Creating a Jira Account for FirstWave/Saisei Support

Updated January 12th 2025
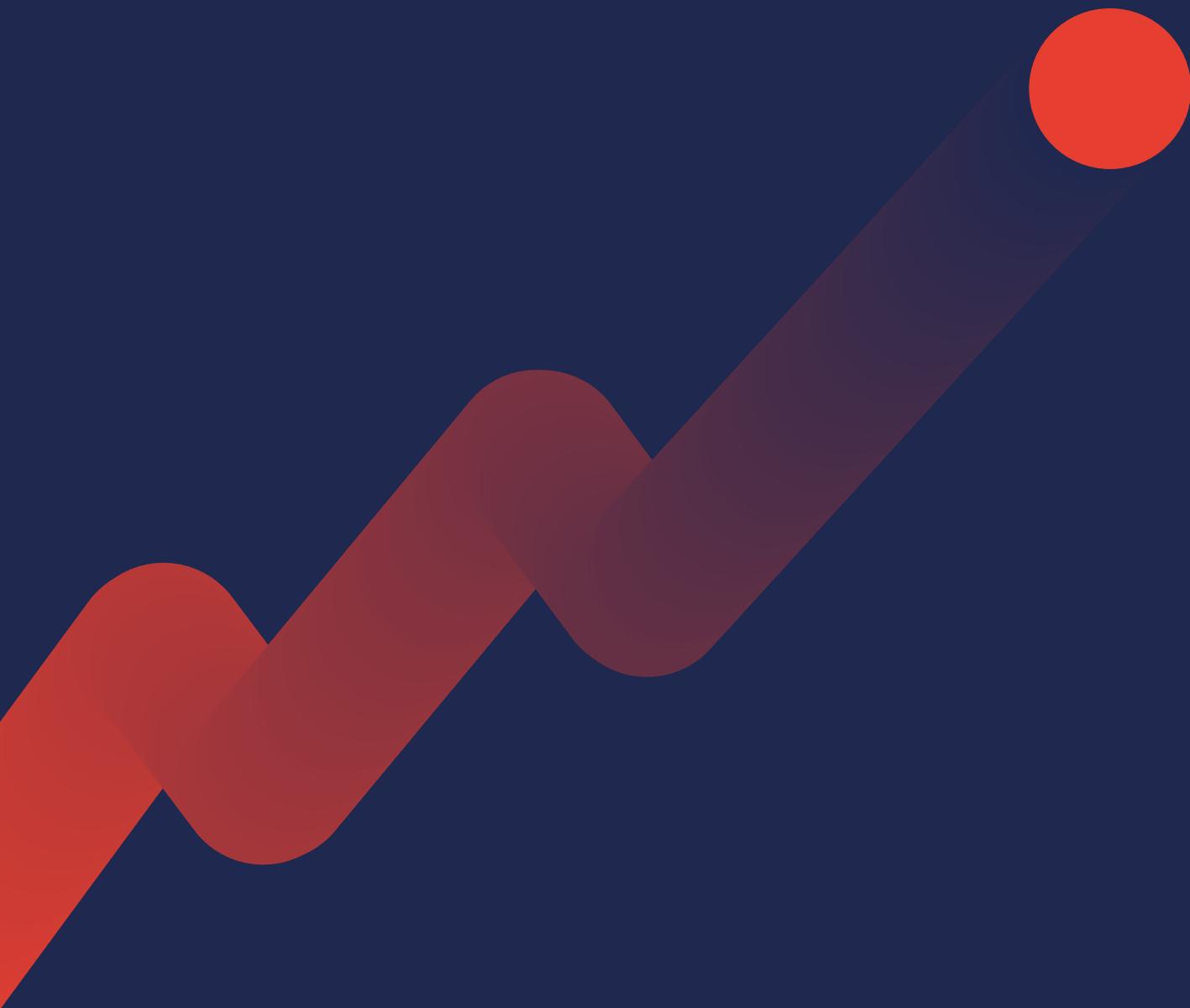
FirstWave

FirstWave

Getting Started

This document describes the process for FirstWave/Saisei customers to create a Jira account, and how to then create support tickets in Jira.

