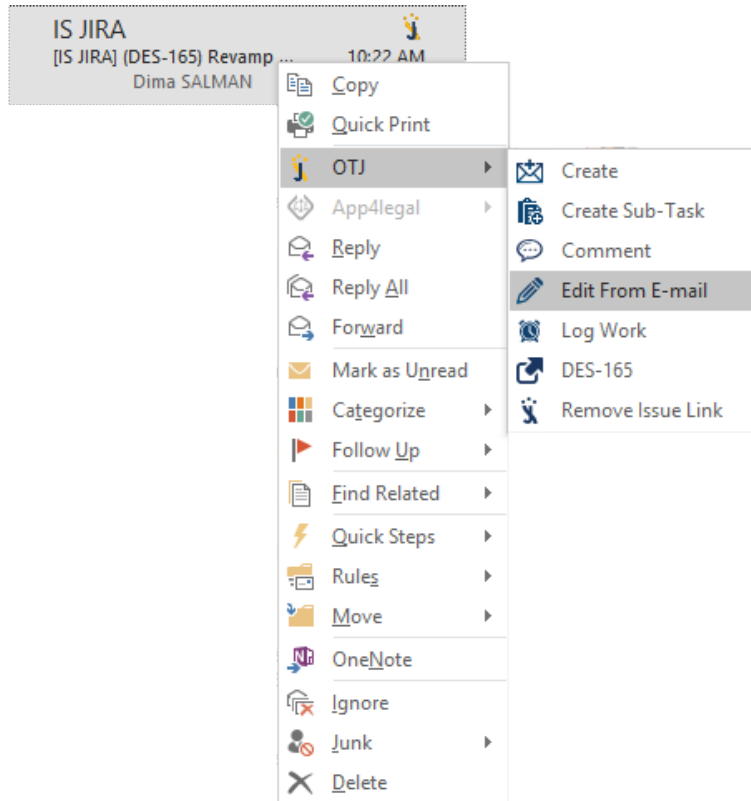


Update an existing issue

OTJ offers **two methods** in order to update a ticket:

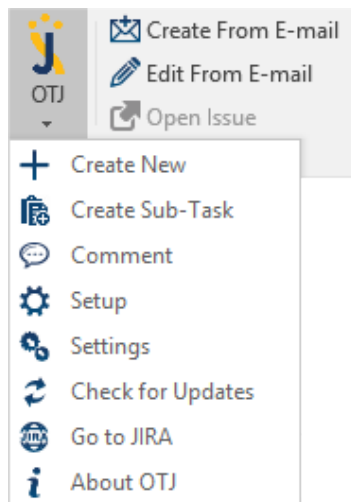
First method:

1. Select an e-mail
2. Right click on the e-mail
3. Go to JIRA
4. Click on Update



Second Method:

1. Click on the "JIRA" icon displayed in the top right menu in Outlook
2. Click on "Update"



Once "Update" is clicked:

1. Issue search screen pops up

Issue Search - Profile 1

Project

[Advanced](#)

Search Options by Criteria

Issue Key
Start typing to search by Key

Summary
Start typing to search by Summary

Description
Start typing to search by Description

DES-165: Revamp App4Daycare website fully






2. Select a Project
3. Search and select an existing issue
4. Edit all your desired fields

Update - Profile 1

Issue Type* Task

Summary*


Description

Style ▾ | B | I | U | A ▾ | ~~A~~ ▾ |  ▾ |  ▾ |  |  |  ▾ | + ▾ | ≡

We need the below sizes for Gmail To JIRA:
* A 128x128 icon.
* One 1280x800 or 640x400 screenshot of the application. (I can share
* A 440x280 small tile icon.

Note:
Current Icons + Logo can be found here:
[<https://documentation.infosysta.com/display/MKT/Gmail+To+JIRA+Logos>]
Take a look at other extensions on the market to get inspired on bullet number 2 above:
[<https://chrome.google.com/webstore/category/extensions?hl=en-US&search=Checker>]

Attachment

 Drop files to attach, or [browse](#).

Priority

Assignee

Due Date 

Component/s **None**

Reporter*

Linked Issues

Issue

Original Estimate (eg. 3w 4d 12h)

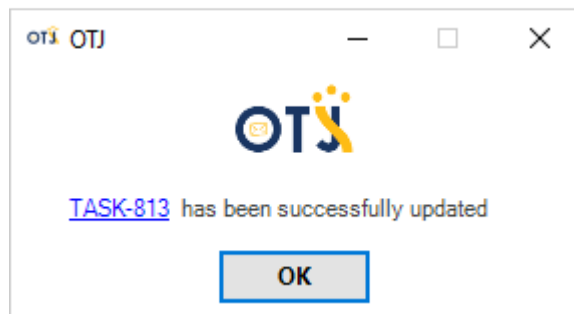
Remaining Estimate (eg. 3w 4d 12h)

Update

Cancel

5. Click on "Update"

6. A window with a link to the updated ticket in JIRA will appear



Optional Features

Issue Search Screen:

Option to search by:

- Issue Key: Type in your JIRA ticket number
- Summary: Type in any text you have in the Summary section of an JIRA ticket
- Description: Type in any text you have in the Description section of an JIRA ticket
- JQL Query: Type in a JQL query to find your issue/ticket just like in JIRA. (Click on Advanced)

Under Comment:

1. Add e-mail header: Adds your e-mail header information (From, To, CC, Subject, etc...)
2. Add e-mail body: Adds the e-mail body
3. Add e-mail timestamp: Adds the timestamp of your e-mail (E-mail received date, Time, etc...)
4. Inline Images: Adds all inline images as attachments (signature logo's, etc...)

Under Attachments:

1. E-mail attachments: Includes the e-mail attachments and allows you to select the attachments of your e-mail.
2. Include e-mail as attachment: The e-mail itself will be attached in the corresponding JIRA ticket.
3. Include Screenshot: Allows you to add a screenshot to your JIRA ticket by:
 - Click 'PRTSCR' on the desired screen
 - Check the 'Include Screenshot' checkbox
 - A small picture of your screenshot will be shown
4. Drag & Drop any external attachments into your ticket.