

Documentation

JIRA

***Service Management –
The Ticket System with
SEAL Systems***

***Simple, secure and
always quickly informed***

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1 Introduction

JIRA Service Desk (short **JSM**) is the ticket system used by SEAL Systems. Each customer request is recorded and processed as a ticket in JSM. In this documentation, we explain the usage and the most important steps from the customer's point of view.

One Package – The Big Advantage

The main advantage of JSM is that all parties involved can see the current status of your request at any time. All data, files, information and ultimately the solution to your problem are combined in one package as a ticket. The ticket is never deleted, but only closed ("Closed"/"Resolved"). Therefore, it is also possible to search for old cases in order to apply a solution again if necessary.

The Usage – Easy and Simple

JSM is easy, simple and fast to use. You no longer have to worry about anything. Automatic workflows support you in the communication and control of your requests and in the cooperation with SEAL Systems.

The Organization – Only the Tickets of Your Company

The ticket is created for the specific organization ("Customer Token"/"Company"). This ensures that you can only view and edit tickets created with a JSM user assigned to your organization.

Private Request – Intended for You Only

Although the ticket is created for the specific organization ("Customer Token"/"Company"), you can still use the "Private Request" function to create a ticket that can only be viewed and processed by you.

Automatic E-Mail – Always Informed About Changes

New comments or a status change will automatically trigger e-mails providing a link to your ticket. This way, you are always informed about the current status. Via the JSM user itself, you specify to which e-mail address the notifications are sent.

2 Requirements

Internet and Web Browser

The JSM portal is accessed via a Web browser. Therefore, a working Internet access and a Web browser are required. You can choose any Web browser, for example, Internet Explorer, Mozilla Firefox, Google Chrome or Safari.

Since JSM is based on Java, the execution of Java scripts has to be allowed in the Web browser. However, this is normally preset.

3 Let's go! This Is How JSM Works!

If the requirements are fulfilled, you can use JSM immediately. In the following sections, we show you to the single functions and steps with a sample user:

eMail contact

Joe.Public@sample.com

JSM User – Everything Remains as It Was

You know and use the previous Jira software? Very nice, for you almost everything remains the same! During the implementation of JSM at SEAL Systems, the previously used Jira software accesses including the login data were transferred.

New JSM User – We Already Know Each Other

Your company is already a SEAL Systems customer and has at least one Jira software access? Perfect! Just send an e-mail (The sender address will be used for the JSM user) to support@sealsystems.com.

New JSM User – We Are Just Getting to Know Each Other

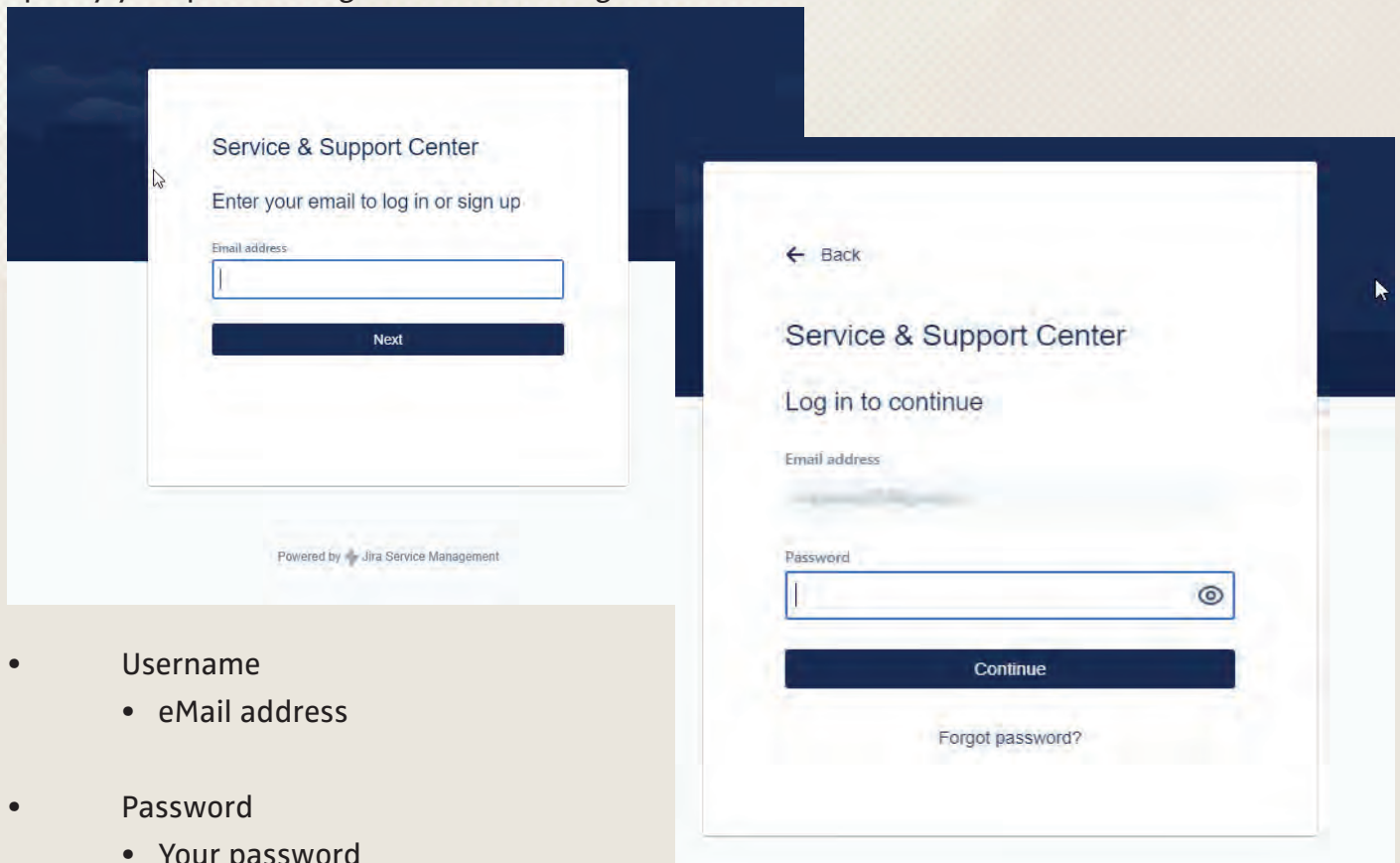
Your company is a new customer? Then you will receive all the required information when concluding a maintenance contract.

