



How To Raise A Ticket on Jira



CREATING A **BETTER TOMORROW**



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



CREATING A **BETTER TOMORROW**

Ticket Raising Process

Step 1: Enter your Outlook Email Address

Help Center

Enter your email to log in or sign up

Email address

Next

Step 2: Continue with Atlassian Account

[← Back](#)

Help Center

Use Atlassian account to log in

Email address

maha.athar@packages.com.pk

Continue with Atlassian account

Your Atlassian account

Make things easier by using one account across all of your Atlassian products. [Learn more](#)

Step 3: From the list select Microsoft Option*



Log in to continue

Enter your email

Continue

Or continue with:



[Can't log in?](#) • [Create an account](#)

*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*



Pick an account



Maha.Athar/Business Excellence/Lahore
maha.athar@packages.com.pk
Signed in



Use another account

Step 5: Select Packages Group IT Option

Welcome to the Help Center

Search for help resources



Packages Group IT Support

Welcome! You can raise a request for Packages Group IT Support using the options provided.

GRC AM Run Phase

Welcome! You can raise a request for GRC AM Run Phase using the options provided.



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



Help Center / Packages Group IT Support



Packages Group IT Support

Welcome! You can raise a request for Packages Group IT Support using the options provided.

Contact us about

PCs & Hardware

Request new hardware, Report a laptop issue, Report a Desktop Issue, Report a Printer Issue, Report other Hardware Issue



Applications & Software

Request Changes in Application (For IGI Only), Authorization Request in SAP, Request new SAP Account, Request changes in SAP, Request new software, Request a new account, Add/Remove access on an existing account, Report a software/application issue



Project Buraq Support

SAP SuccessFactors, SAP-CX, FI-CO, GRC



Network and Infrastructure

Report a Network Issue, Request a change, Request Network (Wi-Fi) Access, Set up VPN to the office



Step 6: Select your Query Type



CREATING A **BETTER TOMORROW**

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.



Step 7: Explain your Issue



Contact us about



Required fields are marked with an asterisk *

Normal text ▾ B I ... A ▾ ☰ ☷ 🔗 @ ☺ ☑ <> ⓘ ” + ▾

Drag and drop files, paste screenshots, or browse

Send Cancel



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 Authorization 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? *

Aa B I ... A ...

Attachment

Drag and drop files, paste screenshots, or browse

Browse

Send

Cancel



Your Ticket Has Been Raised

[Help Center](#) / [Packages Group IT Support](#) / [PGIT-6899](#)

AS

i raised this on Today 11:16 AM

Show details

Activity

AS

Today 11:18 AM

Test comment

MO

Muhammad Omar Today 11:25 AM

Test Ticket

Automatic response

Today 11:25 AM

Your request status has changed to Canceled with resolution Done.

AS

Add a comment

Status

CANCELED

Notifications on

Request type

Request new hardware

Shared with

AS

Creator

+

Share

AS

Add a comment

Powered by

Jira Service Management

←

Ticket number automatically generated – Use this for Reference!

←


Ticket status updates


←


Ticket status sharing


↑


Add/View comments in real-time










































































CREATING A BETTER TOMORROW

View All Tickets

Help Center

AS

AS

Requests

Profile

Log out

Request contains...

Status


All

Request type

Type	Reference	Summary	Status	Service project	Request
	PGIT-6899	Test Ticket	CANCELED	Packages Group IT Support	
	PGIT-4999	Test	CLOSED	Packages Group IT Support	
	PGIT-2245	Need new mouse	RESOLVED	Packages Group IT Support	
	PGIT-1996	New laptops for new hires	RESOLVED	Packages Group IT Support	
	PGIT-476	TEST TICKET	RESOLVED	Packages Group IT Support	

Powered by

Jira Service Management


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



Thank you

www.packages.com.pk

