SANRAL
SOUTH AFRICAN NATIONAL ROADS AGENCY SOC LTD

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BUILDING SOUTH AFRICA
THROUGH BETTER ROADS

Integrated Transport Information System

ITIS Support Service Desk User Manual

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1. Welcome

Welcome to the ITIS Support Service Desk User Manual. This Manual contains information about the basic use of the ITIS Support Service Desk.

The Service Desk can be accessed at https://jira.nra.co.za:8443/servicedesk/

When accessing the Service Desk for the first time you might receive an error that the site is not private, this is because Service Desk is making use of a self-signed certificate, which cannot be verified by browsers.
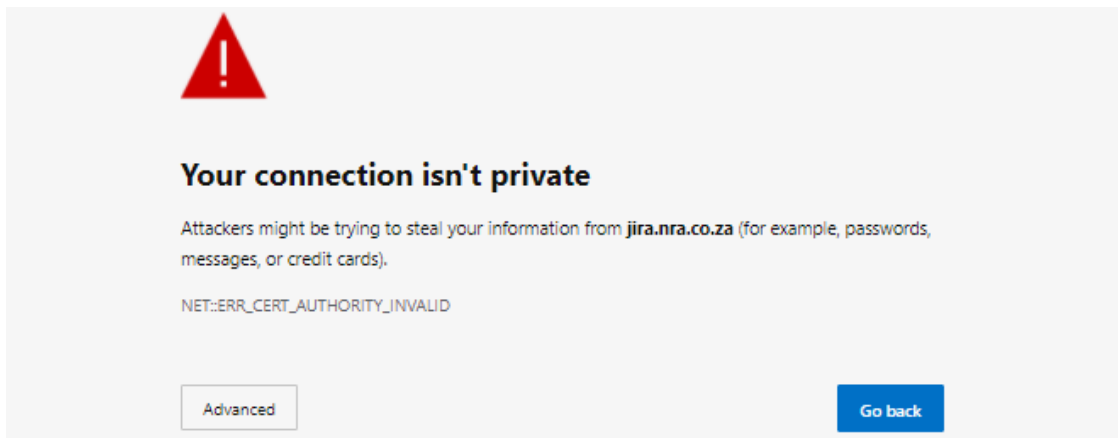
i. Click on Advanced
ii. Click on Continue to jira.nra.co.za (unsafe)

2. Create Jira Service Desk User

You cannot use your ITIS user to log into Jira and need to register as a Service Desk User. If you previously sent an email from your existing email address to itisissues@nra.co.za, then the system already created a user for you. If this is the case and don't have a password, then please refer to section 3. Forgot your password.
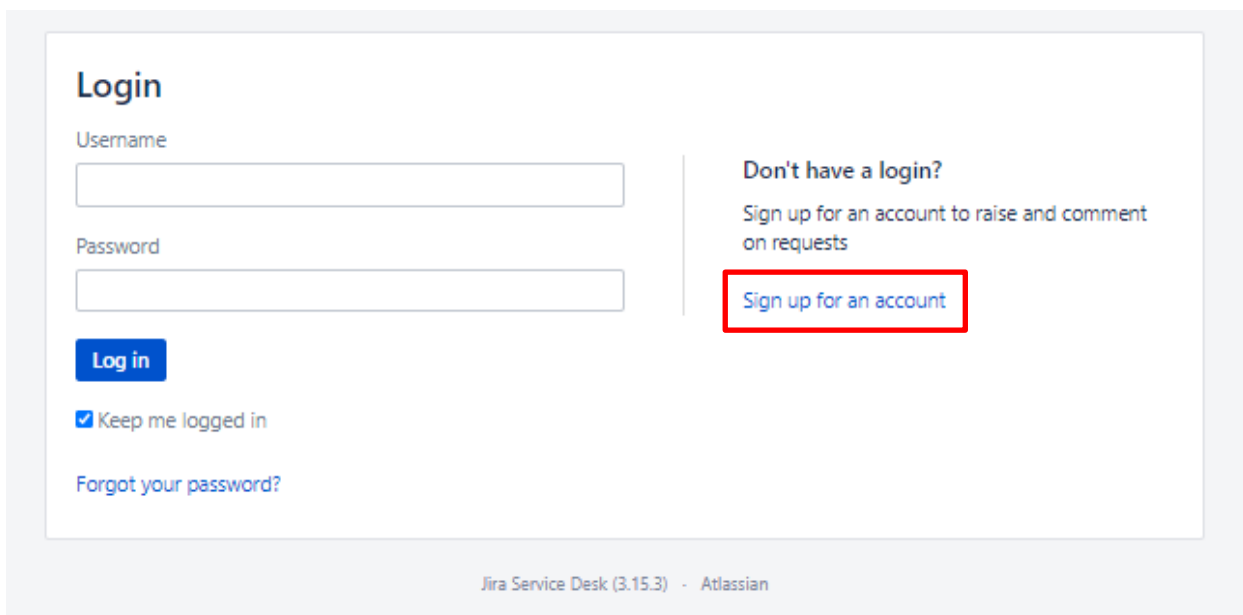

