



Document title	Jira –Site Share Project Requests User Guide		
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Jira –Site Share Project Requests User Guide

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1. Purpose and Scope

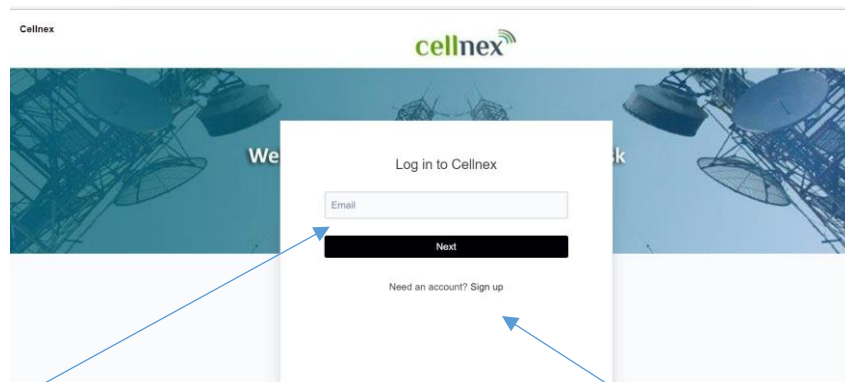
The purpose of this document is to provide basic guidance on how to raise applications/project requests via the Cellnex UK Service Desk. This service desk utilises the power of Atlassian’s Jira tool – a modern and flexible Service Desk experience that aims to streamline customer requests whilst boosting our efficiency in meeting their demands.

2. Guidance – Logging into Jira/Creating a new account

The instructions below explain how to create a new account in the Jira Portal to enable you to start raising requests.

To access the Cellnex UK Service Desk Portal please follow this link [UK Service Desk - Jira Service Management \(atlassian.net\)](#)

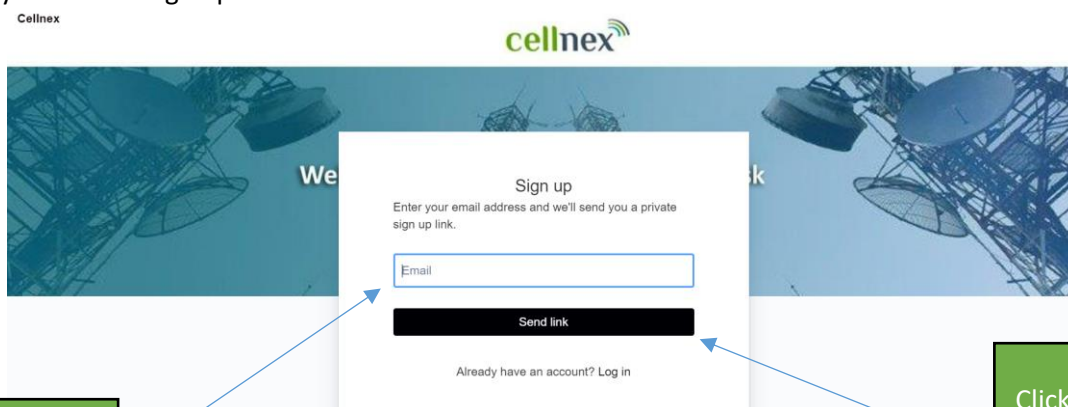
You will then be directed to a page instructing you to 'log in' or to 'sign up' as shown in screen shot below



To log in enter your email address here

If you do not have an account click here to sign up for one

If you click on sign up for a new account then follow the next screen shot:

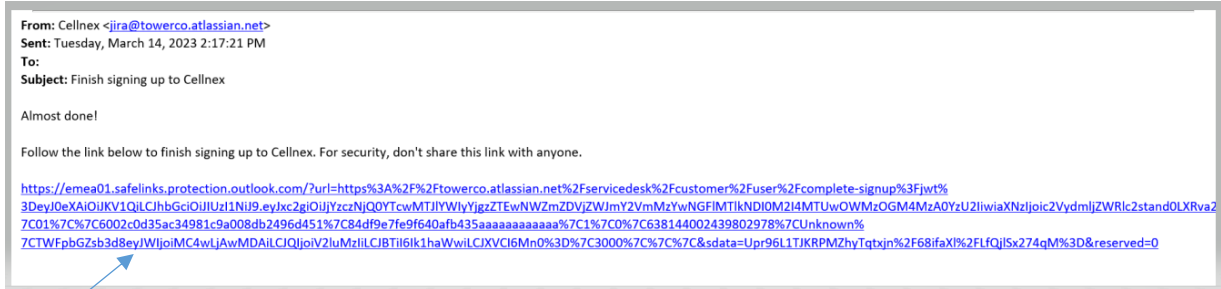


Enter your email address here

Click the “Send Link” button to receive your joining email

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Once you have clicked the Send Link, you will then receive an email similar to that shown below



