

# Jira Cloud - Ibase

## Handout for Customers



## Impressum

Copyright © Axians ICT Austria GmbH, 2025

This work is protected by copyright. Any use outside the narrow limits of copyright law without the author's consent is prohibited and punishable by law. This applies in particular, but not exclusively, to reproduction, translation, microfilming and storage and processing in electronic systems for a purpose other than the intended one.

## Product liability

The texts and illustrations have been compiled with the utmost care. Nevertheless, errors cannot be ruled out. The publisher and authors can accept neither legal responsibility nor any liability for incorrect information and its consequences. The publisher and authors would be grateful for any suggestions for improvement and information on errors.

## Contact

Axians ICT Austria GmbH | Holzriedstraße 29 | Eingang C | 6960 Wolfurt | Austria

T: +43 (0)5 1715 2020 | F: +43 (0)5 1715 9000 | [office@lbase.software](mailto:office@lbase.software) | [www.lbase.software](http://www.lbase.software)

# Contents

- REGISTRATION ..... 1
- BASIC FUNCTIONALITIES..... 4
- START SCREEN..... 4
- DASHBOARDS..... 5
- USER SETTINGS..... 6
  - PROFILE SETTINGS ..... 6
  - PERSONAL JIRA SETTINGS ..... 8
- WORK TYPE CREATION ..... 9

