

# **Consat Telematics Solution**

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Jira User Manual, Basic Customer Functionality

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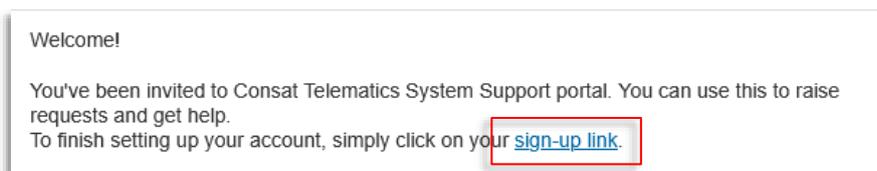
# 1 Creating a Jira Account

There are two ways to get access to your Consat Support Jira Portal: Either you get an invite to your portal and create an account through that invitation, or you first create a Jira account and Consat will then connect this to your portal. These two ways are described below.

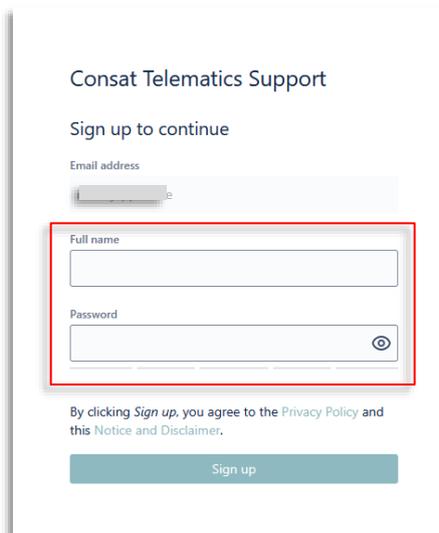
## 1.1 Invitation to Create Account

With an invitation mail, your new Jira account for your portal is only a few clicks away.

### 1. Access the Jira portal with the link in the invitation.



### 2. Enter your full name and a (preferably strong) password.



Consat Telematics Support

Sign up to continue

Email address

Full name

Password

By clicking *Sign up*, you agree to the [Privacy Policy](#) and this [Notice and Disclaimer](#).

Sign up

### 3. Click on Sign Up – you're in!

Consat Telematics Support

Sign up to continue

Email address

Full name  
Test Testperson

Password  
Very strong

By clicking Sign up, you agree to the Privacy Policy and this Notice and Disclaimer.

Sign up

## 1.2 Create a Jira Account

You can also create an account without an invitation. Consat Telematics Support then connects this account to your company.

1. Access this URL: <https://consat-telematics.atlassian.net/servicedesk/customer/portals>
2. Enter your mail address and click "Next". (Your domain must be approved for access.)

Consat Telematics Support

Enter your email to log in or sign up

Email address  
din.epost@exempel.com

Next

3. Enter your full name, choose a (good) password, click "Sign up".

Consat Telematics Support

Sign up to continue

din.epost@exempel.com  
Email address

jesper@disertus.se

Full name

Testname McTest

Choose a password

.....

Very strong

By clicking *Sign up*, you agree to the [Privacy Policy](#) and this [Notice and Disclaimer](#).

Sign up

4. Click on "Sign up" in the confirmation dialogue.

Ämne: Finish signing up to Consat Telematics Support

Almost done!

Follow the link below to finish signing up to Consat Telematics Support. For security, don't share this link with anyone.

Sign up

**CONSAT**

Powered by Jira Service Management

5. You are now ready to log on to Jira.

**Note:** To connect your account to your organization in Jira, please contact your Consat Telematics Support representative and ask to be connected to your company or organization.

## 2 Report an Issue or Ask a Question

### 2.1 Classification, Priority

First, you must decide if your problem is an issue to be reported, a Cyber Security Issue, or a "simple" question:

- **Issue:** A problem with your system that you want us to fix.
- **Cyber Security Issue:** A problem that jeopardizes the cybersecurity of the system, making it potentially vulnerable to a hacker attack.  
If an attack has already occurred, describe the event and its effects.
- **Question:** Things outside the above-mentioned categories.

You also need to decide the issue priority - how urgent your issue is.

- Please note that your contract may contain a more specific definition of priority levels.

Priority	Impact/Urgency
P 1 (A)	<b>Multiple critical business functions unavailable</b> , problem affects whole fleet, no workaround possible.
P 2 (B)	<b>Some critical business functions unavailable</b> , problem affects parts of the fleet, no workaround possible.
P 3 (B)	<b>Some important (but not critical) business functions unavailable</b> . Temporary workaround possible.
P 4 (C)	<b>Non-critical business functions unavailable</b> . Does not affect productivity. Workaround possible.