JSM Login

Enter the Link to the JSM Portal in the Web Browser
Start A Web Browser and enter the Link to the JSM Portal:
<https://support.sealsystems.de/>

Login

Specify your personal login data in the "Login" area:

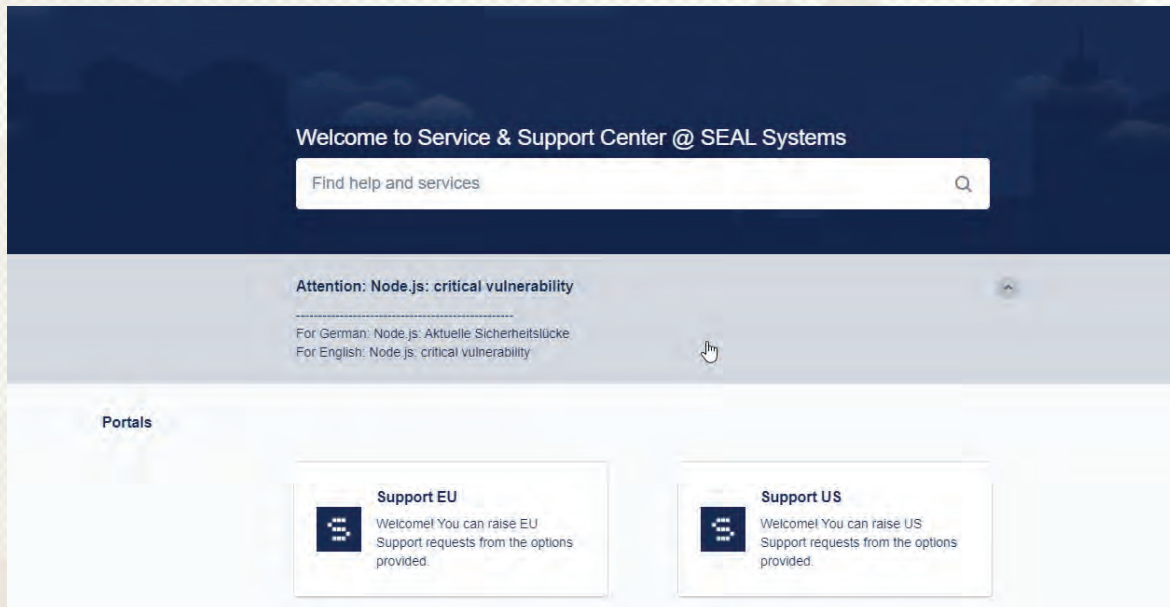


- Username
 - eMail address
- Password
 - Your password

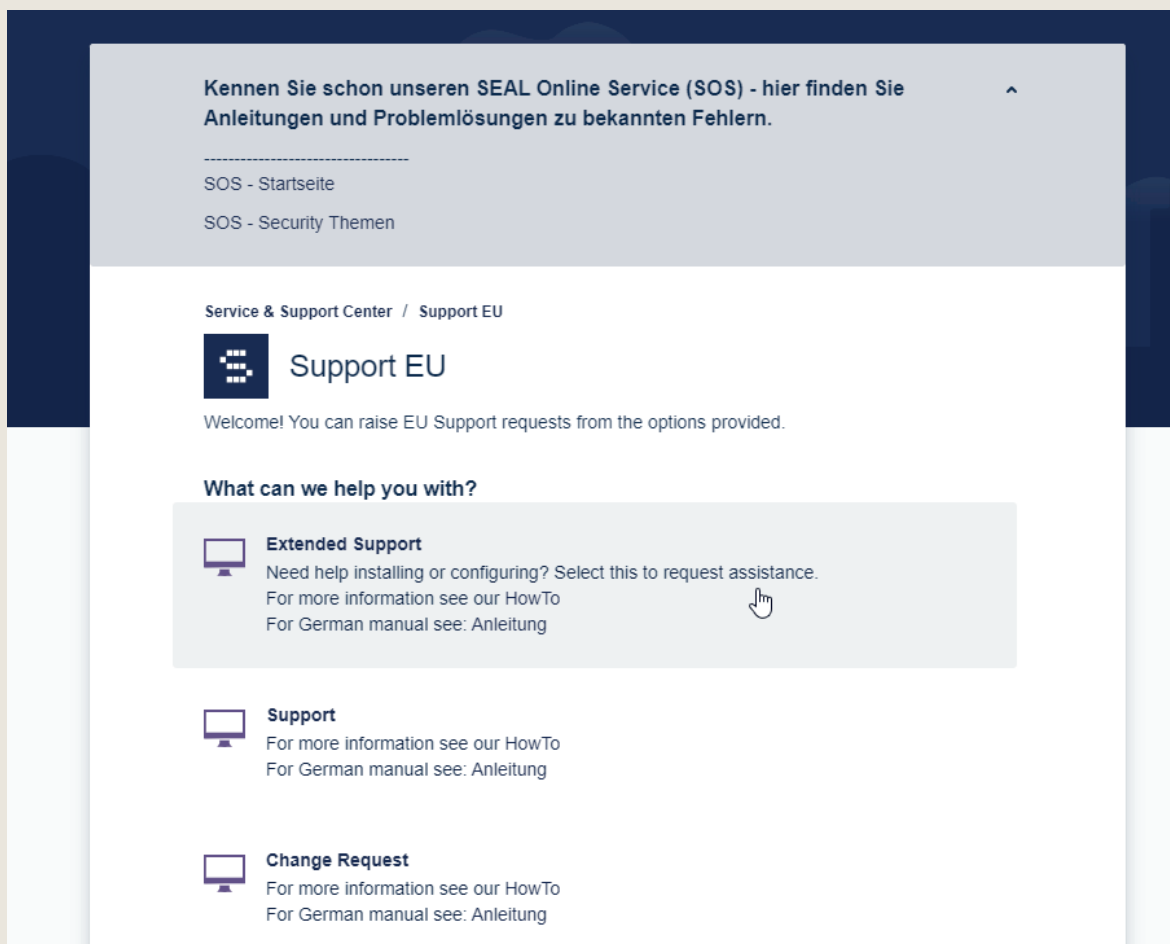
After clicking "Log In" you will be logged into the JSM portal.

The Service & Support Center – Your personal Home Page

After logging into the JSM portal, you will land in the Service & Support Center. Here, you can create a new request:



