A Quick Start Guide to Jira Issues

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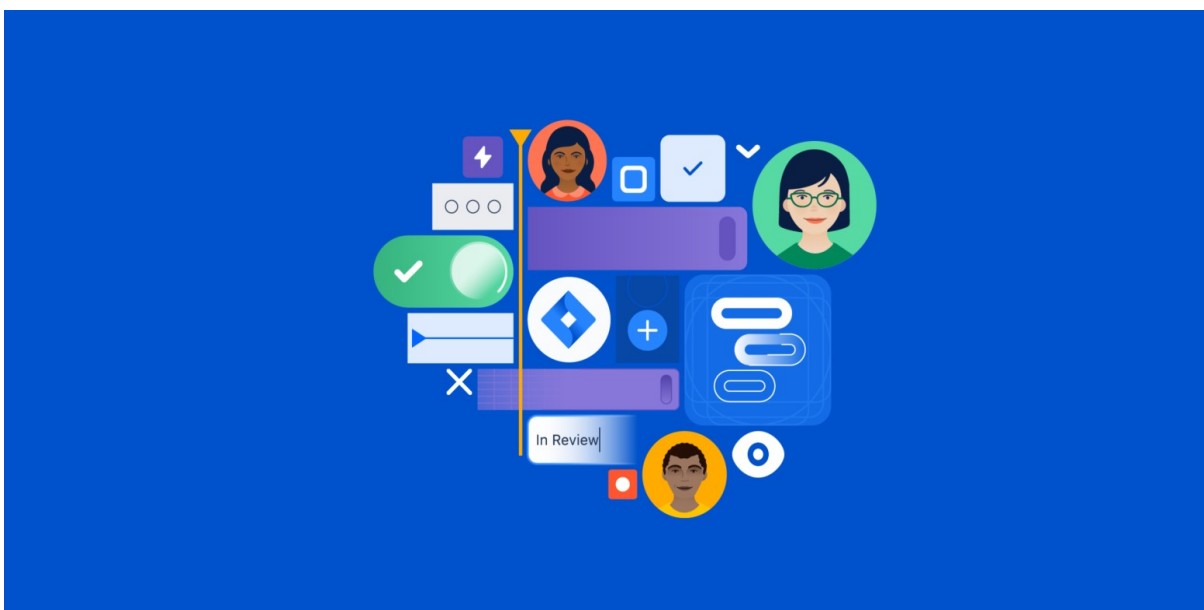
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TRADEMARKS

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Introduction

Jira is an agile project management tool that helps teams track and manage tasks, bugs, and issues through customizable workflows. Jira is based on the concepts of projects, issues, and workflows. Companies can customize agile tools like Kanban and Scrum boards available in Jira to provide transparency and visibility across teams. Custom reports in Jira makes it easier for teams to view and improve their work efficiency. Dashboards in Jira offers critical insights about projects and you can create multiple dashboards for different projects.

Jira allows to automate tasks and process across products, integrations and projects with just a few clicks.

This Quick Start Guide covers the process of assigning an issue to a user and how the user can mark the issue as resolved.

Prerequisites

- Internet connection
- Jira account
- Access to project
- Teams added to project

Core features of Jira

The features of Jira along with the pre-defined workflow makes it easy for teams to collaborate, align on goals, and deliver work in a single platform. The core features of Jira are listed in the table below:

Table 1: Core Features of Jira

| Feature	Description
Boards	Customizable Kanban and Scrum boards to review progress of projects
Project Templates	Customizable templates for your requirements
Reports	Configure reports to analyze team and project performance
Search	Search function to find information at one place
Notifications	Notifications to alert specific team members and stay informed about important updates and changes

Issues in a Jira Project

A Jira project is a collection of issues. An issue helps to track all the tasks, ideas, and discussions related to a project. Every work or task in Jira is logged as an issue. An issue can be one of the following based on the requirements:

•   Story in a Project
•   Task in a Story
•   Sub-Task in a Story
•   Defect or Bug
•   Support Ticket