Figure 1: Login screen

i. Go to the Service Desk Website: https://jira.nra.co.za:8443/servicedesk/
ii. Click on Sign up for an account

Sign up for an account

Email

Password

☐ Show password

Full name

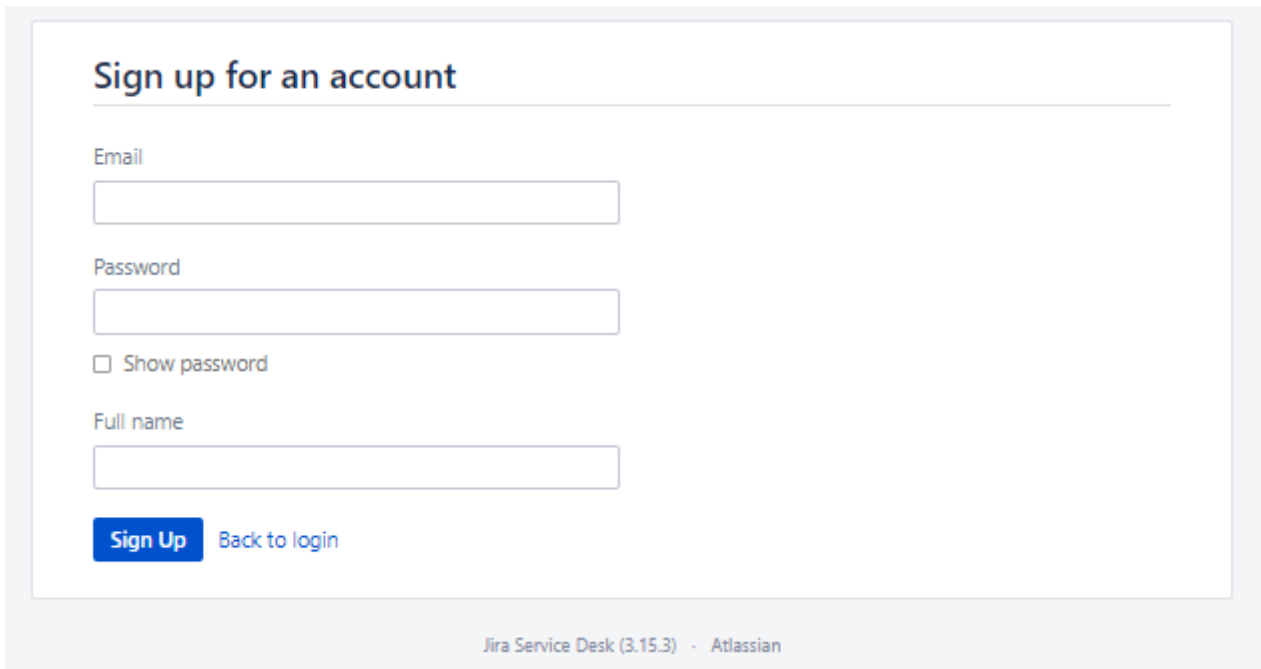**Sign Up**   Back to login

Jira Service Desk (3.15.3) · Atlassian

Figure 2: User sign up screen

iii. Complete your details and click on Sign Up

3. Forgot your Password

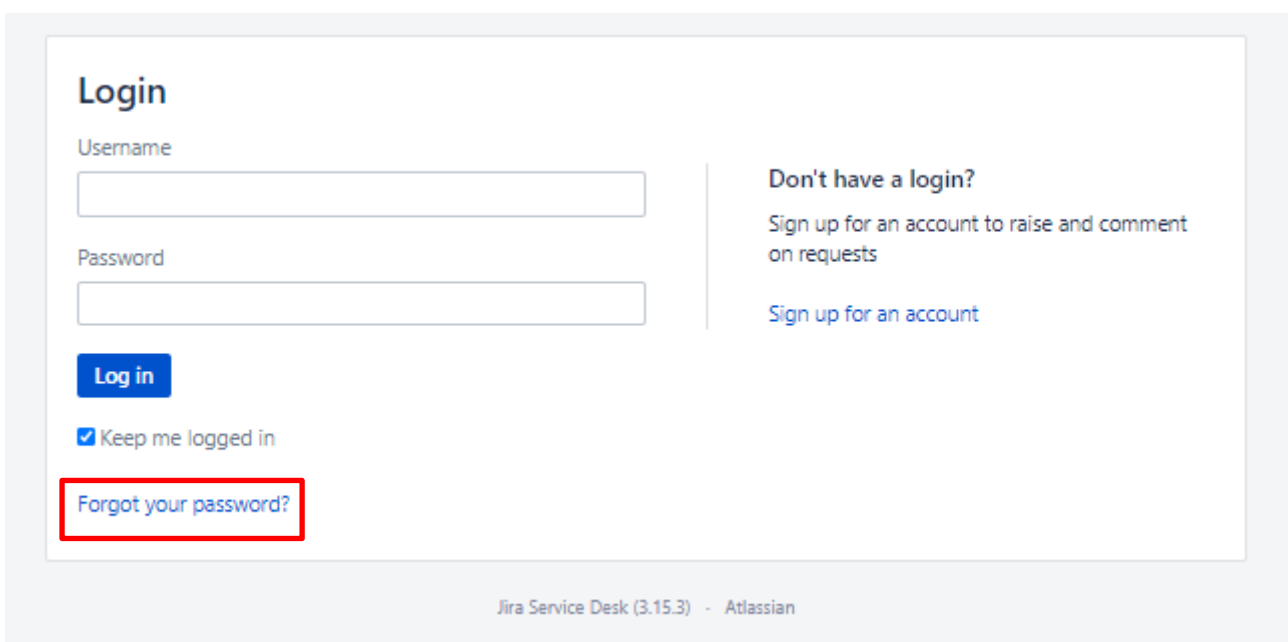If your user already exists and don't know your password, or if you forgot your password then follow the steps below