Click on "Support US"



Extended Support – If It May Be a Little More

Do you need help or support for topics not covered by the maintenance contract? Or do you have new requirements? Then, the "Extended Support" is available to you.

Support – The Fast Line to Help

Via "Support", you go directly to the ticket creation for all topics covered by the maintenance contract.

Change request – Like to order a change?

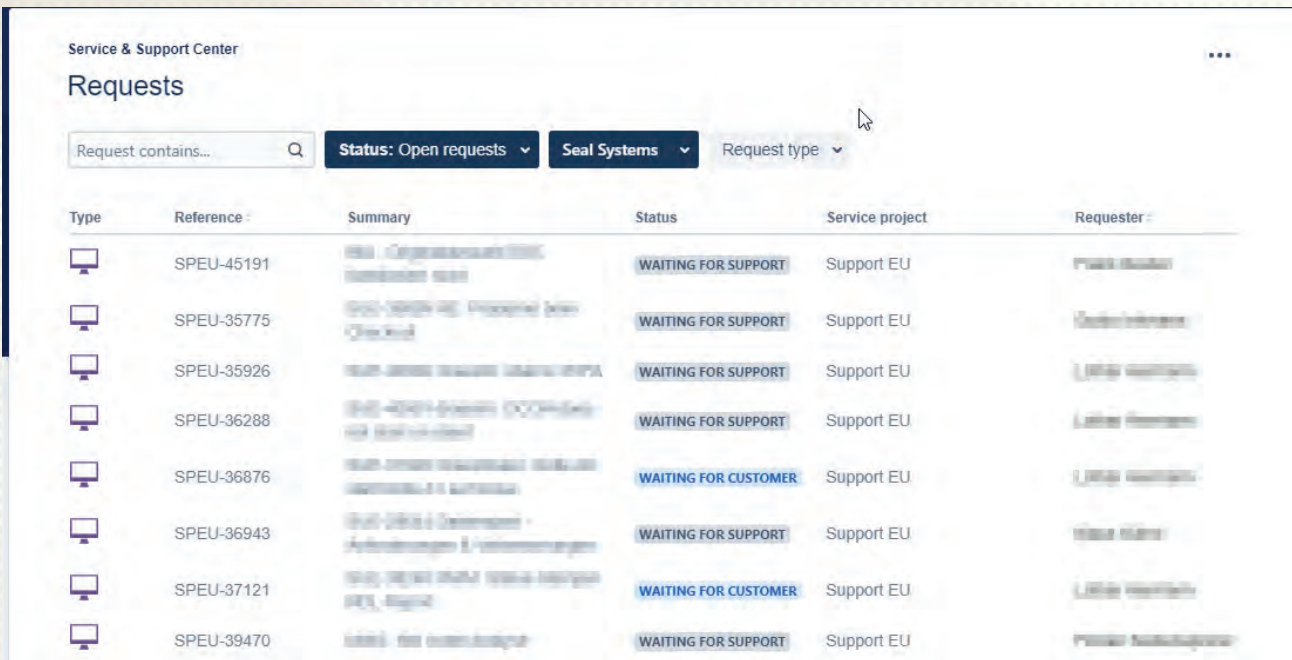
Do you want to order a change to an existing system (Adjustments of configurations, workflows etc.)? Submit your request here – the responsible will get back to you.

