

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.

The screenshot displays a JIRA Help Request page for 'LTS-1081' with the title 'I would like a new office computer' and a status of 'WAITING FOR SUPPORT'. The page is annotated with five numbered callouts:

- 1**: Points to the request title and status at the top.
- 2**: Points to the 'Comment on this request...' input field.
- 3**: Points to the 'Details' section, which lists original request information such as 'Best phone number: 610-758-4357' and 'What is the building (if applicable)? EWFM Library / Computing Center (0008)'. The details are read-only.
- 4**: Points to the 'Shared with' section, which lists 'Andrew Januszak (test student) Creator'.
- 5**: Points to the 'Share' button, which allows adding people to the request.

Other visible elements include a 'Don't notify me' checkbox, 'Escalate', and 'Cancel request' buttons.