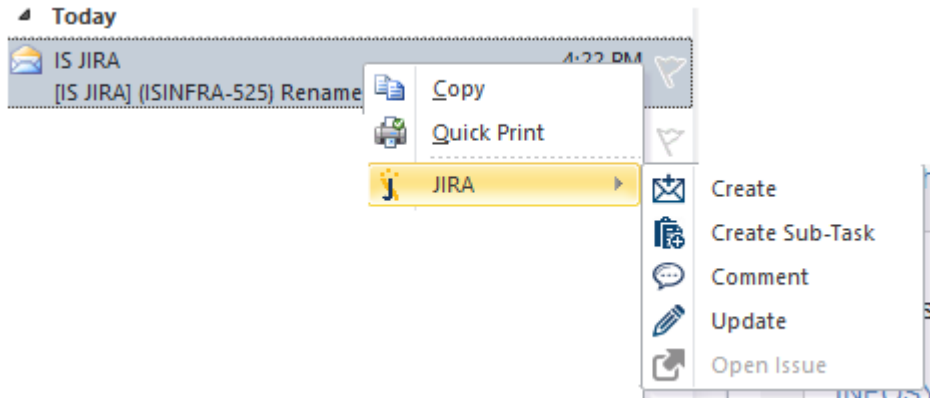


# Update an existing issue

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

Project\*

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

Issue Key   
Start typing to search by Key

Summary   
Start typing to search by Summary

Description   
Start typing to search by Description

2. Select a Project

3. Search and select an existing issue

Issue Type\*

Include e-mail as attachment  
 Include Screenshot

Summary\*

Description

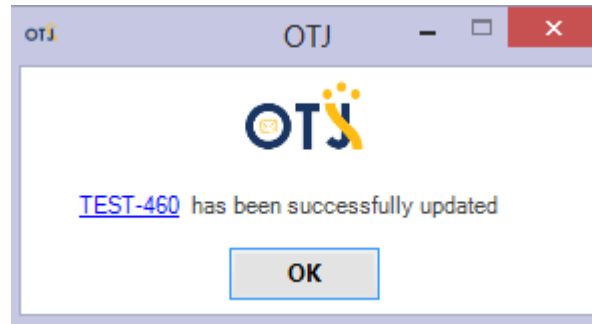
Locations

Assignee

4. Edit all your desired fields

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.