SEALSYSTEMS
ENTERPRISE OUTPUT SOLUTIONS

Documentation

JIRA Service Management – The Ticket System at SEAL Systems

Simple, secure, and always quickly informed

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1 Introduction

JIRA Service Management (short **JSM**) is the ticket system used by SEAL Systems. Each customer request is recorded and processed as a ticket in JSM. In this documentation, we explain the usage and the most important steps from the customer's point of view.

One package – The big advantage

The main advantage of JSM is that all parties involved can see the current status of your request at any time. All data, files, information and ultimately the solution to your problem are combined in one package as a ticket. The ticket is never deleted, but only closed ("Closed"/"Resolved"). Therefore, it is also possible to search for old cases in order to apply a solution again if necessary.

The usage – Easy and simple

JSM is easy, simple and fast to use. You no longer have to worry about anything. Automatic workflows support you in the communication and control of your requests and in the cooperation with SEAL Systems.

The organization – Only the tickets of your company

The ticket is created for the specific organization ("Company"). This ensures that you can only view and edit tickets created with a JSM user assigned to your organization.

Private Request – Intended for you only

Although the ticket is created for the specific organization ("Company"), you can still use the "share with" function to create a ticket that can only be viewed and processed by you.

Automatic e-mail – Always informed about changes

New comments or a status change will automatically trigger e-mails providing a link to your ticket. This way, you are always informed about the current status. Via the JSM user itself, you specify to which e-mail addresses the notifications are sent.

2 Requirements

Internet and Web browser (with Java script execution)

The JSM portal is accessed via a Web browser. Therefore, a working Internet access and a Web browser are required. You can choose any Web browser, for example, Microsoft Edge, Mozilla Firefox, Google Chrome or Safari.

Since JSM is based on Java, the execution of Java scripts has to be allowed in the Web browser. However, this is normally preset.

3 Let's go! This is how JSM works!

If the requirements are fulfilled, you can use JSM immediately. In the following sections, we show you to the single functions and steps with a sample user:

E-mail contact User1.CompanyABC@gmx.de

The personal JSM account (your user)

JSM user already exits – Everything remains as it was

You know and use the previous Jira software? Very nice, for you almost everything remains the same! During the implementation of JSM at SEAL Systems, the previously used Jira software accesses including the login data were transferred.

New JSM User – We already know each other

Your company is already a SEAL Systems customer and has at least one Jira software access? Perfect! Just send an e-mail (The sender address will be used for the JSM user) to support@sealsystems.de.

New JSM user – We are just getting to know each other

Your company is a new customer? Then you will receive all the required information when concluding a maintenance contract.

JSM login

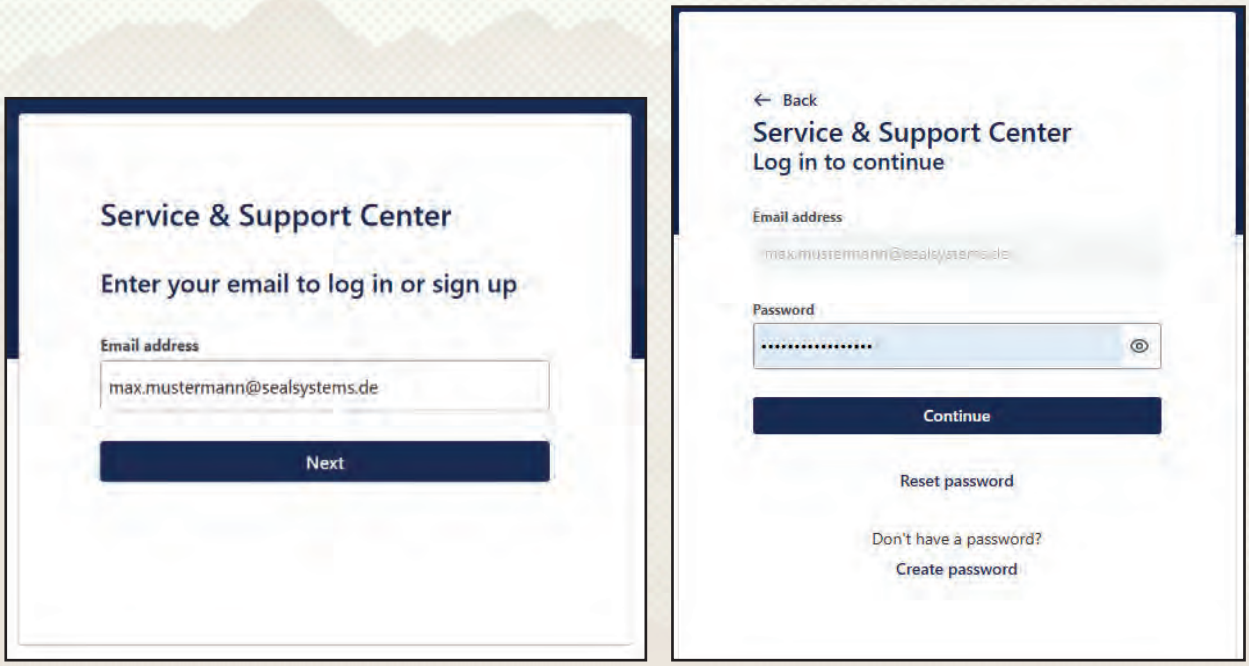
Enter the Link to the JSM portal in the Web browser

