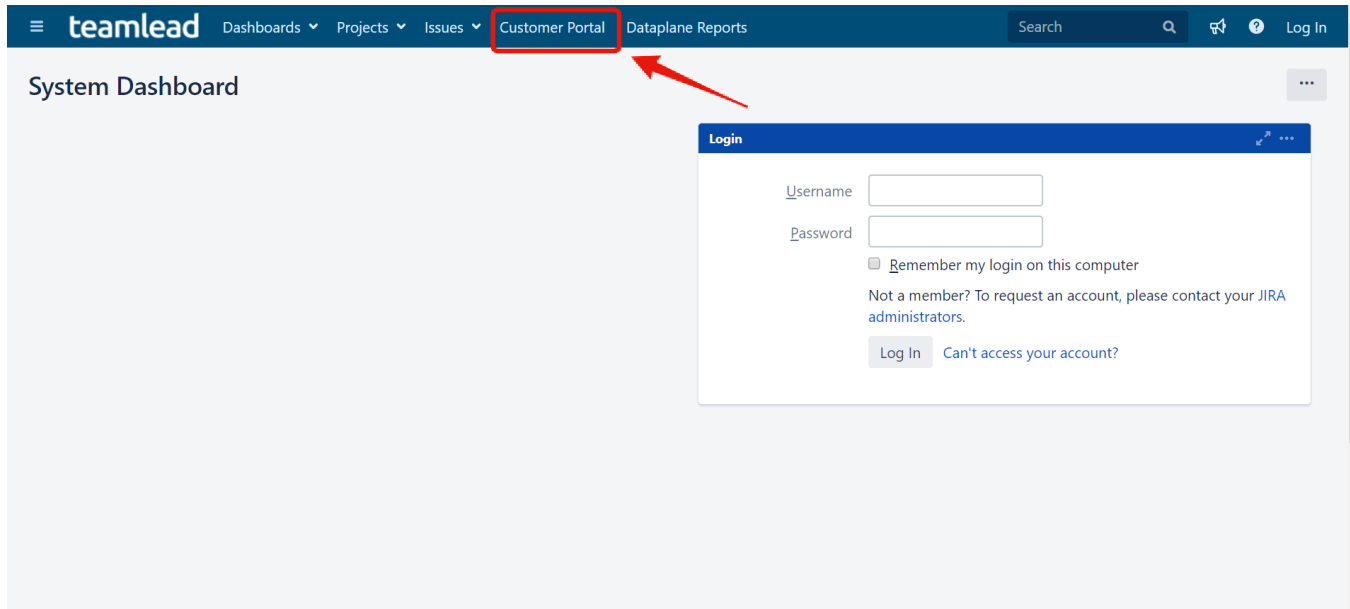


Login to HelpDesk

To login to HelpDesk just use the link "HelpDesk" in JIRA main menu:

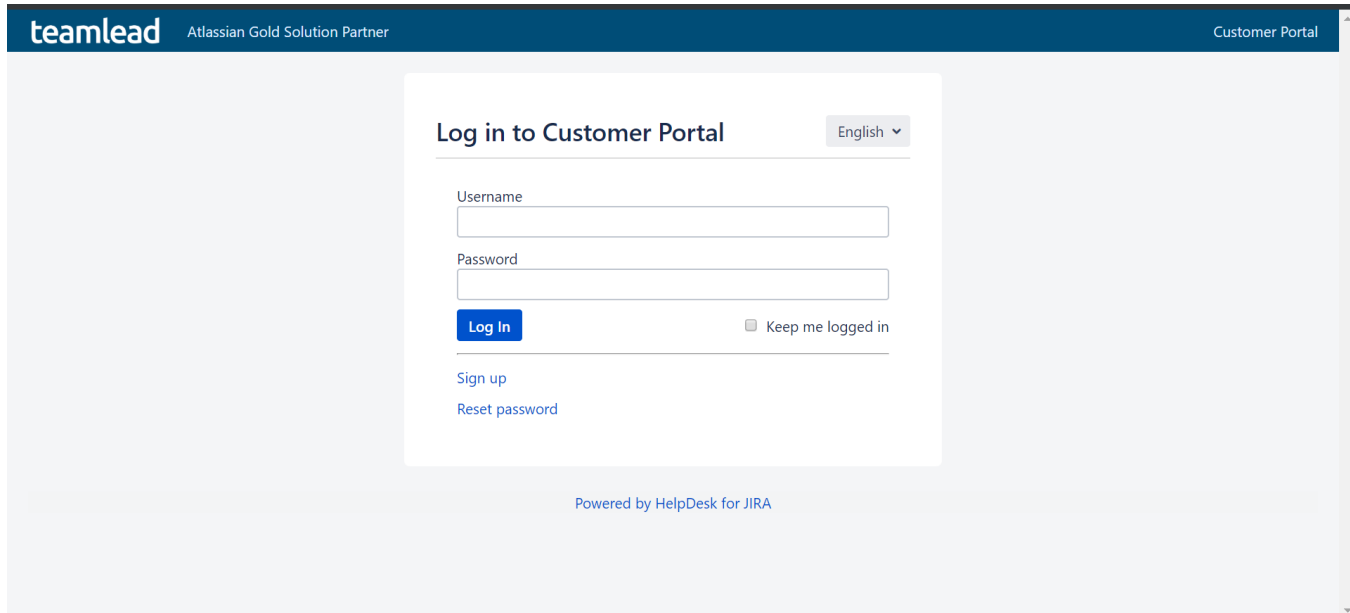


The screenshot shows the JIRA main menu with the 'Customer Portal' link highlighted in a red box. A red arrow points from the 'Customer Portal' link to a login modal that is open. The modal has a blue header with the word 'Login'. It contains fields for 'Username' and 'Password', a checkbox for 'Remember my login on this computer', and a link for 'Not a member? To request an account, please contact your JIRA administrators.' There are also 'Log In' and 'Can't access your account?' buttons.

..and after that you have to enter your credentials:



Your user shouldn't have a JIRA logon permission (like jira-users), but it is a basic JIRA user.



The screenshot shows the 'Log in to Customer Portal' form. The form has a blue header with the 'teamlead' logo and 'Atlassian Gold Solution Partner' text. The form itself is white and contains fields for 'Username' and 'Password', a 'Log In' button, and a checkbox for 'Keep me logged in'. There are also links for 'Sign up' and 'Reset password'. The form is titled 'Log in to Customer Portal' and has a language dropdown set to 'English'. At the bottom of the page, it says 'Powered by HelpDesk for JIRA'.