How to login through Mobile for JSD Portal

Internet connection configuration:

1. Make sure that you're connected to the internet through Wi-Fi or Mobile Data.
2. If your Jira instance is not published to the public, make sure to connect to your company's network. (Try your phone browser to be sure that you're able to reach your Jira instance).
3. If your company's network had a Proxy or any Certificate authority, please liaise with your IT admin to apply the needed configuration on your device.
4. If your company's network needs any VPN configuration, please liaise with your IT Admin to share with your the needed configuration.

Login through BASIC:

1. Enter your site URL that could be for example:
   a. You can copy/paste the URL displayed in your browser for example in our case it is https://css.infosysta.com/servicedesk/customer /portals.
   b. You can enter your base URL as **jira.exmple.com** or **https://jira.exmple.com**.
   c. Your site might contain context path so you need to enter it as **jira.exmple.com/jira** or **https://j**ira.exmple.com/jira**.
   d. If your instance is an Atlassian Cloud you can enter the URL as **example.atlassian.net**.
2. On URL success username and password fields will be displayed.
3. Enter your username and password that you usually used in your Jira site.

Login through SSO:

1. Click on **Single-Sign On** label.
2. Copy the link that you usually used to login to your instance from the web browser and paste it in URL field.
3. Click login, you'll be redirected to your instance to login (This procedure may take a few minutes for your site to load).

Related articles

- Login through Mobile for Jira Steps
- Push Notification feature needed configuration to work
- How to install a JIRA add-on from the server
- How to login through Mobile for JSD Portal
- How to enable OTJ Jira for Outlook Add-on for windows users?