



# How to request Jira and Confluence access?

Step-by-step description

## Contents

<b>1</b>	<b><i>Document history</i></b> .....	<b>2</b>
<b>2</b>	<b><i>Requesting access</i></b> .....	<b>3</b>
2.1	Requesting access for Jira .....	3
2.2	Requesting access for Confluence .....	4
2.3	Request rights in the applications .....	5
2.4	Account suspension and how to re-activate suspended accounts.....	5
<b>3</b>	<b><i>Assigning rights as a project administrator in Jira</i></b> .....	<b>6</b>

# 1 Document history

Document owner		Approver	
Marc Siekmann		Stefan Bünemann	
Version	Modifications	Editor(s)	Date
1.0	Initial version	Marc Richter, Stephen Said	12.02.2019
1.1	Changed description of bulk-request.	Stephen Said	07.05.2019
1.2	Changed link to Bulk-Upload Tool General refinement	Marc Richter	08.04.2020
1.3	<ul style="list-style-type: none"><li>Added account retention policy note</li><li>Added info on how to reactivate suspended accounts</li><li>Updated Confluence access request procedure</li></ul>	Marc Richter	13.11.2020
1.4	<ul style="list-style-type: none"><li>Added changed Confluence registration procedure</li></ul>	Marc Richter	30.04.2021
1.5	<ul style="list-style-type: none"><li>Changed Document owner to Marc Siekmann</li></ul>	Marc Richter	10.06.2021

## 2 Requesting access

The following steps are to be performed in order to request access for yourself or for your project team.

In a nutshell, each user is first to be added to a tool-specific AD-group prior to being able to login and only then receiving permissions on projects.

**Important:** external users require a Henkel ID including (VPN-)connectivity to corporate Henkel network in order to be granted access and use the service.

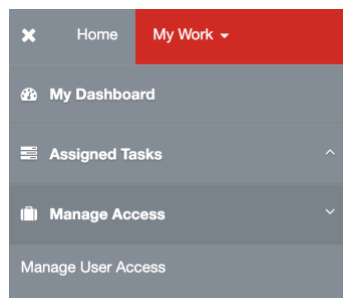
Please see the myID support page for further information on this: [Manage External Contractors](#)

### 2.1 Requesting access for Jira

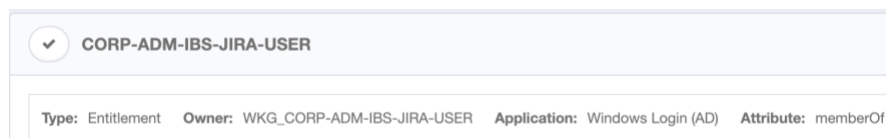
- **Step 1: Request access to the AD-group**

- **Alternative 1: myID (for individual access)**

1. Open [myID](#) in your browser and select *Menu > Manage access > Manage user access*.



2. Select relevant user(s) by searching for his/her Henkel ID.  
If you request it for yourself, select your personal id.
3. Move to 2., search for the item *CORP-ADM-IBS-JIRA-USER* and select it.  
This is the AD-group.

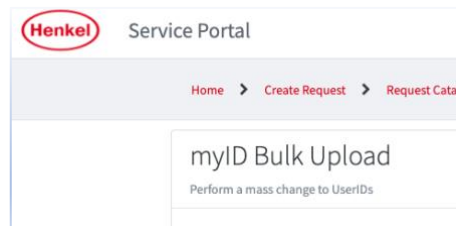


4. Submit the request.

- **Alternative 2: ITSC bulk upload (for >= 10 users)**

**Important: This process works only for at least 10 users.**

1. Open [myID bulk upload](#) in your browser.



2. This page explains the required steps in great detail. If anything is unclear, please get in touch with "[Identity- & Request Management](#)" Team.

- **Step 2: Initial login**

After AD-access has been granted to a user, the requestor will receive an auto-generated e-mail from myID.

In case somebody has performed step 1 on your behalf, he / she will receive this notification.

The subsequent steps are mandatory for each individual user to finish the account activation and cannot be performed centrally.