Start a Web browser and enter the link to the central JSM start page (Service & Support Center):

https://support.sealsystems.de/

Login

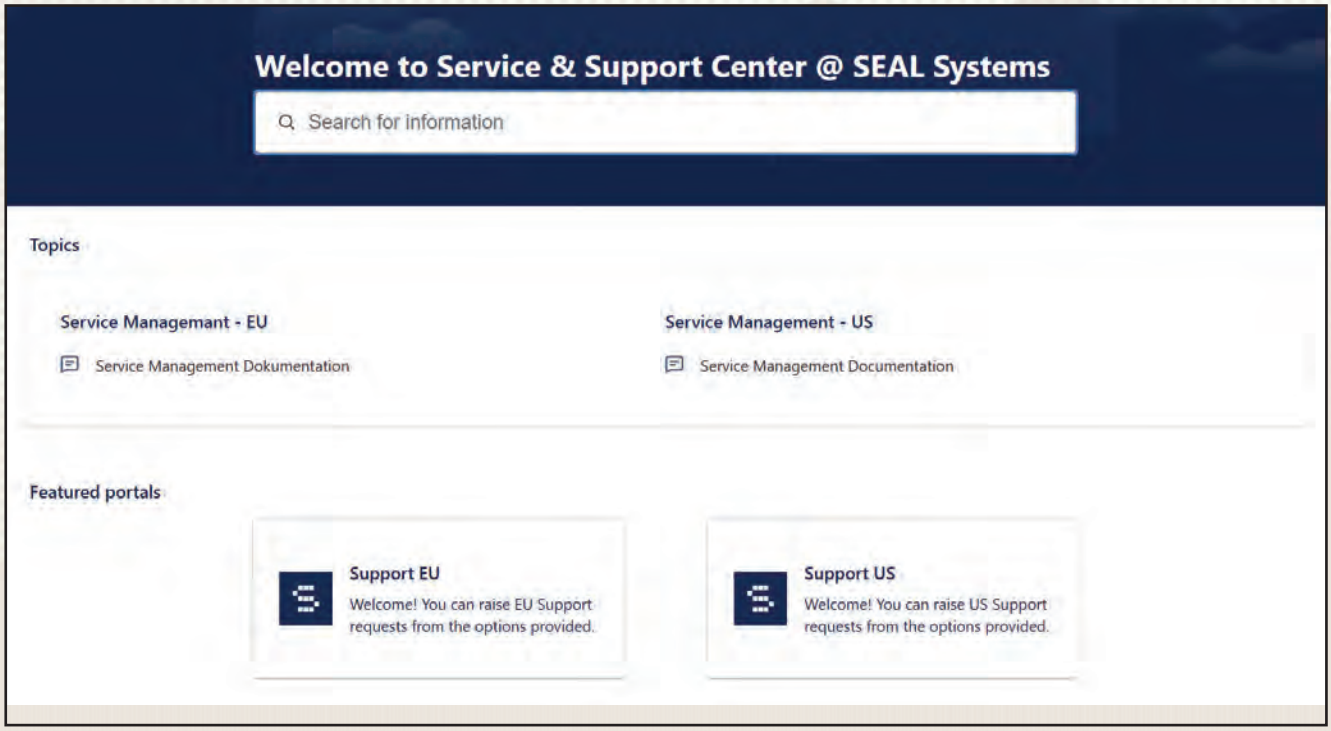
Specify your personal login data in the "Login" area:



After clicking "Continue" you will be logged into the central JSM portal.