**Note:** You can also create a Jira ticket by sending an email to: [support.jira@consat.se](mailto:support.jira@consat.se)

## 2.2 Workflow: Issues, Questions

As a created issue is handled and processed it will be labelled with a "status".

The issue's Status is a label that indicates what is expected to happen (Waiting for Support, Waiting for Customer), what is now happening (In Progress, On Hold), or what has happened to the issue (Resolved, Closed).

Use the status (and the comments) to see if you, the customer, or Consat, is to do anything regarding the issue before it can be processed further.

The status is changed as the issue progresses. Basic workflow states from top to bottom (not all issues go through all these states, of course):

Issue Created



- **Waiting for Support** - Set at creation and after a customer has added a comment or reopened the issue.
- **Waiting for Customer** - Set manually by Consat.
- **In Progress** - Set after Consat has added a comment.
- **On Hold** - Manually set by Consat to signal that no action is taken. The cause for the on hold state should be explained by a comment.
- **Cancelled** - Manually set if the issue is no longer relevant.
- **Resolved** - Manually set after a resolution is found. It could be set before implementation, to be closed by the customer as a confirmation that it solved the problem.
- **Closed** - Manually set. For issues that are confirmed solved. Not possible to change.

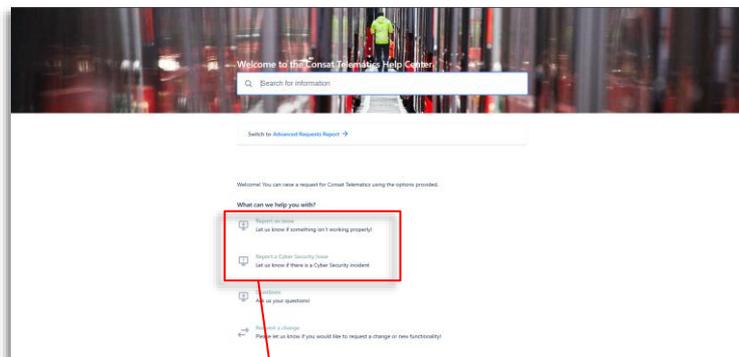
In the Support Portal it is possible to change the status if needed.

If an issue is active and ongoing it is possible to set it to "Resolved" if you are happy with the solution, or "Cancelled" if it for some reason doesn't need to be handled. See chapter 6.

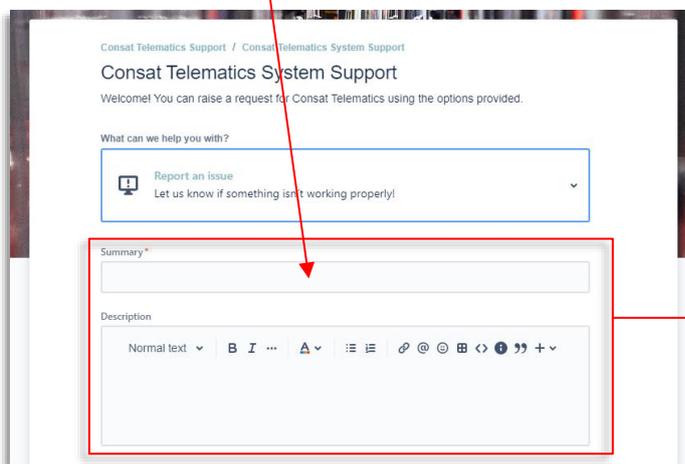
If an issue has status Resolved it is still possible to reopen it, which will set the status to "Waiting for Support". It is also possible to set status to Closed. See chapter 7.

## 2.3 Report Issue, Ask Question, Step By Step

1. Click on "Report an issue" / "Report a Cyber Security Issue"/"Questions".



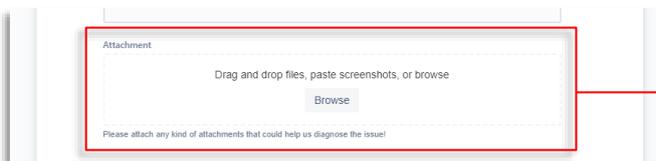
2. Enter Summary and Description



In the summary section, enter a clear and concise (short) summary of the issue.

