

JIRA Manual for Supplier Portal Users

2023

**GRUPO ANTOLIN
DSI**



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1. JIRA FROM PARTNER PERSPECTIVE - Enrollment

Suppliers can register into the support platform by sending an e-mail to myticket.mail@grupoantolin.com with subject "Registration" (without quotation marks).

The system will automatically register you into our system; in a few minutes you should receive an e-mail informing you that the MyTicket Admin has invited you to join our platform.

If your e-mail address isn't currently registered in the Atlassian platform (Atlassian are the developers and providers of JIRA), the e-mail will include a link to complete the registration in their systems.

Once the link is clicked, the supplier will be met with this screen:

ATLASSIAN

Sign up to join your team

We need some information to create an account for

Enter full name

Create password

Yes, I want to receive news and offers from Atlassian about products, events, and more.

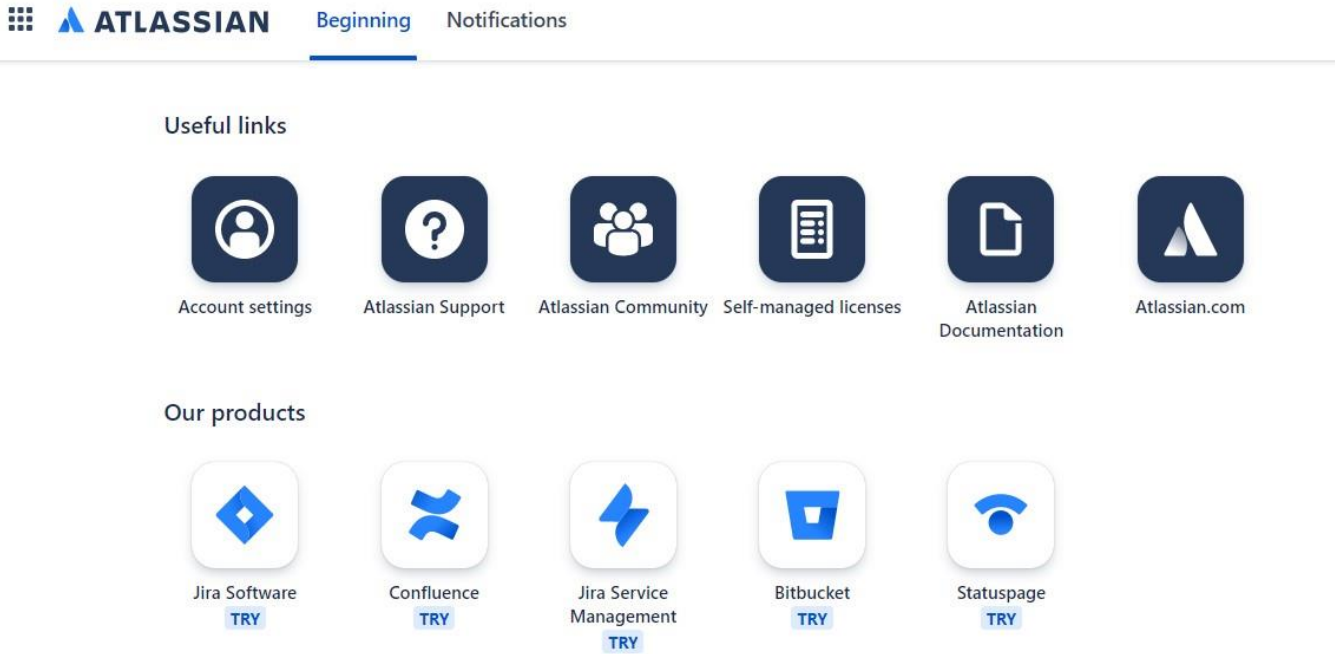
By signing up, I agree to the Atlassian Cloud Terms of Service and Privacy Policy.

Sign in

Here you will complete the sign-up process for Atlassian (it is completely free).