Login

Username

Password

Log in

☑ Keep me logged in

Forgot your password?

Don't have a login?

Sign up for an account to raise and comment on requests

Sign up for an account

Jira Service Desk (3.15.3) · Atlassian

Figure 3: Login screen

i. Go to the Service Desk Website: https://jira.nra.co.za:8443/servicedesk/
ii. Click on Forgot your password

Forgot password

Username

[   ]

Email me   Back to login
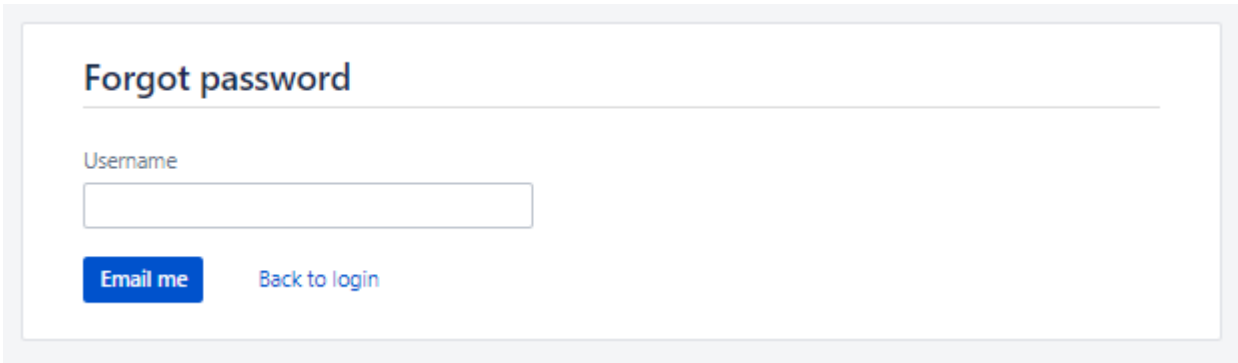
Figure 4: Forgot password screen