Workflow in Jira

In Jira, workflow tracks the entire lifecycle of an issue. Issue status represents the stage of an issue at a particular point in a project.
The diagram below shows the issue work flow in a Jira project.
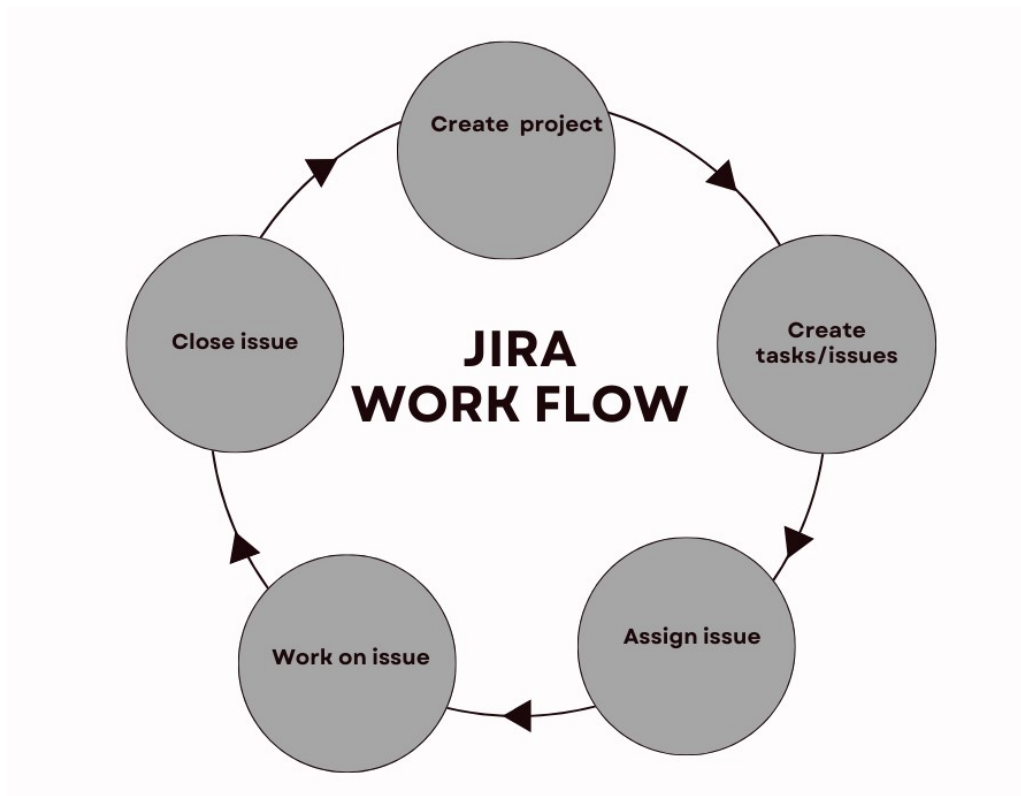
Jira workflow has the following statuses to track an issue in a project:
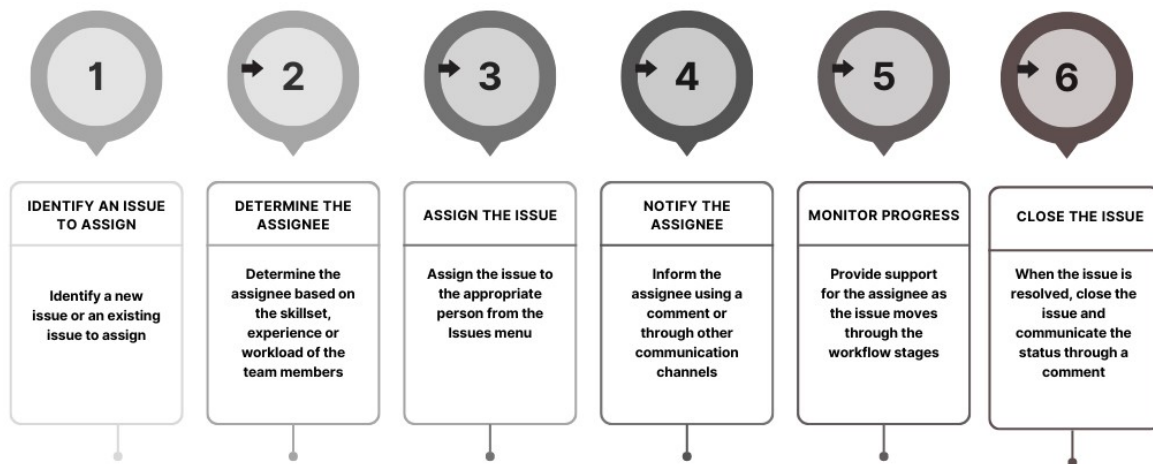
Table 2: Issue Status

Status	Description
Open	The issue is open and ready for the assignee to begin work
In Progress	The assignee has started to work on the issue
Close	Work on the issue is complete

Assigning an issue to a user

In Jira, you can assign issues from one user to another. The issue follows the project workflow defined by your Project Administrator.
The overall process of assigning an issue is explained in the diagram below:

Assigning an issue in Jira

1	2	3	4	5	6
IDENTIFY AN ISSUE TO ASSIGN	**DETERMINE THE ASSIGNEE**	**ASSIGN THE ISSUE**	**NOTIFY THE ASSIGNEE**	**MONITOR PROGRESS**	**CLOSE THE ISSUE**
Identify a new issue or an existing issue to assign	Determine the assignee based on the skillset, experience or workload of the team members	Assign the issue to the appropriate person from the Issues menu	Inform the assignee using a comment or through other communication channels	Provide support for the assignee as the issue moves through the workflow stages	When the issue is resolved, close the issue and communicate the status through a comment