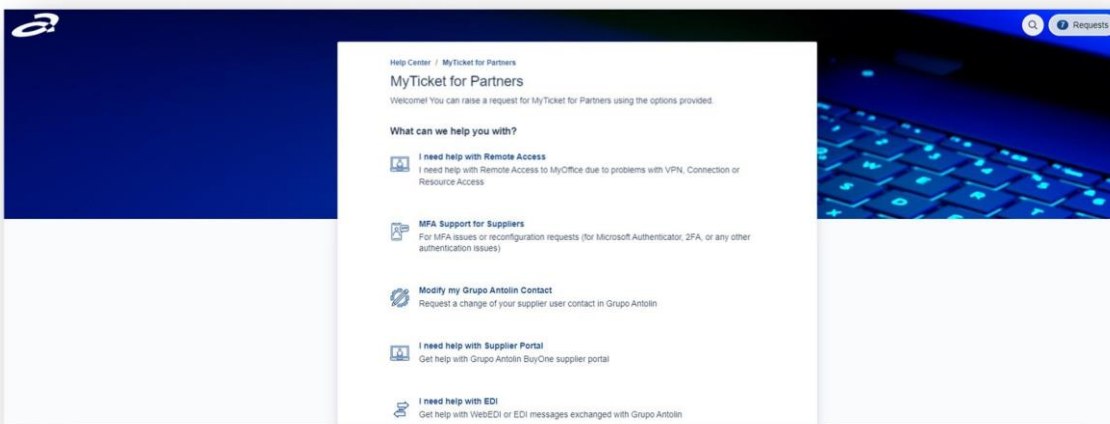


Once the process has been finished, you will be redirected to the main Atlassian site:

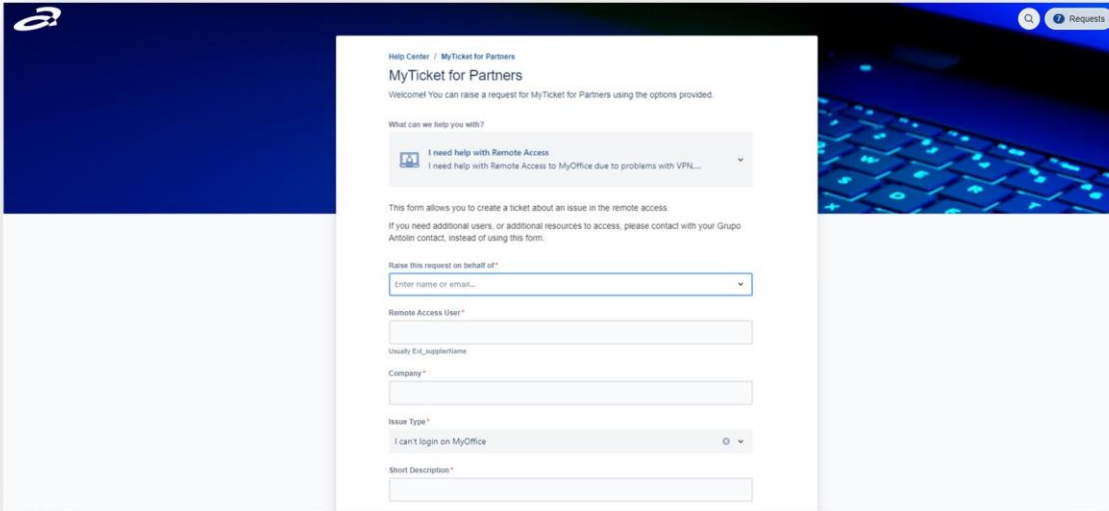


At this point the process is complete, and you may now head to <https://antolin.atlassian.net> to receive support.

2. JIRA FROM PARTNER PERSPECTIVE - Look & Feel



Each form must be fulfilled with all required information (compulsory fields are indicated by the * symbol)



Once the form is fulfilled and sent, you will have a ticket assigned with an identifier starting by PP-

From then on, ticket will be assigned to the corresponding resolution group and you will be able to follow the ticket status from this form. Also interaction is allowed with the corresponding [Add a comment](#) field.

On the top right corner of the screen, there is a place where users can have access to their recent tickets and also approval requests.



Clicking on it the system shows a list of all the tickets with their status,



Help Center

Requests

Request contains... **Status: Open requests** **Created by me** Request type

Type	Reference	Summary	Status	Service project	Requester	Updated date
	PP-27	TEST	OPEN	MyTicket for Partners	Miguel Angel Izquierdo Paños	14/Oct/22

and selecting one of them, more info is shown

Help Center / MyTicket for Partners / PP-27

TEST

Miguel Angel Izquierdo Paños raised this on Today 10:02 PM [Hide details](#)

Supplier Number
99999

Supplier Name
Test SA

Grupo Antolin plant
GAN

Grupo Antolin contact email
miguel.izquierdo@grupoantolin.com

Supplier/Vendor Issue
Other

Application
EDI

Description
TEST

Status
OPEN

Notifications on

Request type
 I need help with EDI

Shared with
 Miguel Angel Izquierdo Paños
Creator
[+ Share](#)

Activity

Add a comment

Powered by Jira Service Management