   iii.   Capture your username

NOTE: Your email address is your username

   iv.   Click on Email me
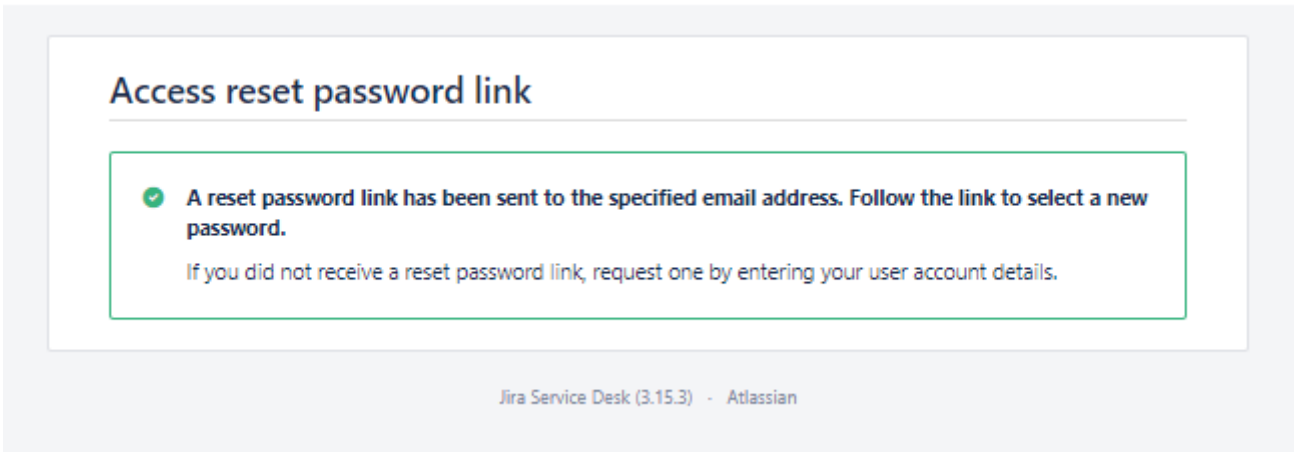
Access reset password link

  ✅ **A reset password link has been sent to the specified email address. Follow the link to select a new password.**

       If you did not receive a reset password link, request one by entering your user account details.

Jira Service Desk (3.15.3) - Atlassian

Figure 5: Reset link

   v.   Click on the Reset my password link in the email

Create new Password

Username ka▆▆▆▆▆▆▆▆m

New Password [   ]

Confirm [   ]

Confirm

Jira Service Desk (3.15.3) - Atlassian
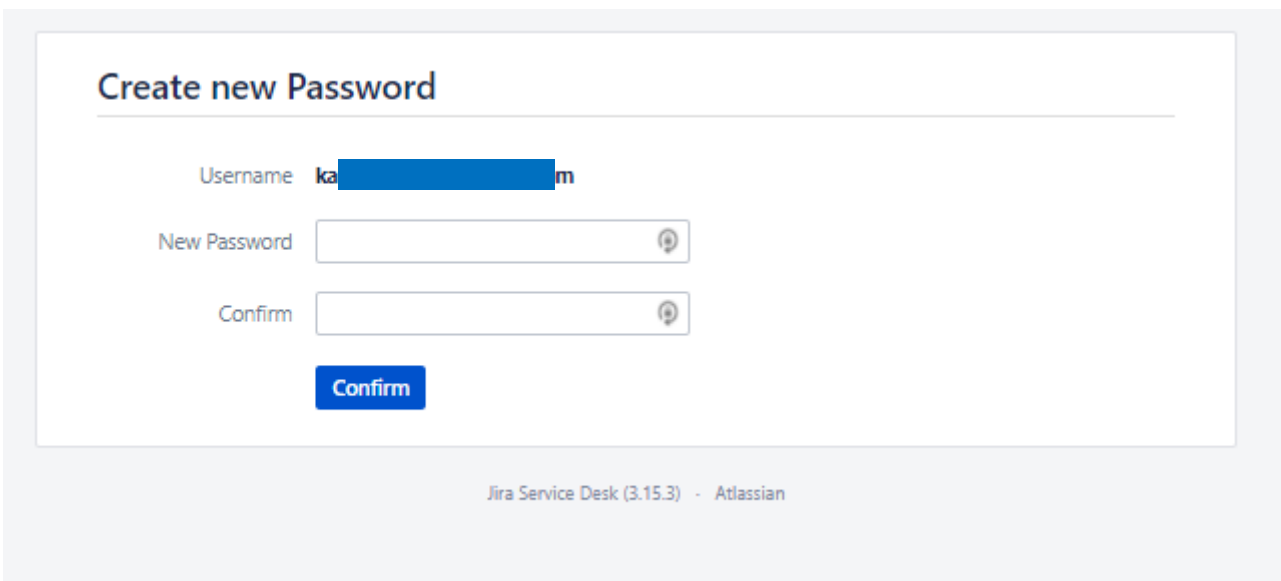
Figure 6: Update password screen

