

How to login through JSMobile - Service Management Portal

Internet connection configuration:

1. Make sure that you're connected to the internet through Wi-Fi or Mobile Data.
2. If your Jira instance is not published to the public, make sure to connect to your company's network. (Try your phone browser to be sure that you're able to reach your Jira instance).
3. If your company's network had a Proxy or any Certificate authority, please liaise with your IT admin to apply the needed configuration on your device.
4. If your company's network needs any VPN configuration, please liaise with your IT Admin to share with you the needed configuration.

Login through BASIC:

1. Enter your site URL that could be for example:
 - a. You can copy/paste the URL displayed in your browser for example in our case it is <https://css.infosysta.com>.
 - b. You can enter your base URL as jira.example.com or <https://jira.example.com>.
 - c. Your site might contain context path so you need to enter it as jira.example.com/jira or <https://jira.example.com/jira>.
 - d. If your instance is an Atlassian Cloud you can enter the URL as example.atlassian.net.
2. Press on **Login** button
3. If the URL is cloud then you will be directed to another screen with Email field displayed. Enter the email that you usually used in your Jira site.
 - a. On Success, if you're an admin or agent then you'll be redirected to your instance to login else if you're a customer Password field will be shown. Check below video
Your browser does not support the HTML5 video element
4. If the URL is server then you will be directed to another screen with username and password displayed. Enter your username and password that you usually used in your Jira site.
Your browser does not support the HTML5 video element

Login through SSO:

1. Copy the link that you usually use to login to your instance from the web browser and paste it in URL field.
2. Click on **Single-Sign On** button.
3. You'll be redirected to your instance to login (This procedure may take a few minutes for your site to load).
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