Packages Group

How To Raise A Ticket on Jira

Jira

Jira Portal Link

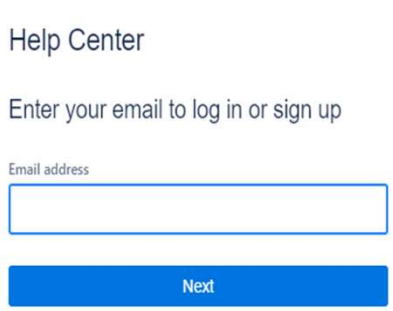
https://packagesgroup.atlassian.net/servicedesk/customer/portal/1

Also accessible through Packages Intranet:

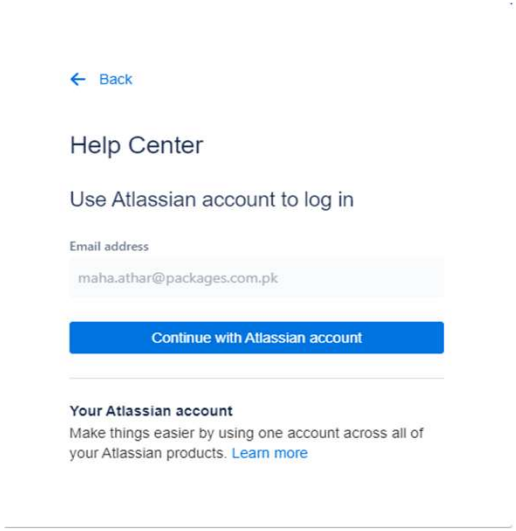
Intranet > 'SAP' tab > Request Initiation > 2nd Page > Jira - One Stop IT Solution

Ticket Raising Process

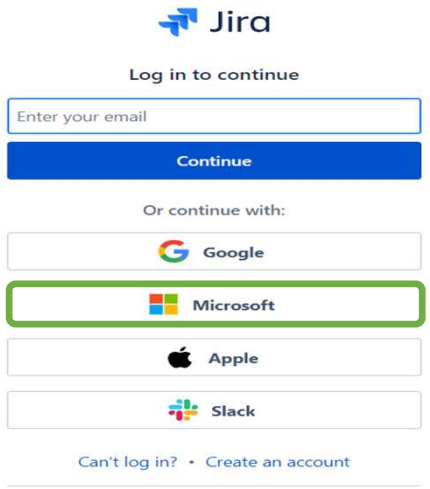
Step 1: Enter your Outlook Email Address



Step 2: Continue with Atlassian Account



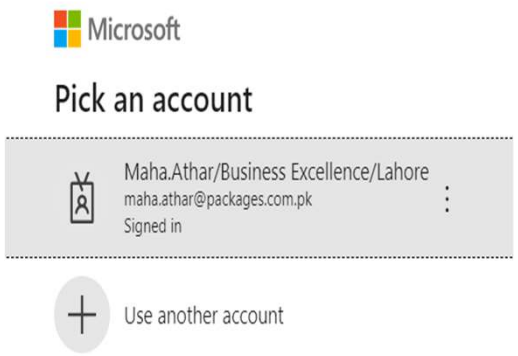
Step 3: From the list select Microsoft Option*



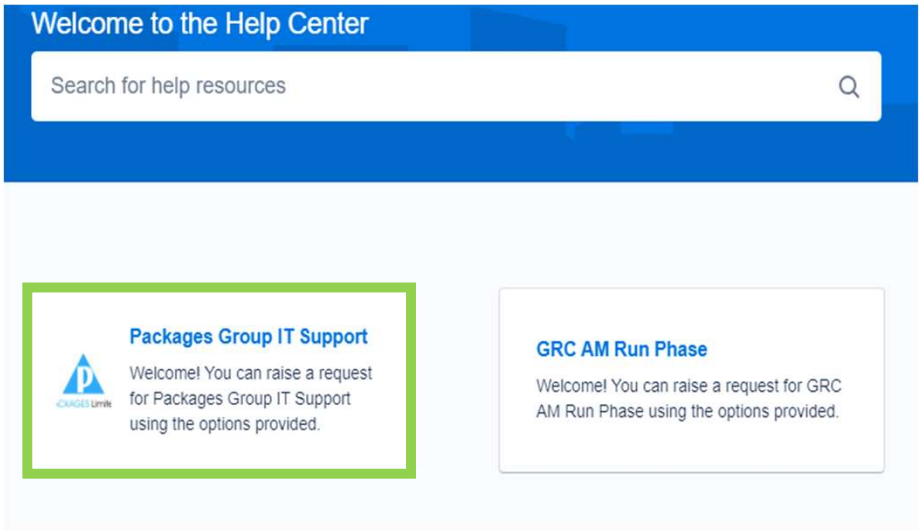
*You can also manually create an account if you don't have a 365 account license.