1. Open <https://jira.henkelgroup.net> in your browser.
2. Login with Henkel ID (windows login) and password.  
Even though there is not much to see for you yet, **this step is required** in order to make your user account available in Jira for additional permission and/or group configuration.  
In case step 1 has not been completed successfully, the user is just not available for anything in the application.

## 2.2 Requesting access for Confluence

To register for Confluence, the same steps as outlined in section 2.1 for requesting access to Jira apply for requesting access to Confluence as well, with only two minor differences:

1. Instead of signing up for a group membership of *CORP-ADM-IBS-JIRA-USER*, the AD-group *CORP-ADM-IBS-CONFLUENCE-USER* must be requested.
2. Instead of initially logging in to Jira at <https://jira.henkelgroup.net>, the user must log in to Confluence at <https://confluence.henkelgroup.net>, instead.

## 2.3 Request rights in the applications

The previous step was mandatory to create a local user object in Jira, which can be given rights to projects.

Subsequently, it is distinguished between project-administrator-rights and regular-user-rights.

- **Project administrator - rights**  
Please approach the DevOps-Team.
- **Regular user - rights**  
Please approach your Project-Lead.

## 2.4 Account suspension and how to re-activate suspended accounts

In Jira and Confluence, we pay an annual license fee to operate the service. This is sold in bunches of thousand users.

In Q3 2020, we noticed many inactive accounts in both tools. In order to keep the costs low, we decided to suspend inactive users after a specified amount of time in which they haven't logged in to the applications even once.

Currently, we do not execute these cleanup tasks regularly or on a fixed time plan, but only execute the scripts manually when the count of remaining user licenses comes near a critical value.

We reserve the right to remove users from internal application groups (which permit them to use the applications), which do not login to the tools for a specific amount of time at least once.

The current period is 6 months.

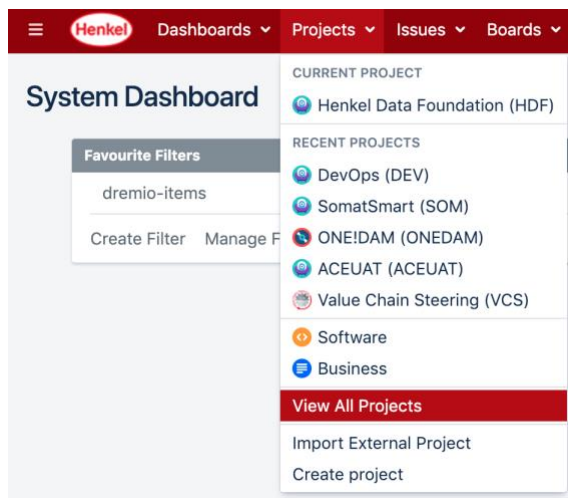
This preserves all settings, data, and even the group memberships and projects role assignments of the suspended users, but they simply can't login to the applications anymore.

In case you want to re-activate a user account for Jira or Confluence (or if you want to first-time activate a user in Confluence), please write a Mail to [devops\\_support@henkel.com](mailto:devops_support@henkel.com), containing which usernames to reactivate and for which of the applications you are requesting this.

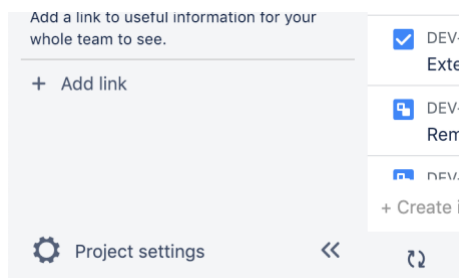
### 3 Assigning rights as a project administrator in Jira

In case you are a project administrator, you can manage the rights of your project team as follows:

1. Open <https://jira.henkelgroup.net> in your browser and login with your Henkel ID (windows login).
2. Open the project overview by selecting [Projects > View All Projects](#).



3. Select the relevant project.
4. Select *Project settings* in the bottom left corner.



5. Select *Users and Roles*.



6. Assign the users to their respective roles.  
Consider also reading Jira's manual on foundations of project administration.  
E.g. [Managing project roles](#).