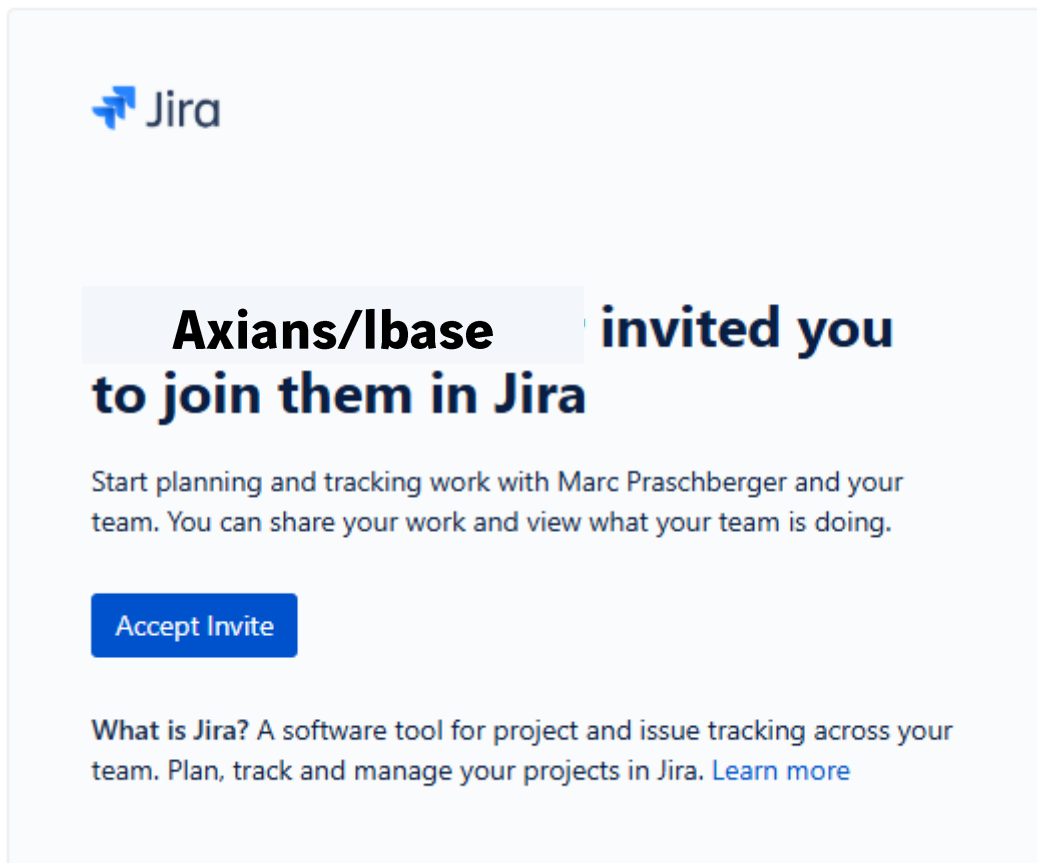


## Registration

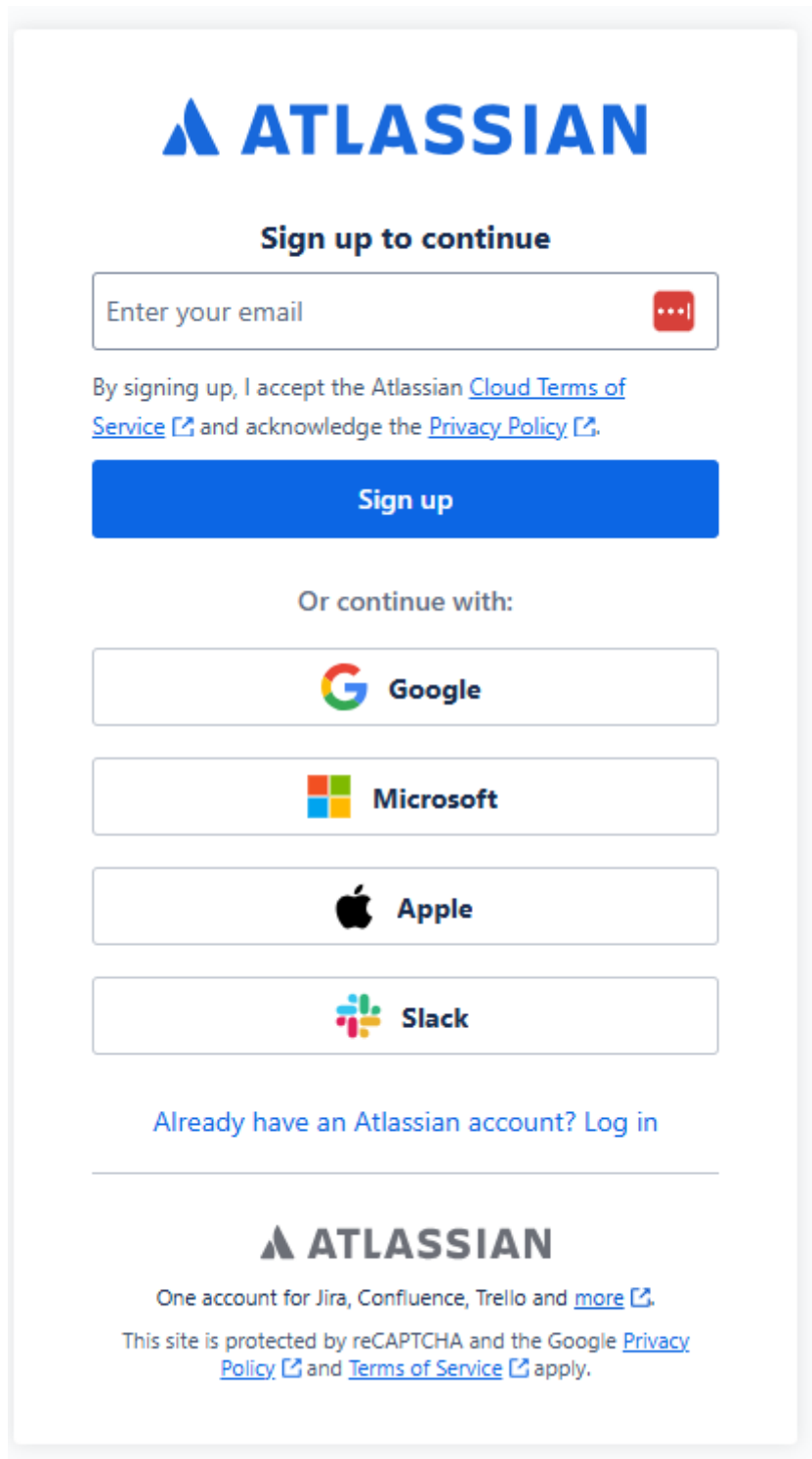
Logging into Jira Cloud no longer works as usual via a user ID, but via email and password. You are welcome to create an Atlassian account at any time prior to the switch via this link (<https://id.atlassian.com/signup>). After doing so, you will find the further steps on page 3 of this document.

