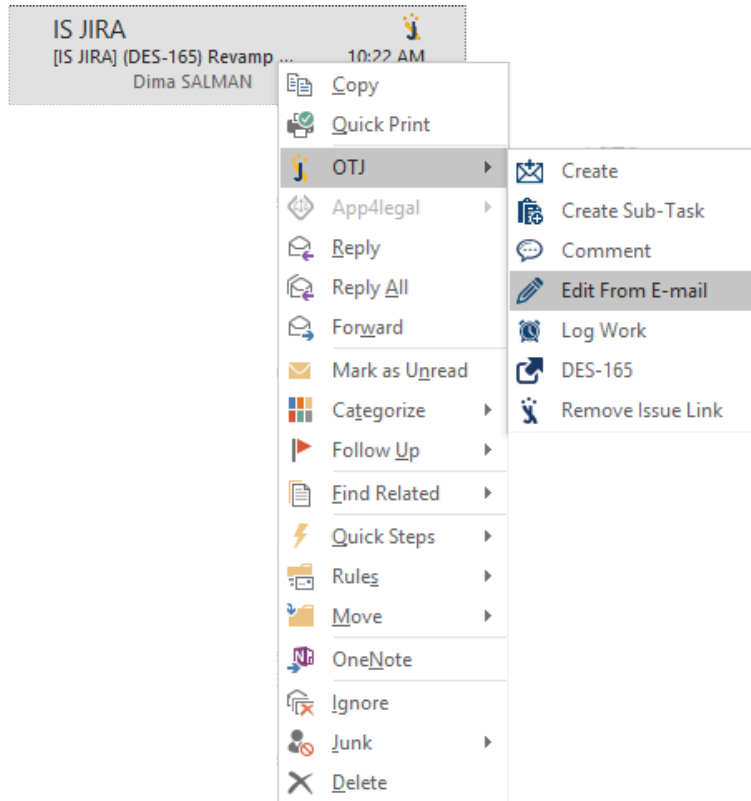


# Update an existing issue

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

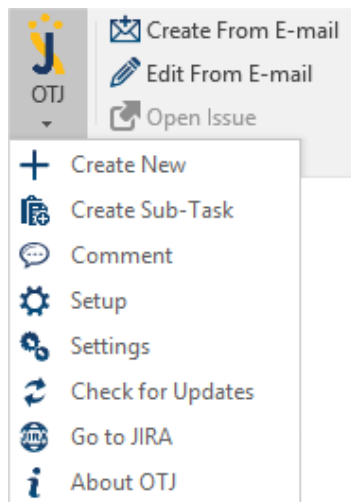
## First method:

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)

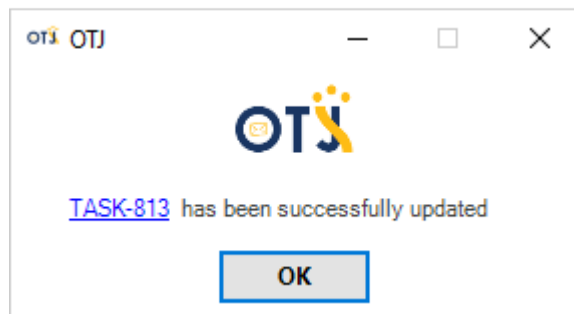
Remaining Estimate  (eg. 3w 4d 12h)

**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.