Requests - Overview of All Requests (Tickets)

To the left of the avatar you will get to the overview page. Here, you see all the requests available to you.

You can use the filter options to limit the hit list appropriately (points 1 to 3) and trigger a free text search via the search window (point 4).

Tip for the free text search: In the search window, you can also search for a ticket transferred from Jira. To do this, simply enter the ticket number from the Jira software, for example, "SPUS-777".



The Avatar/User Button – Open the Profile

You can use the avatar or user button to customize your profile, set a new password, or log out from the JSM portal.

Log Out – and Goodbye

When you have finished working in the JSM portal, log out via "Log Out". If you "only" close the Web browser without logging out first, you will remain logged into the JSM portal.

Profile – This Is My Data

In the profile, you can customize all personal data like the password, the menu language or the time zone. For more information, refer to [Tips & Tricks](#).

Support and Extended Support – Create a Ticket

To create a ticket, use the Service & Support Center. Here, the "Support" and "Extended Support" areas take you directly to the dialog where you can create the ticket.

Support

The request is covered by the maintenance contract.

Extended Support

The request is not covered by the maintenance contract. Examples of this are 1st level support, support with the import of packages, support with master data and configuration maintenance, new requests, suggestions and new requirements.

The dialog for creating the ticket will be opened. Except for the optional attachments, all fields are mandatory. But don't be afraid, there are only four of them.

Kennen Sie schon unseren SEAL Online Service (SOS) - hier finden Sie Anleitungen und Problemlösungen zu bekannten Fehlern.

SOS - Startseite
SOS - Security Themen

Service & Support Center / Support EU

Support EU

Welcome! You can raise EU Support requests from the options provided.

What can we help you with?

Support
For more information see our How...

for more information see our HowTo . For German manual see: Anleitung

Summary*

1

Description*

2

Category*

3 Category 2

Category 1: The software is not completely executable and/or data corruption occurs. This malfunction affects all users of the software.
Show more...

Component(s)*

4

Attachment:

Drag and drop files, paste screenshots, or browse

Browse

Share with*

5 Share with Seal Systems

6 Send Cancel

- 1 The subject
- 2 The description of the request
- 3 The category of the request
- 4 Which components are used?
- 5 „Private request“ or sharing with the company? (sharing is default)
- 6 After clicking "Create", the ticket will be created

Summary – What Is It About?

This is the subject line with a short information what the request is about.

Description – What Exactly Is It About?

Please, enter here as detailed as possible what your request consists of. Nothing is irrelevant, better too much information than too little.

Category – Is It Urgent?

The category describes the impact of the topic on your business processes. Here, you indicate how urgent your request is, i. e. how severe the impact is on your productive business processes. Please use the Category 1 and Category 2 really only in case of emergency, because here the emergency management is triggered at SEAL Systems.

- **Category 1 „Nothing Works Anymore“**

The software is no longer usable and/or data is corrupt. All users are affected by this problem. The productive system stands still.

- **Category 2 “50 % + Stands Still”**

Some functions required for the daily business are partially or completely unusable. Over 50% of the users are affected by this problem. The daily business has been severely impacted.

- **Category 3 „Annoying ... But W Know How to Help Ourselves“**

One or more functions of the software are no longer usable. However, the daily business has not been significantly affected. Users affected by the problem use a workaround.

- **Category 4 „Would Be Nice If It Works“**

Non-critical problems, problems in the test or quality system, requests or suggestions, as well as update requests and requests for advice

Component(s) – Which Component(s) Is/Are Affected?

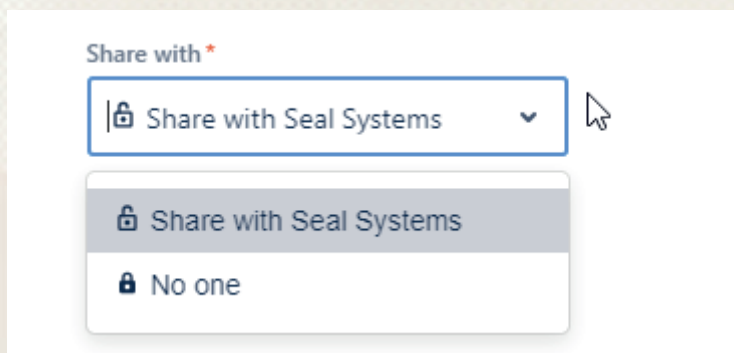
Where is the problem? Please select at least one component. The selection is simplified by hit lists.

Attachment – Data, Images & Co

Give us as much information and data as possible, here is the collection pot as "Attachment" (log files, erroneous orders, screenshots, etc.)

The Lock – Who May See the Ticket?

Via this function, you can declare the ticket as a "private request" or as a "request with the organization". In the private request only you and SEAL Systems see the ticket, other users of your company do not see the ticket. .