To assign,
1. On the menu bar, click the **Projects** drop-down.
2. Select a project.
   Issues created for the project are displayed.
3. Open an issue.
   The issue details are displayed on the right pane.
4. In the Details section, click the **Assignee** field.
5. From the **Assignee** drop-down menu, select a user.
6. While assigning an issue, you can perform one of the following action:
   - If a user is not on the suggestions list, type the email address of the user.
   - Assign to yourself if you have to work on the issue.
   The issue is assigned to the user.
   You can add a Comment explaining the issue.
7. In the Comment, use @ in front of the assignee's name to notify the assignee about the issue.

Note
- Only users with the correct permissions can assign issues in Jira. If you do not have the required permissions, contact your Jira Administrator.
- You can assign issue to only one user. Customize your workflow to assign issues to multiple users.
- Follow the same process to change the assignee for an issue.

Closing an issue in Jira

After you finish working on the issue, you can close the issue.
The overall process of closing an issue is explained in the diagram below:
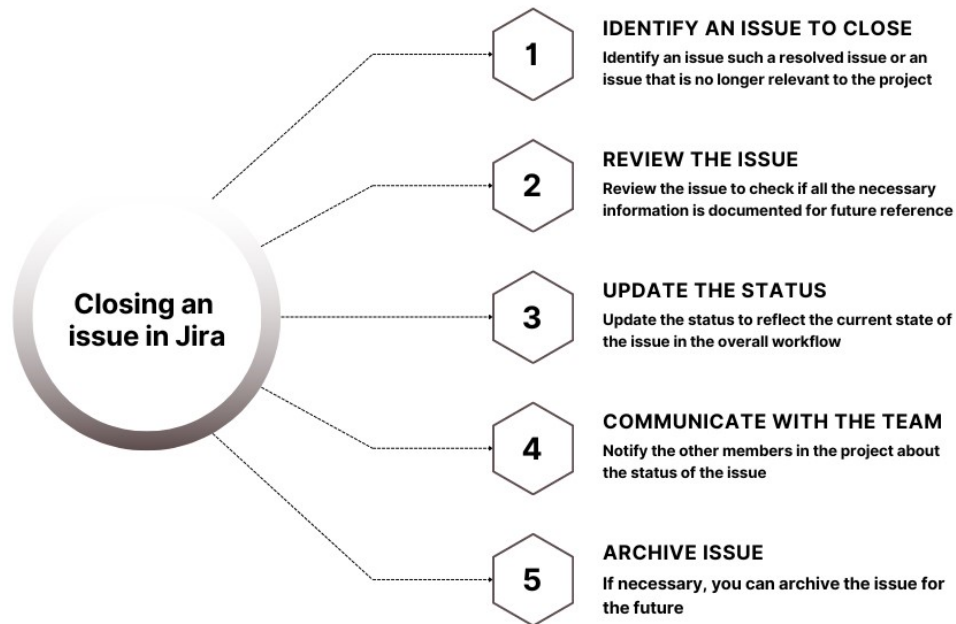
To close,
1. From the list of issues, click on the issue you want to close.
    The issue details are displayed.
2. On the left pane, click the **Status** drop-down and select **Done**.
3. In the Activity section, click on **Comments** to add a comment.
    You can indicate in your comment that the issue is closed.
The issue is closed and reached the end of the workflow.

Note
Before closing an issue, ensure the following:
*   the issue is resolved and no longer a problem
*   the issue is documented in a comment or as an issue description for future reference
*   the issue is tested and no other problems were created while closing the issue

Frequently Asked Questions

Can other team members access my issue?
If your Jira Administrator has given access to other team members, they can view the issue details in a project but they cannot work or update the issue. Only users with relevant permissions can update status or close the issue.

How do I search for an issue?
To search for issues in Jira, click Projects drop-down and select Issues. Use the search bar at the top of the screen to enter your search criteria. You can use keywords, project names, issue types, and other filters to narrow down your search results.

Can I customize the statuses of the issues?
Your Jira Administrator can create a customizable workflow based on your project needs. Only users with Administrator access can define a new status in Jira.

I closed an issue by mistake, can I revert to the previous status of the issue?
If your workflow allows then you can go back to the previous status. Otherwise, you should have Administrator access to create a new transition in the workflow to go back to the previous status.

Can I assign an issue to two people?
No, you cannot assign a single issue to multiple users. You can either break the issue to sub-tasks and assign them or customize your workflow to add a Custom field to add multiple users.

Who is a Watcher in a Jira issue?
Watcher is someone who is interested to know what is happening in the issue. They receive issue notifications and updates but do not directly work on the issue.

Can an issue have more than one status?
No, at any point of time, an issue can have only one status.