

Supplier Portal (External) JIRA User Guide

October 2020

Honeywell

External JIRA Tool

- Allows users outside of Honeywell (i.e. suppliers and customers) to interact with AeroJIRA projects
- Can be used by external users to search, create, and edit issues pertaining to internal AeroJIRA projects

Logging In

There is a double login for external JIRA. Users must enter the same username (EID for Honeywell users) and password (LDAP) for both.

The screenshot shows the JIRA login interface. At the top, there is a yellow warning box with a triangle icon: "Export Restricted information is not permitted in this IT environment. Individuals are never allowed to place Export Restricted information into this IT environment as foreign persons/nationals can and will have access. This restriction applies to any format of information - typed text, attachments, etc." Below this is a red box with a circle icon: "Do not raise issues here, this is the QA version." The main login form includes a "JIRA instance" dropdown menu (labeled "AERO"), a "Username" field (labeled "AERO"), and a "Password" field (labeled "CORP EXPORT CONTROLLED"). A blue arrow points to the "JIRA instance" dropdown. To the right is a "Please Sign In" dialog box with "User Name" and "Password" fields, a "Remember me" checkbox, and "Cancel" and "Sign In" buttons.

There is a new option for choosing JIRA instance at the Login page.

Searching Issues

Under the **SEARCH ISSUES** tab, choose the project from the **Project Name** dropdown that you wish to search in. To narrow the results, add criteria in the remaining fields, including **Type**, **Status**, **Component**, **Reporter**, **Assignee**, and **Contains** (a substring of the summary of the issue). Then, press **Search**.

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LOGOUT HELP SUPPORT

SEARCH ISSUES CREATE ISSUE Go to Issue

SEARCH FOR ISSUES ▾

Project Name External JIRA Support ▾ Type All ▾ Status All ▾ Component All ▾

Reporter Assignee Contains

Search

FILTERS ▾

COLUMNS ▾

ISSUES FOUND ▾

Showing 1 to 20 of 159 issues

P	T	Key	Summary	Status	Component/s	Reporter	Assignee	Updated	Created
↑	+	EXTJIRA-201	Create INDS agile project in external JIRA	🔒 Closed		Rakesh Chitturi	Juraj Pacek	2019-03-19	2019-03-18
↑	+	EXTJIRA-200	Extend External JIRA for Corp/ACS JIRA instance for HCE usage	🔓 Open		Suresha Chitrapady	Juraj Pacek	2019-03-19	2019-03-01
+	+	EXTJIRA-199	Notice that password is expiring but no access to update	🔓 Open		Dennis Fuller	Juraj Pacek	2019-02-25	2019-02-23

Searching Issues cont.

Search results can be sorted in ascending or descending order by column, by clicking on the column name. Once sorted the column name will appear in yellow with the sort direction indicated.

ISSUES FOUND ▾

Showing 1 to 20 of 159 issues

▲ P	◆ T	◆ Key	◆ Summary	◆ Status
↓	🔍	EXTJIRA-182	Change email address for user "rgalembe"	🟢 Closed
↕	🔴	EXTJIRA-72	Attachment box visible after issue refresh.	🟢 Closed
↕	🟢	EXTJIRA-61	Can you add the ability to create Filters?	🟢 Closed

Tip: Cookies are added to your browser to store the last project which you searched on. After logging in, future sessions will retain your preferences.

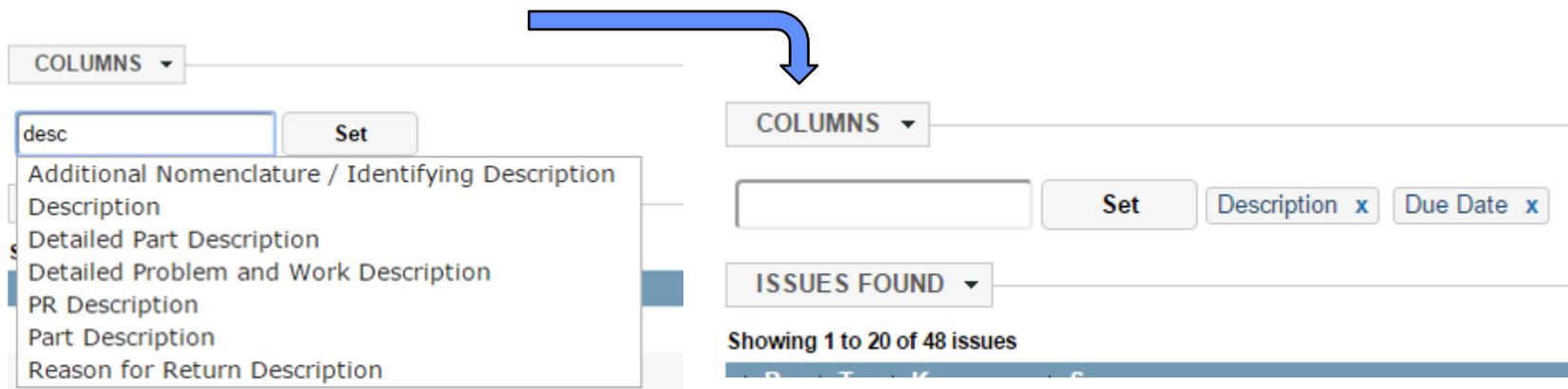
Click on the desired issue in the search results screen to bring up details of that case. Press the **Return to Search** button to go back to the search results screen.