**IMPORTANT:** Please be sure to use the e-mail address previously used in Jira (this can also be a shared mailbox).

Alternatively, wait for the first step from Axians, when we will invite you to participate in our Jira. This e-mail will look like the following and will be sent to the e-mail address previously used in Jira:



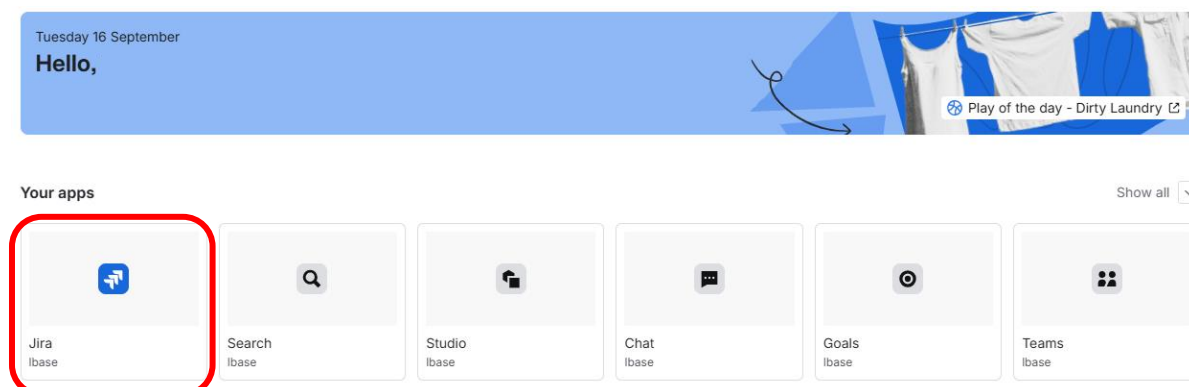
Clicking on "Accept Invite" takes you directly to the Atlassian login page, where you have to click on "Create an account" and land on this screen:



The image shows the Atlassian sign-up page. At the top is the Atlassian logo. Below it is the heading "Sign up to continue". There is a text input field with the placeholder "Enter your email" and a red button with three dots. Below the input field is a paragraph: "By signing up, I accept the Atlassian [Cloud Terms of Service](#) and acknowledge the [Privacy Policy](#)." Below this is a large blue "Sign up" button. Underneath is the text "Or continue with:" followed by four buttons for Google, Microsoft, Apple, and Slack. Below these is a link: "Already have an Atlassian account? Log in". At the bottom is the Atlassian logo again, followed by the text "One account for Jira, Confluence, Trello and [more](#)." and "This site is protected by reCAPTCHA and the Google [Privacy Policy](#) and [Terms of Service](#) apply."

Please use the e-mail address you used previously for the Jira notifications and then follow the Atlassian registration process by clicking on the "Sign up" button.