The Service & Support Center – Your personal home page

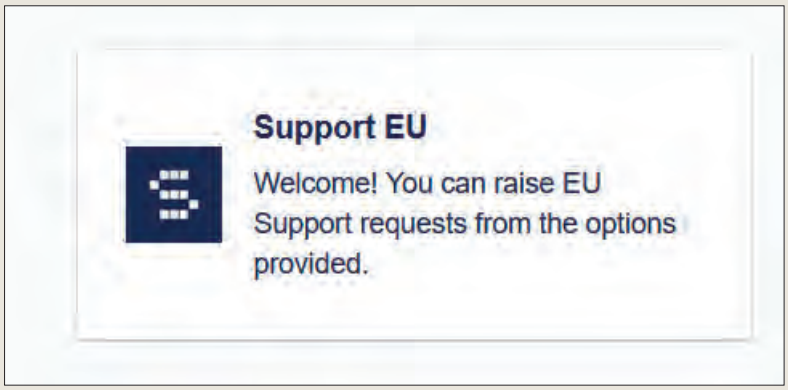
After logging in, you will automatically be directed to the Service & Support Center.



EU or US support? The right portal is important!

Not only legally important, but also crucial for a quick connection to the right SEAL experts. Select the support team responsible for you by clicking on "Support EU".

Note: Please note that both the contract information and the installation documentation are only available from the SEAL support team responsible for you (EU or US).



Let's get started with ticket creation

The ticket type – What can we help you with?

Support – The fast line to help

Via "Support", you go directly to the ticket creation for all topics covered by the maintenance contract.

Extended Support – If it may be a little more

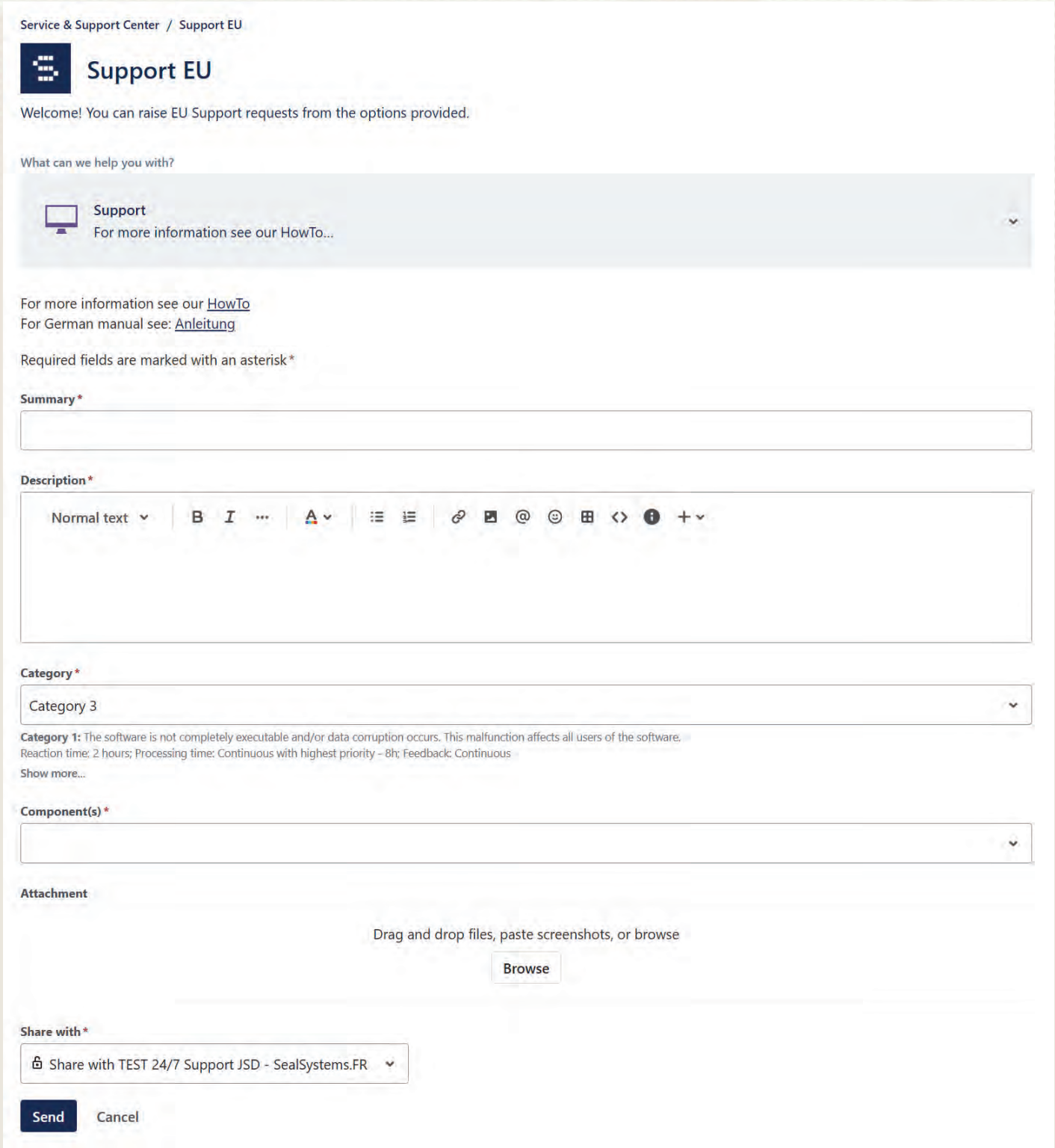
Do you require assistance or support for an ongoing project? If so, Project Support is available to assist you. Examples include customer-specific questions for your SEAL project engineer or project-related communication.