Create – The Ticket is Created and Off to SEAL Systems

After clicking "Create", the ticket is saved and assigned a unique number (ticket ID). At the same time, SEAL Systems is informed about the ticket and the processing starts.

Edit the Ticket

You can edit a ticket at any time. This is necessary, for example, if you want to enter more information or if the ticket gets the status "Waiting for customer" and now it is your turn. All status changes as well as comments will be communicated to you via e-mail. You always stay up to date.

Open the Ticket

To do so, click on the desired ticket in your request overview.

Service & Support Center

Requests

Request contains... **Status: Open requests** **Seal Systems** Request type

Type	Reference	Summary	Status	Service project	Requester
	SPEU-45191	SEAL - Organisationsstruktur (SEAL) - ...	WAITING FOR SUPPORT	Support EU	Frank Heuber
	SPEU-35775	SEAL-2024-02: Prozessplan (Check)	WAITING FOR SUPPORT	Support EU	Frank Heuber
	SPEU-35926	SEAL-2024-02: Prozessplan (Check)	WAITING FOR SUPPORT	Support EU	Frank Heuber
	SPEU-36288	SEAL-2024-02: Prozessplan (Check)	WAITING FOR SUPPORT	Support EU	Frank Heuber
	SPEU-36876	SEAL-2024-02: Prozessplan (Check)	WAITING FOR CUSTOMER	Support EU	Frank Heuber
	SPEU-36943	SEAL-2024-02: Prozessplan (Check)	WAITING FOR SUPPORT	Support EU	Frank Heuber
	SPEU-37121	SEAL-2024-02: Prozessplan (Check)	WAITING FOR CUSTOMER	Support EU	Frank Heuber
	SPEU-39470	SEAL-2024-02: Prozessplan (Check)	WAITING FOR SUPPORT	Support EU	Frank Heuber

The ticket will be opened


Originalauswahl DDC funktioniert nicht

M. Miller raised this on 08/Aug/22 11:05 AM [Hide details](#)


Description

Beim Kunden habe ich die Einrichtung der Originalauswahl wie in der Dokum beschrieben durchgeführt.

Leider ist das Ergebnis nicht wie erwartet. Anstelle eines Ausgabeauftrags mit 2 selektierten PDFs werden zwei Ausgabeaufträge mit jeweils einem PDF erstellt.



Erwartet wird ein Ausgabeauftrag mit zwei selektiertem Originalen



Category
Category 2

Status
WAITING FOR SUPPORT

Notifications off

Resolve this issue

Cancel request

Escalate

Request type
Support

Shared with

M. Miller
Creator

Seal Systems

+ Share

Activity

M. Miller 15/Aug/22 9:27 AM

Mail an den Kunden

Hallo zusammen,


im Anhang finden Sie einen neuen Transport, welcher das Problem mit der Originalauswahl lösen sollte.

Wichtig:

- Die Implementierung der Funktionalität wird durch ein Enhancement realisiert.
- Die getrennte Verarbeitung von Originaldateien mit demselben Namen wird nicht unterstützt.

Bitte den Transport importieren und anschl. die Originalauswahl testen.

Bei Fragen oder Problemen stehe ich gerne zur Verfügung

1 

Comment – Comment or Reply to the Ticket

Use the comment line at the top to write a comment concerning your ticket. With each new comment, the status of the ticket automatically changes to "Waiting for Support". This means for you: SEAL Systems is on the move.

All done – Close the Ticket

On the right side, you have two options to close a ticket:

- **Resolve this issue:**
The package that has been installed has helped? The proposed configuration has worked? The request is done? Great! Via „Resolve this issue“, the ticket is closed..
- **Cancel request:**
The request was made by mistake? The subject is no longer comprehensible? Via „Cancel request“, the request is stopped and the ticket is closed.

Escalate – In Case of Emergency! Now, It Has to Go Fast!

Via the "Escalate" option, you can escalate the ticket at SEAL Systems. This means that the support team has to act quickly, as the problem has become more urgent. The category of the request is automatically set to "Category 1" and the status is set to "Waiting for support".

Please consider beforehand if an escalation is really the right way, because in this case the emergency management will be triggered at SEAL Systems! Perhaps, a comment without escalation is also sufficient?

Create and Edit a Ticket Via E-Mail – Simply Practical

You can also create and edit tickets via email and without a password:

To create a ticket, just send an e-mail (subject = Summary, text = Description) to support@sealsystems.com. You will be informed about the current status by e-mail during the processing and you can interact considering the subject (ticket ID in the reply). Please, make sure that the ticket ID remains in the subject! Otherwise, the e-mail cannot be assigned to the ticket..

Hint: Via the link provided in the e-mail, you can log in to the JSM portal at any time and continue working there. You can switch between the two ways e-mail and JSM portal as you like.

