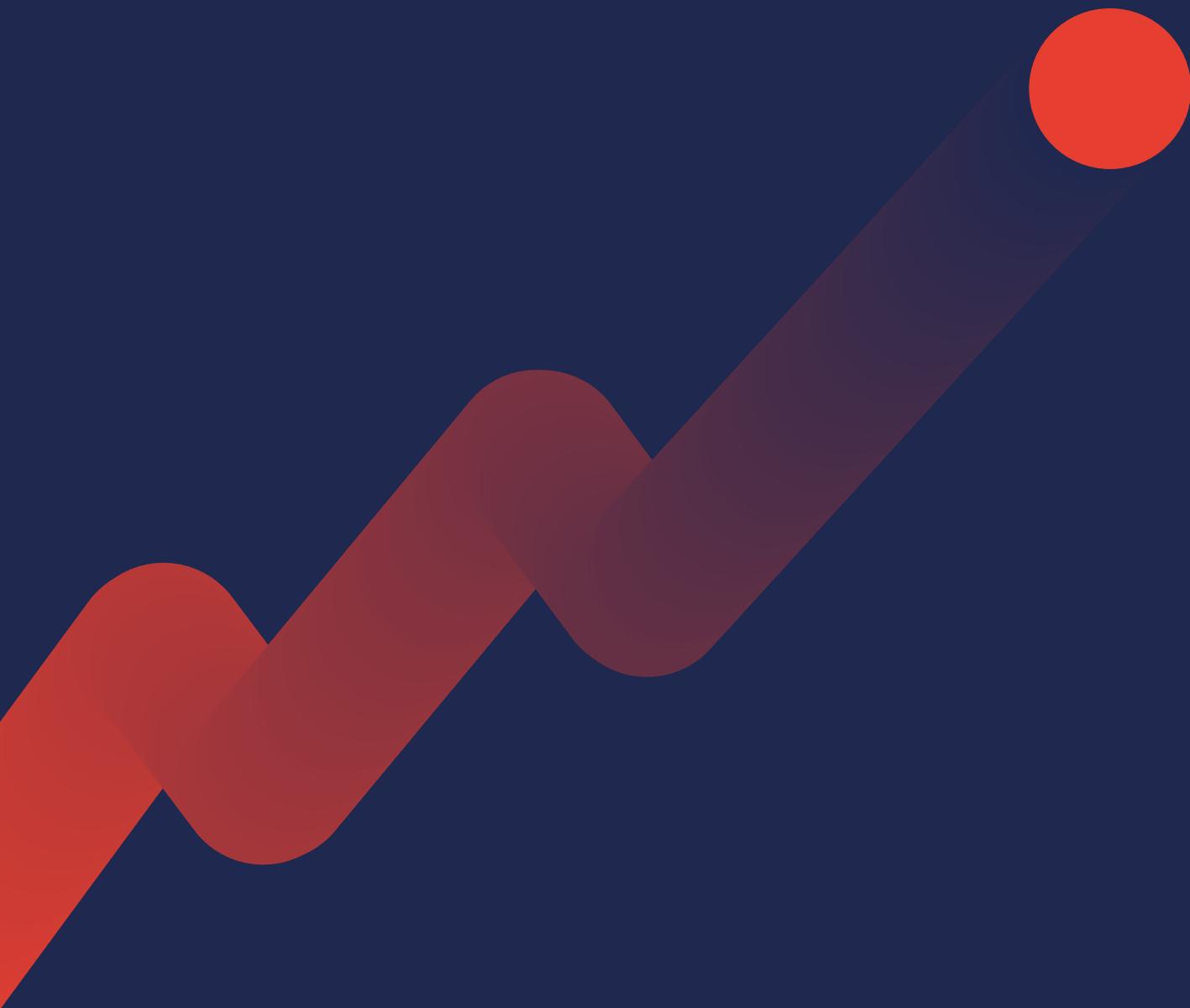


Creating a Jira Account for FirstWave/Saisei Support

Updated January 12th 2025



FirstWave

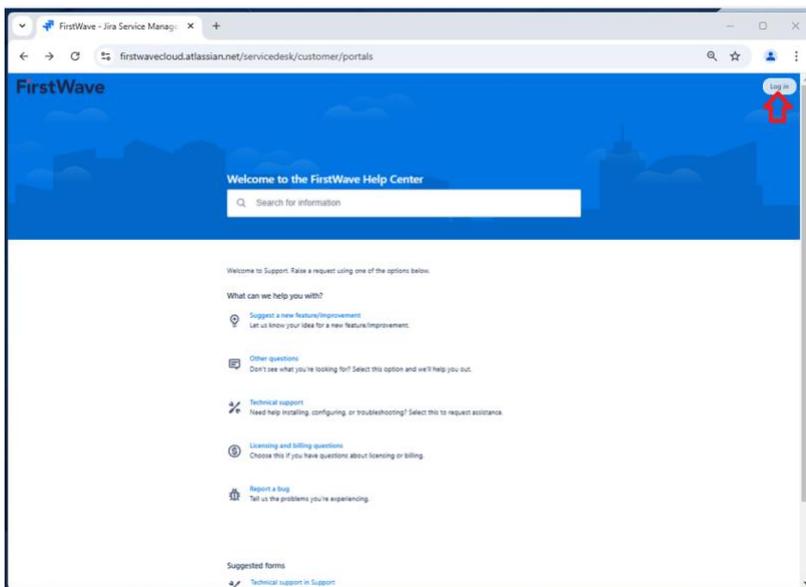
Getting Started

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

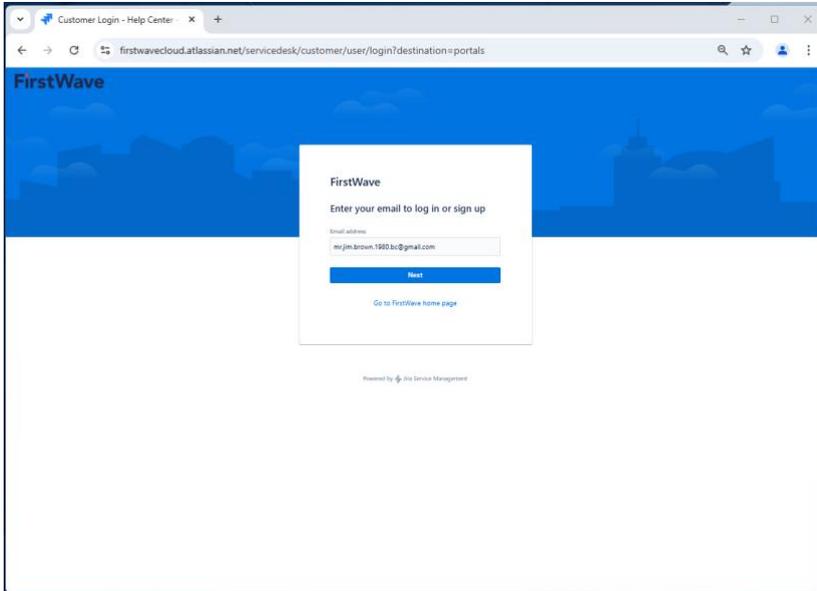
1. Create Jira Account & Registration
2. Sign up to Atlassian account
3. Setting up Two Step Verification
4. Log Jira ticket