Ticket Raising Process

Step 4: Select your Outlook Account*

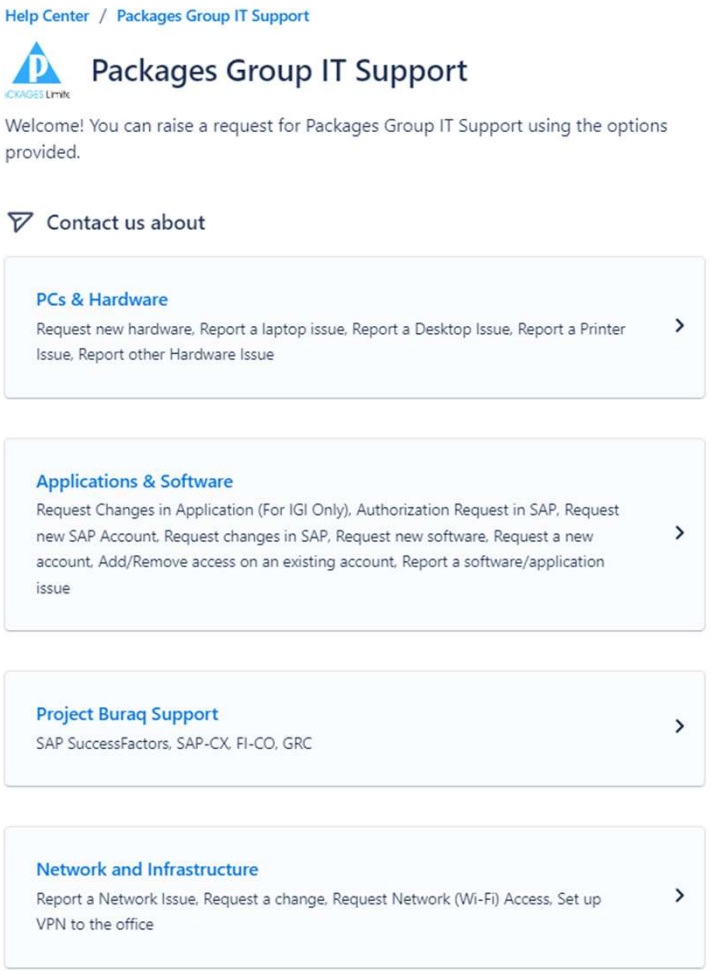


Step 5: Select Packages Group IT Option



*You can also manually create an account if you don't have a 365 account license.

Step 6: Select your Query Type



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PC & Hardware

What can we help you with?

Request new hardware
For example, a new mouse or monitor.

Report a laptop issue
Notify us of any technical problems or malfunctions with your laptop.

Report a Desktop Issue
Report any technical issues or errors related to your desktop.

Report a Printer Issue
Report any issues or concerns with your printer's functionality.

Report other Hardware Issue
Notify us of any hardware issues not covered above.

Network & Infrastructure

What can we help you with?

Report a Network Issue
Network not working properly

Request a change
For example, upgrade a server (VPN) or an application (Jira).

Request Network (Wi-Fi) Access
Raise a request to ask for temp wifi access for guests.

Set up VPN to the office
Want to access work stuff from outside? Let us know.

Jira

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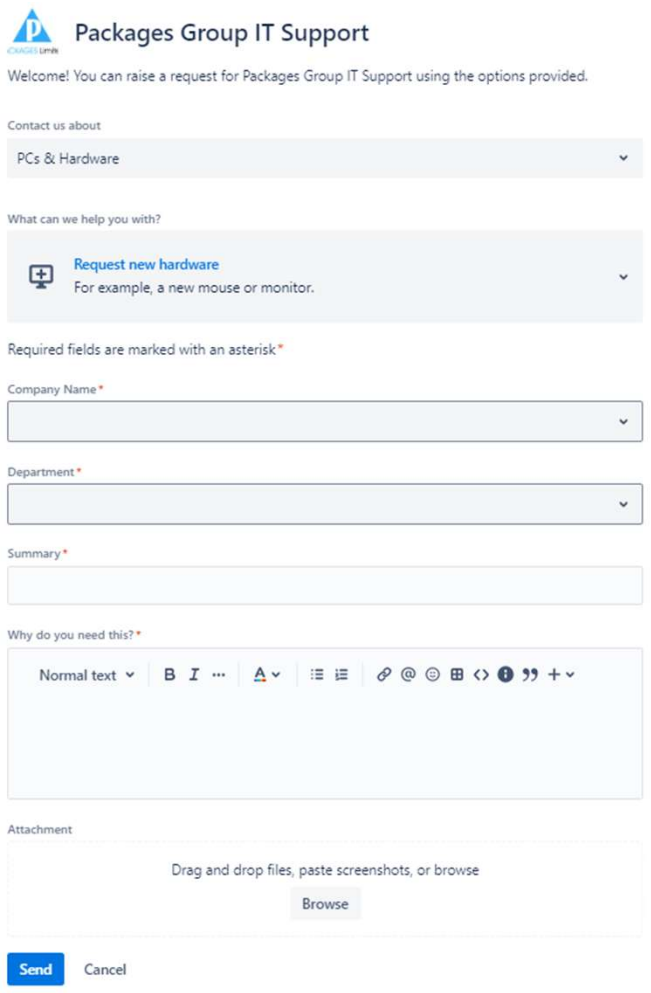
Step 7: Explain your Issue



