2. From the dropdown, select **Create a new custom field**,then select the field type that best fits with your column field.

A new custom field will be created and will be named the same as the CSV column header.

**Importing to multi-select custom fields**

Your CSV file can contain multiple entries for one multi-select custom field. For example:

Summary,Multi Select,Multi Select,Multi Select

Sample work item,Value 1,Value 2,Value 3

This will populate the multi-select custom field with multiple values.

**Importing cascading select custom fields**

You can import values to a cascading select custom field using the following syntax:

Summary, My Cascading Custom Field

Example Summary, Parent Value -> Child Value

The '->' separator allows you to import the hierarchy.

* When there is no '->' separator, the child value will also be imported as a parent value.
* When there is no parent value before '->' separator, you will see an error. Make sure to add a parent value and restart the import.

System and custom fields in Jira

The following are some helpful tips along with a list of the system fields and custom fields that we currently support in Jira.

|  |  |
| --- | --- |
| **System fields** | **Description** |
| SUMMARY | Maps to Jira Summary field. Supports any text content. |
| DESCRIPTION | Maps to Jira Description field. Supports any text content. |
| ENVIRONMENT | Maps to Jira Environment field. Supports any text content. |
| WORK\_TYPE | Maps to Jira work type field. Supports any text content (e.g., Task, Bug, Story) |
| STATUS | Maps to Jira Status field. Supports any text content (e.g., To do, In progress, Done) |
| PRIORITY | Maps to Jira Priority field. Supports any text content. |
| DUE\_DATE | Maps to Jira Date field. Supports any date without the time (e.g., 11/03/2023). |
| LABELS | Maps to Jira Labels field. Supports any text content. |
| COMMENT | Maps to Jira Comment field. Supports any text content along with author and date (e.g., date-time;author;body). |
| STATUS\_CATEGORY | Maps to Jira Status category field. Supports any string content (e.g., ToDo, IN\_Progress, Done) |
| CREATED | Maps to Jira Date time field. Supports any date and time (e.g., 11/03/2023 11:53pm) |
| UPDATED | Maps to Jira Date time field. Supports any date and time. (e.g., 11/03/2023 11:53pm) |
| RESOLUTION | Maps to Jira Date time field. Supports any date without the time (e.g., 11/03/2023). |
| CREATOR | Maps to Jira User field. Supports any user Atlassian account ID. |
| REPORTER | Maps to Jira User field. Supports any user Atlassian account ID. |
| ASSIGNEE | Maps to Jira User field. Supports any user Atlassian account ID. |
| WATCHES | Maps to Jira Watches field. Supports any multi-user field format. |
| WORKLOG | Maps to Jira Worklog field. Supports these formats:   * body;date-time;user;timelogged * date-time;user;timelogged * user;timelogged * timelogged |
| TIME\_ORIGINAL\_ESTIMATE | Maps to Jira Time orignal estimate. Supports any integer values in seconds. Values under 60 seconds will be represented as 0 min. |
| TIME\_REMAINING\_ESTIMATE | Maps to Jira Time remaining estimate. Supports any integer values in seconds. Values under 60 seconds will be represented as 0 min. |
| TIME\_SPENT | Maps to Jira Time time spent. Supports any integer values in seconds. Values under 60 seconds will be represented as 0 min. |
| **Custom fields** | **Description** |
| Text field | Maps to Jira Short text field type. Supports any plain text content. |
| Paragraph | Maps to Jira Paragraph field type. Supports any rich text content. |
| Date | Maps to Jira Date field type. Supports any date without the time (e.g., 11/03/2023). |
| Time stamp | Maps to Jira Date time field type. Supports any date and time (e.g., 11/03/2023 11:53pm). |
| Number | Maps to Jira Number field type. Supports any valid number (e.g., 1234) |
| Labels | Maps to Jira Label field type. Supports any valid string. For multiple labels, make sure to follow the multi-select format where there is a column for each label |
| Dropdown | Maps to Jira Select field type. Supports any valid string and will create an option for all unique values in the column. |
| Multi-select | Maps to Jira Multi-select field type. make sure to follow the multi-select format below where there is a column for each value in the CSV. |
| Select list | Maps to Jira cascading select field type. Supports parent -> child format |
| Multi-user picker | Maps to Jira multi-user field type. To support multiple users, make sure to follow the multi-select format below where there is a column for each user in the CSV. Make sure the value is either an Atlassian account ID or email. |
| User picker | Maps to Jira user field type. Make sure the value is an email. |
| Checkbox | Maps to Jira multi-checkbox field type. Make sure it follows the multi-select format below where there is a column for each value of the field. |
| URL | Maps to Jira URL field type. Make sure the value is a valid URL. |
| Radio | Maps to Jira Radio button field type. Supports any valid string and will create an option for all unique values in the column. |