1. Create Jira Account & Registration
2. Sign up to Atlassian account
3. Setting up Two Step Verification
4. Log Jira ticket

1.	**Create Jira Account & Registration**

1. Open up browser, then go to URL:

   https://firstwavecloud.atlassian.net/servicedesk/customer/portals

2. Click on the **Log in** button to create an account
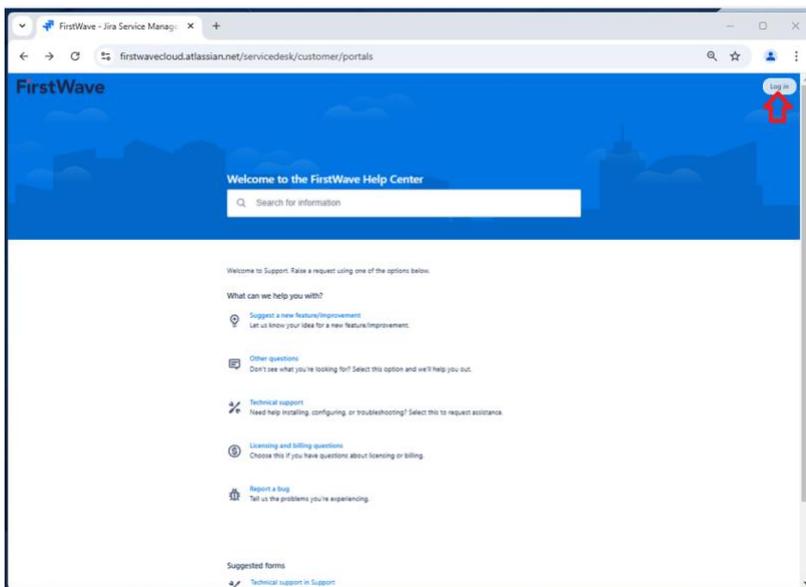
3. To create your FirstWave Jira account, enter your **Email Address** for registration, then click: **Next**
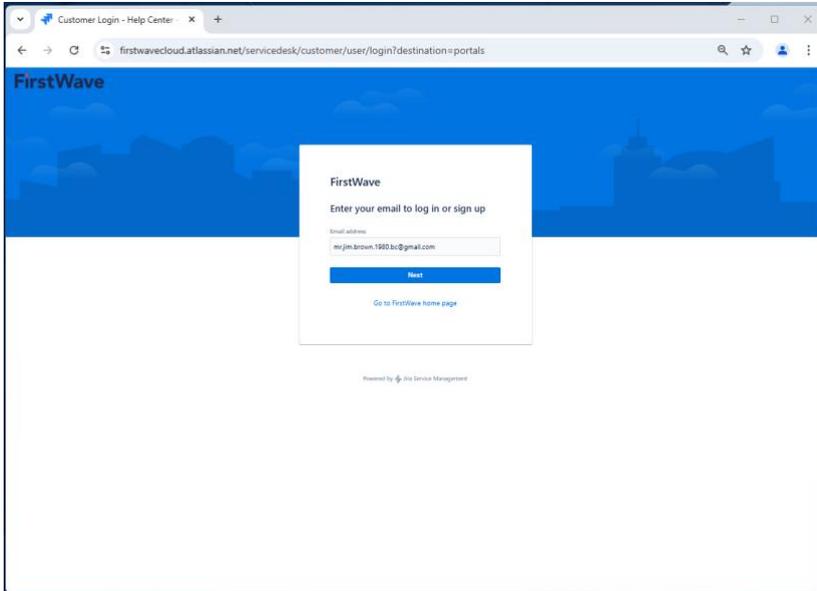
2. Sign up to Atlassian Account