Jira

Application & Software

What can we help you with?

Request Changes in Application (For IGI Only)
Submit a request for changes or updates to any IGI Application/Software

Authorization Request in SAP
Submit a request for Authroization of TCode, Roles and profiles in SAP

Request new SAP Account
Submit a request for SAP account creation

Request changes in SAP
Submit a request for changes or updates to SAP

Step 7: Explain your Issue

Required fields are marked with an asterisk *

Priority
Medium

Company Name *

Department *

Line Manager *
Enter name or email...

Summarize the request *

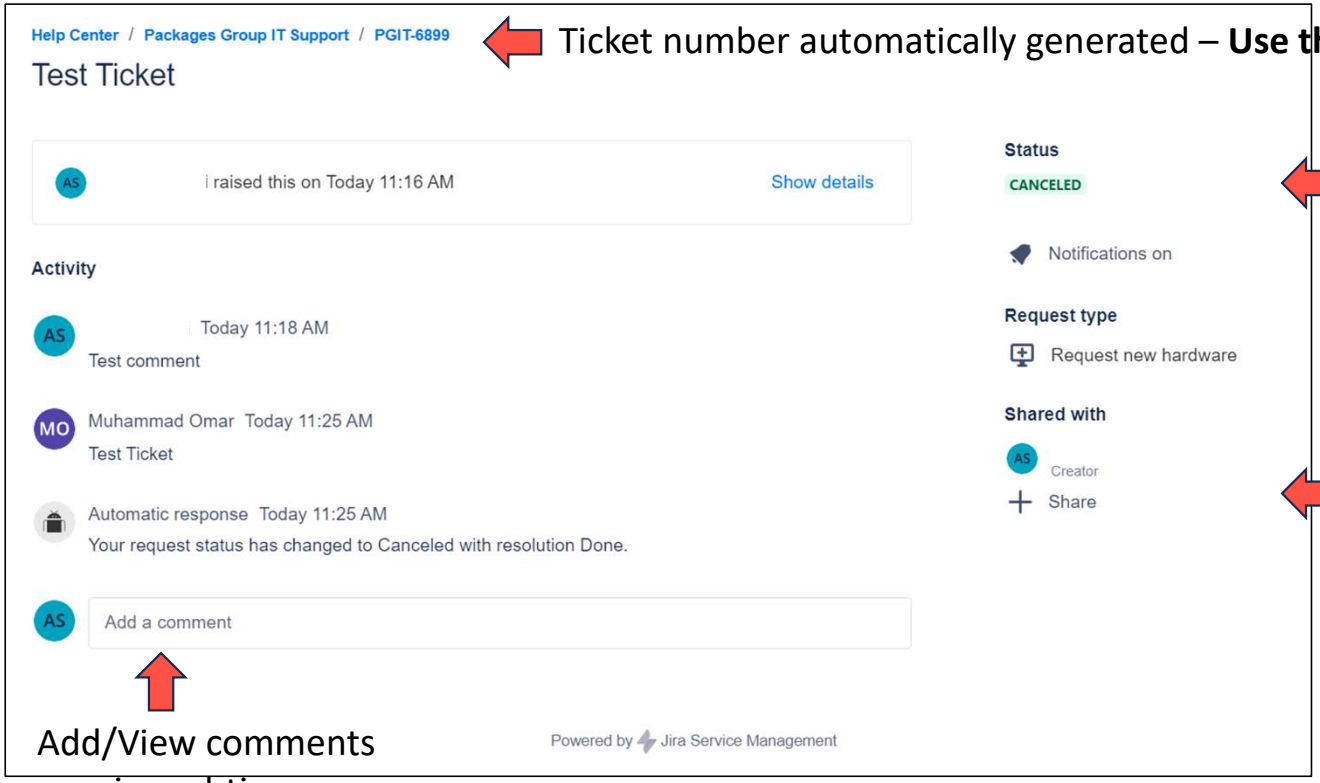
Why do you need this? *

Attachment
Drag and drop files, paste screenshots, or browse
Browse

Send Cancel

Jira

Your Ticket Has Been Raised



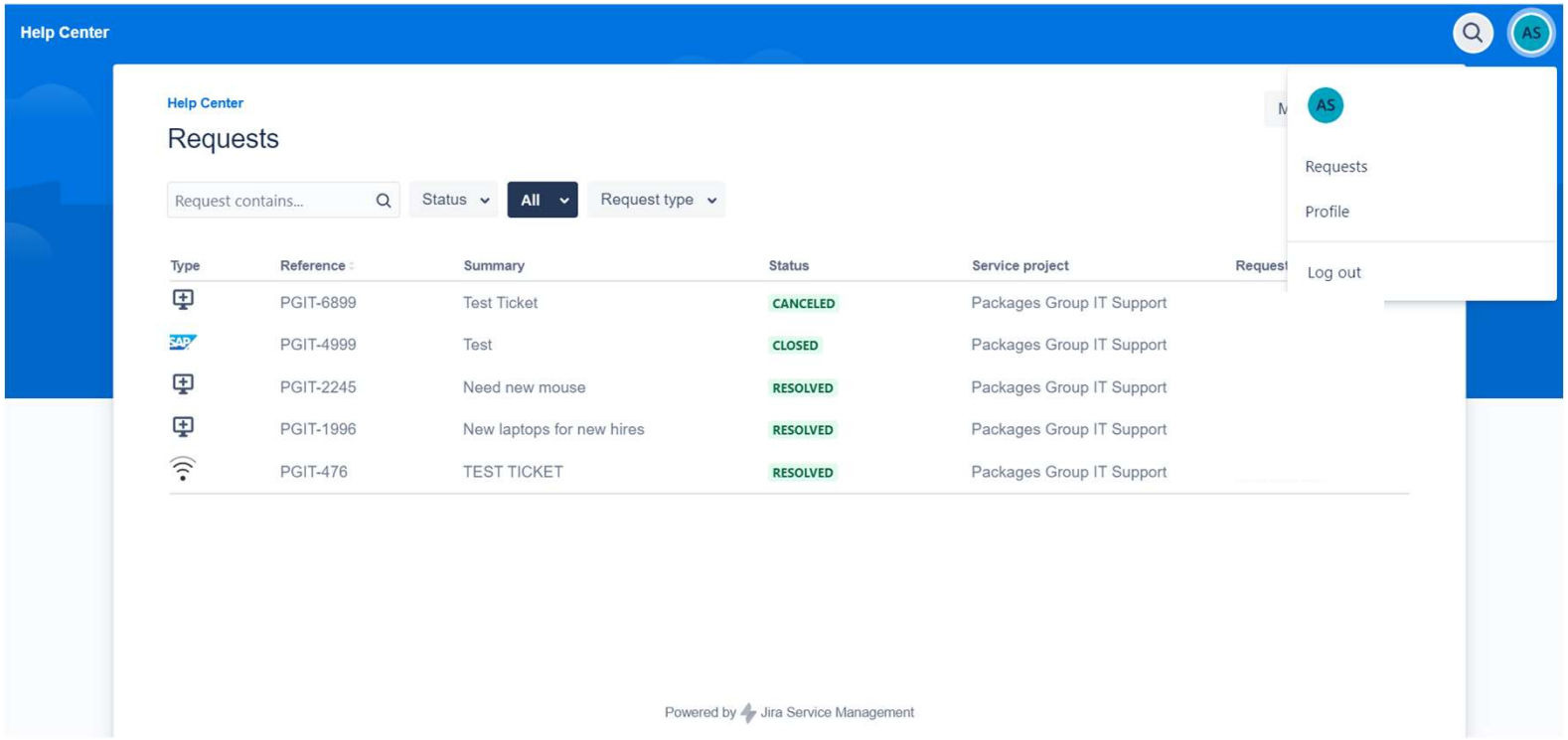
Ticket number automatically generated – **Use this for Reference!**

Ticket status updates

Ticket status sharing

Add/View comments in real-time

View All Tickets



Select Requests from top-right profile icon to **View All Requests**

Thank you

www.packages.com.pk

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