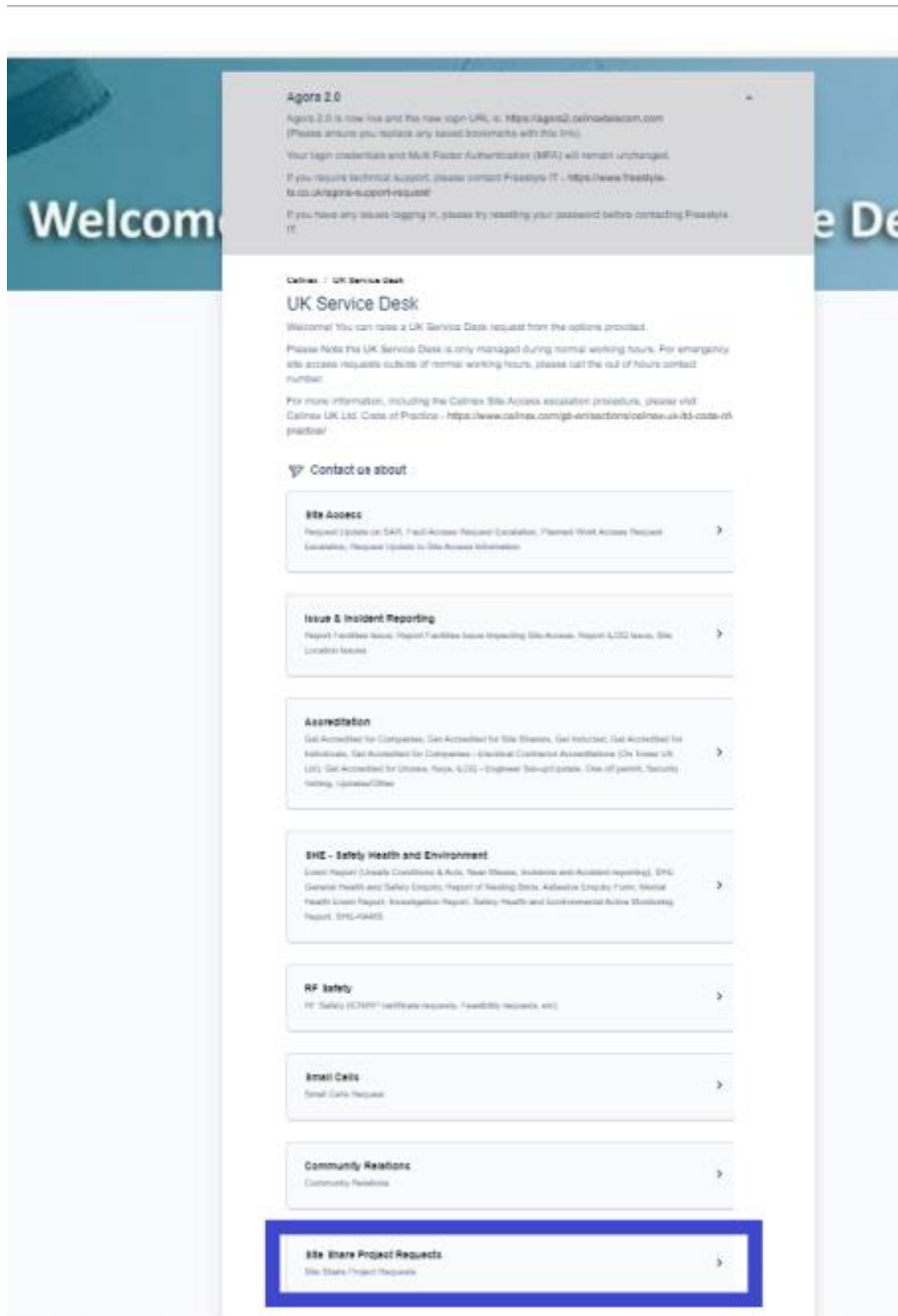
Click the link in the email and follow the online instructions to create your account

3. How to submit your request

Once logged into the portal, you can raise an application/project request. The following will guide you through creating your request:

From the list of forms that appears select Site Share Project Requests

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Once you have selected the relevant form, you will be asked to answer a small number of questions shown in the below screenshot. Please remember to attach your usual documents to the request, such as site share application form, nomination form etc, via drag and drop or browse functionality.