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

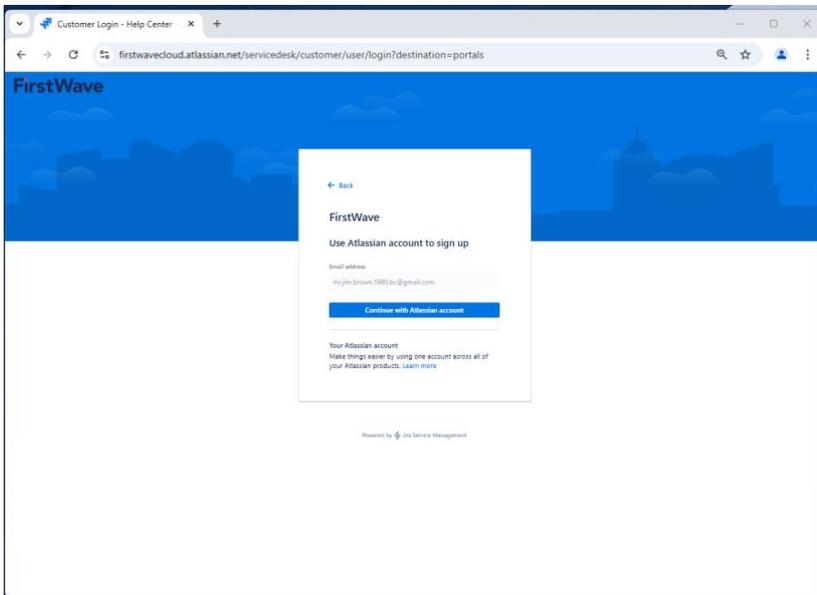


3. To create your FirstWave Jira account, enter your **Email Address** for registration, then click: **Next**

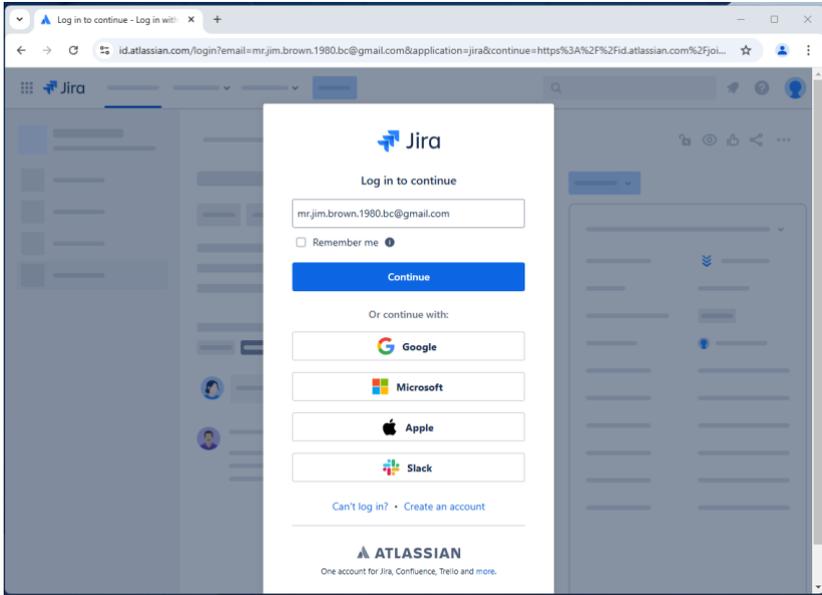


2. Sign up to Atlassian Account

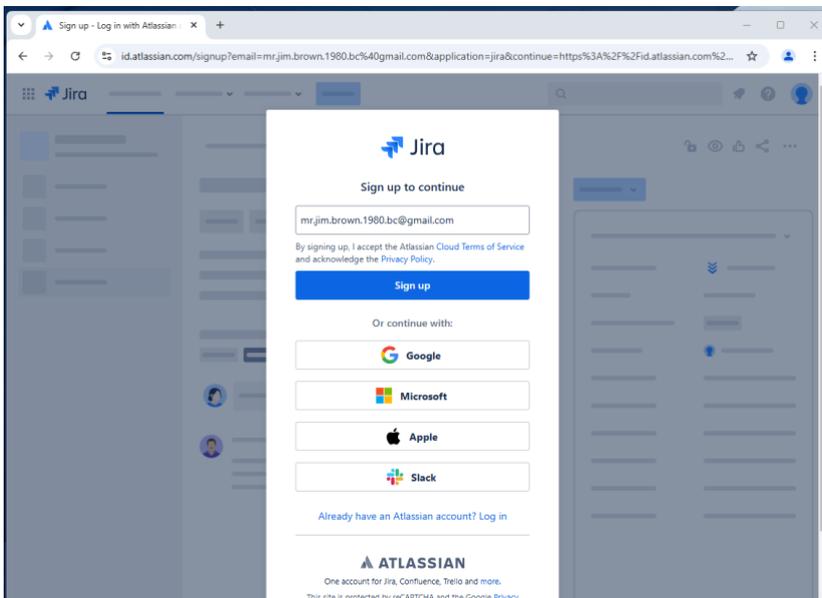
