

# Login and Submit in Jira

## Reference Guide



### Table of Contents

- Purpose..... 1**
- PIEE Enterprise Service Desk Login ..... 1**
  - Step 1 – Jira Login Page..... 1
  - Step 2 – Banner Page..... 2
  - Step 3 – Enterprise Service Desk ..... 3
  - Step 4 – Requestors ..... 4
  - Step 5 – Issue Information ..... 5
  - Step 6 – Submitting ..... 6
  - Step 7 – Additional Participants ..... 7

## Purpose

The purpose of this training is to walk through the login and submission of requests through the Procurement Integrated Enterprise Environment (PIEE) Enterprise Service Desk.

This training is applicable to users of the JIRA solution for managing and tracking service desk requests for the PIEE PMO.

## PIEE Enterprise Service Desk Login

### Step 1 – Jira Login Page

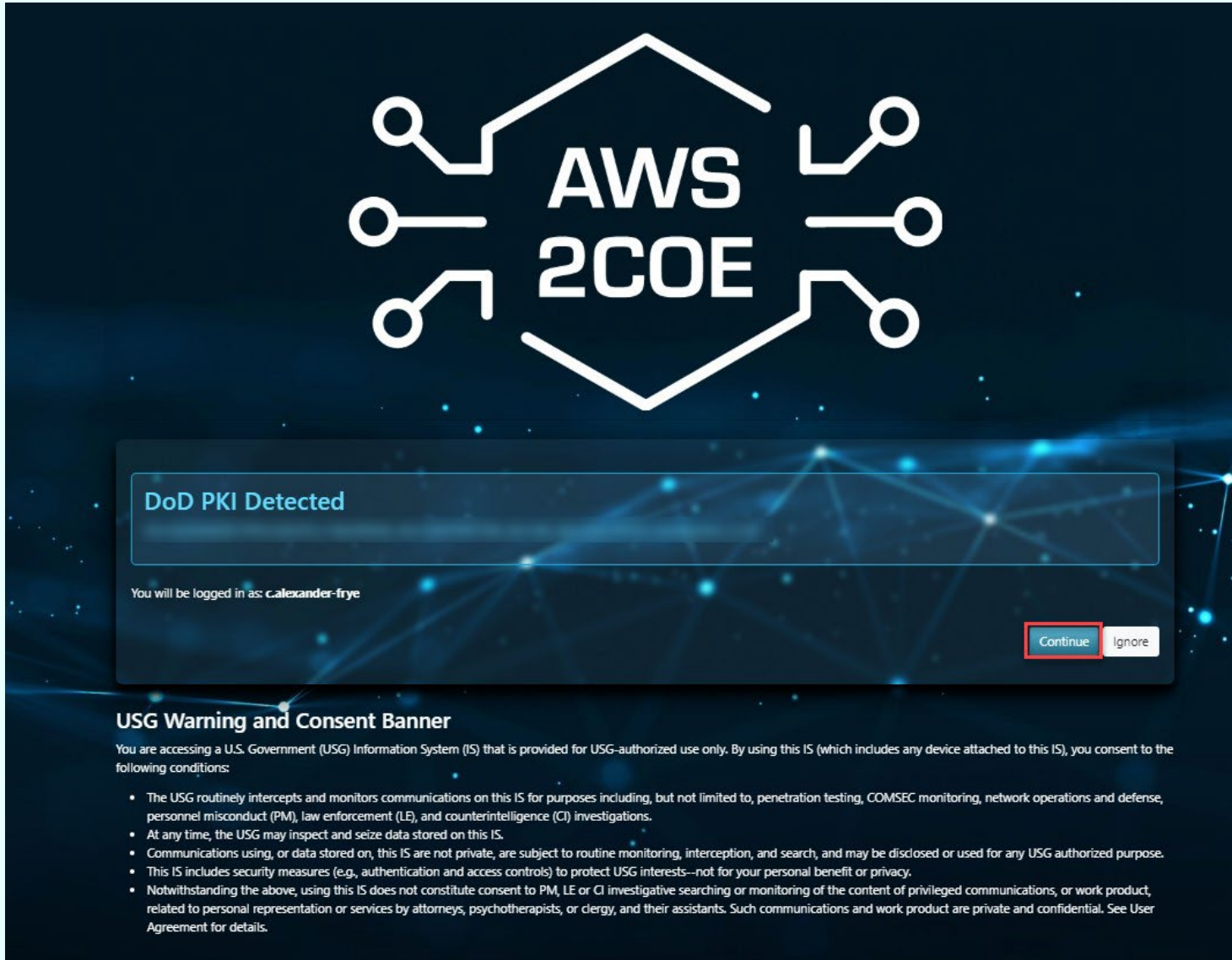
URL: [Enterprise Service Desk - Service project \(eb.mil\)](#)

Select **Continue with KeyCloak**.



## Step 2 – Banner Page

Select **Continue** at the Banner Page to accept the USG Warning and Consent Banner.