Change Request – If a change is needed

Do you need a quote for a new requirement? Would you like to expand your SEAL portfolio or do you have a new idea for a function? Create a change request ticket.

Create a ticket

Once you have selected the desired ticket category, the dialog for entering the ticket appears. Except for the optional attachments, all fields are mandatory. But don't be afraid, there are only four of them.



Summary – What is it about?

This is the subject line with a short information what the request is about.

Description – What exactly is it about?

Please, enter here as detailed as possible what your request consists of. Nothing is irrelevant, better too much information than too little.

Category – Is it urgent?

The category describes the impact of the topic on your business processes. Here, you indicate how urgent your request is, i. e. how severe the impact is on your productive business processes. Please use the Category 1 and Category 2 really only in case of emergency, because here the emergency management is triggered at SEAL Systems.

- **Category 1 "Nothing works anymore"**

  The software is no longer usable and/or data is corrupt. All users are affected by this problem. The productive system stands still.

- **Category 2 "50 % + stands still"**

  Some functions required for the daily business are partially or completely unusable. Over 50% of the users are affected by this problem. The daily business has been severely impacted.

- **Category 3 "Annoying … but we know how to help ourselves"**

  One or more functions of the software are no longer usable. However, the daily business has not been significantly affected. Users affected by the problem use a workaround.

- **Category 4 "Would be nice if it works"**

  Non-critical problems, problems in the test or quality system, requests or suggestions, as well as update requests and requests for advice.

Component(s) – Which component(s) is/are affected?

Where is the problem? Please select at least one component. The selection is simplified by hit lists.

Attachment – Data, images & co

Give us as much information and data as possible, here is the collection pot as "Attachment" (log files, erroneous orders, screenshots, etc.)

Share with/the lock – Who may see the ticket?

You can use this function to define with whom the ticket is shared. If the request is not shared, only you and SEAL Systems will see the ticket; other users in your company will not see the ticket.

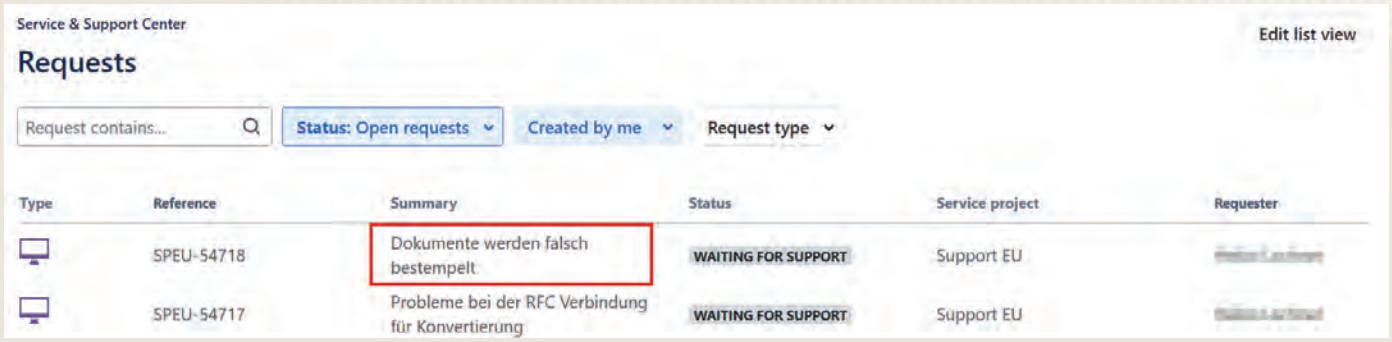
Send – The ticket is now created

After clicking "Send", the ticket is saved and assigned a unique number (ticket ID SPEU). At the same time, SEAL Systems is informed about the ticket and the processing starts.

Edit the ticket

Open the ticket

To do so, click on the desired ticket in your request overview.