1. This will now prompt to sign up with Atlassian account, click: **Continue with Atlassian account**
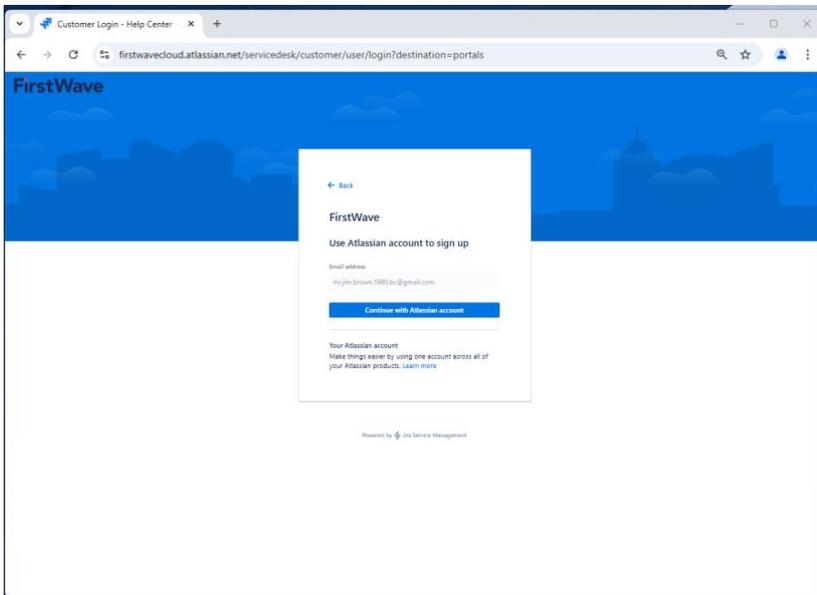
2. It will take prompt you to log onto Jira and to proceed, click: **Continue**
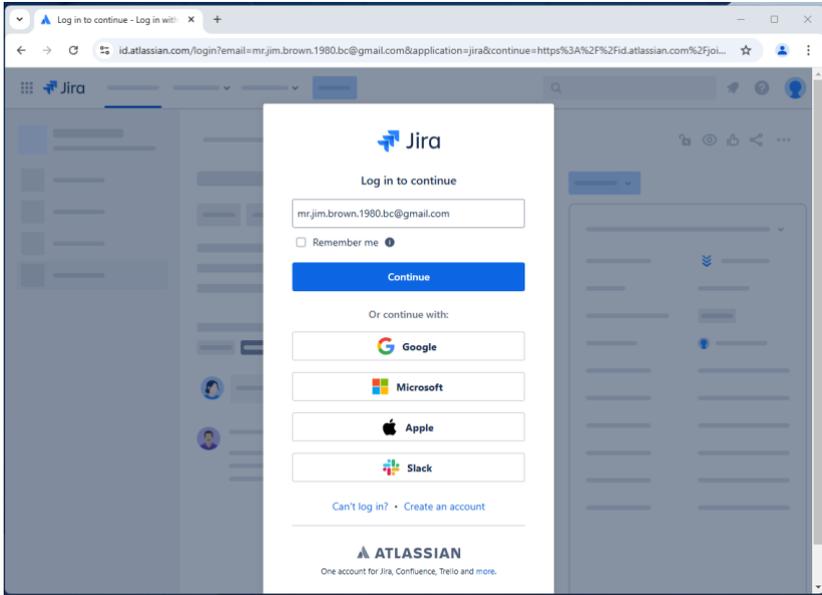
3. It will take prompt you to accept the Jira's *Terms of Service*, then click: **Sign up**