1. This will now prompt to sign up with Atlassian account, click: **Continue with Atlassian account**



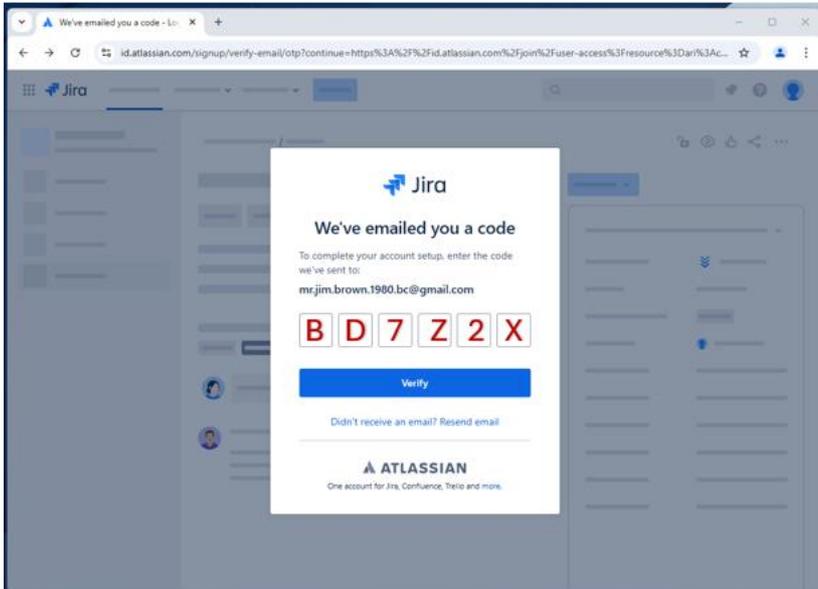
- It will take prompt you to log onto Jira and to proceed, click: **Continue**



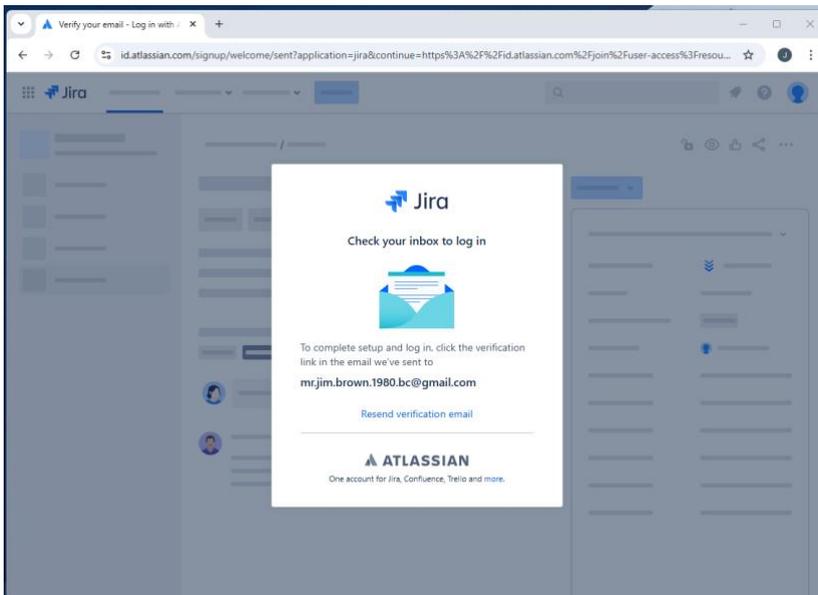
- It will take prompt you to accept the Jira's *Terms of Service*, then click: **Sign up**