📄 LOGOUT ? HELP 👤 SUPPORT

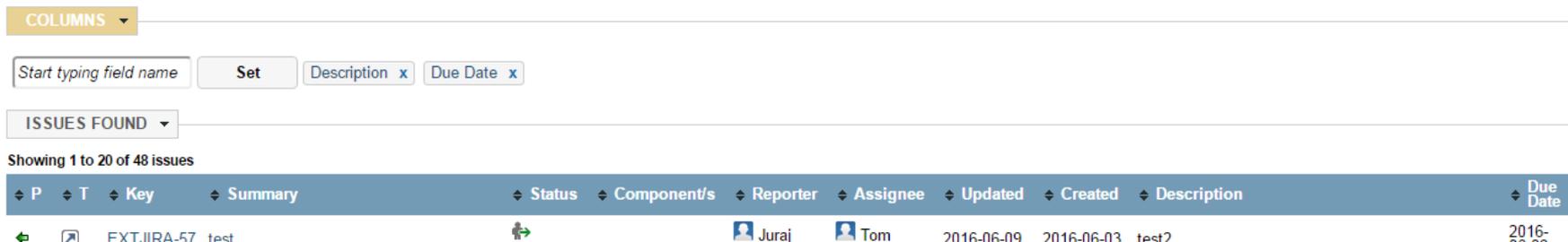
Tip: You can quickly navigate to a specific JIRA issue using the top-right **Go to Issue** form.

Searching Issues – Columns

Besides the fixed set of standard columns, **additional columns** (including custom fields) **can be added to the result table.**

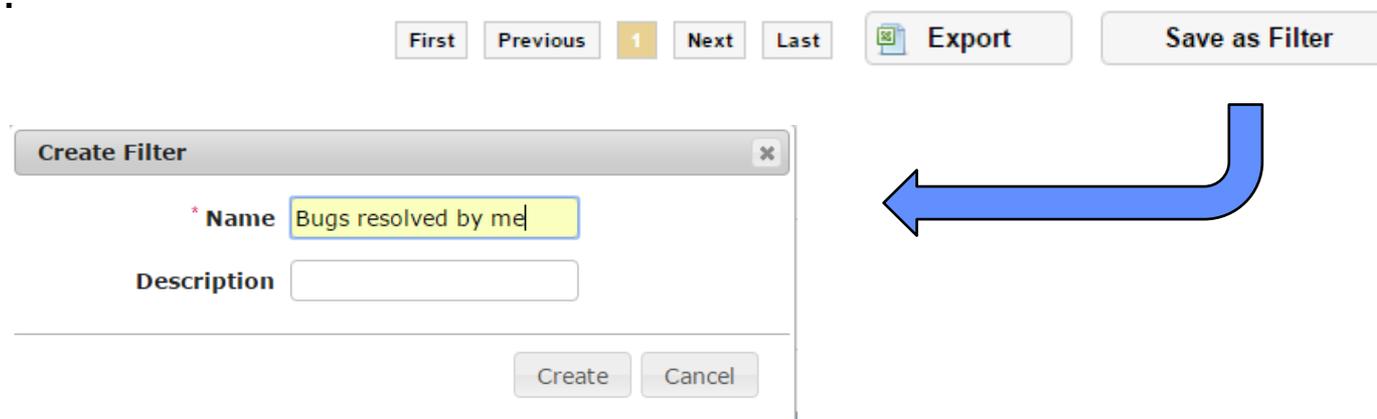


First start typing the name of the desired column. Then choose from the autocomplete's suggestions. You can choose multiple columns. Once you are done, click on the **Set** button to confirm your columns selection.



Searching Issues – Create Filter

If you use a specific set of search criteria with a specific set of additional columns regularly, you can save effort by saving it as a new filter and load it next time. To create a new filter, click on **Save as Filter** button below the results. This will create a filter according to the currently active search criteria and columns chosen.



Pop-up dialog will appear where you have to fill in the new filter's name and its description.

Searching Issues – Create Filter cont.

After confirming the new filter name, you are redirected to the search page with the filter activated. You can activate the filter at any time by unhiding **Filters section, choosing the filter** you want and clicking on **Load** button. Similarly you can delete a filter with **Delete button**.

The screenshot shows the JIRA search interface. At the top, there is a filter dropdown menu labeled "FILTERS (BUGS RESOLVED BY ME)". Below it, there are two buttons: "Load" (with a green checkmark) and "Delete" (with a red X). Below the filter menu, there is a "COLUMNS" dropdown menu. Underneath, there is a search input field with the placeholder text "Start typing field name" and a "Set" button. To the right of the input field, there are two buttons: "Description x" and "Due Date x". Below the columns menu, there is an "ISSUES FOUND" dropdown menu. Underneath, it says "Showing 1 to 6 of 6 issues". The main part of the screenshot is a table of issues.