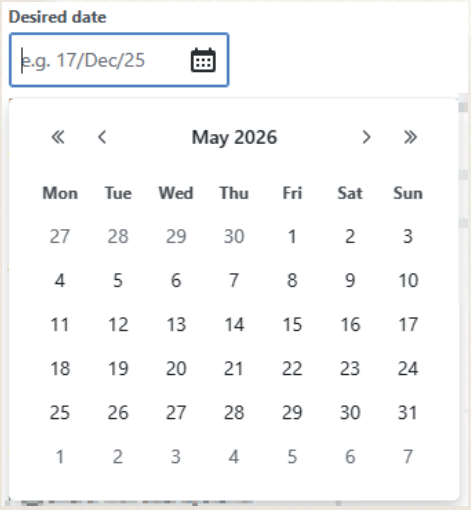
The ticket will be opened

Comment or reply to the ticket

Use the comment line at the top to write a comment concerning your ticket. With each new comment, the status of the ticket automatically changes to "Waiting for Support". This means for you: SEAL Systems is on the move.

Project Support – Desired date (preferred date)

Within the "Project Support" ticket type, you have the option of submitting a preferred date to us—we will try to accommodate this. However, it is still necessary to coordinate the schedule with the responsible project coordinator at SEAL Systems.



All done – Close the ticket

On the right side, you have two options to close a ticket:

- **Resolve this issue**

  The package that has been installed has helped? The proposed configuration has worked? The request is done? Great! Via „Resolve this issue", the ticket is closed.

- **Cancel request**

  The request was made by mistake? The subject is no longer comprehensible? Via „Cancel request", the request is stopped and the ticket is closed.

Escalate this issue – In case of ermergency! Now, it has to go fast!

Via the "Escalate" option, you can escalate the ticket at SEAL Systems. This means that the support team has to act quickly, as the problem has become more urgent. The category of the request is automatically set to "Category 1" and the status is set to "Waiting for support".

Please consider beforehand if an escalation is really the right way, because in this case the emergency management will be triggered at SEAL Systems! Perhaps, a comment without escalation is also sufficient?

Reopen closed ticket

On the right-hand side, you have the option to ‘‘Reopen’’ closed tickets..

If you wish to reopen the ticket, please add further information such as new findings, collected data, or other details about your case.

Create and edit a ticket via Email – simply practical (only for priority 4)

You can also create and edit tickets via email and without a password:

To create a ticket, just send an e-mail (subject = Summary, text = Description) to

support@sealsystems.de.

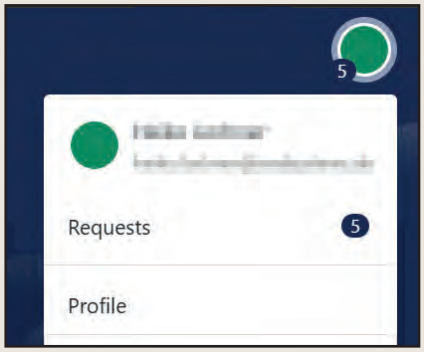
Please pay attention to the mail text - this is created as the description of the ticket. Long mail texts (e.g. mail histories) make processing more difficult and make the tickets unclear.

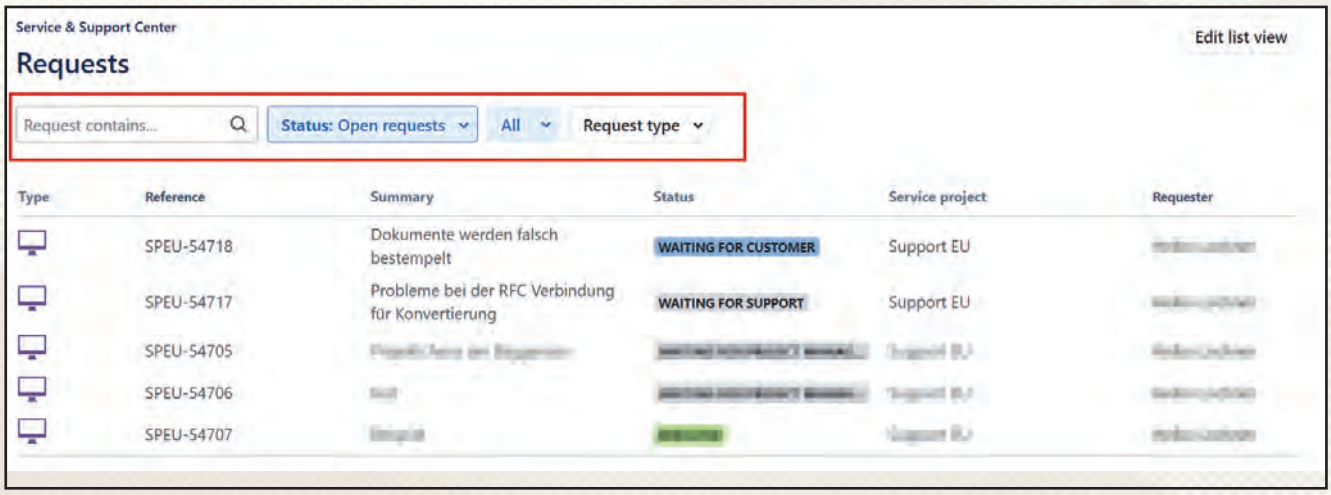
You will be informed about the current status by e-mail during the processing and you can interact considering the subject (ticket ID SPEU in the reply). Please, make sure that the ticket ID SPEU remains in the subject! Otherwise, the e-mail cannot be assigned to the ticket.