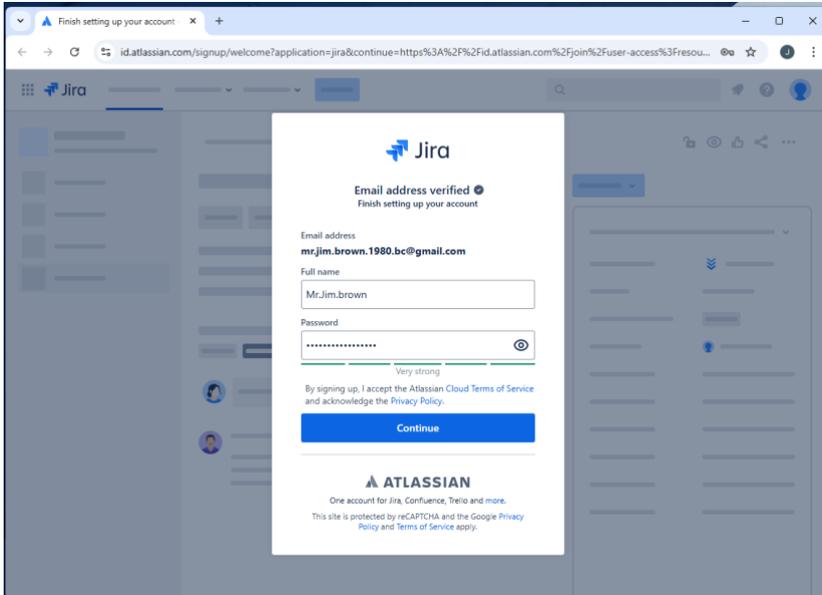
- To complete the Sign up process, please check your email and enter the **6-digit code** then click: **Verify**



- Jira will generate an email to verify this, please check your email to Activate the account.



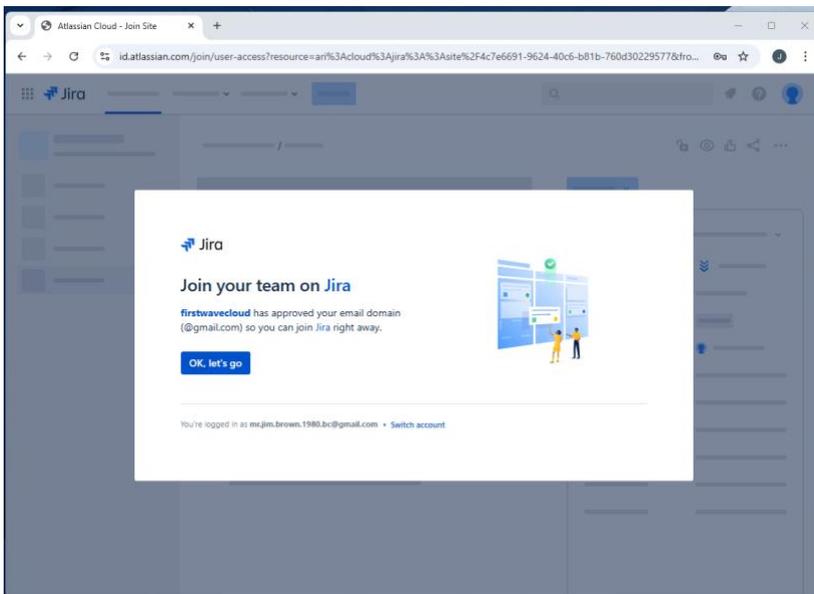
- To complete the registration process, enter your **Full Name** and **Password**, then click: **Continue**



The screenshot shows a web browser window with the Jira interface. A modal dialog box is centered on the screen, titled "Jira" and "Email address verified". Below the title, it says "Finish setting up your account". The dialog contains the following fields and text:

- Email address: **mr.jim.brown.1980.bc@gmail.com**
- Full name:
- Password: (Very strong)
- Text: "By signing up, I accept the Atlassian Cloud Terms of Service and acknowledge the Privacy Policy."
- Button: **Continue**
- Atlassian logo and text: "ATLASSIAN One account for Jira, Confluence, Trello and more. This site is protected by reCAPTCHA and the Google Privacy Policy and Terms of Service apply."

- The registration process is now complete and to continue click: **OK, lets go**