Once you have completed the form, click send

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Contact us about
Site Share Project Requests

What can we help you with?
Site Share Project Requests
Site Share Project Request form for equipment installations, upgrades, swap-outs and equipment removals on sites.

Please only use this request form to submit a Site Share Project Request for review by the Cellnex UK Licencing team.

Have this request on behalf of*
Bemi Kilgallen (bemi.kilgallen@cellnextelecom.co.uk)

Attachment*
Drag and drop files, paste screenshots, or browse
Browse

Please attach your application form and any other relevant documentation.

Operator Name*
Please confirm the operator this request is on behalf of.
Select...

Cellnex Site ID*
Please provide the Cellnex UK international or legacy site ID (for bulk requests please add "Bulk").

Cellnex Site Name*
Please provide the Cellnex UK site name (for bulk requests please add "Bulk").

Operator Ref (Cell ID)*
Please provide the operator Cell ID (for bulk requests please add "Bulk").

Customer Programme
Please identify the customer programme this request relates to.

Is this a single or bulk request?*
Please identify if this request relates to a single site or multiple sites requiring a bulk upload.
Select...

Comments
Please provide any additional details.
Normal text | B | I | ... | A | ... | ... | ... | ... | ... | ... | ... | ... | ...

Send Cancel

Attach your normal application/project request forms using with the drag and drop functionality or Browse functionality

This field will auto populate with your email address

If you are submitting a single request enter the Cellnex UK Site ID and site name here, if you are submitting a bulk request via a spreadsheet, put n/a into these fields

Select Operator name from drop down. If "Other" is selected the a new field will appear for you to type your operator name

Please select if your request is a single request or a bulk request e.g. where you are submitting a bulk spreadsheet covering multiple sites

Please enter your Cell ID/Customer Ref here if you have one. If you are submitting a bulk request via a spreadsheet, put n/a into this field

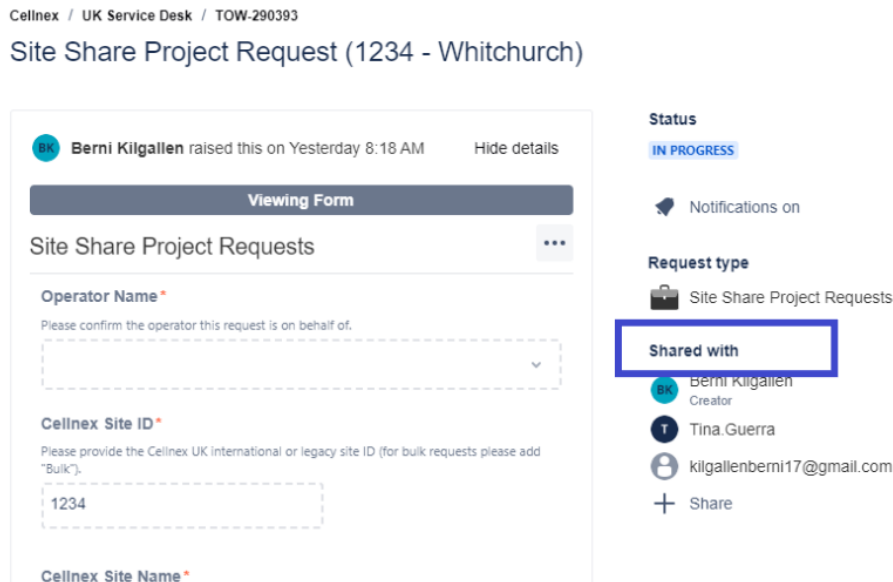
If you know the programme that you request falls under please enter it here

Please enter any additional information here that maybe applicable to your request

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4. Share with

You can also share your request with colleagues/ other member of the team, so that they can also view the request, add additional information/comments within the ticket and get updates on the request, by using Shared with functionality.



Cellnex / UK Service Desk / TOW-290393

Site Share Project Request (1234 - Whitchurch)

Berni Kilgallen raised this on Yesterday 8:18 AM [Hide details](#)

Viewing Form

Site Share Project Requests

Operator Name *
Please confirm the operator this request is on behalf of.

Cellnex Site ID *
Please provide the Cellnex UK international or legacy site ID (for bulk requests please add "Bulk").

