

## JIRA Request Quick Guide

JIRA is used to request enhancements, PeopleSoft cost center and role access, as well as report business system issues. Access to JIRA is obtained through an (eCAT) electronic computer access ticket.

A link to the JIRA Project Tracking system can be found on the Galaxy login page under Toolbox or by using the link below. <https://jira.utdallas.edu/jira/secure/Dashboard.jspa>

Your netid and password is required to login.

Approval from Trusted Approvers is required to process a JIRA request.

There are several Projects that categorize each work request in JIRA. The most common Projects used by end-users are:

- **Cost Center Security (CCS)** – used to request cost center security only. Questions regarding CCS JIRA's should be directed to [systemadministration@utallas.edu](mailto:systemadministration@utallas.edu).
  - *Note: New Cost Center request or changes to Cost Center Owners, Managers or Alternates must be requested through PeopleSoft forms. See navigation below:*
  - *PeopleSoft Form Navigation: Gemini Financials > Main Menu > Employee Self-Service > Forms*
- **EAS Technology (EAST)** – used to request user role access only. *If cost center security access is requested on an EAST JIRA, PS Security Access Control will create a CCS JIRA.* Questions regarding EAST JIRA's should be directed to [pssecurity@utdallas.edu](mailto:pssecurity@utdallas.edu).
- **Office of Budget and Finance (OBF)** – used to report business systematic issues and request enhancements. Questions regarding OBF JIRA's should be directed to [obftech@utdallas.edu](mailto:obftech@utdallas.edu).

### (Not for Departmental Use)

- **Financial Systems and Reporting (FSR)** – Replaced by OBF-JIRA
- **Financial Management System (FMS)** – should only be used by Business Process Analysts
- **Human Capital Management (HCM)** – should only be used by Business Process Analysts

**Steps to fill out a JIRA request are provided below:**

1. Login: <https://jira.utdallas.edu/jira/secure/Dashboard.jspa>
2. Login using your netid and password

## Welcome to UTD JIRA

Username

Password

☐ Remember my login on this computer

Not a member? To request an account, please contact your JIRA administrators.

[Log In](#)

[Can't access your account?](#)

### 3. Create an Issue



### 4. Fill in the required (\*) fields below:

### Create Issue

Configure Fields

Project\*

EAS Technology (EAST)

Issue Type\*

PeopleSoft Security (Access)

?

Some issue types are unavailable due to incompatible field configuration and/or workflow associations.

Main

Other Details

Issue Sub-Type\*

User Access Change

Issue Sub-Type for PeopleSoft Security (Access), formerly PSEC Request

Summary\*

Request access for user

Desired Completion

2 - Within 8 business hours

Priority

Requested Due

31/Oct/16

Date

Date you desire this issue to be resolved.

Component/s\*

FIN

Start typing to get a list of possible matches or press down to select.

Environment/s\*

PROD

CNV

DEV

DMO

QA

Description

Request Access for User

### 5. Click create

### Contact Information

PeopleSoft Security – [pssecurity@utdallas.edu](mailto:pssecurity@utdallas.edu)

Financial Systems Administration [systemadministration@utdallas.edu](mailto:systemadministration@utdallas.edu)

Business Process Analyst – [obftech@utdallas.edu](mailto:obftech@utdallas.edu)