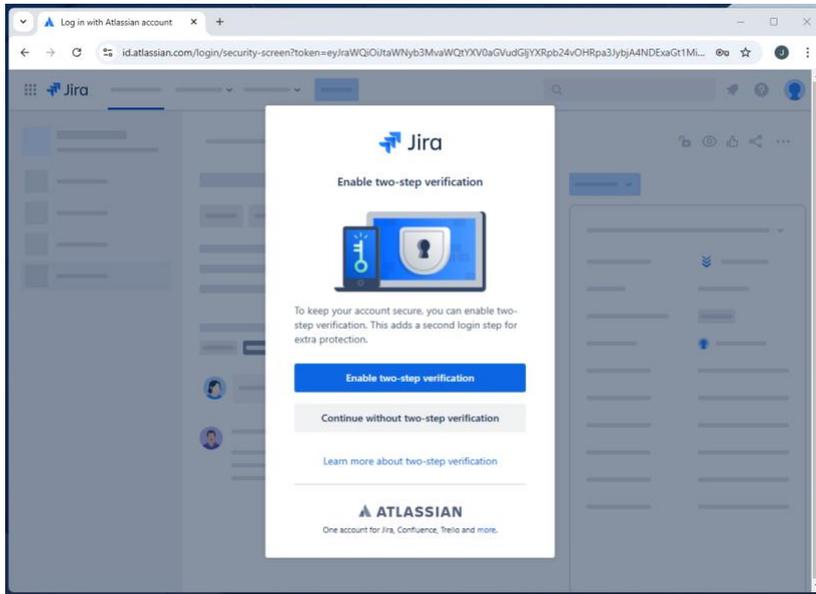


The screenshot shows the same Jira interface. A modal dialog box is centered on the screen, titled "Jira" and "Join your team on Jira". Below the title, it says "firstwavecloud has approved your email domain (@gmail.com) so you can join Jira right away." The dialog contains the following elements:

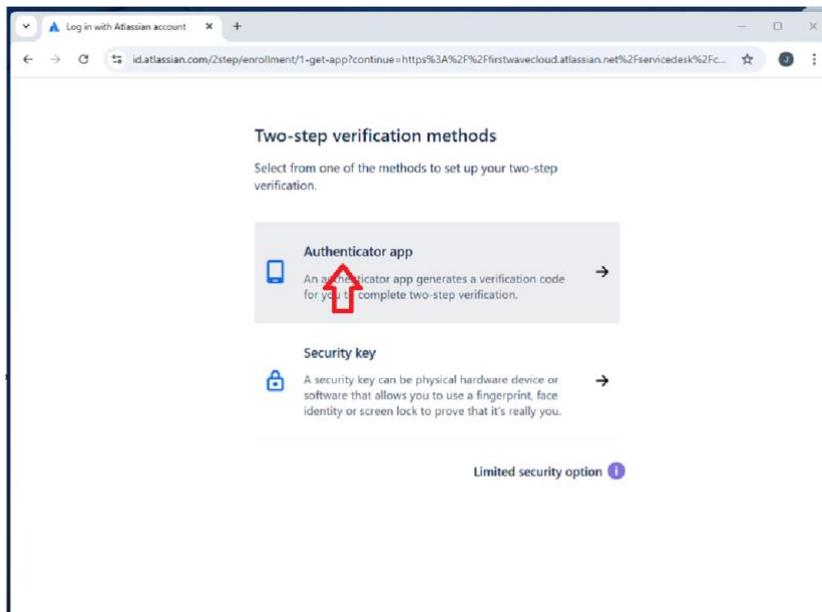
- Illustration of a team working on a screen.
- Button: **OK, let's go**
- Text at the bottom: "You're logged in as mr.jim.brown.1980.bc@gmail.com • Switch account"

3. Set up Two Step Verification

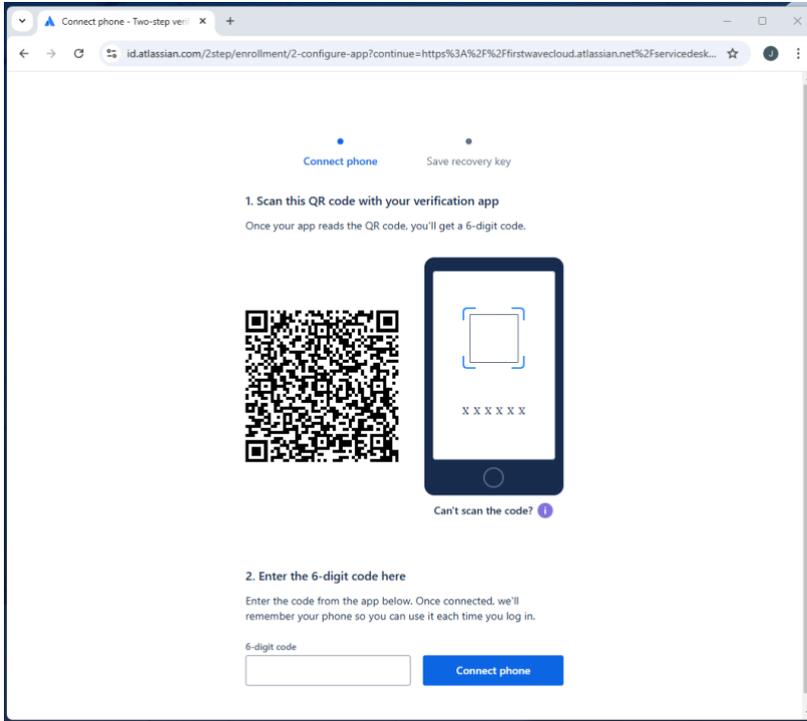
1. To set this, click [Enable Two-Step Verification](#)