**Mapping Airtable fields to Jira fields**

Here’s how your Airtable fields will be mapped to Jira fields:

Fields listed here will be automatically mapped during import. If you’d like to import fields that aren’t listed here, manually map them to add them to your Jira space.

|  |  |
| --- | --- |
| **Airtable fields** | **Jira fields** |
| Name | Summary |
| Status | Status |
| Priority | Priority |
| Start date | Start date |
| Assignee | Assignee |
| URL | URL (Jira custom field - URL) |

**Mapping Azure DevOps fields to Jira fields**

Here’s how your Azure DevOps fields will be mapped to Jira fields:

Fields listed here will be automatically mapped during import. If you’d like to import fields that aren’t listed here, manually map them to add them to your Jira space.

|  |  |
| --- | --- |
| **Azure DevOps fields** | **Jira fields** |
| Work item type | work type |
| Title | Summary |
| Assigned to | Assignee |
| State | Status |
| Tags | Labels |

**Mapping GitHub fields to Jira fields**

Here’s how your GitHub fields will be mapped to Jira fields:

Fields listed here will be automatically mapped during import. If you’d like to import fields that aren’t listed here, manually map them to add them to your Jira space.

|  |  |
| --- | --- |
| **GitHub fields** | **Jira fields** |
| Title | Summary |
| Assignees | Assignee |
| Status | Status |
| Priority | Priority |
| Estimate | Story point estimate in software spaces  Estimate (Jira Custom field in business spaces - number) |
| Size | Size (Jira custom text field) |
| Label | Label |
| Reviewers | Watchers |
| Start date | Start date |
| End date | Due date |

**Mapping GitLab fields to Jira fields**

Here’s how your GitLab fields will be mapped to Jira fields:

Fields listed here will be automatically mapped during import. If you’d like to import fields that aren’t listed here, manually map them to add them to your Jira space.

|  |  |
| --- | --- |
| **GitLab fields** | **Jira fields** |
| Title | Summary |
| Description | Description |
| URL | URL (Jira custom field - URL) |
| State | Status |
| Author username | Reporter |
| Assignee username | Assignee |
| Due date | Due date |
| Created at | Created |
| Updated at | Updated |
| Weight | Story point estimate in software spaces  Weight (Jira custom field in business spaces - number) |
| Label | Label |
| Time estimate | Original estimate |
| Time spent | Time spent |

**Mapping Linear fields to Jira fields**

Here’s how your Linear fields will be mapped to Jira fields:

Fields listed here will be automatically mapped during import. If you’d like to import fields that aren’t listed here, manually map them to add them to your Jira space.

|  |  |
| --- | --- |
| **Linear fields** | **Jira fields** |
| Title | Summary |
| Description | Description |
| Status | Status |
| Priority | Priority |
| Creator | Reporter |
| Assignee | Assignee |
| Label | Label |
| Created | Created |
| Updated | Updated |
| Started | Start date |
| Due date | Due date |
| Completed | Resolved |

**Mapping Notion fields to Jira fields**

Here’s how your Notion fields will be mapped to Jira fields:

Fields listed here will be automatically mapped during import. If you’d like to import fields that aren’t listed here, manually map them to add them to your Jira space.

