2 - Details of a JIRA Help Request

The screenshot below shows the full details page for a Jira Service Desk help request. You get here by clicking directly on the Issue number (e.g. "LTS-1081"). The numbered items show handy features of the JIRA system.

1. Detail pages are topped with the **title** of the request, and **status** indicator.
2. You can **add comments** to your request right under that — these comments get emailed directly to all LTS staff associated with the ticket.
3. **Details** of the original request form answers are shown next. You cannot edit these details directly, but LTS can, so if something should be changed, just add a comment.
4. The "**Shared with**" section on the right shows all the people involved with your request – both LTS staff and any co-workers in your department also involved with the issue.
5. the "**Share**" button allows you to **add people** to the request. They will receive all future updates about this request.