FirstWave
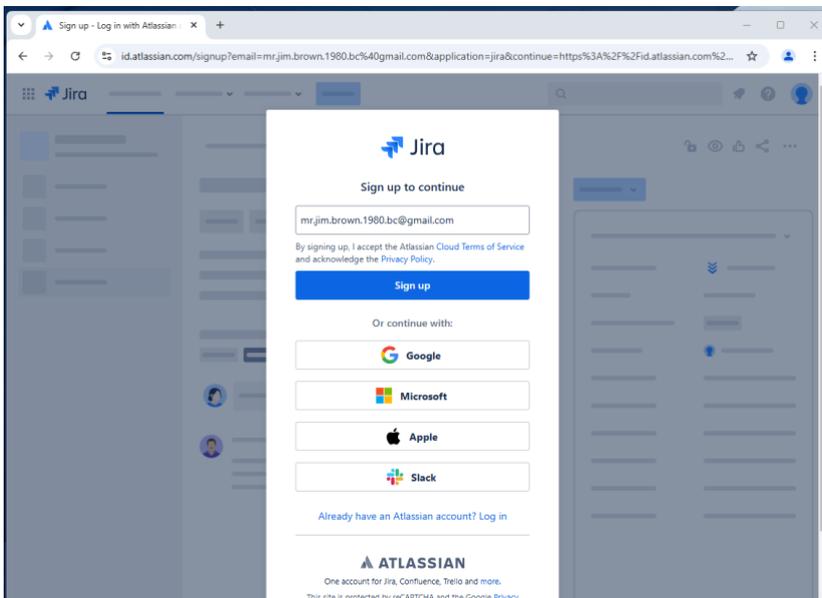
4. To complete the Sign up process, please check your email and enter the **6-digit code** then click: <mark>Verify</mark>
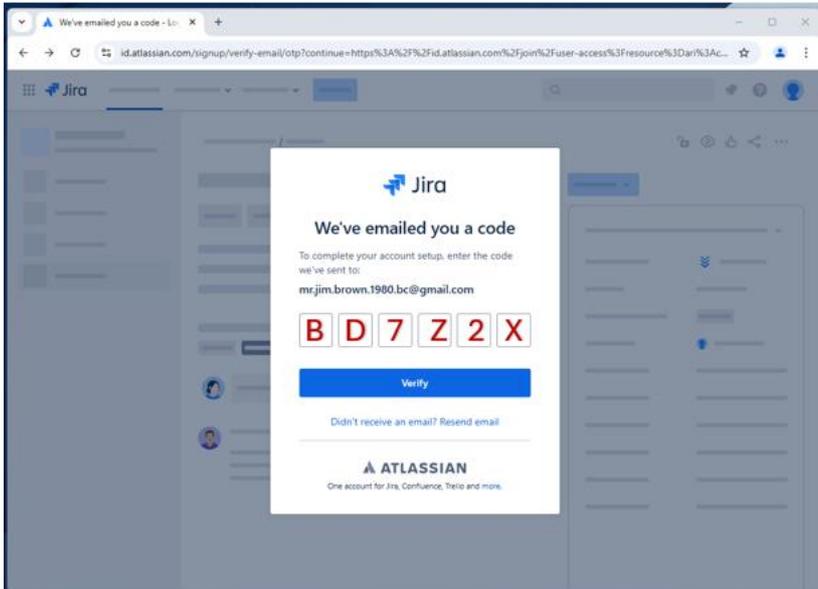
5. Jira will generate an email to verify this, please check your email to Activate the account.
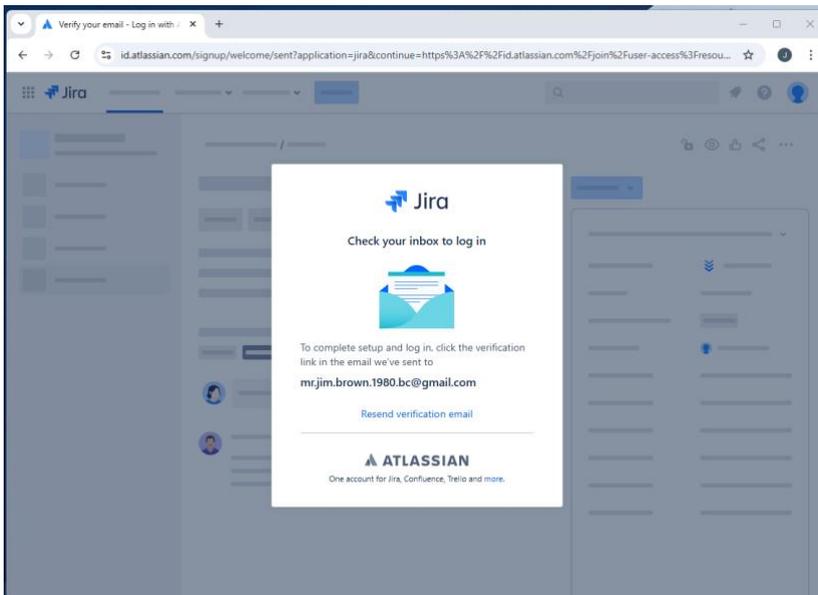
6. To complete the registration process, enter your **Full Name** and **Password**, then click: `Continue`

7. The registration process is now complete and to continue click: `OK, lets go`
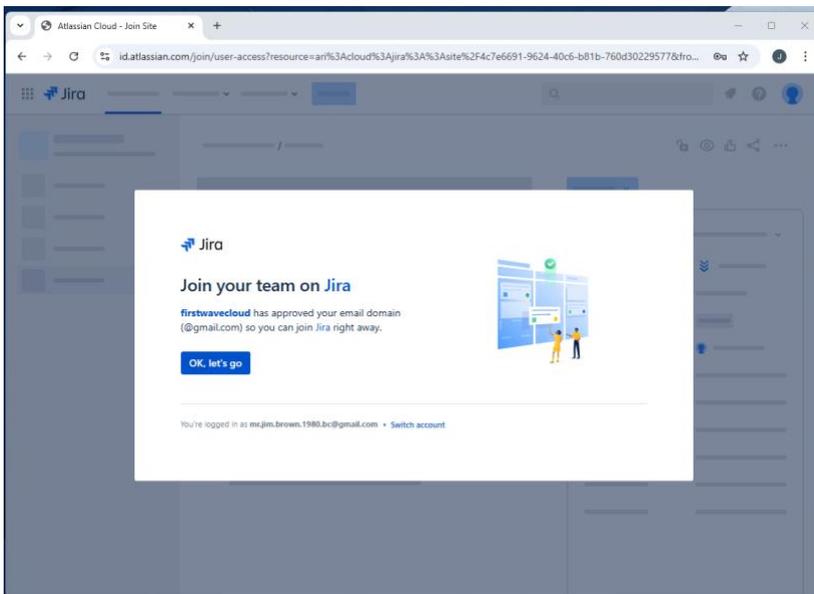
3. Set up Two Step Verification

