Jira Support Channel

For enquiries or issues related to API and Gateway, API consumers can raise a Jira Ticket via the Developer External Portal.

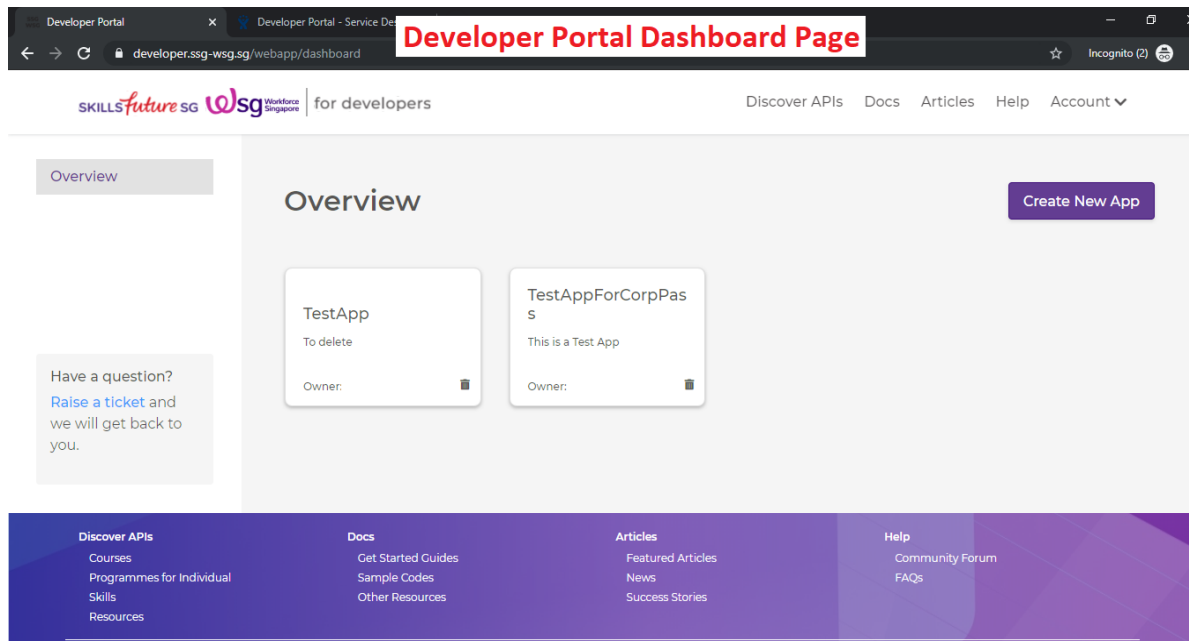1. Login with Corp Pass to access the Developer Portal.

Figure 1: Developer Portal Dashboard Page
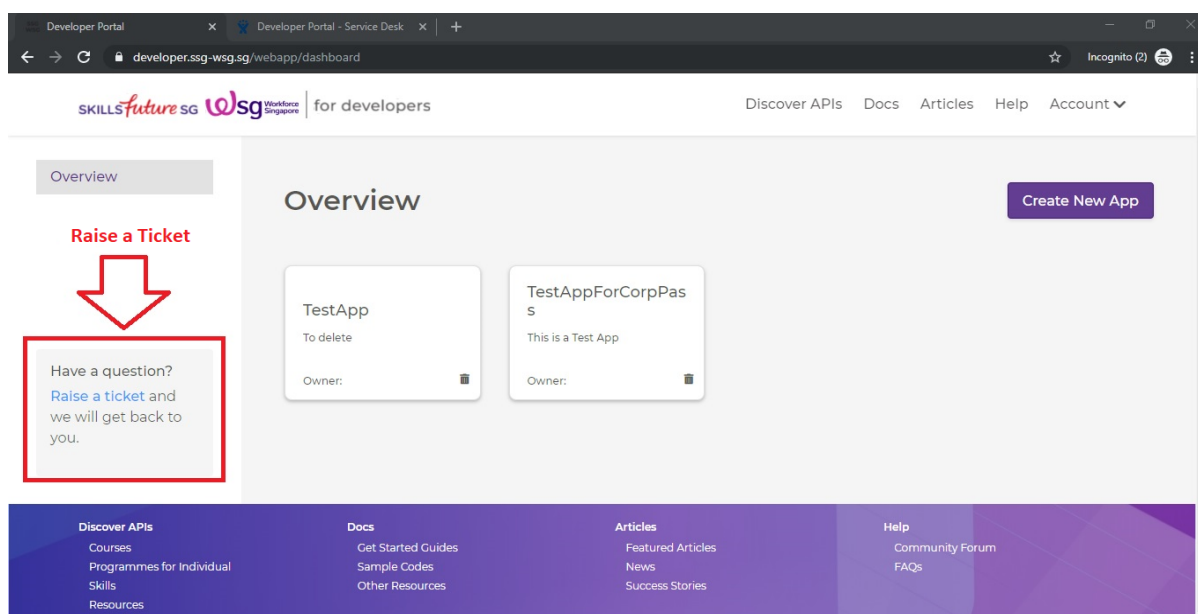
2. Click on the link `Raise a Ticket`.

