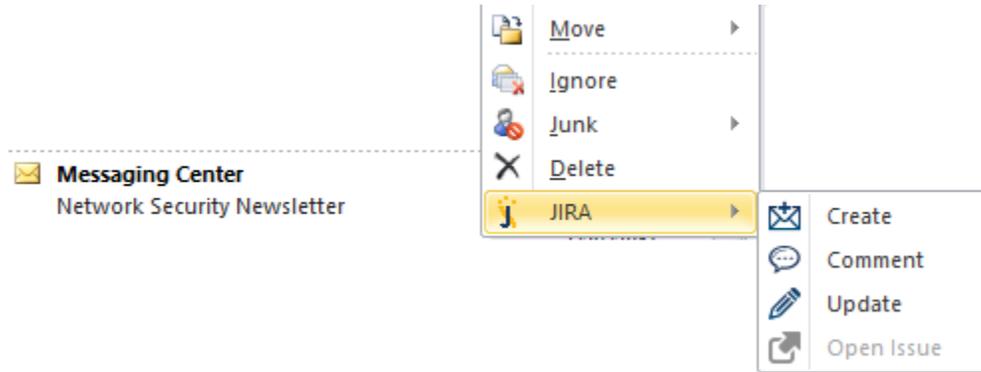


# Comment on an existing issue

OTJ offers **two methods** in order to comment on a ticket:

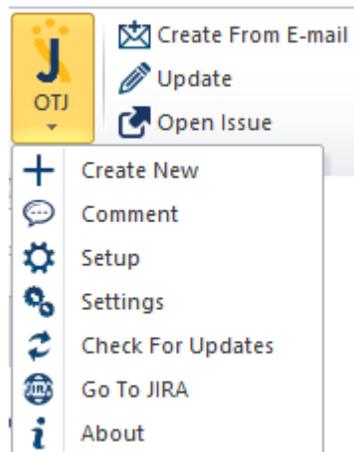
## First method:

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



## Second Method:

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



## Once "Comment" is clicked:

1. Issue search screen pops up

OTI Issue Search - Localhost

Project\*

**Search Options by Criteria** [Advanced](#)

Issue Key

Summary

[More](#)

2. Select a Project

3. Search and select an existing issue

OTJ Comment - Localhost

**Selected Issue(s)**

Project\* Outlook To JIRA

Issue Key OTJ-1

Summary OTJ-1:Finish Email creation

**Description**

Finish email creation upon registering OTJ on client side

**Comment**

Add e-mail header  Add e-mail body  Add e-mail timestamp  Inline Images

From:  
 To: Microsoft Outlook  
 CC: Microsoft Outlook  
 Mail Subject :  
 Printer Assistance  
 Mail Body :  
 Hi,

**Attachments**

E-mail attachments  Include e-mail as attachment  Include Screenshot ?

File 1.docx  
 Presentation1.pptx  
 Sheet 1.xlsx

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

**Comment** **Back** [Cancel](#)

4. Add a comment in the corresponding field

**Comment on multiple requests/issues**

1. Search for multiple JIRA requests/issues
2. Select issues to be commented on

otj Issue Search - Localhost

Project\* Outlook To JIRA

**Search Options by Criteria** [Advanced](#)

Issue Key

Summary multiple

[More](#)

- OTJ-6:Multiple comment test
- OTJ-7:OTJ has multiple comment**
- OTJ-8:Directly comment on multiple issues

Selected Issue(s)

- OTJ-6:Multiple comment test
- OTJ-7:OTJ has multiple comment

**Next** **Cancel**

3. Click on Next

otj Comment - Localhost

Selected Issue(s)

OTJ-6:Multiple comment test  
OTJ-7:OTJ has multiple comment

**Comment**

Add e-mail header  Add e-mail body  Add e-mail timestamp  Inline Images

From:  
To: Microsoft Outlook  
CC: Microsoft Outlook  
Mail Subject:  
OTJ Supporting Enterprise Edition  
Mail Body:  
Microsoft Outlook

**Attachments**

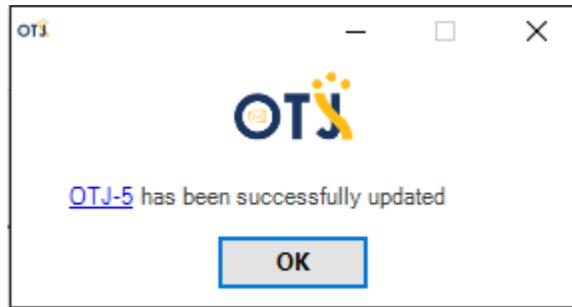
E-mail attachments  Include e-mail as attachment  Include Screenshot [?](#)

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

**Comment** **Back** [Cancel](#)

4. Click on "Comment"

5. 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
- d. Drag & Drop any external attachments into your ticket.