   vi.   Capture your new password and click on Confirm

4. Create new support issue

After you created your Jira Service Desk user or created your password you can log into the service desk portal and create your support issue.
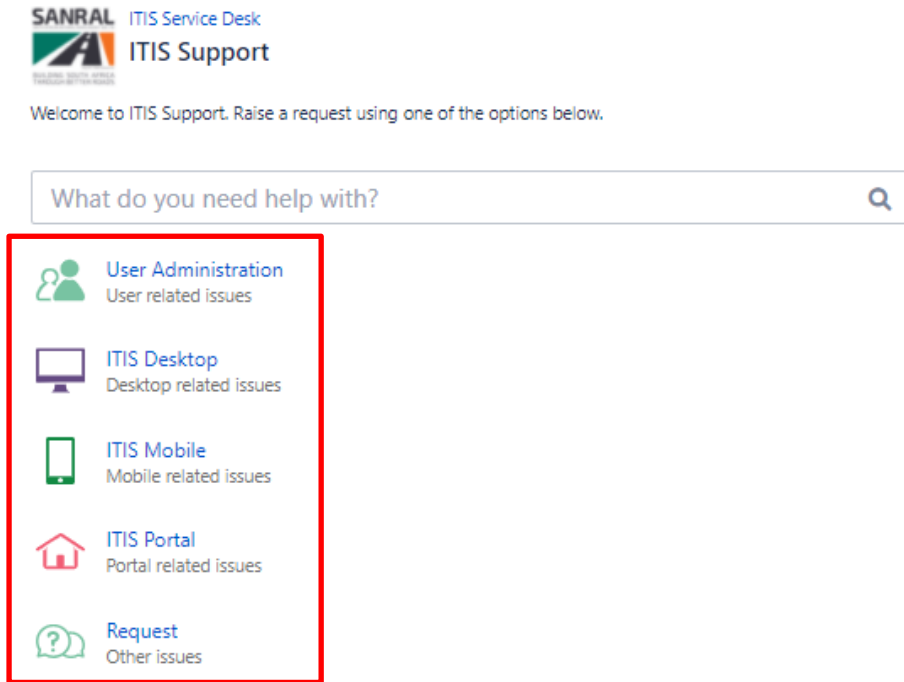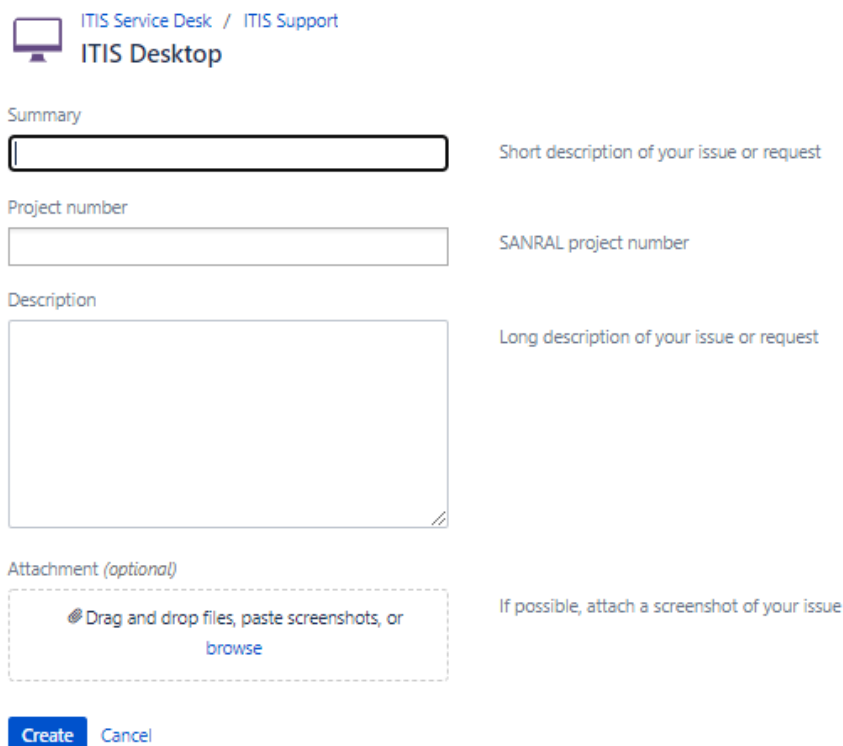
Figure 7: Support options

    i.   To start creating your support issue click on the applicable option. If you are not sure what option to choose then click on Request