The screenshot displays a dark-themed banner page. At the top center, the text "AWS 2COE" is prominently displayed in white, surrounded by a stylized circuit board graphic. Below this, a notification box titled "DoD PKI Detected" is visible, indicating the user's login status as "c.alexander-frye". At the bottom right of this notification box, there are two buttons: "Continue" (highlighted with a red box) and "Ignore".

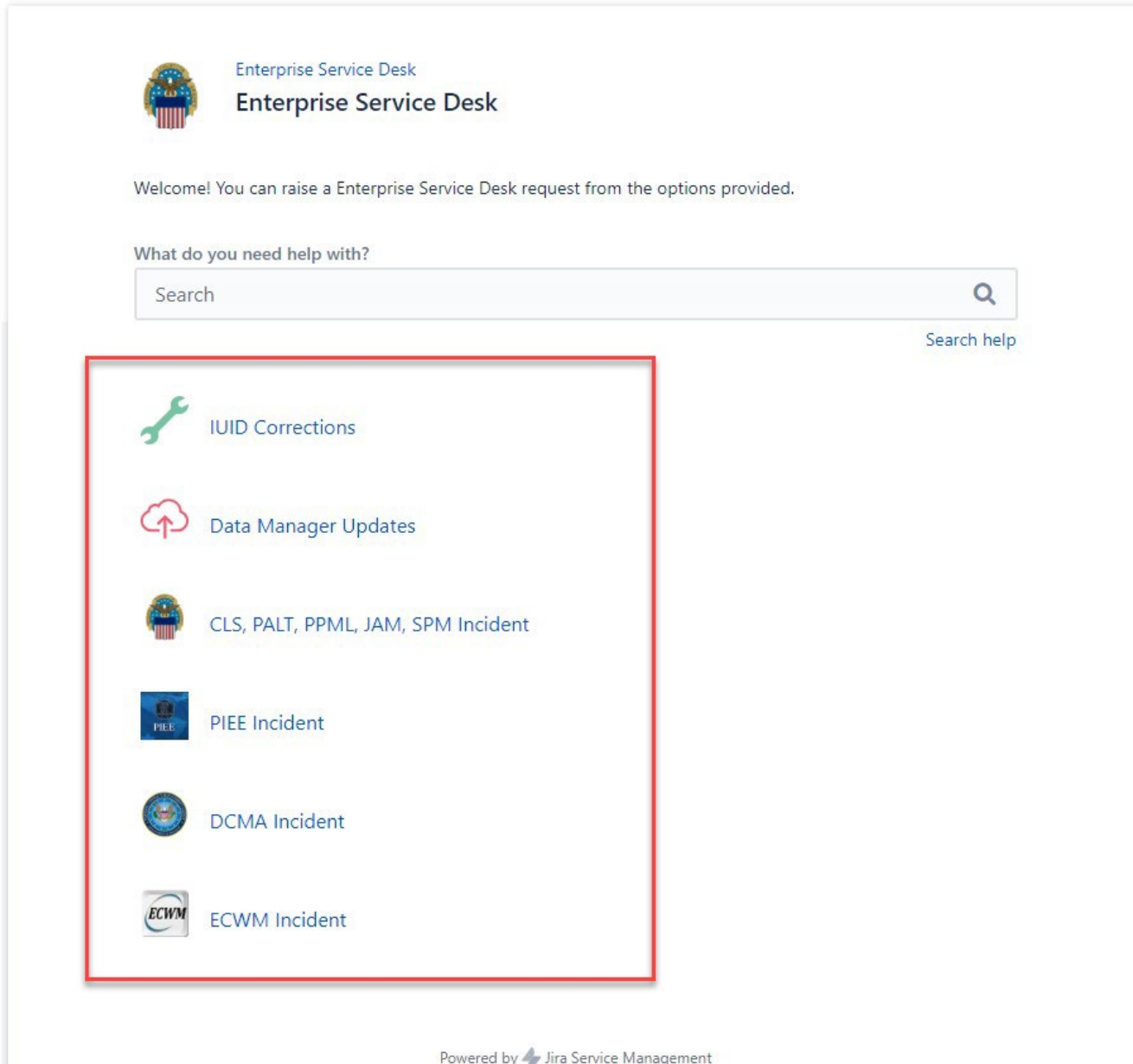
**USG Warning and Consent Banner**

You are accessing a U.S. Government (USG) Information System (IS) that is provided for USG-authorized use only. By using this IS (which includes any device attached to this IS), you consent to the following conditions:

- The USG routinely intercepts and monitors communications on this IS for purposes including, but not limited to, penetration testing, COMSEC monitoring, network operations and defense, personnel misconduct (PM), law enforcement (LE), and counterintelligence (CI) investigations.
- At any time, the USG may inspect and seize data stored on this IS.
- Communications using, or data stored on, this IS are not private, are subject to routine monitoring, interception, and search, and may be disclosed or used for any USG authorized purpose.
- This IS includes security measures (e.g., authentication and access controls) to protect USG interests--not for your personal benefit or privacy.
- Notwithstanding the above, using this IS does not constitute consent to PM, LE or CI investigative searching or monitoring of the content of privileged communications, or work product, related to personal representation or services by attorneys, psychotherapists, or clergy, and their assistants. Such communications and work product are private and confidential. See User Agreement for details.