1. To set this, click **Enable Two-Step Verification**
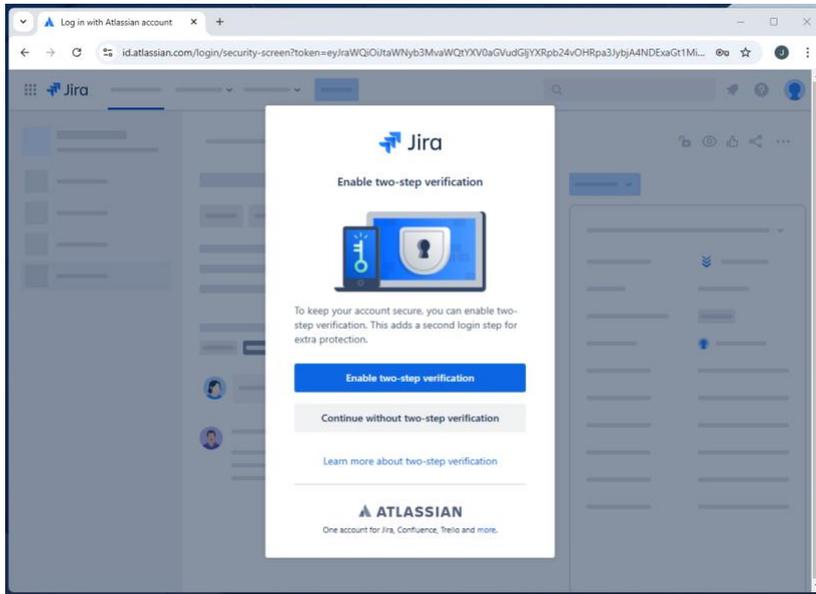
2. Click: **Authenticator App**
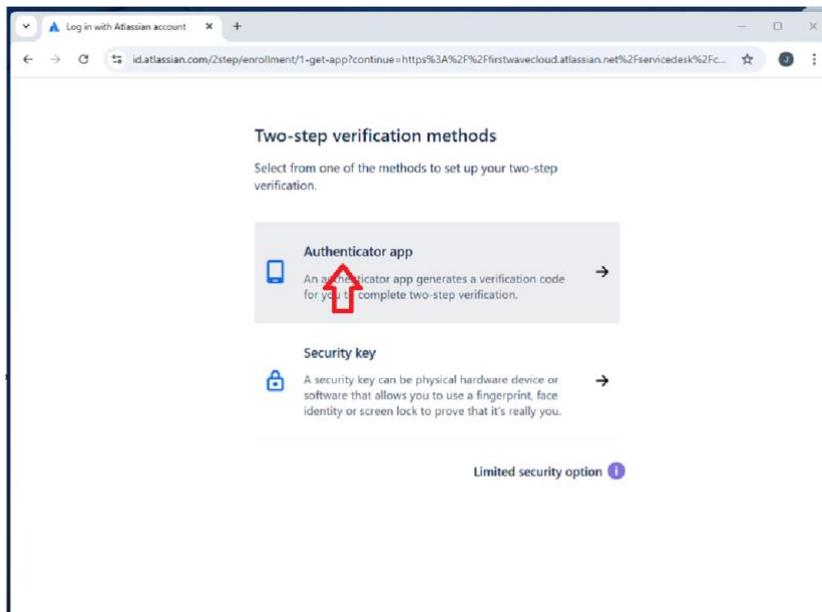
3. Use your mobile to scan the QR code: **Authenticator App**
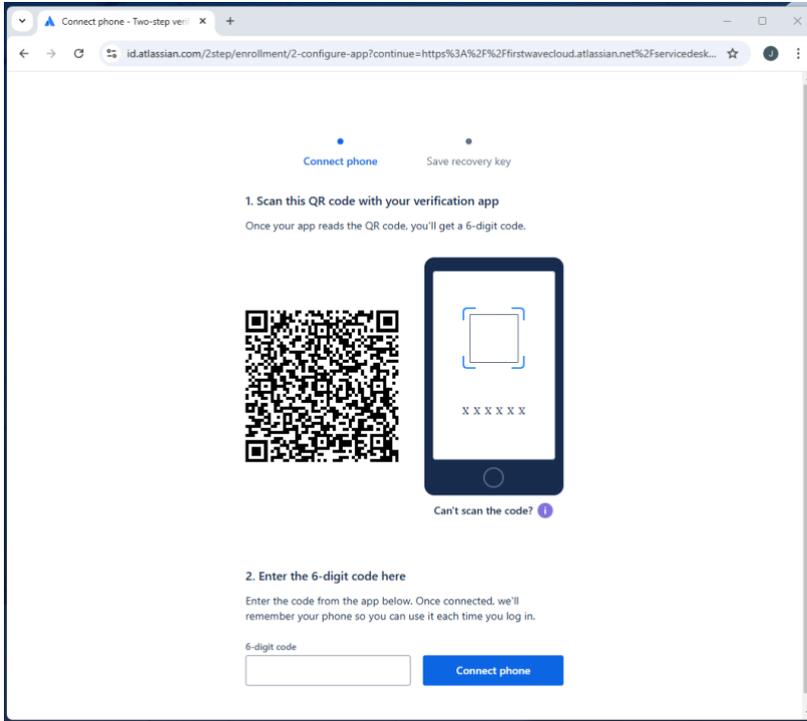