Tips and Tricks

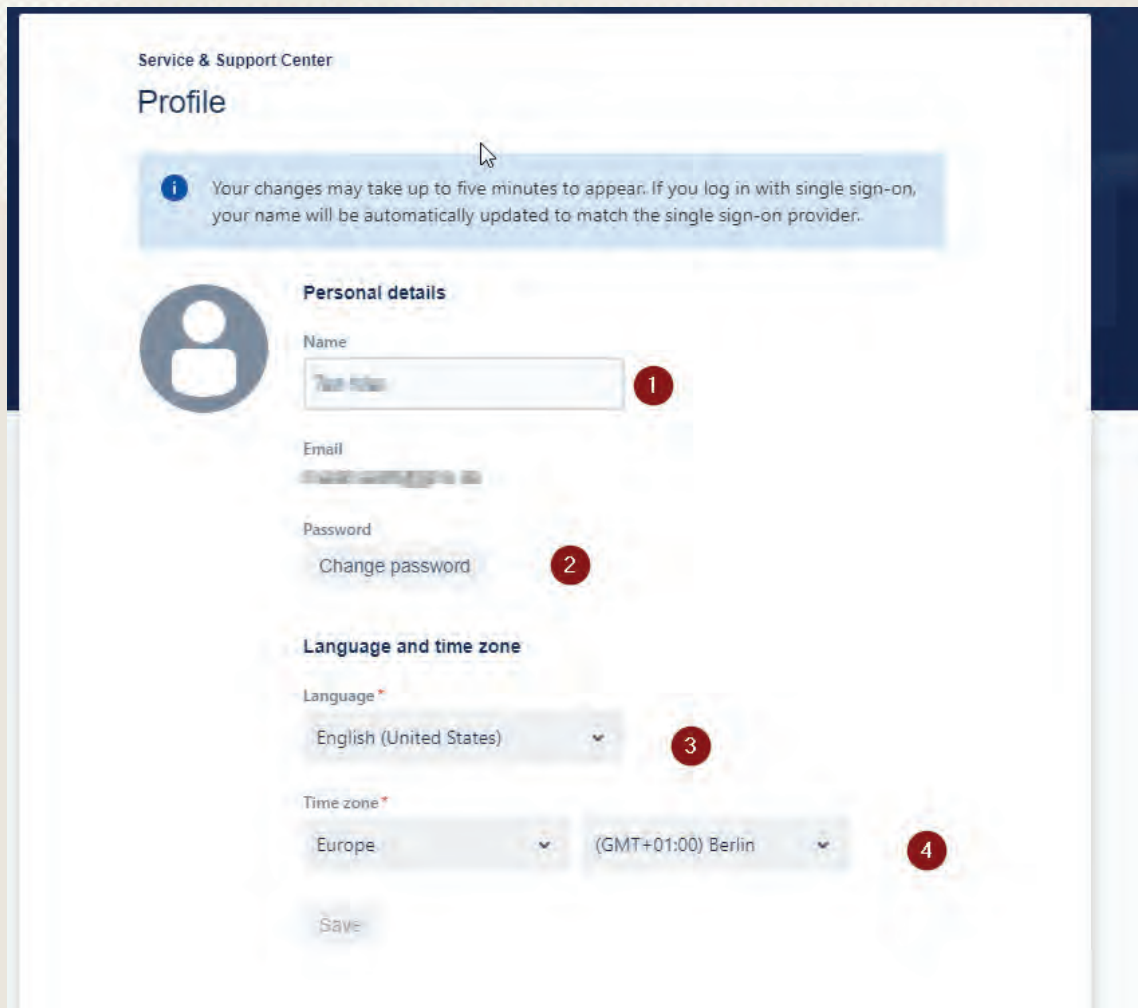
Profile

In your profile, you manage your personal data and password.

Change Name, Language or Time Zone

You want the menu provided in another language? Or you work in a different time zone?

No problem: "Edit your profile":



- 1** Display name
- 2** Change password
- 3** Menu language in JSM
- 4** „Your“ time zone

Password

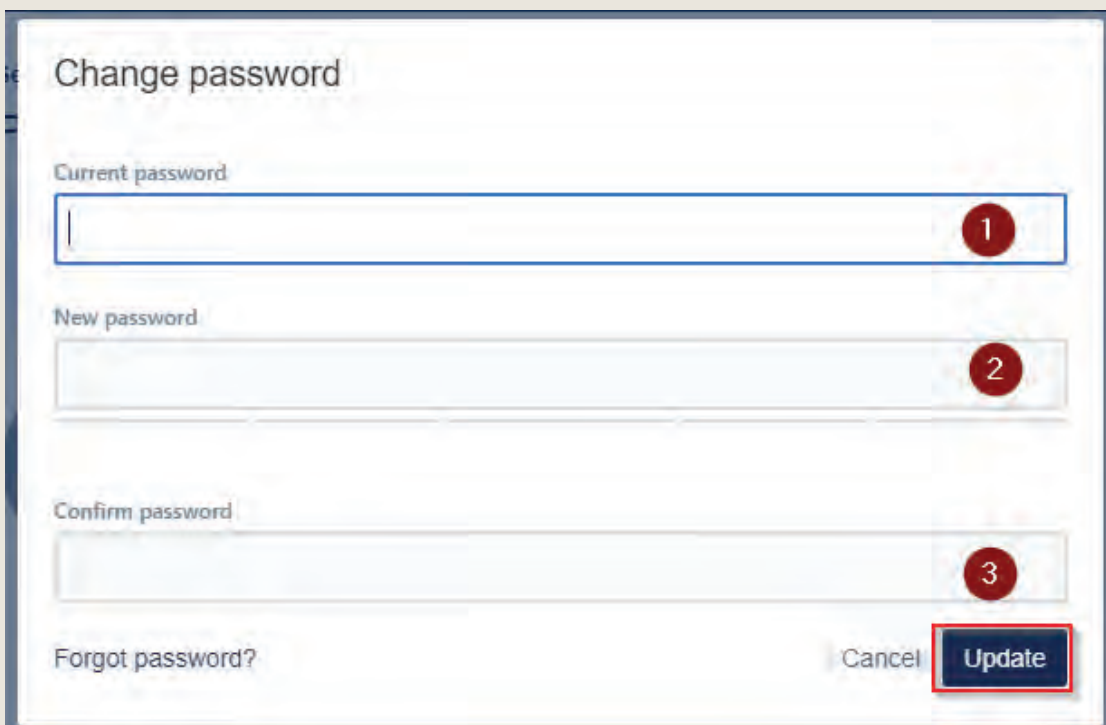
Conventions for the Password – Not so Simple

