Assigning an Issue to a New User

Quick Start Guide

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Overview

Jira is a proprietary tool created by Atlassian, offering capabilities for bug tracking, issue tracking, and agile project management. Jira facilitates the management of projects, time, requirements, tasks, bugs, changes, code, tests, releases, and sprints.

In this tool, you can assign an issue/task to users. A task functions as a single to-do work that can be completed by an individual. You can also create teams and projects within the tool and assign task to your team members for a particular task. Your team members can also assign tasks to you within the team in a project.

In this document you will learn how to assign an issue to a new user in Jira.

Prerequisites

- An account on Jira tool of you and the user
- Permission by administrator to view and assign work
- Account information of the new user
- A project created on Jira

Assigning an Issue to a New User

All can assign an issue to a user in Jira.

To assign an issue, you need to follow the steps:

1. Add the new user to a project
   a) On the task bar at the top, select **Projects**.
   b) In the drop-down menu of **Projects**, select the desired project you want the user to be a part of.
   c) Next to **Search Board** tab, select **Add People**. In the **Add People** tab, enter name, email or group of the user.
      As the new user is not a part of the project or team, you need to invite the user to your team project.
   d) In the **Name, email or group search** tab, select **Add team member to Jira**.
   e) On the **Add people to Jira** tab, enter the email address of the user.
      An email notification of invitation is sent to the user. The user has to accept this invitation so that she/he becomes a part of your team project.
2. Assign an issue to the new user
   a) On the task bar, Select **Create**.
   b) On the **Create issue** page, in the **Project** tab, select the desired project.
   c) In **Issue Type** tab, select **Task**.
   d) In **Summary** tab, enter in-short the task you want the user to perform.
      You can also provide information about the task that you want the user to perform by adding the details under Description tab.
   e) In the **Assignee** tab, select your name.
   f) In the **Reporter** tab, select the name of the user.
   g) In the **Priority** tab, select the priority of the task from the drop-down menu.
      The priority drop-down menu has the following options:
      - Highest
      - High
      - Low
      - Lowest
      - Medium
   h) In **Labels** tab, select the label from the drop-down menu.
   i) In **Due Date** tab, select the due date of the project.
      You can also add attachments under the Attachment tab.
   j) In **Start Date** tab, select the start date of the project.
   k) In **Category** tab, select the category from the drop-down menu.
   l) In **Team** tab, select the team you want the user to be a part of.
   m) At the bottom left corner, select **Create**.

   You have assigned an issue to the new user in Jira.

Troubleshooting

The section contains troubleshooting topics related to multiple features.

A user accidentally auto-assigned an issue to themselves

Problem: A user accidentally auto-assigned an issue to themselves via the **a** key.

Solution: Jira's keyboard shortcuts are enabled by default for all users. When an issue is opened on the View Issue page, pressing the **a** key on the keyboard will automatically assign the issue to the user. This occurs because the **a** key is a shortcut for self-assigning issues.

To disable keyboard shorts at the user level, check the link [How to disable shortcuts in Jira.](#)

Frequently Added Questions

How can I assign issues to a user in a different project in Jira?

- To assign an issue to a user in a different project in Jira, check the [How to assign issues to user in different project](#) link. If you still have issues please connect with us through support.com.

Best Practices

(Provide description about the topic)