Hint: Via the link provided in the e-mail, you can log in to the JSM portal at any time and continue working there. You can switch between the two ways e-mail and JSM portal as you like.

Requests – Overview of all requests (tickets)

To the left of the avatar you will get to the overview page. Here, you see all the requests available to you.





The filter only shows the open tickets by default. You can use the filter options to limit the hit list appropriately and trigger a free text search via the search window.

Tip for the free text search: In the search window, you can also search for a ticket transferred from Jira. To do this, simply enter the ticket number from the Jira software, for example, "SPEU-777".

The avatar/user button – Open the profile

You can use the avatar or user button to customize your profile, set a new password, or log out from the JSM portal.

Log Out – and goodbye

When you have finished working in the JSM portal, log out via "Log Out". If you "only" close the Web browser without logging out first, you will remain logged into the JSM portal.

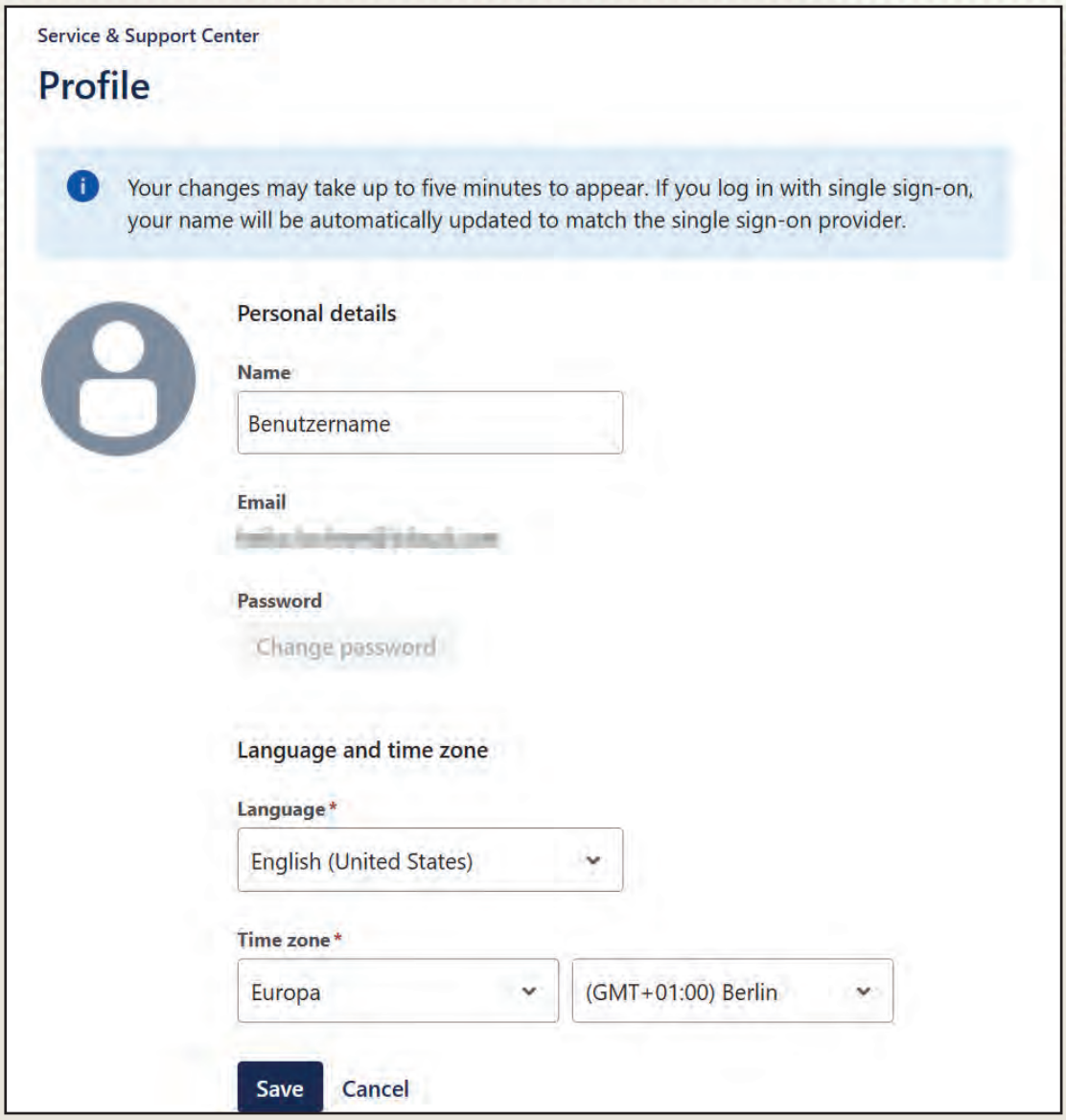
Profile – This is my data

In the profile, you can customize all personal data like the password, the menu language or the time zone. For more information, refer to Tips & Tricks.

4 Tips and Tricks

Profile

In your profile, you manage your personal data and password.



Change name, language or time zone

You want the menu provided in another language? Or you work in a different time zone? No problem, make the desired changes and save.

Password

Conventions for the password – Not so simple

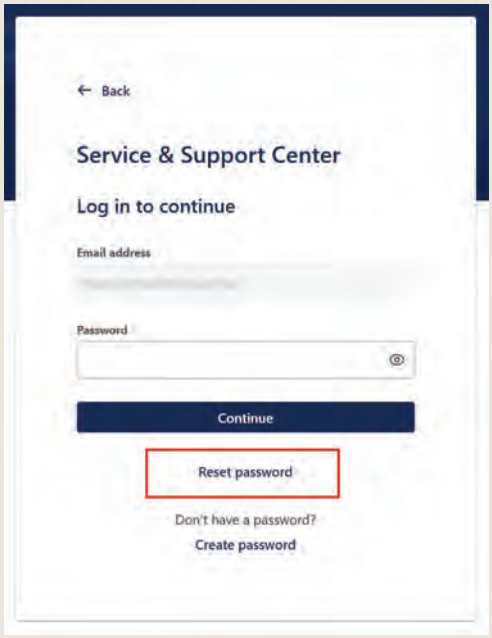
Security is a top priority with JSM. Therefore, the following conventions apply to the password:

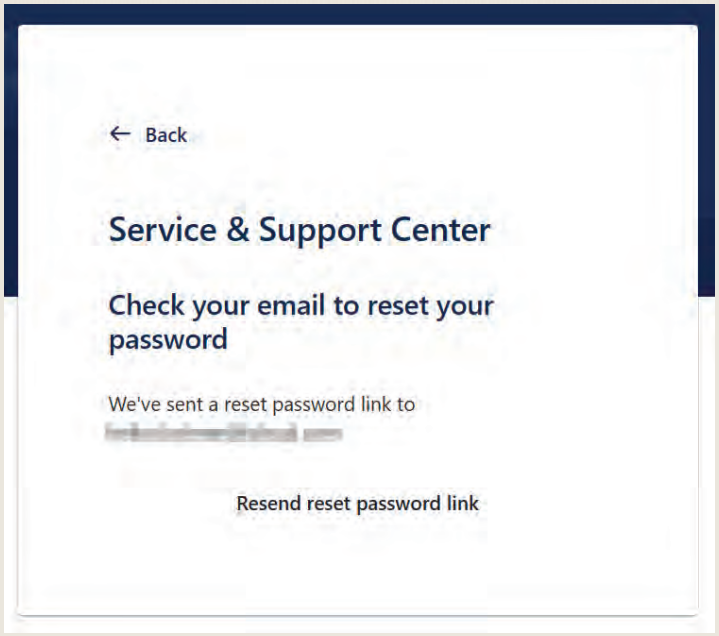
- At least 8 characters
- Three out of the following character specifications have to be included:
  - Upper case letter
  - Lower case letter
  - Digit
  - Special character

Change password, current password is known

In the profile, click "Change Password". In the following dialog, you can specify the new password for the JSM login.

By clicking "Update", the new password is active.