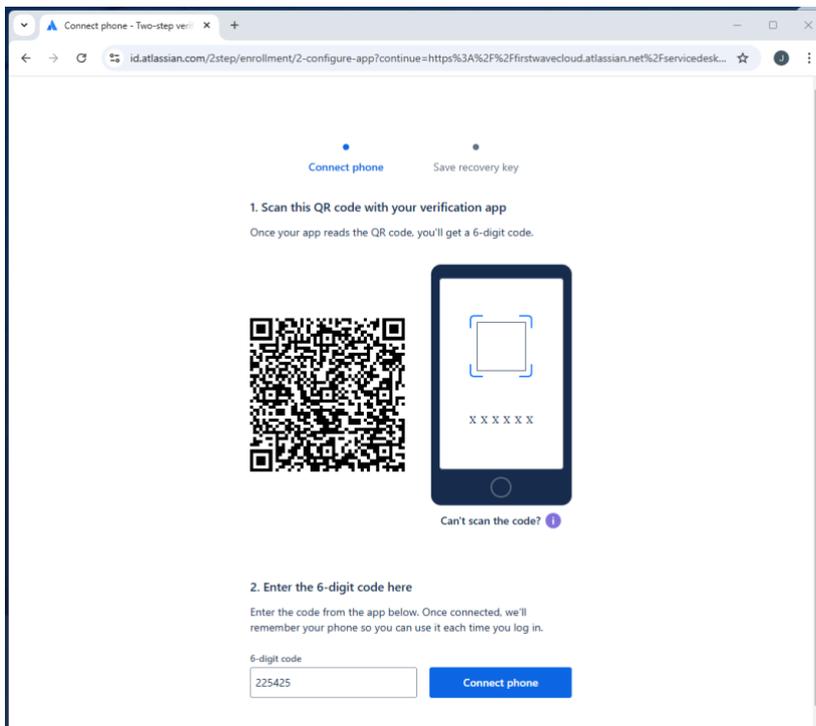
2. Click: [Authenticator App](#)



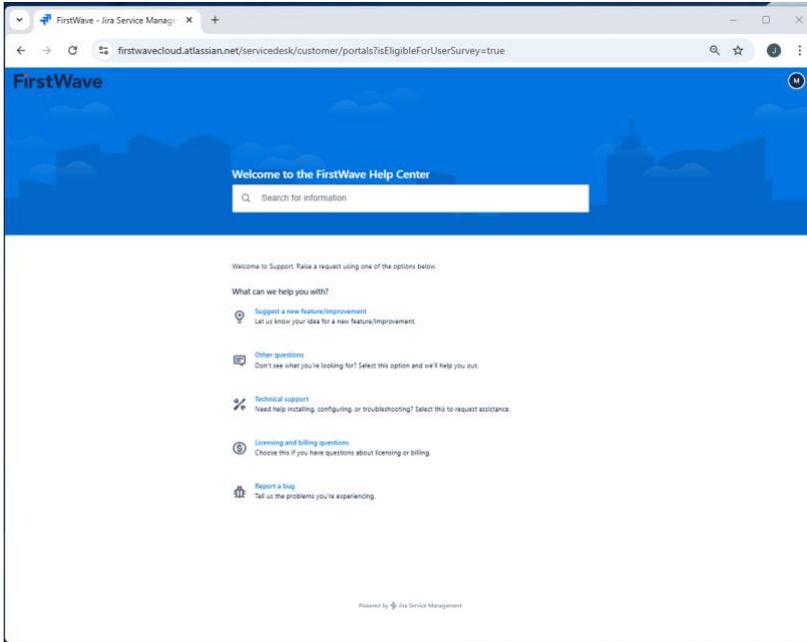
3. Use your mobile to scan the QR code: **Authenticator App**