After successful registration, you will be taken to the Atlassian start screen. Here you can access Jira from Ibase via the following button:

**Note**

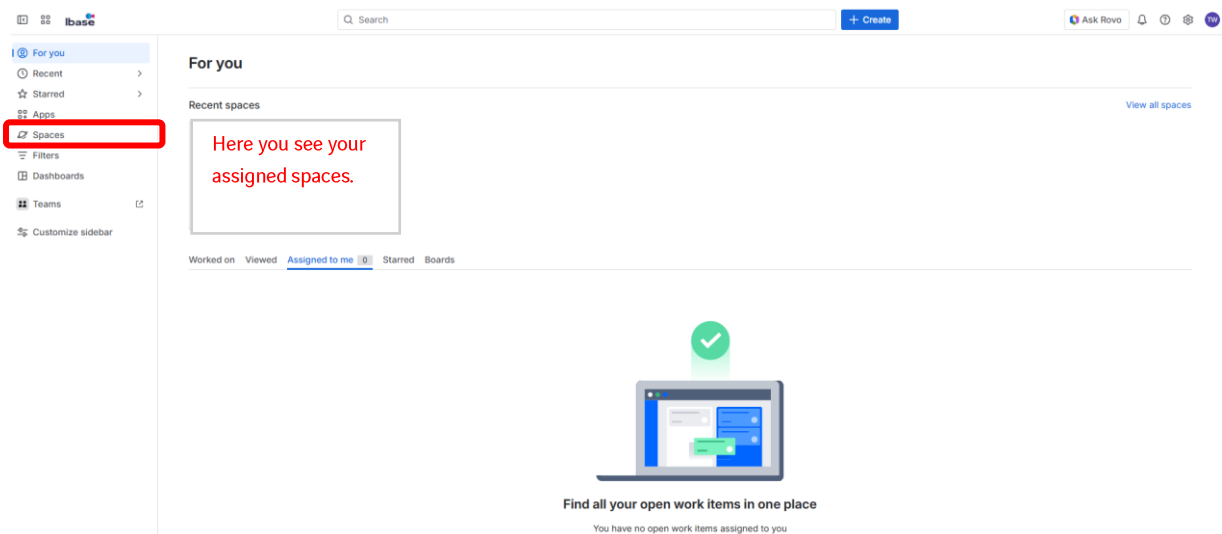
If you created an Atlassian account yourself before receiving the invitation from Axians, this button will not yet be visible. We must first grant you access to our Jira, and this will only happen during the migration from 6 December 2025 to 8 December 2025.

# Basic functionalities

## Start screen

In Jira Cloud, it is not just the look that is slightly different, but also the arrangement of the functionalities. When you first log in, you will see a start page containing the assigned spaces.

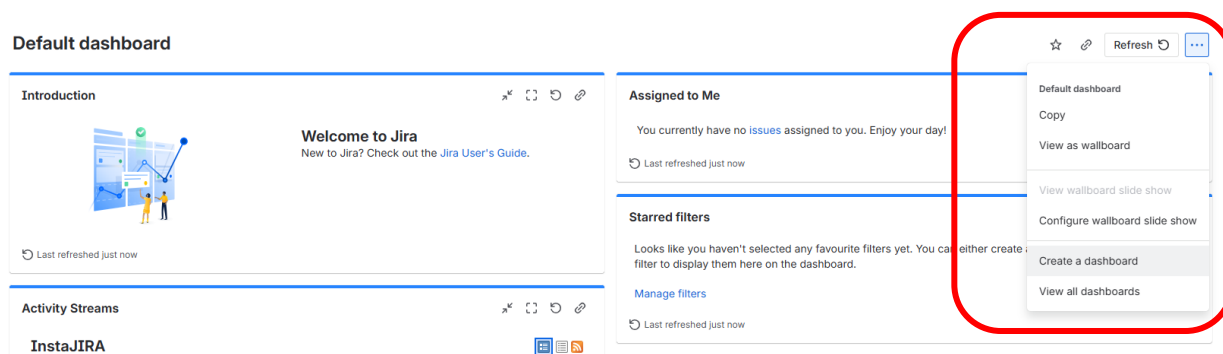
On the left-hand side of the screen is the navigation bar, which can be used to navigate to issues, filters or dashboards. **ATTENTION:** Projects are now renamed as **"Spaces"**.