Figure 2: Raise a Ticket

3. You will be redirected to the `Raise Ticket Page`. Select the category for your request.
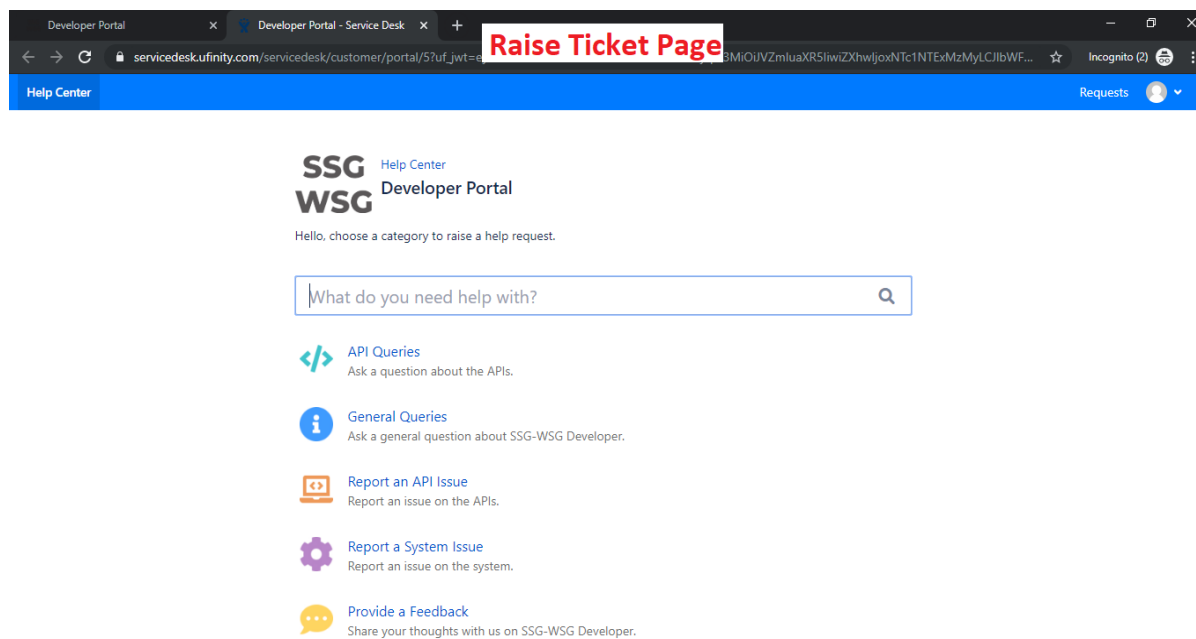