|  |  |
| --- | --- |
| **Notion fields** | **Jira fields** |
| Task name | Summary |
| Notes | Description |
| State | Status |
| Priority | Priority |
| Assignee | Assignee |
| Start date | Start date |
| Due | Due date |
| Progress | Progress (Jira custom field - text) |
| End date | Resolved |
| Category | Category in business spaces  Category (Jira custom field in software spaces - single select) |
| Tags | Label |

**Mapping Smartsheet fields to Jira fields**

Here’s how your Smartsheet fields will be mapped to Jira fields:

Fields listed here will be automatically mapped during import. If you’d like to import fields that aren’t listed here, manually map them to add them to your Jira space.

|  |  |
| --- | --- |
| **Smartsheet fields** | **Jira fields** |
| Name/Task name/Story | Summary |
| Description/Notes | Description |
| Type | Work type |
| Status | Status |
| Priority | Priority |
| Created date | Created |
| Modified | Updated |
| Assigned to | Assignee |
| Start date | Start date |
| End date | Due date |
| At risk | At risk (Jira custom field - single select) |
| Created by | Reporter |
| Approved by | Approved by (Jira custom field - user picker) |
| Modified by | Modified by (Jira custom field - user picker) |
| Department | Department (Jira custom field - single select) |
| Category | Category in business spaces  Category (Jira custom field in software spaces - single select) |
| Approval status | Approval status (Jira custom field - single select) |
| Budget | Budget (Jira custom field - text) |
| Variance/Actual variance | Variance/Actual variance (Jira custom field - text) |
| % Allocation | % Allocation (Jira custom field - number) |
| % Completion/% Complete | % Completion/% Complete (Jira custom field - number) |
| Duration | Duration (Jira custom field - text) |
| Predecessors | Predecessors (Jira custom field - text) |
| Target start date | Target start date (Jira custom field - date) |
| Target end date | Target end date (Jira custom field - date) |
| Schedule delta | Schedule delta (Jira custom field - number) |
| Actuals | Actuals (Jira custom field - text) |
| Manager | Manager (Jira custom field - user picker) |
| Active | Active (Jira custom field - single select) |
| Days of work | Days of work (Jira custom field - number) |
| Sprint | Sprint (Jira custom field in business spaces- single select)  Sprint in software spaces |
| Story points | Story points (Jira custom field in business spaces - number)  Story points in software spaces |
| Points capacity | Points capacity (Jira custom field - number) |
| Points availability | Points availability (Jira custom field - number) |
| Comments | Comments |

**Mapping Wrike fields to Jira fields**

Here’s how your Wrike fields will be mapped to Jira fields:

Fields listed here will be automatically mapped during import. If you’d like to import fields that aren’t listed here, manually map them to add them to your Jira space.

|  |  |
| --- | --- |
| **Wrike fields** | **Jira fields** |
| Title | Summary |
| Description | Description |
| Status | Status |
| Priority | Priority |
| Assigned to | Assignee |
| Start date | Start date |
| End date | Due date |
| Budget | Budget (Jira custom field - text) |
| Impact | Impact (Jira custom field - single select) |

**Mapping YouTrack fields to Jira fields**

Here’s how your YouTrack fields will be mapped to Jira fields:

Fields listed here will be automatically mapped during import. If you’d like to import fields that aren’t listed here, manually map them to add them to your Jira space.

|  |  |
| --- | --- |
| **YouTrack fields** | **Jira fields** |
| Summary | Summary |
| Description | Description |
| Issue type | Work type |
| State | Status |
| Priority | Priority |
| Assignee | Assignee |
| Reporter | Reporter |
| Tags | Label |
| Created | Created |
| Updated | Updated |
| Resolved | Resolved |

**Character limits**

Jira has character limits for certain fields. Any data that exceeds the limit will be trimmed and excluded from the import. By keeping these character limits in mind when importing data, you can ensure that your information is accurately and completely represented in your space.

The following are the character counts for each field type.

|  |  |
| --- | --- |
| **Jira Fields** | **Character limit** |
| Summary | 255 |
| Description, Environment | 30k |
| Work Type | 60 |
| Status | 60 |
| Priority | 60 |
| Resolution | 60 |
| Labels | 255 |
| Text Field | 255 |
| Text Area | 30k |
| Custom Fields | 255 |

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