4. Once the Mobile Authenticator App is setup, key in the **6-digit Code**, then click **Connect Phone**
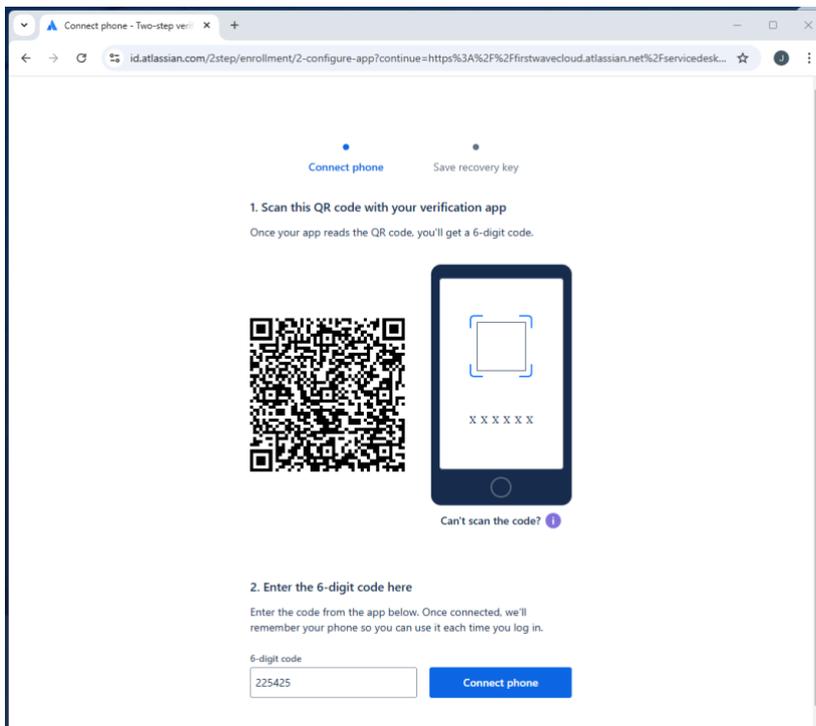
5. Once successful, you will be redirected back to the Home screen
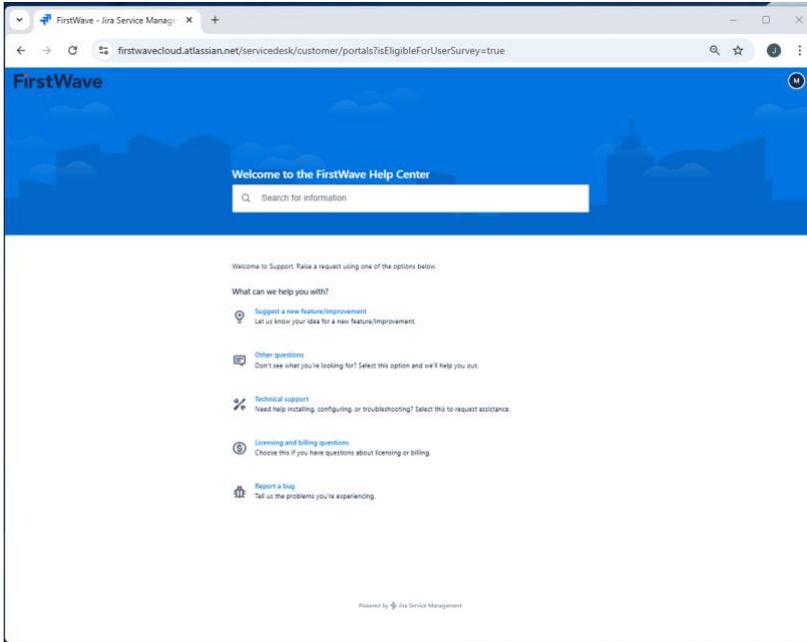
FirstWave

