

# Logging Issues from Chase to Jira

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Jira is an established issue tracking product that provides bug tracking, issue tracking, and project management functions. Chase uses Jira to log Support tickets.

Chase allows Users to log tickets, but does depend on the User's rights. You can restrict who can log issues with Chase and minimise the same errors being sent to the Support Centre.

Find out how to:

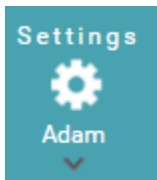
- [assign access rights to Jira](#)
- [log issues from Chase to Jira](#)

## Step-by-step guide

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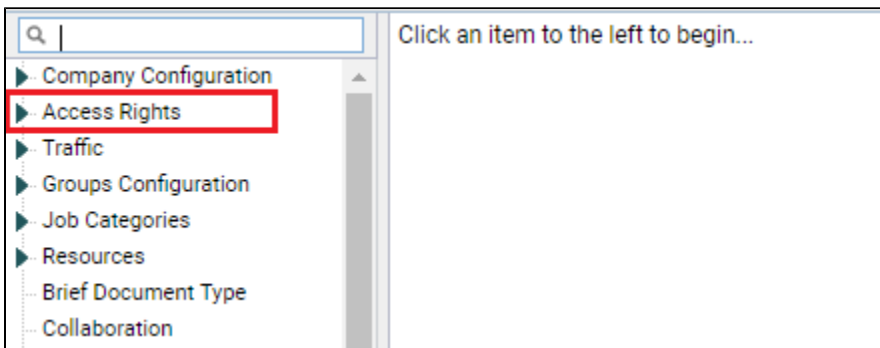
### Assigning access rights to Jira

1. Click the **Settings** button on the Ribbon.

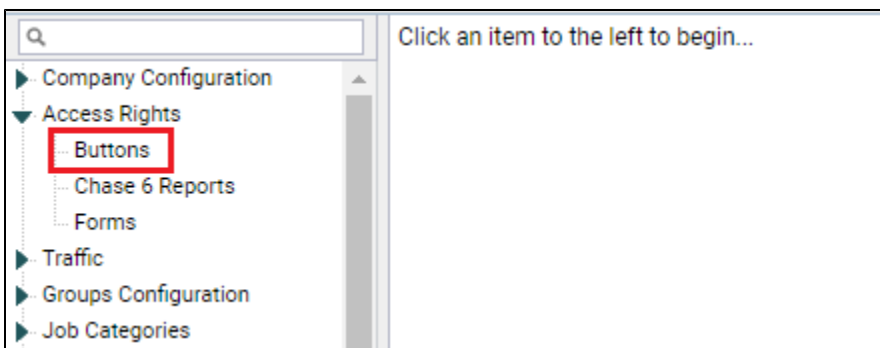


The *Configuration* screen appears.

2. Click the **Access Rights** group to expand it.



3. Click the **Buttons** item.



The *Menu Buttons* screen appears.

- Select the relevant User right from the **Can View** field against the **Support Button**.

By default, the **Can View** field will be set to Guest (G).

*A C C E S S   R I G H T S   -   M E N U   B U T T O N S*

Button Name	Can View	Button Group	Button Order
Work Types	G	Config	21
Wizards	A	Tools	100
Whiteboard	A	Traffic	12
View Tables	A	Config	26
Traffic Teams	A	Traffic	15
Traffic Divisions	A	Traffic	16
TimeSheets	G	Main	8
TimeSheets	G	Main	9
Tasks	G	Main	0
Tasks	G	Main	7
Task Types	A	Config	22
SupportButton	A	BreadCrumbBar	888
Suppliers	G	Fin.	6
Settings	G	Settings	500

- Click the **Save** button once your changes have been made.

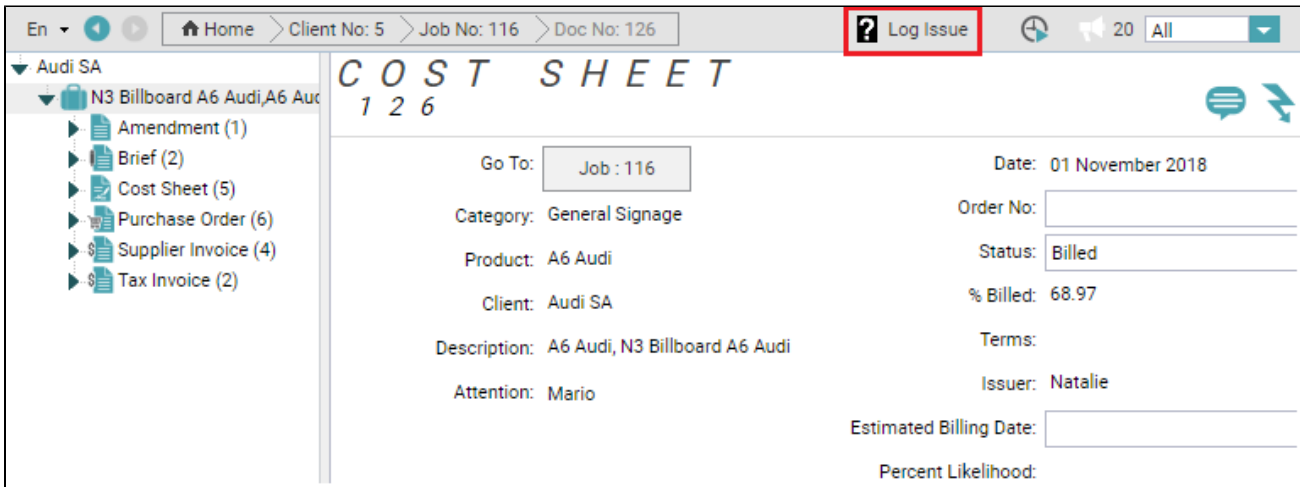
*A C C E S S   R I G H T S   -   M E N U   B U T T O N S*