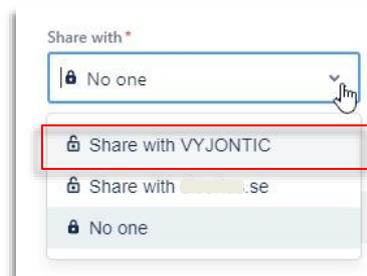
Then describe the issue in detail. Feel free to repeat the summary and add any information on background, a problem description, if/how you have tried to solve the problem, and how you would like things to work. (You will be able to add images, etc. in the next step.)

3. Attach Files/Images, etc...



Drag and drop screenshots, images, log files, etc. To accompany your description.

4. Select group/organization to share request with.



Depending on your organisational structure, share your Issue/request with your own group members or other groups.

Note: Avoid the "No one" and your own domain items in the menu.

### 5. Tag Issue with Priority and Further System information.



Select issue priority – see the priority explanation above.

Further system information: What part of the system is affected by your issue? Select that in the System menu.

Depending on your choice, extra sections are added for including diagnostics, tool/report specification, etc.

### 6. Send request.



Click on the Send button to submit your request.

## 3 Request a Change

If you want us to add new functionality, make changes to existing functions or if you want something else outside the scope of the SLA, you can request a change.

### 3.1 Workflow, Change Requests

As a request is handled and processed it will be labelled with a "status".

The Status is a label that indicates what is expected to happen (Awaiting Customer Approval, Awaiting Implementation), what is now happening (Review, Planning), or what has happened to the request (Completed).

Use the status (and the comments) to see if you, the customer, or Consat, is to do anything regarding the request before it can be processed further.

The status is changed as the request progresses. Workflow states from top to bottom:

Request Created

#### Review

When a change request has entered into JIRA, either by support, the project or the customer, the following will take place:

1. The change request will initially get the status **Review**. A project manager/account manager will be assigned to the ticket.
2. The change request will be analysed by Consat. (Goals, function, requested time/sprint, budget constraints etc.)
3. **Internal Authorization:** The change request will now either be:
  - a) **Rejected.** The project manager/account manager will report back to the customer with an explanation of why the request has been rejected.
  - b) **Accepted.** Moves on to **Preliminary Planning**, estimated for offer: Including details such as cost, estimated time frame for delivery, validity period of the offer, etc.
4. If the change request has been accepted as a base for an offer, the project manager/account manager will **send the offer to the customer**.

The status of the JIRA ticket will then be changed to **Awaiting customer approval**

#### Awaiting customer approval

1. The customer will get a notification that the status of their change request has been changed to **Awaiting customer approval**
2. The customer now has a set number of days to reply to the offer with a customer order.
3. Customer action:
  - a) If the customer no longer is interested in the change request, he/she shall inform the project manager/account manager to cancel the offer.

The status will be changed to **Cancelled**. Note that this step is irreversible.

- b) If the customer does not respond within the set deadline (e.g. 30 days) the project manager/account manager will send a reminder to the customer.
  - c) The customer accepts the offer and sends a customer order.
4. The project manager/account manager changes the status of the change request to **Planning**.

## Planning

1. The product owner plans the customer order in the sprint plan.
2. When the customer order is planned in the sprint plan, the product owner changes the status of the change request to **Awaiting implementation**.

## Awaiting implementation

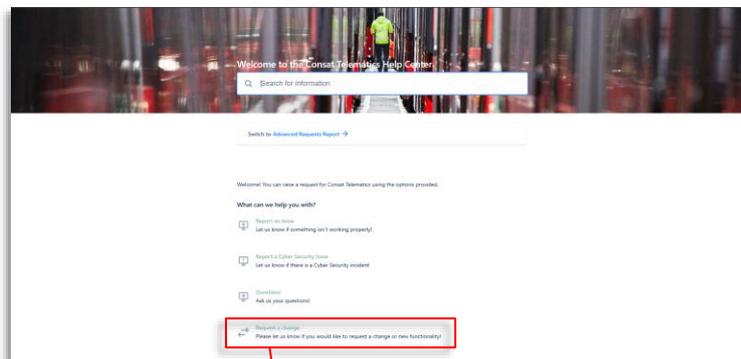
1. The request is under development.
2. When the change request has been developed, the status of the change request is changed to **Completed**.