4. Log Jira ticket

1. To log a new ticket, click: **Technical Support**
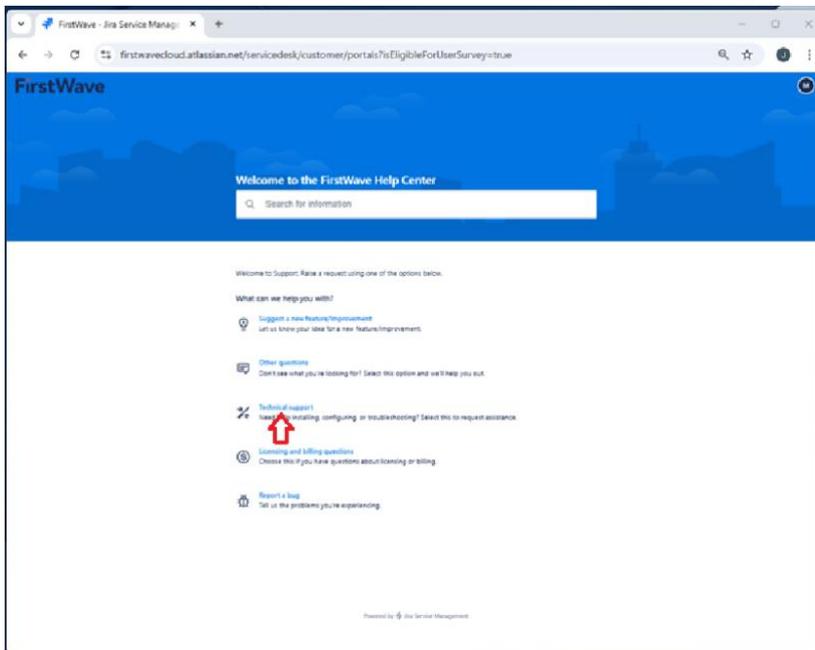
2. Enter a brief **Summary** of the issue.
   Fill in **What do you need Help with? And Provide as much detail as possible** click: <mark>Send</mark>

3. Once submitted, an email will be sent to your registered email address with the ticket number and the ticket will be display on the screen.

