

Document title	Jira –Site Share Project Requests User Guide		
Document Code		Version 1.2	Date 04/05/2023

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 <u>UK Service Desk - Jira</u> <u>Service Management (atlassian.net)</u>

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



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

cellnex



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



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



Contect us about

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	Site Share Project Requests	
	What can we help you with?	
	Site Share Project Request form for equipment installations, upgrades, swap-outs and equipment removals on sites.	
Attach your normal application/project request	Please only use this request form to submit a Site Share Project Request for review by the Cellnex UK Licencing team.	This field will auto populate with your
forms using with the drag	Rese this request on behalf of "	email address
and drop functionality or Browse functionality	Attachment*	
Browse functionality	Drag and drop files, paste screenshots, or browse Browse	
	Pissee silach your application form and any other relevant documentation.	Select Operator
	Operator Name *	name from drop
	Please confirm the operator this request is on behalf of.	down. If "Other" is
	Select	selected the a new
If you a submitting a single	Cellnex 8ite ID* Preve provide the Cellnex UK international or legacy site ID (for bulk requests pleave add "Bulk").	field will appear for
request enter the Cellnex		you to type your
UK Site ID and site name here, if you are submitting		operator name
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spreadsheet, put n/a into		Please enter your Cell
these fields	Operator Ref (Cell ID) *	, ID/Customer Ref here
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		are submitting a bulk
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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.

nex / uк service Desk / тоw-290393 te Share Project Request (1234 - V	Vhitchurch)	
Berni Kilgallen raised this on Yesterday 8:18 AM	Hide details	Status IN PROGRESS
Viewing Form		Notifications on
Site Share Project Requests		Request type
Operator Name*		Site Share Project Requests
Please confirm the operator this request is on behalf of.	~	Shared with BK Berni Kligalien Greator
Cellnex Site ID*		Tina.Guerra
Please provide the Cellnex UK international or legacy site ID (for bulk req "Bulk").	uests please add	kilgallenberni17@gmail.con
1234		+ Share
Cellnex Site Name*		

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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6. How to Search for and Track Requests

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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:

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3.	Agora 2.0				
		ew login URL is: https://agora2.cellnextelecom.com y saved bookmarks with this link).		Strain Strain	
-	Your login credentials and Multi	Factor Authentication (MFA) will remain unchanged.		1	
N	If you require technical support ts.co.uk/agora-support-requesti	please contact Freestyle IT - https://www.freestyle-			SIT
	If you have any issues logging i IT.	in, please try resetting your password before contacting Freestyle	6		
	Cellnex / UK Service Desk			The second	
	UK Service Desk				
	Welcome! You can raise a UK S	Service Desk request from the options provided.			
		esk is only managed during normal working hours. For emergency normal working hours, please call the out of hours contact			
wpo	Reference	Summany	Status	Convice project	Poguester *
Туре	Reference	Summary	Status	Service project	Requester 0
•	TOW-275204	Site Share Project Request 123456	CUSTOMER RESPONDED	UK Service Desk	Berni Kilgallen

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

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