## Dashboards

Jira provides a default dashboard that contains an introduction to Jira Cloud, the issues assigned to you, the starred filters and the activity stream. Using the icon with three dots at the top right of the screen, you can create your own dashboard with your own displays and also have it displayed by default.



### Note

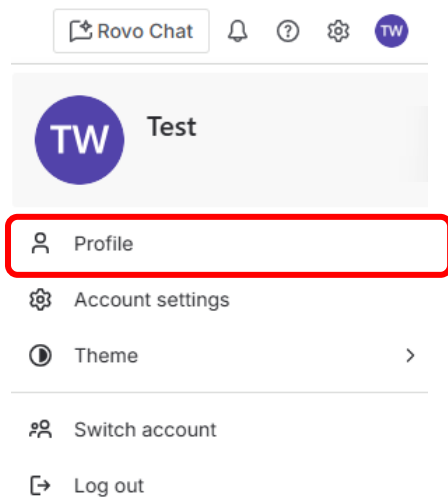


In the "Assigned to Me" display, only open issues are shown in the default dashboard. If an issue has the status "Resolved" and still needs to be approved by you, it will not be displayed. We therefore recommend saving an individual filter that contains all issues that do not have the status "Closed" or "Approved". This filter can either be displayed via the starred filters in the default dashboard or via the individual dashboard mentioned above using various display options.

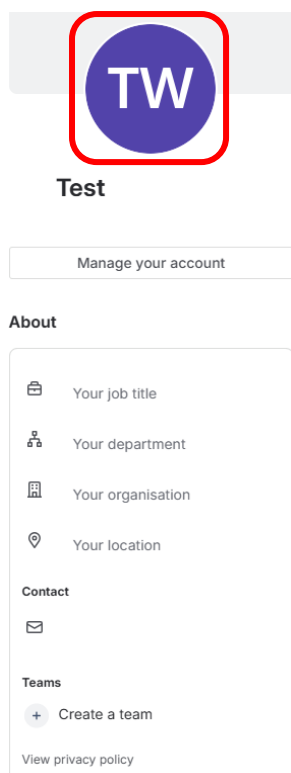
## User settings

### Profile settings

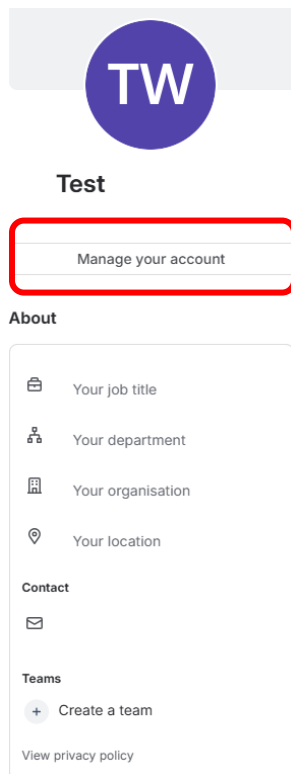
You can access the profile settings via the user symbol in the top right-hand corner:



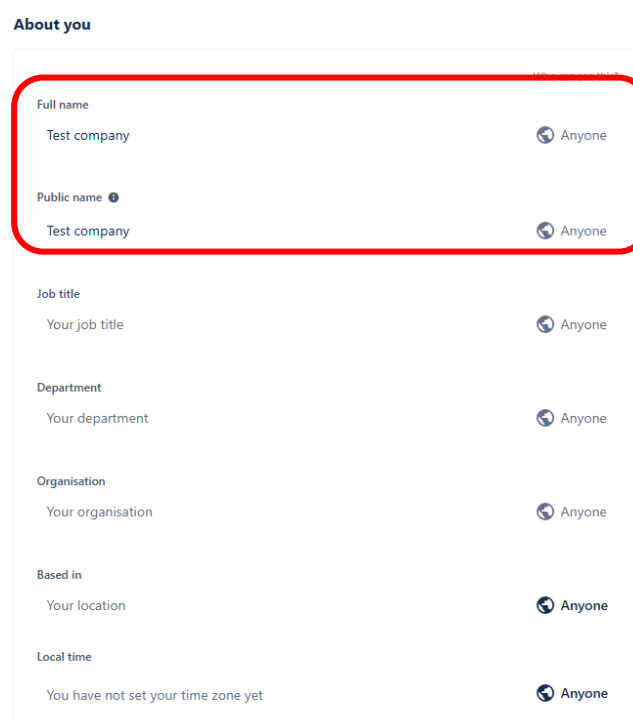
In the profile view, you can edit various information about your own organisation, including the user logo and a cover image. Please upload **your company logo as the profile picture** in this view, as this can only be changed by the user themselves.



The "Manage your account" button takes you to the advanced and Atlassian-wide account settings.





In the Atlassian account settings, you can edit all data relating to the user. In the "Profile and visibility" tab, we ask you to edit **the name to be displayed in Jira**. This can be set to a specific user by default, but it is important to **only enter the company name** here.



## Personal Jira settings

You can edit the following points using the cogwheel symbol, also in the top right-hand corner:

### Personal Jira settings

-  **General settings**  
Manage language, time zone, and other personal preferences
-  **Notification settings**  
Manage email and in-product notifications from Jira

### General settings

The most important settings in this area are the language and the personal Jira start page. With the Jira start page, for example, you can set a previously mentioned dashboard as the default start page and this is displayed first each time Jira is called up.

### Notification settings

You can customise the notification settings in this menu item. Notifications for all events are enabled by default. Although of course this may not always be relevant or desired.

## Work type creation

Work Types (formerly known as Issues) are created using the "+ Create" button directly next to the search bar.



Here you can enter your requests as usual, and the same selection of work types is still available to you. These are:

### Create

Required fields are marked with an asterisk \*

**Project \***

TEST Customer (SK) - § (TESTCUSTSK) ▼

**Work type \***

Customer Request ▼

Support Request

Customer Request

Task

This is the initial status upon creation

[Main](#) [Tech Info](#) [Additions](#)

**Summary \***

In this field the issue cause should be explained in short. (Migrated on 21 Aug 2025 11:11 UTC)

**Description \***

Tt ▼ | B I ... | A ▼ | := != | ☑ | 🔗 | 🖼️ | @ | 😊 | 🏠 | ↗️ | + ▼ | ✖

Paste a Confluence or Loom link here, and we'll generate a description automatically from the contents.

☐ Create another

Cancel **Create**

Once a work type has been created, you will recognise the visual changes and find some of the fields in other places. The most important change to know is that the status handling no longer works directly via buttons, but via a single button that displays the possible next process steps. This is shown here using the example of an offered customer request:

## Test

+

[Main](#)
[Tech Info](#)
[Admin Info](#)
[Amount Info](#)
[DEV Info](#)
[Planning](#)

▼

Description

Test

>

Attachments

1

Subtasks

Add subtask

▼

Activity

All

Comments

History

Work log

TW

Add a comment...

Pro tip: press **M** to comment

Offered ▼

⚡

⌘ Vorgang verbessern

Order

→

ORDERED

Question about offer

→

RESPONSE TO OFFER PENDING

Workflow anzeigen

Kontakt Information

Test

Priorität

⌵ Minor

>

Automatisierung ⚡

Regelausführungen

### Note



The work type processing workflow is completely unchanged for support requests. In the Customer Request, we have added the option to ask a question about the offer via a status change in the "Offered" status (Question about offer -> Response to offer pending). Previously, only a comment could be entered here. With this additional step, the work type can also be assigned to us, allowing us to ensure a continuous workflow according to the familiar pattern. You can see the new status in the screenshot above