## Completed

1. The PM/AM will inform the customer about the implementation
2. An invoice will be sent to the customer.

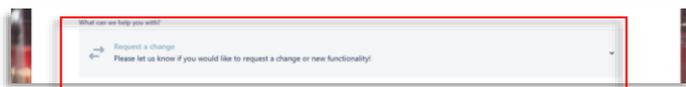
## 3.2 Change Request, Step By Step

1. Click on "Request a Change".

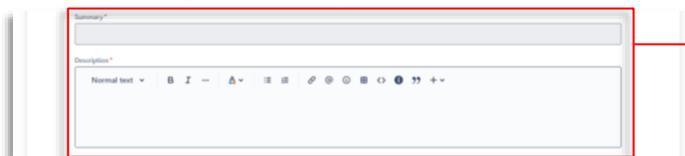


2. Do you want to change an existing function? Then select "Request a change".

Would you like us to add functionality? Then select "New functionality".



3. Enter a Summary and Description

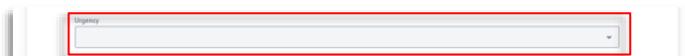


In the summary section, enter a clear and concise (short) summary of the issue.

Then describe the issue in detail. Feel free to repeat the summary and add any information on background, a problem description, and how you would like things to work.

(You will be able to add images, etc. in a following step.)

4. Chose how urgent the request is (high/medium/low), compared to your other requests. This can easily be changed later.

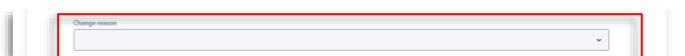


5. Attach Files/images, etc...



Drag and drop screenshots, images, etc. To accompany your description.

6. Select the reason for the requested work.



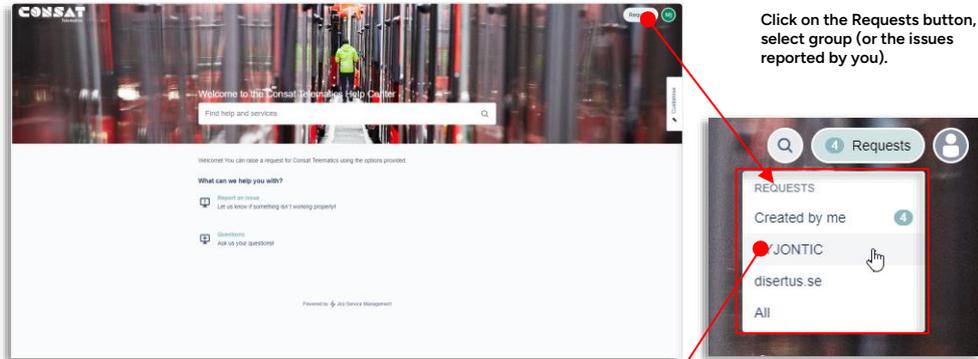
## 7. Send request.



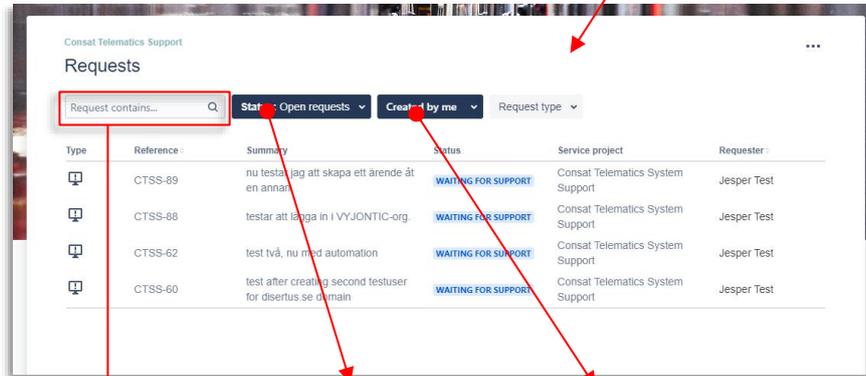
Click on the Send button to submit your request.