4. Once the Mobile Authenticator App is setup, key in the **6-digit Code**, then click **Connect Phone**

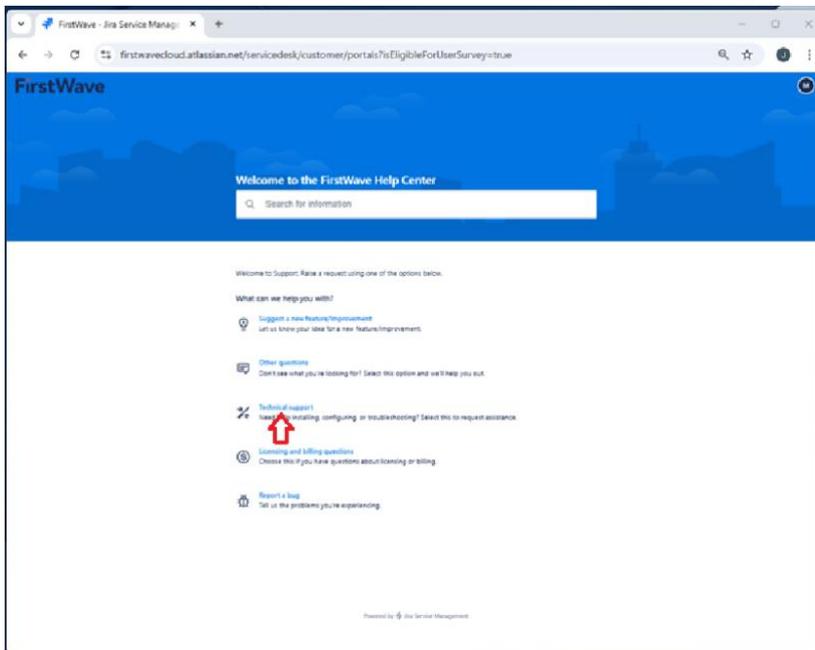


5. Once successful, you will be redirected back to the Home screen



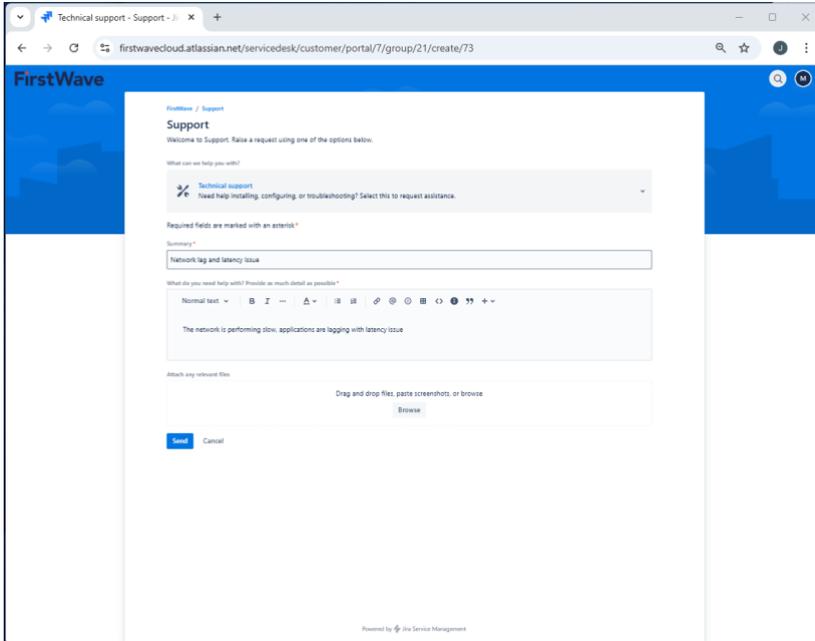
4. Log Jira ticket

1. To log a new ticket, click: [Technical Support](#)



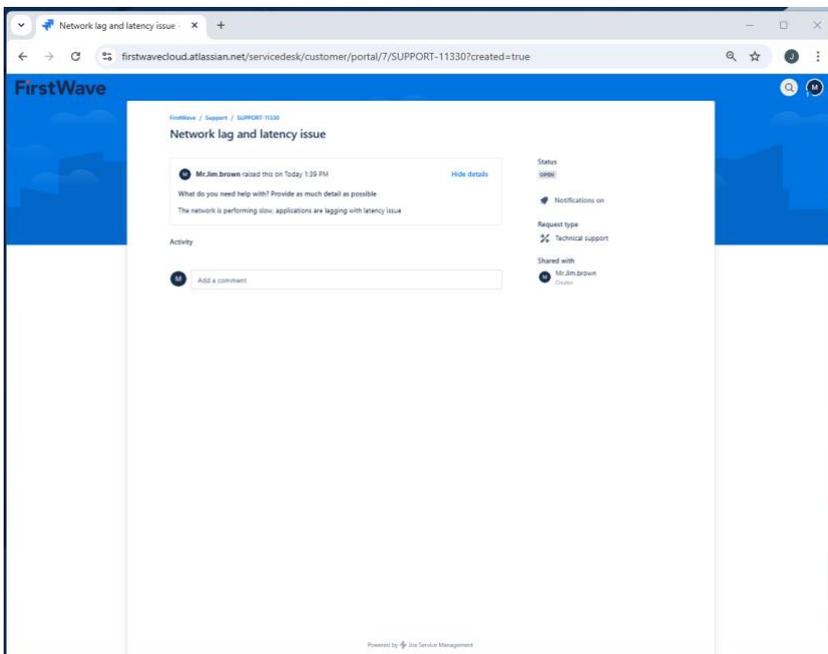
2. Enter a brief **Summary** of the issue.

Fill in **What do you need Help with? And Provide as much detail as possible** click: **Send**



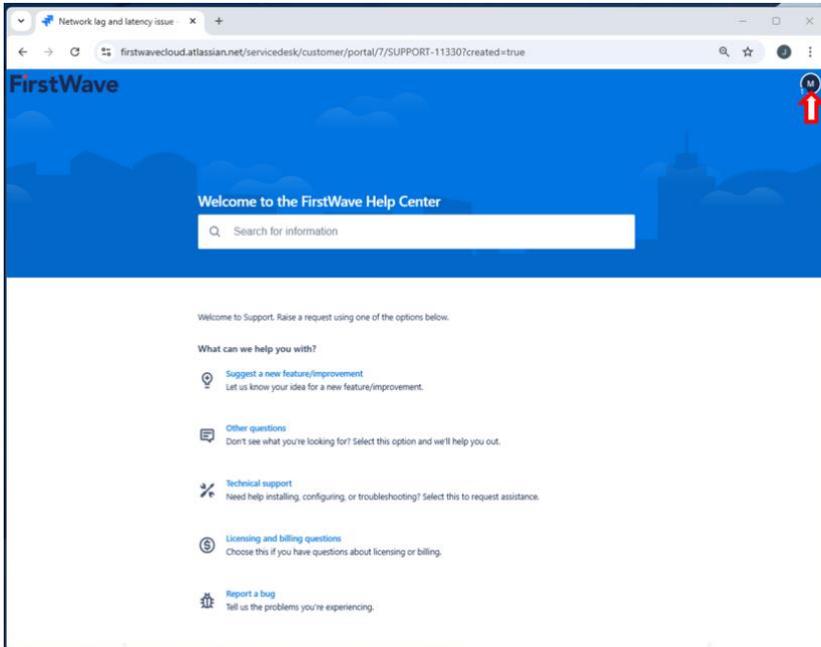
The screenshot shows a web browser window with the URL `firstwavecloud.atlassian.net/servicedesk/customer/portal/7/group/21/create/73`. The page title is "Technical support - Support - Support". The main heading is "Support" with a sub-heading "Welcome to Support. Raise a request using one of the options below." Below this, there is a dropdown menu for "What can we help you with?" set to "Technical support". A "Required fields" section follows, with a "Summary" field containing "Network lag and latency issue". The "What do you need help with?" field contains the text "The network is performing slow, applications are lagging with latency issue". There is an "Attach any relevant files" section with a "Browse" button. At the bottom, there are "Send" and "Cancel" buttons.