Figure 3: Raise a Ticket Page

4. After you select a category, fill in the request form and click the `Create` button to submit.
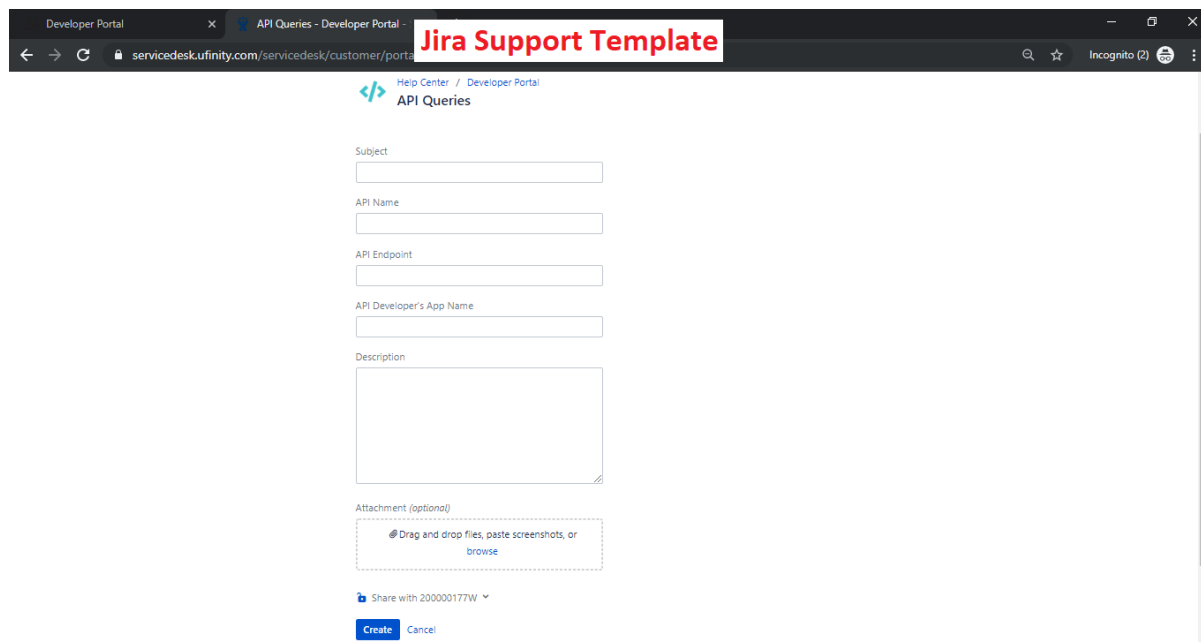

Figure 4: Jira Support Template

5. To check on your submitted requests, go to the `Requests` menu and click `My Requests`.
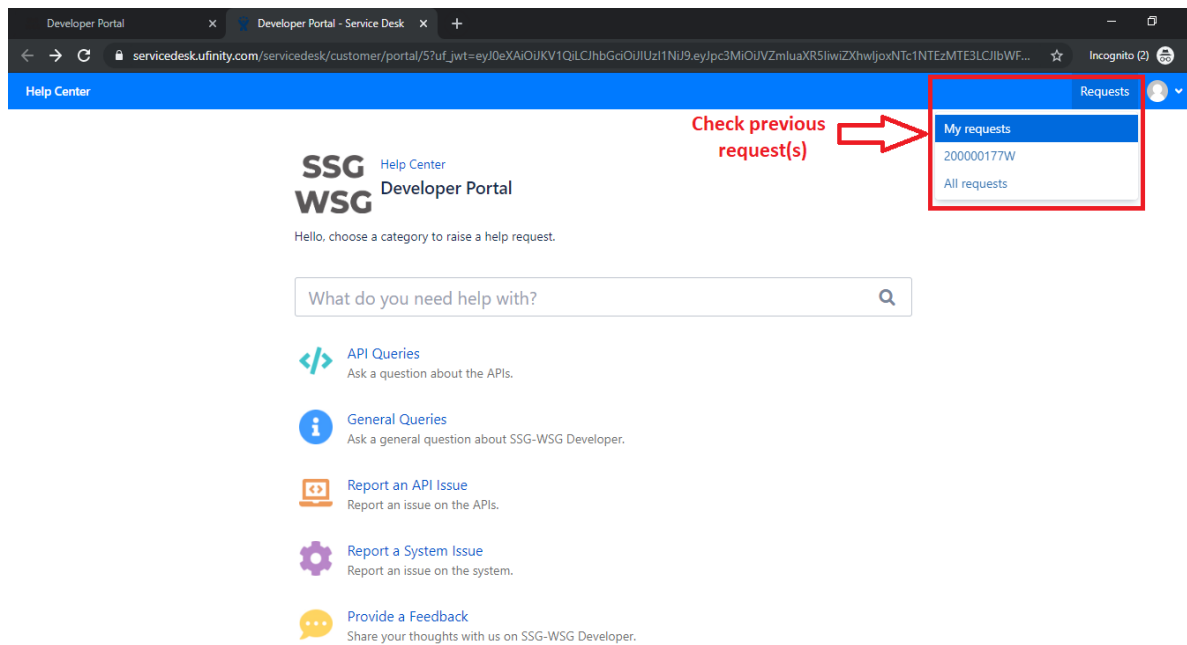

