User Guide for JIRA Request

JIRA is used to request enhancements, PeopleSoft cost center and role access, as well as report business system issues. Access to JIRA is obtained through an (eCAT) electronic computer access ticket.

A link to the JIRA Project Tracking system can be found on the Galaxy login page under Toolbox or by using the link below.

https://jira.utdallas.edu/jira/secure/Dashboard.jspa

Your netid and password is required to login.

Approval from Trusted Approvers is required to process a JIRA request.

There are several Projects that categorize each work request in JIRA. The most common Projects used by end-users are:

- **Cost Center Security (CCS)** – used to request cost center security only. Questions regarding CCS JIRA’s should be directed to Financial System Administration.
  
  **Note: New Cost Center request or changes to Cost Center Owners, Managers or Alternates must be requested through PeopleSoft forms. See navigation below:**

  *PeopleSoft Form Navigation: Gemini Financials > Main Menu > Employee Self-Service > Forms*

- **EAS Technology (EAST)** – used to request user role access only. If cost center security access is requested on an EAST JIRA, PS Security Access Control will create a CCS JIRA. Questions regarding EAST JIRA’s should be directed to PS Security Access Control.

- **Office of Budget and Finance (OBF)** – used to report business systematic issues and request enhancements. Questions regarding OBF JIRA’s should be directed to Business Process Analysts.

*(Not for Departmental Use)*

- **Financial Systems and Reporting (FSR)** – Replaced by OBF-JIRA

- **Financial Management System (FMS)** – should only be used by Business Process Analysts

- **Human Capital Management (HCM)** – should only be used by Business Process Analysts
Steps to fill out a JIRA request are provided below:

1. Login:
   https://jira.utdallas.edu/jira/secure/Dashboard.jspa

2. Login using your netid and password

   Welcome to UTD JIRA
   
   Username
   Password
   [ ] Remember my login on this computer
   Not a member? To request an account, please contact your JIRA administrators.
   Log In  Can't access your account?

3. Create an Issue
4. Fill in the required (*) fields below:
4. Click create

Contact Information

PeopleSoft Security – PSSecurity@utdallas.edu

Financial Systems Administration – systemadministration@utdallas.edu or ext. 2602

Business Process Analyst – fms@utdallas.edu or ext. 2602