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 request number (e.g. "LTS-1081"). The numbered items show handy features of the JIRA system.

- You can see the **title** of the request, and **status** at the top of the page.
- Under the request's title is the Comments section. You can add **comments** to the request--these comments get emailed to the LTS staff working on the request.
- **Details** of the original request form answers are shown under the Comments section. You cannot edit these details, but LTS can so if something should be changed just add a comment.
- 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.
- the "**Share**" button allows you to add **people** to the request. They will receive all future updates about this request.

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**LTS Help Center Home / Library & Technology Ser... / LTS-1081**

I would like a new office computer **WAITING FOR SUPPORT**

**1** You can see the title of the request and its status

**2** You can add comments to your request--this will send your comment to LTS.

**3** You can see the details of the original request. You cannot edit these details, but LTS can, so if something should be changed, just add a comment.

Comment on this request...

**4** “Shared with” shows all the people involved with your request.

- **Details**
  - Just now
  - Best phone number
    - 610-768-4397
  - What is the building (if applicable)?
    - EWFN Library / Computing Center (0008)
  - What is the room (if applicable)?
    - 400
  - Who is impacted by this request?
    - Myself or someone else
  - How is work impacted by this request?
    - I have a question or want training
  - Please describe your issue and your availability (if applicable)
    - I would like a new iMac 24" for my office.

**5** You can add people to the request via Share. They will receive all updates about this request.

Share

- Don’t notify me
- Escalate
- Cancel request

Shared with

- Andrew Januszak (test student)
  - Creator