Security is a top priority with JSM. Therefore, the following conventions apply to the password:

- AT least 8 characters
- Three our of the following character specifications have to be included:
 - Upper case letter
 - Lowser case letter
 - Digit
 - Special character

Change the Password, current Password is Known

In the profile, click "Change Password". In the following dialog, you can specify the new password for the JSM login.



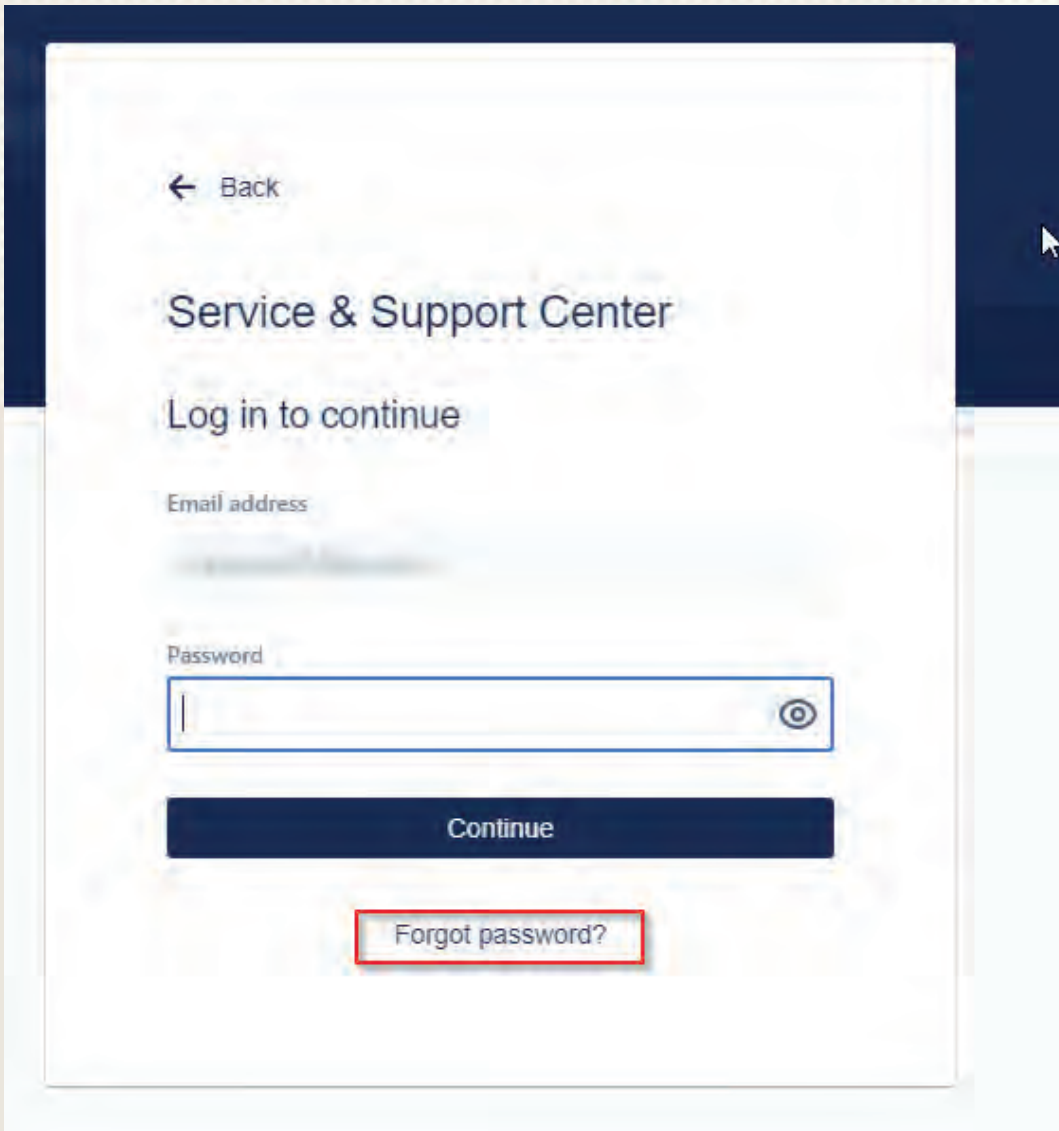
The screenshot shows a 'Change password' dialog box with the following elements:

- Current password:** A text input field with a red circle containing the number '1' to its right.
- New password:** A text input field with a red circle containing the number '2' to its right.
- Confirm password:** A text input field with a red circle containing the number '3' to its right.
- Forgot password?:** A link located at the bottom left of the dialog.
- Buttons:** 'Cancel' and 'Update' buttons at the bottom right. The 'Update' button is highlighted with a red rectangular border.