1234

Cellnex Site Name *

Status
IN PROGRESS

Notifications on

Request type
Site Share Project Requests

Shared with

- Berni Kilgallen
Creator
- Tina.Guerra
- kilgallenberni17@gmail.com
- + Share

Click on the + Share button and either enter the persons name if they already have an account or their email address if they don't have an account. They will then receive an email advising them the request has been shared with them along with a link to the request.

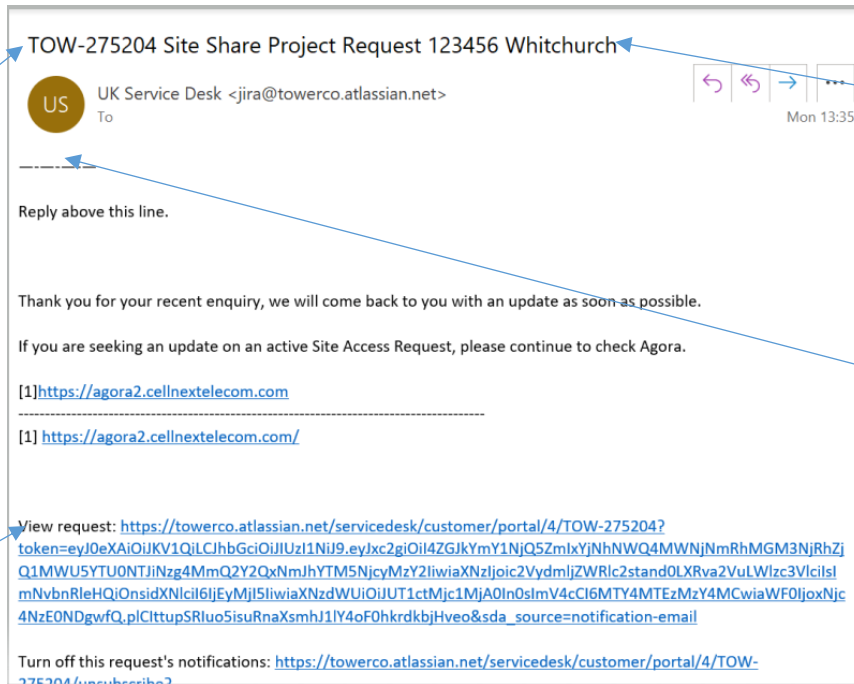
If they already have an account they will be asked to sign into Jira once they click on the link, if they do not currently have an account it will request that they create an account, by following the on screen instructions.

5. Notifications

Once you have submitted a request you will automatically be emailed to notify you that the issue has been logged and to provide you with your reference number. Please use this reference number when contacting the Licensing Team so that they are able to find your query quickly.

The following example shows what these emails look so you know what to expect:

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The TOW number is your unique reference for your submission

The subject will be the site number and site name you have entered in Jira

If you click on this link, it will take you directly to your request in Jira

You can respond to this email above the link, and it will auto add your comments straight into Jira against your unique reference

6. How to Search for and Track Requests

One of the main benefits of using this system is that you are able to see the status of your requests in real-time and see any updates that our Licensing Team have placed on your tickets. This section will explain how to track your requests and provide an explanation of what each status means.

The screen shot below, in the top right hand of the screen highlighted in blue, you can either search for your request by clicking the magnify glass or by clicking on requests, from there you can define the status of the request you are looking for:



Request Status

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Status	Definition
Waiting For Support	This status is used at the start of the process and means that your request has been submitted but has not yet been reviewed or assigned to a member of the team
In Progress	This status means that your request has been reviewed and has been assigned to a member of the team to progress
Waiting for Customer	This is used if we have raised any queries back to you, we may require further information to enable us process your application. In these circumstances, we will update the request and ask for the additional information. You will receive an automated e-mail notifying you the status of the ticket has been amended
Customer Responded	If you respond to any questions asked or update your ticket the status will automatically change to this status unless the current status is "Waiting for Support". This status helps us identify that you have responded so we can pick it up more quickly
On Hold	There are certain times when we are unable to process your request immediately due to other dependencies for example, where we might need information from an internal team. In these cases we may place your request on hold and notify you why
Done	This status means we have processed your request, and provided you with your Agora Project number. Or if we have closed your request because you have cancelled it, or where we have not received all of the information required, and have chased it and not received a response.

- Please note that once your request is created in Agora as a project your Jira ticket will be closed and you will be provided with your Agora project number. The Jira ticket number will also be added into the Agora project as a reference point.

7. Change Control

This document is controlled as part of the Cellnex UK IMS via the Engage platform which maintains history of changes / version control. Downloaded or printed copies are uncontrolled.