P	T	Key	Summary	Status	Component/s	Reporter	Assignee	Updated	Created	Description	Due Date
↑	🔴	EXTJIRA-34	Prevent IE from caching ajax responses	Resolved		Pavel Vrtal	Pavel Vrtal	2015-11-30	2015-11-30	Internet Explorer caches jQuery ajax responses, which results in displaying of incorrect data. For e ...	
←	🔴	FYTIIRA-33	Priority field issue			Pavel	Pavel	2015-11-	2015-11-	There is a couple of issues with Priority field. When creating a new	

Note: Supplier Portal JIRA has one limitation with regards to filters – you cannot edit them yet. It also means you cannot change the order of the result table by clicking on a column’s name or refining the search criteria (which are blank).

In order to **get back** from “filter” mode to “standard” search mode, define some new search criteria and hit **Search button** or just click on **SEARCH ISSUES** menu item.

Searching Issues – Export

You can always export all the results (not only the visible page) to Excel using **Excel button** below the result table.



Tip: All additional columns added to the result table will be added also to the Excel spreadsheet. So you can export key fields like Description.

Creating Issues

Click on the **CREATE ISSUE** tab.

Choose the project you want to create the issue for from the dropdown, then press **Next**.

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SEARCH ISSUES

CREATE ISSUE

Create New Issue

CHOOSE PROJECT ▾

Choose Project

External JIRA Support ▾

Next

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Creating Issues cont.

Another form will come up with detailed fields to be filled out for the issue. The ones marked with a red asterisk (*) are required fields. Click **Create** to submit the issue.

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John Smith (f123456) LOGOUT HELP SUPPORT

SEARCH ISSUES

CREATE ISSUE

Go to Issue

Create New Issue

* Required Field

* Project Key EXTJIRA
For unique identification of project

Issue Type Bug

BUG

* Summary

* Description

* Reporter e595963
Start typing to get a list of possible matches.

* Assignee Automatic
Start typing to get a list of possible matches.

* Priority Normal

Affects Version/s Not implemented yet.

Due Date

Fix Version/s Not implemented yet.

Labels Not implemented yet.

Attachment Choose File No file chosen

Create

Editing Issues

From an issue's detail screen, changes can be made to various fields of the issue.

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John Smith (f123456) LOGOUT HELP SUPPORT

SEARCH ISSUES CREATE ISSUE

External JIRA Support / EXTJIRA-30

[Return to Search](#)

Only 1st autocomplete works

DETAILS ▾

Issue Type Bug
Priority Normal
Components None
Labels None

Status Resolved
Resolution Fixed

PEOPLE ▾

Assignee Pavel Vrtal (pavel.vrtal@honeywell.com)
Reporter Pavel Vrtal (pavel.vrtal@honeywell.com)

WATCHERS (1) ▾

[Stop watching this issue](#)

DATES ▾

Due
Created 26/Nov/15 6:15 PM
Updated 27/Nov/15 2:04 PM
Resolved 26/Nov/15 6:18 PM

DESCRIPTION ▾

If there are multiple transition options in a transition screen and there are multiple User Picker fields, each in different transition option screen, only one of them works (only one jQuery autocomplete field works). This should be fixed.

COMMENTS ▾

Pavel Vrtal (pavel.vrtal@honeywell.com) added a comment - 26/Nov/15 6:18 PM

Fixed using the following [answer on StackOverflow site](#). To be deployed on 1st December.

Comment



Editing Issues cont.

To add a comment, go to the bottom of the details screen and enter your comment in the text box. Press **Add** to submit your comment.

The issue assignee can be changed by clicking on the **Assign** button, which brings up a new window. Then utilizing the auto-complete functionality a new assignee can be chosen and then press **Assign** on the pop-up window to complete.

To change the status of an issue, press the **Transition** button, which brings up a new window. Choose the new status from the **Choose transition** dropdown, then fill out the resulting form. Fields with an asterisk (*) are required. When finished, press **OK**.

To attach a new file to the issue, press **Add Attachment**, then **Browse** for the file from the new pop-up window. After selecting the file to attach, press **Upload**.

To watch an issue, click on **Start watching this issue** link at the right **Watchers** section. You can also unwatch the issue or see who else is watching the issue.

External JIRA Contact Information

If you have any questions about these slides or the system please raise a Support case:

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John Smith (f123456) LOGOUT HELP SUPPORT

Click Support link

SEARCH ISSUES CREATE ISSUE Go to Issue

Create New Issue

* Required Field

* Project Key EXTJIRA
For unique identification of project

Issue Type Support

Choose Support

SUPPORT

* Summary

* Description

* Reporter e595963
Start typing to get a list of possible matches.

* Assignee Automatic
Start typing to get a list of possible matches.

* Priority Normal

Affects Version/s Not implemented yet.

Due Date

Fix Version/s Not implemented yet.

Labels Not implemented yet.

Attachment No file chosen