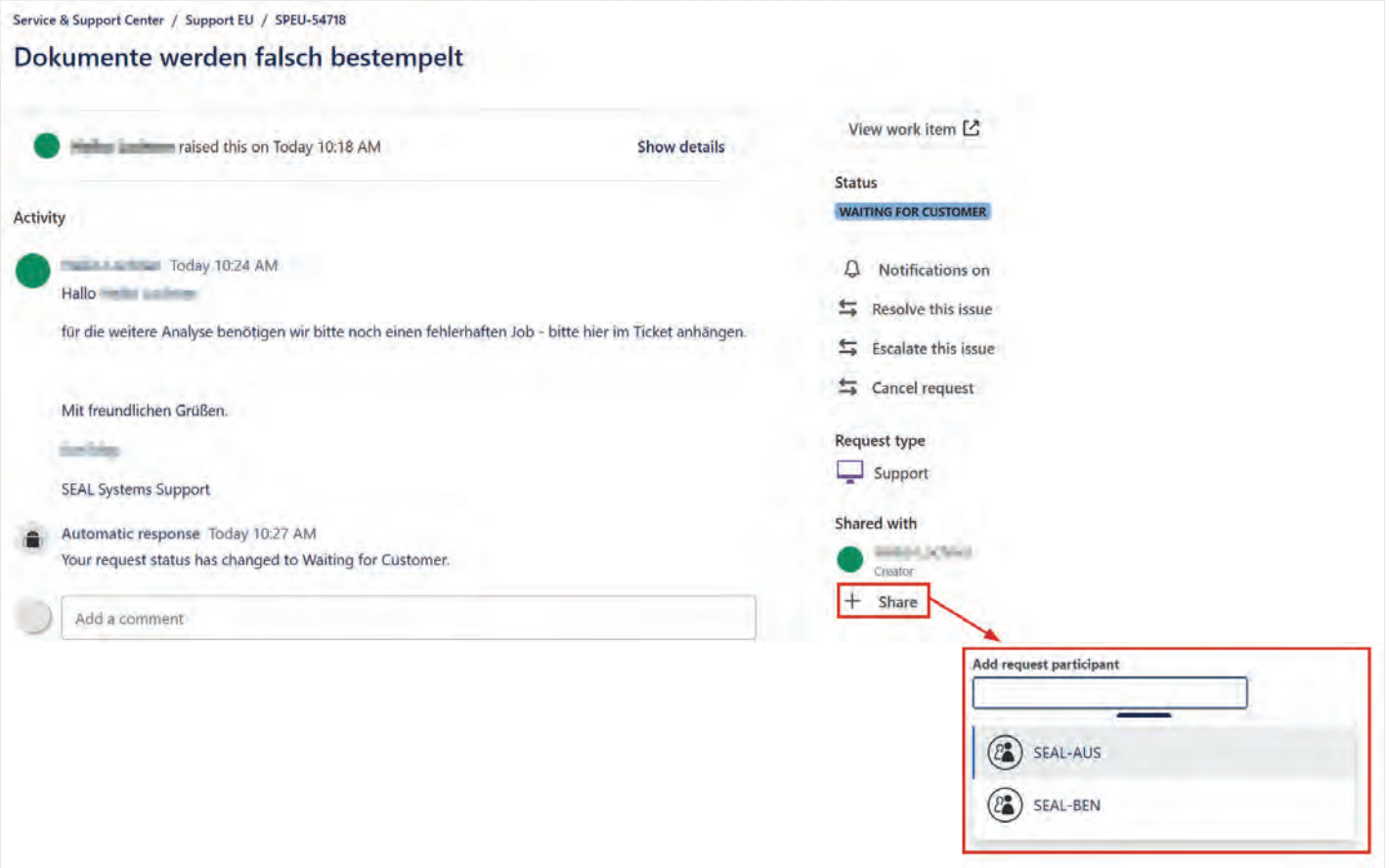
Automatic Email notifications

Share the solution with multiple contacts

By default, all requests (tickets) are shared with the company, but other company employees do not receive notifications about them. Thus, even if the initiator is absent, all tickets are accessible.

You can change this on the right side in the request and add an employee of your company via "Share this request". This person will then also receive notifications.

In the example below, "User1.FirmaABC" is the creator and shares the request with his organization “Firma ABC EU” and another employee "User2.FirmaABC" was added via the + function:



Be notified with every ticket

Contact your SEAL Systems contact in order that your user is added in the customer master record (Organisation) at "Automatic Request Participants".

JSM Emails do not arrive

If you do not receive JSM e-mails, check the permissions in your mailbox. After they are automatic emails, they are often rejected by the spam filter. Then allow the JSM e-mail address.

SEAL Systems AG

Status December 10, 2025

Any questions?

Then get in touch with the JIRA Service Management!

https://support.sealsystems.de/

Tell us about your problem – We will be happy to help you!

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