Figure 5: Check Requests
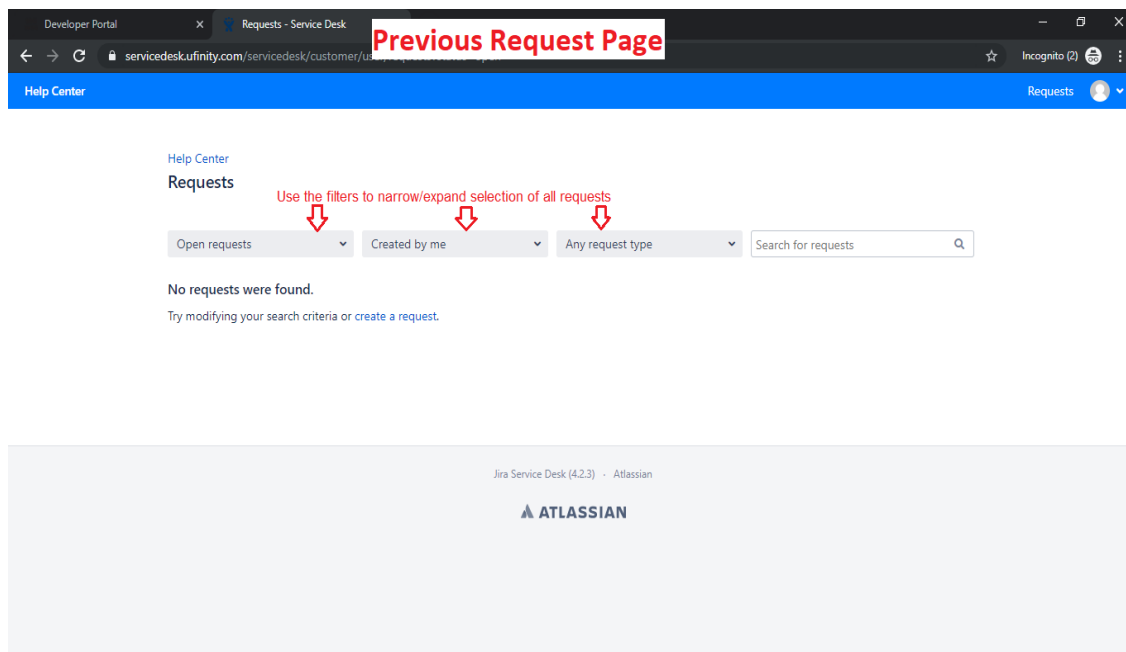
6. You may use the filters to pick the type of result you want to see.

Figure 6: Previous Request Page