FirstWave

4. To review your tickets, click: `Profile`
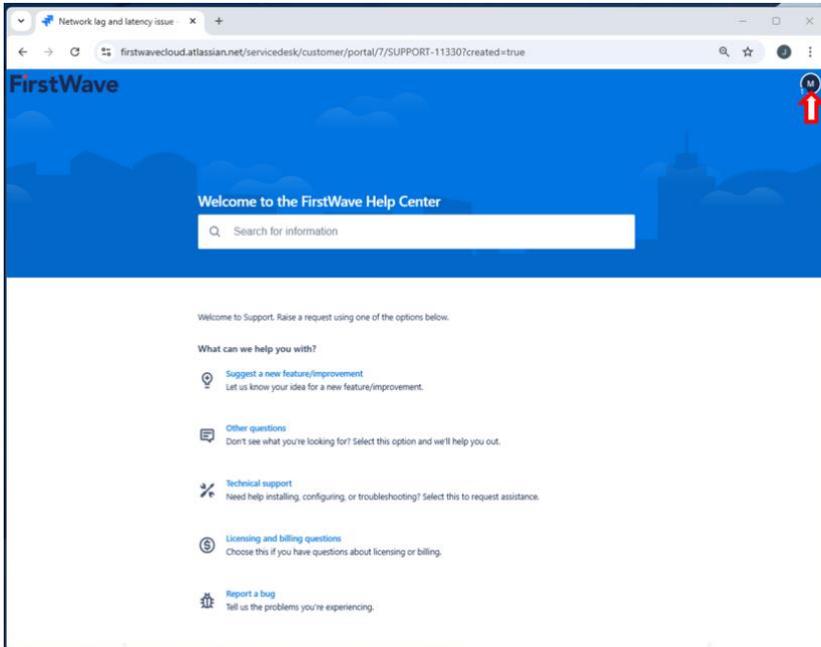
5. Click: `Request`
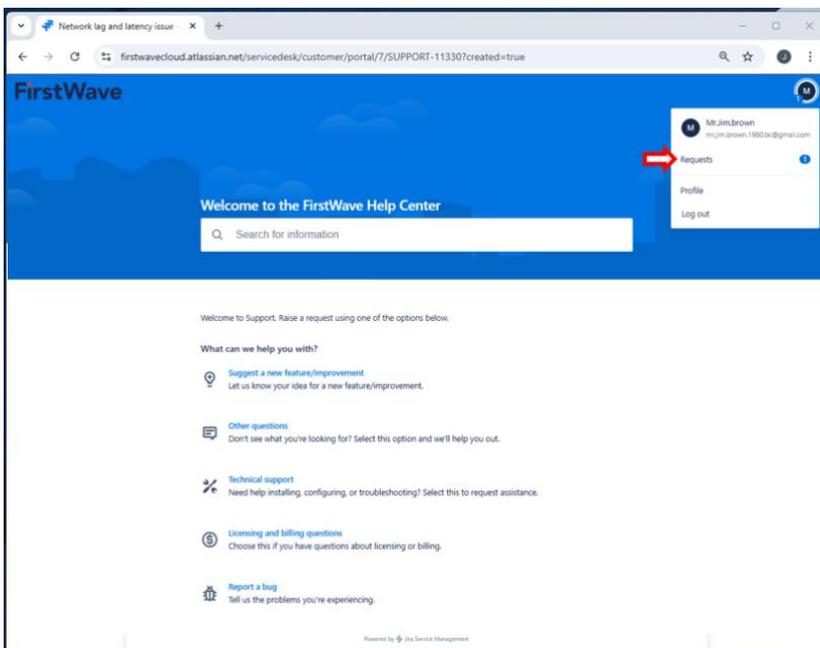
6. All of the tickets relevant to your account will be displayed on screen.
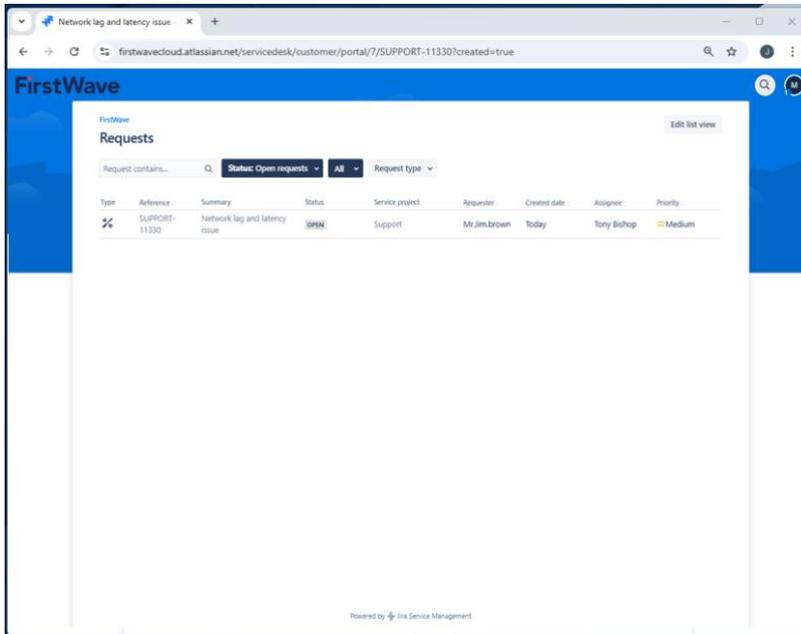
Please be advised that all support-related matters, including ticket updates and correspondence, will be managed through the Jira ticketing system. Should you require any assistance or have inquiries regarding this process, please do not hesitate to reach out to us on email: **support@firstwave.com.**