By clicking "Update", the new password is active.

Forgot the Password

In the Web browser, call the JSM portal. On the login page, use the „Forgot your password?“ option



The screenshot shows a web browser window displaying the 'Service & Support Center' login page. At the top left, there is a 'Back' link with a left-pointing arrow. The main heading is 'Service & Support Center'. Below it, the text 'Log in to continue' is displayed. There are two input fields: 'Email address' and 'Password'. The 'Password' field has a toggle icon on the right. Below the input fields is a dark blue 'Continue' button. At the bottom of the form, there is a 'Forgot password?' link, which is highlighted with a red rectangular box. A mouse cursor is visible on the right side of the page.

After clicking "E-Mail me", you receive an e-mail providing a link for setting a new password.

Automatic eMail Notifications

Share the Solution With Multiple Contacts

By default, all requests (tickets) are shared with the company, but other company employees do not receive notifications about them. Thus, even if the initiator is absent, all tickets are accessible.

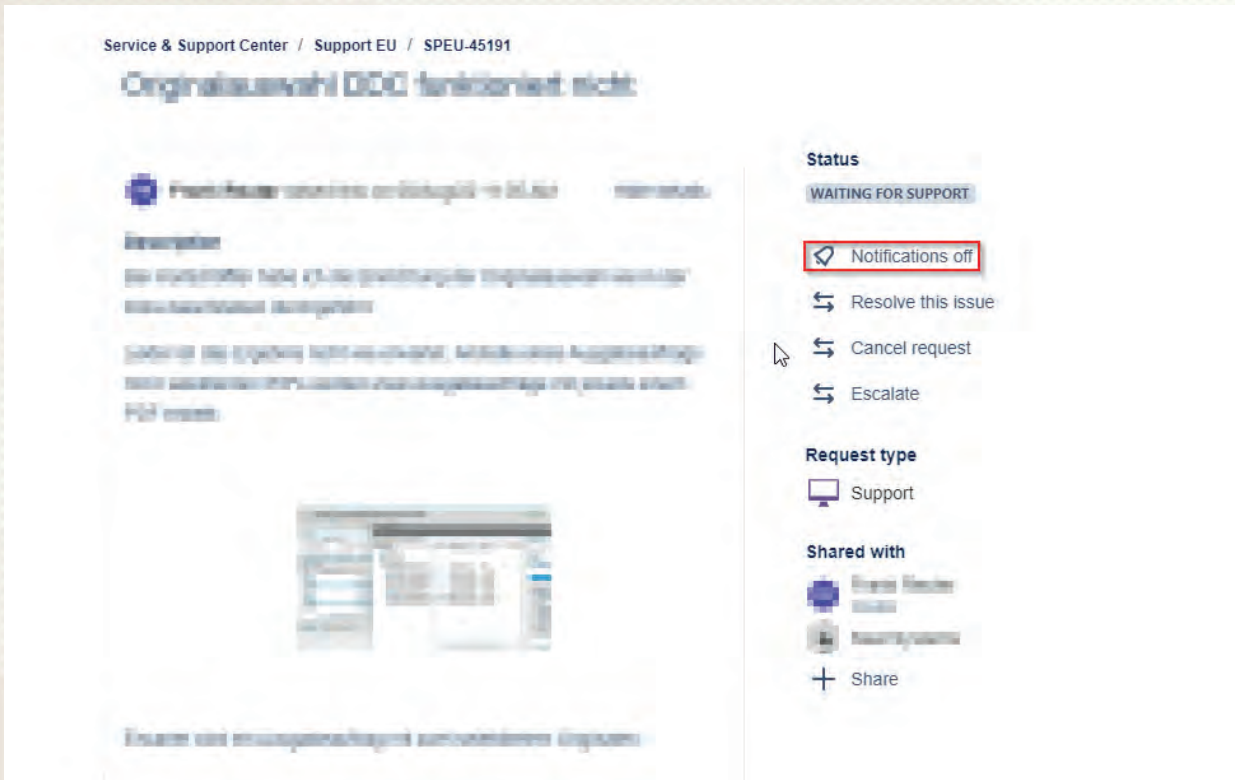
You can change this on the right side in the request and add an employee of your company via "Share this request". This person will then also receive notifications.

In the example below, "Joe Public" is the creator and shares the request with "Ralf Beispiel":



Subscribe to Notifications

Any employee of your company can subscribe to notifications about a request by going to the request and turning on the notifications via "Receive notifications".



Be Notified With Every Ticket

Contact your SEAL Systems contact in order that your user is added in the customer master record (Customer Record) at "Automatic Request Participants".

JSM eMails Do Not Arrive

If you do not receive JSM e-mails, check the permissions in your mailbox. After they are automatic emails, they are often rejected by the spam filter. Then allow the JSM e-mail address.

Any questions?

Then get in touch with the
JIRA Service Management!

<https://support.sealsystems.de/>

Tell us about your problem – We will be happy to help you!



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