Figure 8: Create new support issue

ii.   Capture the issue summary, project number and issue description. You can also upload a screenshot of your issue or attach any other documentation.

iii. Click on Create

5. View your issues

You can view all the issues that you have created, as well as any issue that someone else created and shared with you.
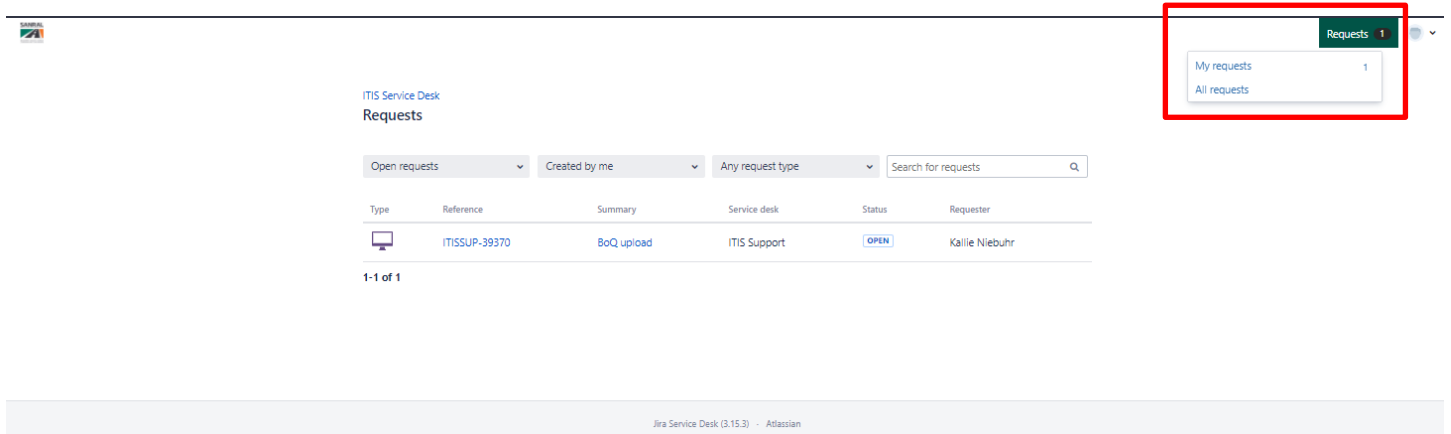
Figure 9: List of support issues

i.   Click on Requests in the top right-hand corner

ii.   Click on My requests to view the issues you have created

iii. Click on All requests to view the issues you have created as well as all issues shared with you