# 4 View Requests, Add Information

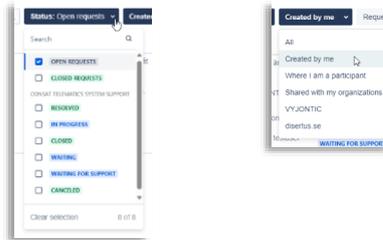
## 1. Access Requests



## 2. Filter and View Request List

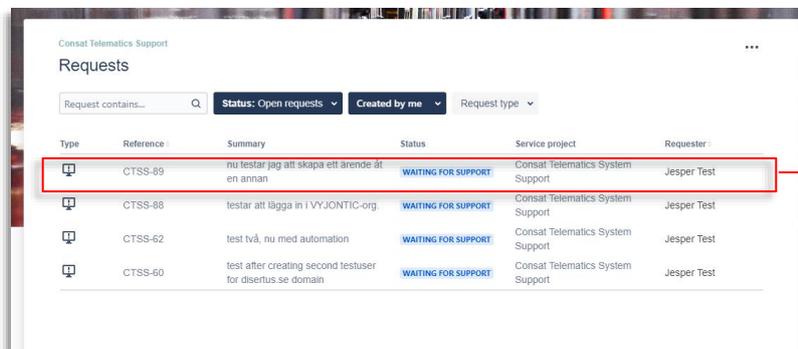


The free text filter allows you to find specific requests with summaries/descriptions matching the filter text (remember this when entering summaries, etc.)



The free text filter allows you to find specific requests with summaries/descriptions matching the filter text (remember this when entering summaries, etc.)

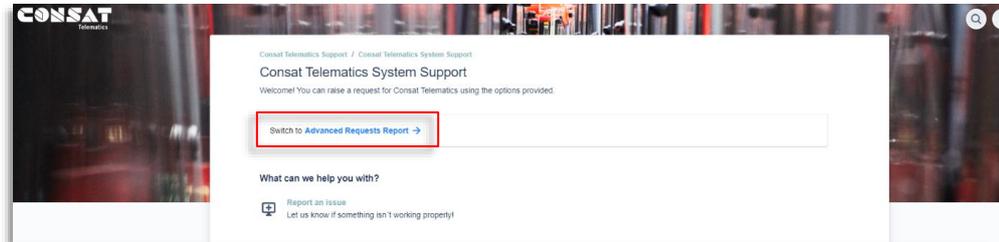
## 3. View, add information to a request/reported issue



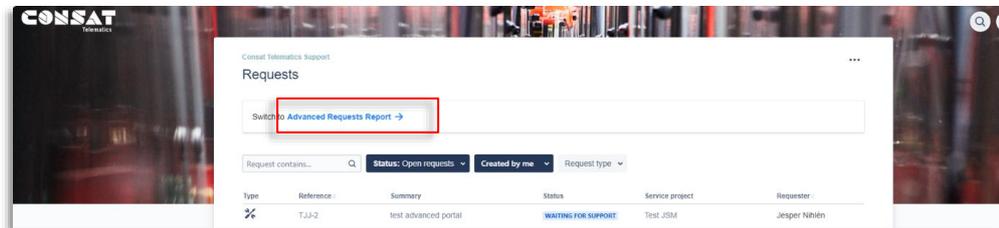
## 5 Extended View: Advanced Request Report

You also have access to an extended view, with more information in the list of issues, and the possibility to export the list in Excel format.

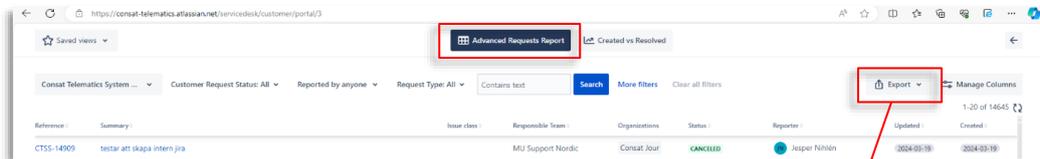
Reach it from the portal by clicking “Switch to Advanced Request Report”



...Or you can access it from your list of issues:



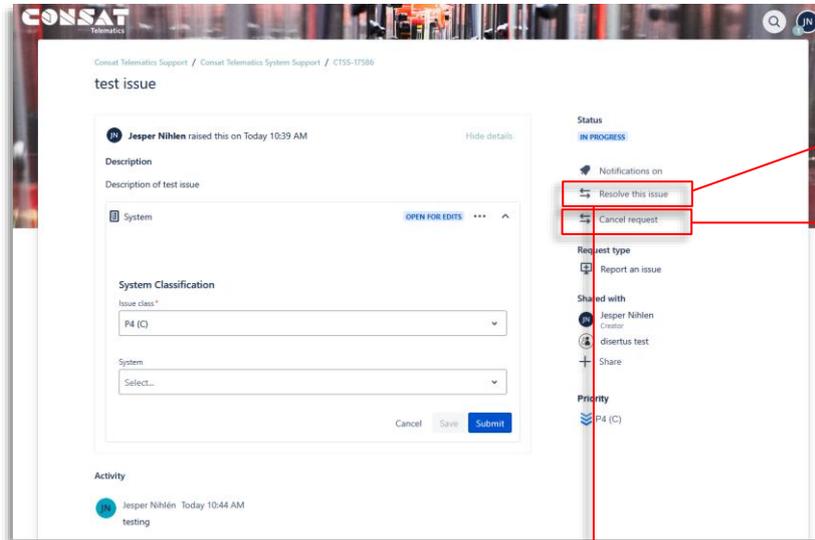
The Advanced Requests Report extended list of issues looks like this:



Export your list of issues (Excel format).