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.

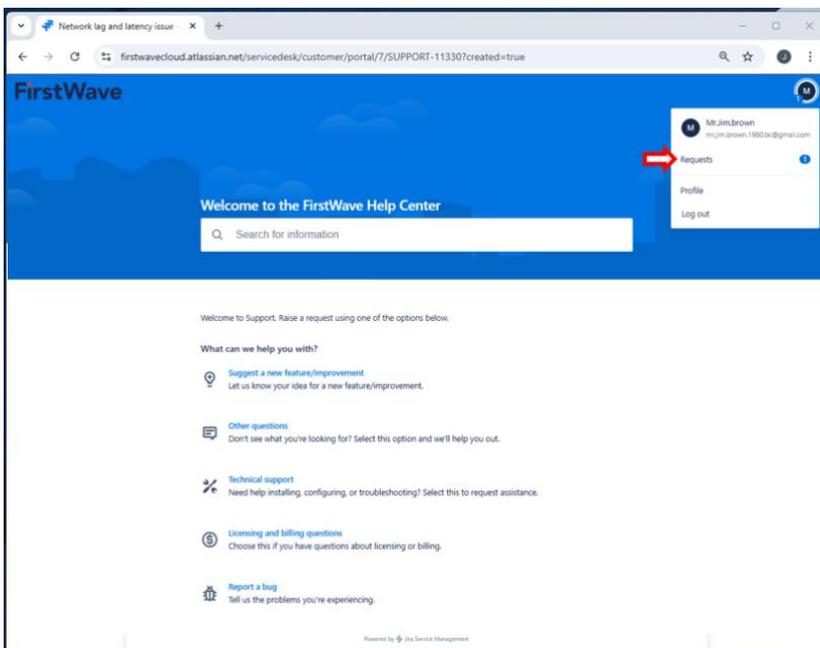


The screenshot shows the same web browser window, but now displaying the details of the submitted ticket. The URL is `firstwavecloud.atlassian.net/servicedesk/customer/portal/7/SUPPORT-11330?created=true`. The page title is "Network lag and latency issue". The main heading is "Network lag and latency issue". Below this, there is a "Status" section showing "NEW". The "Request type" is "Technical support". The "Shared with" section shows "Mr.Jim.brown". The "Activity" section shows a comment from "Mr.Jim.brown" raised on "Today 1:39 PM". There is an "Add a comment" field at the bottom.

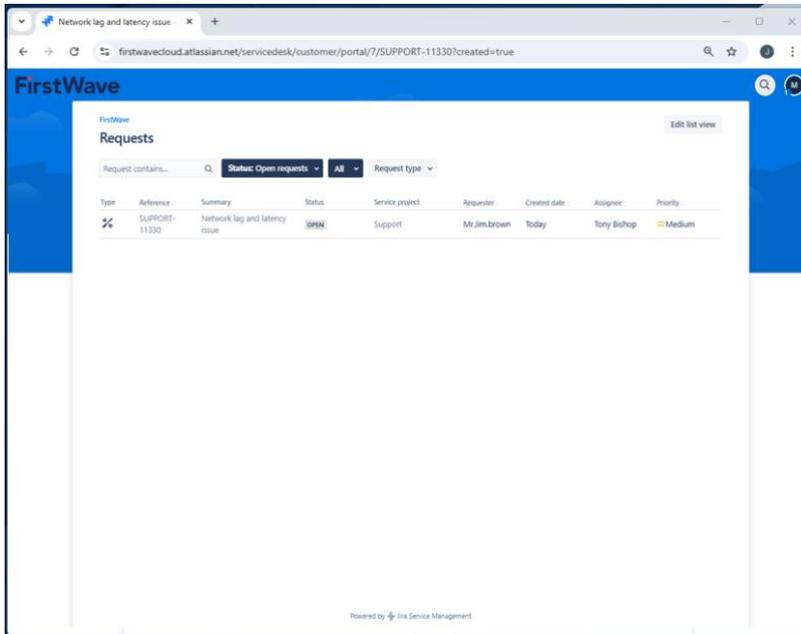
4. To review your tickets, click: **Profile**



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.