iv.   Click on any issue on the list to view the details of the issue
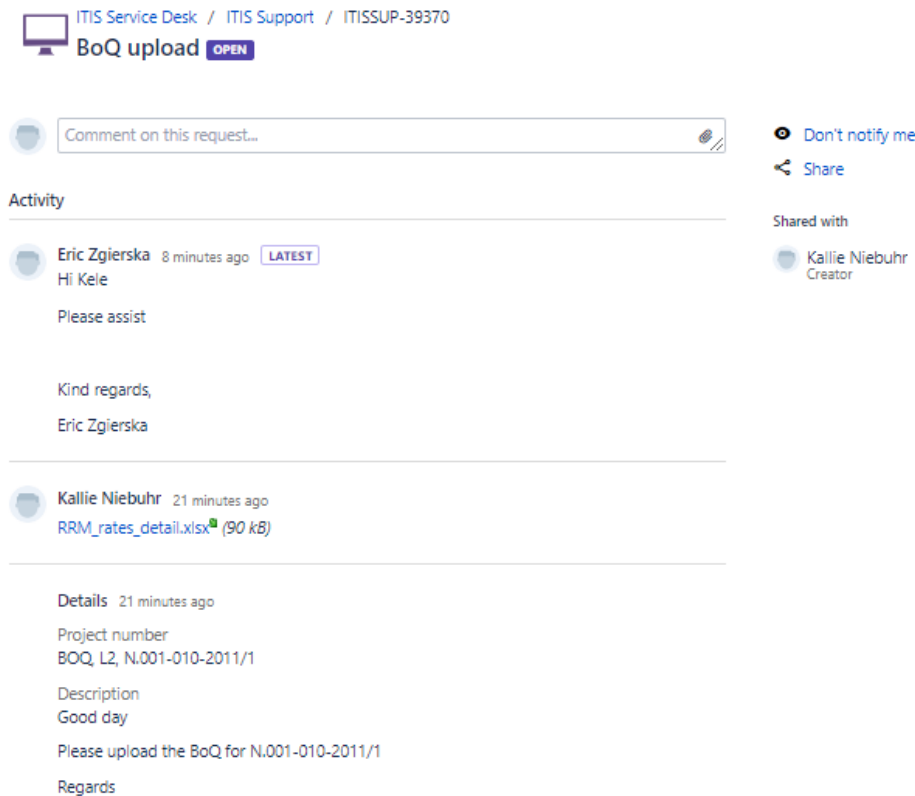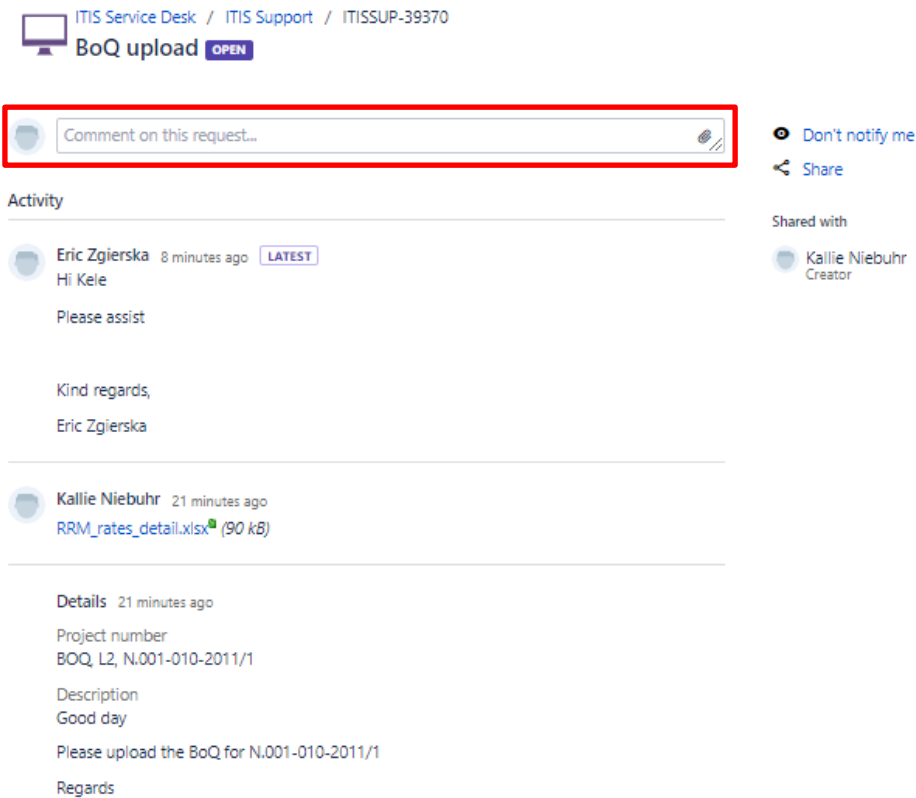
Figure 10: Issue details

6. Add a comment

You can add a comment to your issue or answer a question asked by the support team:

Figure 11: Comment on Issue

i.   Type your comment into the Comment on this request field. You can also upload a screenshot or document with your comment.
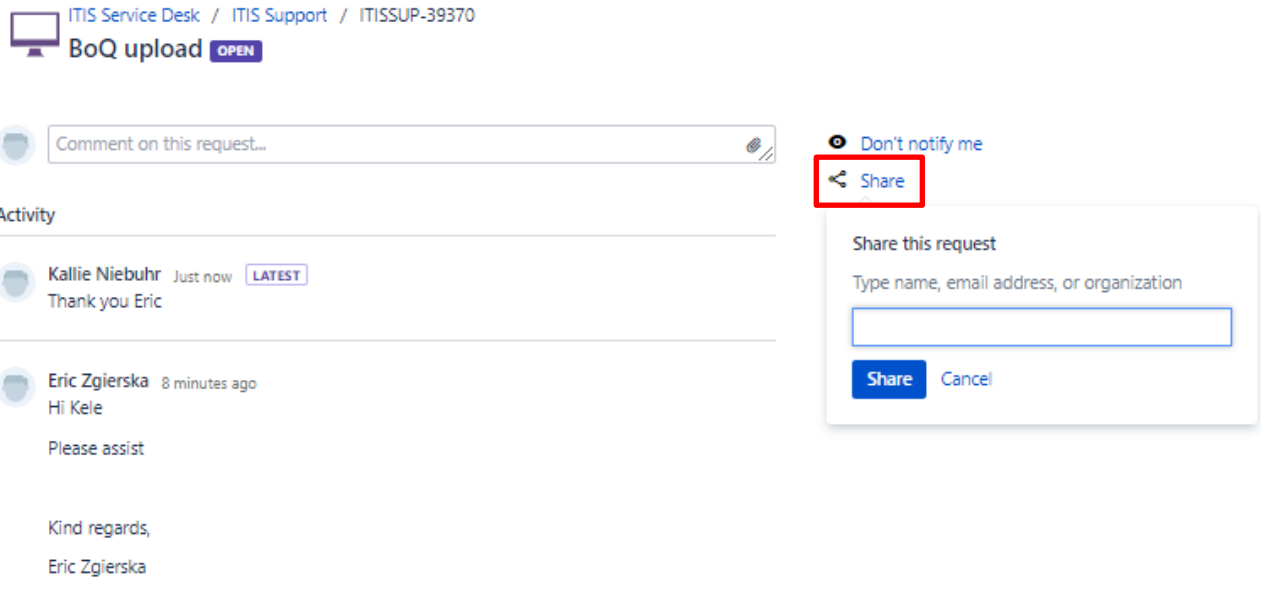

Figure 12: Add comment

ii.   Click on Add

7. Share your issue

You can add participants to your issue, like the SANRAL project manager or work colleagues
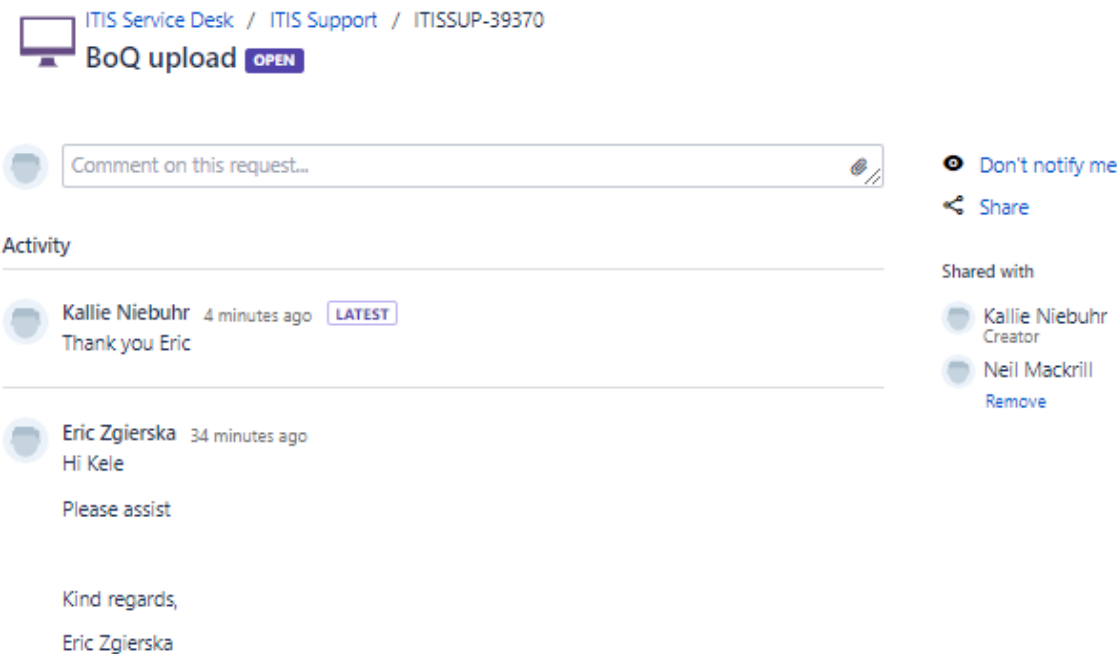
Figure 13: Share issue

    i.   Click on Share

   ii.   Type the users email address

  iii.   Click on Share

Figure 14: Issue Shared