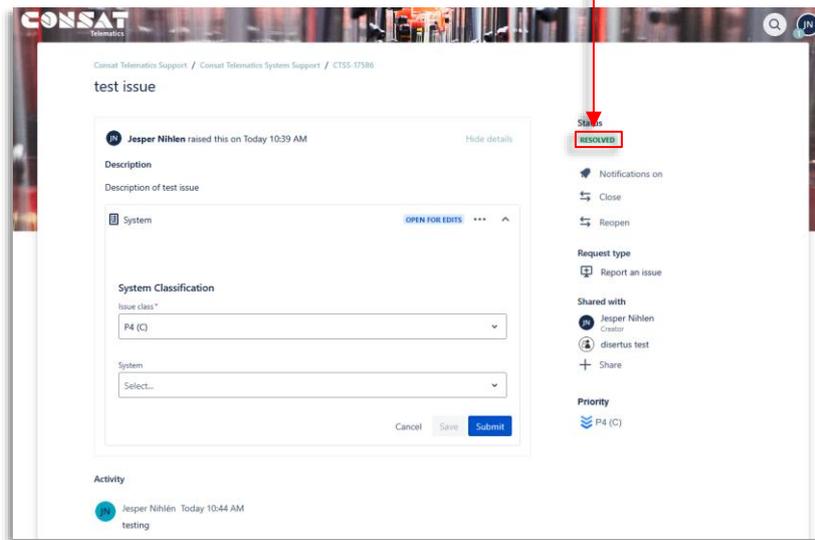
## 6 Resolve or Cancel Issue In Progress

- When you consider an open issue resolved/fixed, Click “Resolve this issue” in the Status section.
- The issue/request can also be cancelled if it is not valid.



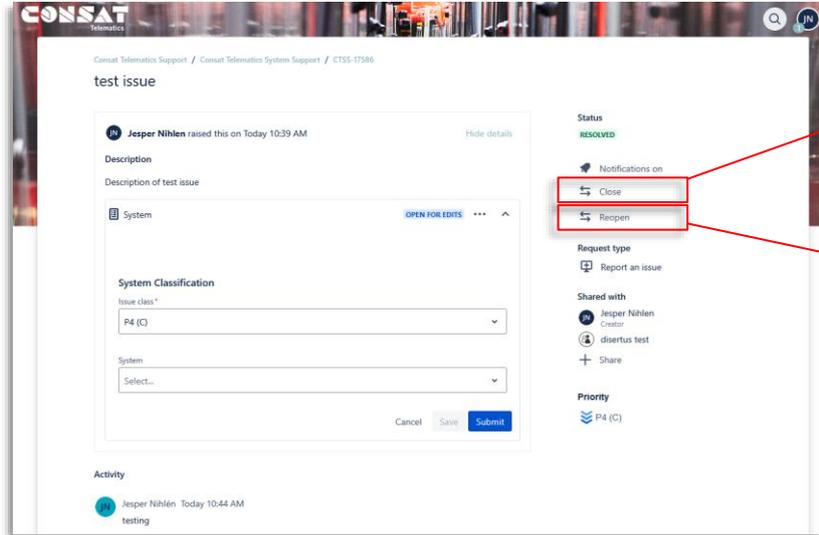
Click “Resolve...” to change the status to “Resolved”.

To cancel the issue/request, click “Cancel request”



## 7 Close or Un-resolve (back) Resolved Issue

- Resolved issues can be closed and “filed away”. (The issue can then not be reopened again).
- Resolved issues can also be “un-resolved” and reopened (changed to Waiting for Support state).



The screenshot shows a Jira issue page for 'test issue'. The issue is in the 'RESOLVED' status. The 'Close' and 'Reopen' buttons are highlighted with red boxes. Red arrows point from these buttons to explanatory text on the right side of the image.

**Click Close..." to close (file) a resolved issue.**

**Click Reopen..." to open a closed issue.**