Button Name	Can View	Button Group	Button Order
Brief	G	New	6
Contractors	F	Main	7
Tasks	G	Main	7
TimeSheets	G	Main	8
External Document	G	New	8
TimeSheets	G	Main	9
Reports	G	Tools	11
Planner	T	Traffic	12
Whiteboard	T	Traffic	12
Kanban	T	Traffic	13
All Tasks	T	Traffic	13
Forecasting	F	Tools	14
Traffic Teams	T	Config	15
Traffic Divisions	T	Config	16
Forecasts	S	Tools	16
Month End	S	Financial	17
Company Details	A	Config	18
Employee Financials	X	Config	19
Move Costs	S	Financial	20
Work Types	A	Config	21
Edit Exchange Rates	F	Config	21
Task Types	T	Config	22
Lookup Codes	A	Config	23
Access Rights	A	Config	24
HTML Reports	A	Config	25
Server Mail Admin	A	Config	25
View Tables	A	Config	26
Reports	G	Tools	29
Opportunities	L	CRM	30
Dashboard	L	CRM	31
Wizards	F	Tools	100
Settings	G	Settings	500
SupportButton	Admin	BreadCrumbBar	888
Export Wiz	F	Financial	999

## Logging an issue

Users can log issues while they are busy working on a document, as well as from the Configuration screen.

1. Click the **Log Issue** button.



The *Jira Create Issue* dialog appears. The Name of the logged-in User will automatically be populated in the dialog.

2. Enter a short summary of the issue in the **Summary** field.

Fill out your query below

Summary\*

Description

Attach file  No file chosen

We've currently got you logged in as **Ntswaki Tsotetsi**. This feedback will be created using this user unless this is not you.

Include data about your current environment, like the browser and page URL. This helps us understand your feedback better.

[What is included in the data about my current environment?](#)

3. Enter more details about the issue in the **Description** field.

Fill out your query below

Summary\*

Description

Attach file  No file chosen

We've currently got you logged in as **Ntswaki Tsoetsi**. This feedback will be created using this user unless this is not you.

Include data about your current environment, like the browser and page URL. This helps us understand your feedback better.

[What is included in the data about my current environment?](#)

Click the **Choose Files** button to attach external files, such as screenshots, to the ticket.

- Once all the information has been added, click the **Submit** button.

Fill out your query below

Summary\*

Description

Attach file  No file chosen

We've currently got you logged in as Ntswaki Tsoetsi. This feedback will be created using this user unless this is not you.

Include data about your current environment, like the browser and page URL. This helps us understand your feedback better.  
What is included in the data about my current environment?

After clicking **Submit**, a message pops up notifying you that a ticket has been successfully created in Jira and sent to the Chase Support Centre.

To view the ticket that was created, you can click the ticket number link on the message.

 **Thank you for your feedback!**  
Your feedback has been recorded in **SUPPORT-132786**. This window will automatically close in 5 seconds.




Summary\*

Description



Attach file  No file chosen

 We've currently got you logged in as Ntswaki Tsotetsi. This feedback will be created using this user unless this is not you.

- Include data about your current environment, like the browser and page URL. This helps us understand your feedback better.  
What is included in the data about my current environment?

The ticket will open in the Support Portal.

Chase Software Support P... / Chase Software - Producti... / SUPPORT-212308

## Cost Estimate OPEN

Comment on this request...

**Details** 2018/05/29 12:04

Description  
Hi  
Hope you are well.  
Please can you investigate CE 44

It was billed 50%, but when I run a outstanding cost estimate list, it does not reflect.

**Reporter:** Adam  
**E-mail:** [administrator@chasesoftware.co.za](mailto:administrator@chasesoftware.co.za)

**Shared with**  
Adam  
Creator

Don't notify me  
 Share

## Related articles

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## Content by label

There is no content with the specified labels