### Step 3 – Enterprise Service Desk

Submit your request by selecting from one of the 6 service catalogs.




The screenshot displays the Enterprise Service Desk interface. At the top left is the US flag icon and the text "Enterprise Service Desk". Below this is a welcome message: "Welcome! You can raise a Enterprise Service Desk request from the options provided." A search bar is present with the placeholder text "What do you need help with?" and a search icon. Below the search bar is a list of six service catalogs, each with an icon and a text label. A red rectangular box highlights this list. At the bottom of the interface, it says "Powered by Jira Service Management".







Enterprise Service Desk  
Enterprise Service Desk


Welcome! You can raise a Enterprise Service Desk request from the options provided.

What do you need help with?

Search 

Search help

-  IUID Corrections
-  Data Manager Updates
-  CLS, PALT, PPML, JAM, SPM Incident
-  PIEE Incident
-  DCMA Incident
-  ECWM Incident

Powered by  Jira Service Management

## Step 4 – Requestors

Accept the default for the current user or click the dropdown button next to **'Raise this request on behalf of'** and search for the submitter of the request. Requestors can be added to the customers at this step by typing in their email account.



Enterprise Service Desk / Enterprise Service Desk

### Data Manager Updates

Raise this request on behalf of

J



- [Blurred list item]
- [Blurred list item]
- [Blurred list item]
- [Blurred list item]
- [Blurred list item]

## Step 5 – Issue Information

Input **Summary** and **Contract information**. Select the **Impact** and **Urgency** of the request. Review the definitions to select the appropriate values.

Enterprise Service Desk / Enterprise Service Desk

### Data Manager Updates

Raise this request on behalf of

\_\_\_\_\_

Summary

\_\_\_\_\_

Phone Number (optional)

\_\_\_\_\_

This is not used unless they are unreachable by the email they provided. Include Area code and dashes:  
e.g. 520-539-4324

Organization (optional)

Select...

This is where/who they work for.

Impact (optional)

Select...

**Extensive/Widespread:** An incident affecting multiple services and agencies, or globally affecting a critical process.  
**Significant/Large:** An incident affecting several users across multiple services/agencies, a critical function or an entire single service/agency.  
**Moderate/Limited:** An incident affecting multiple users within a single service/agency.  
**Minor/Localized:** An incident affecting a few users or a non-critical process.  
**No Impact:** An administrative or information request with no system impact.

Urgency (optional)

Low

Urgency is the necessary speed of resolving a request

**Critical:** A full-service outage. System is not available to users. **Response: Urgent**  
**High:** An incident that disrupts a users' ability to do mission essential work, or an issue that has no known workaround. **Response: Quick**  
**Medium:** An incident that partially disrupts a users' ability to do mission essential work and/or that has an existing workaround. **Response: As soon as possible**  
**Low:** An incident that is cosmetic or inconvenient but has no effect on the users' ability to do their work. **Response: Not critical**

## Step 6 – Submitting

Select **Create** to submit the ticket when all required attributes are completed.

What Role is being impacted.

Payment System *(optional)*

Select... ▼

Applicable External System *(optional)*

DOC Type *(optional)*

Internet Browser and Version *(optional)*

The internet browser and version the issue occurs in.

Attachment *(optional)*

📎 Drag and drop files, paste screenshots, or  
browse

Description

Aa ▼ | B | I | ... | ☰ ▼ | 🔗 | @ | + ▼

Provide as much detail as possible, describe what is not functioning properly  
\*Put step by step directions on how you created the problem  
\*Why is this an issue?  
\*How do you believe it should function  
\*Add any necessary attachments below

ITSM Ticket Number *(optional)*

Internal to DISA HD-ITSM Ticketing Number

**Create** Cancel

## Step 7 – Additional Participants

To identify additional participants for the same ticket after clicking 'Create' select 'Share' and input the additional email addresses.

The screenshot displays the Jira Service Management interface for a request titled "Screenshots for the IUID Correction Submission". The interface includes a navigation breadcrumb "Enterprise Service Desk / Enterprise Service Desk / ESD-69", a comment input field, and a "Details" section with the following information:

- Phone Number: 555-555-5555
- Organization: Army
- Impact: Extensive / Widespread
- Urgency: Critical
- Application: AT-AT
- PIEE Version: 6.19
- Role: IUID Role
- Description: IUID Correction

Overlaid on the interface are two key components:

- Share this request dialog (2):** A modal dialog box with the title "Share this request". It contains a dropdown menu labeled "Enter participants to add to this request" with a "Select..." placeholder. Below the dropdown are "Share" and "Cancel" buttons. A red circle with the number "2" is positioned over the dropdown menu.
- Request participants panel (1):** A panel titled "Request participants" with a "Share" button. A red circle with the number "1" is positioned over the "Share" button.

A third red circle with the number "3" is positioned over the "Share" button in the "Share this request" dialog.

At the bottom of the page, it says "Powered by Jira Service Management".