

Update an Existing Issue

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

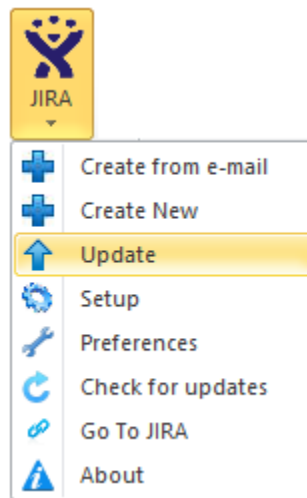
First method:

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. Update Screen pops up

Update

Project* Outlook To JIRA

Search Options

Issue Key Search by Key..

Summary Outlook

Description Search by Description..

OTJ-9:Outlook To JIRA

Update Cancel

2. Select a Project
3. Search and Select a Summary

4. Fill all your desired fields

Optional Features

Under Comment:

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

Under Attachments:

- a. E-mail attachments: Includes the e-mail attachments and allows you to select the attachments of your e-mail.
- b. Include e-mail as attachment: The e-mail itself will be attached in the corresponding JIRA ticket.
- c. 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.

5. Click on "Update"

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

