

# JIRA

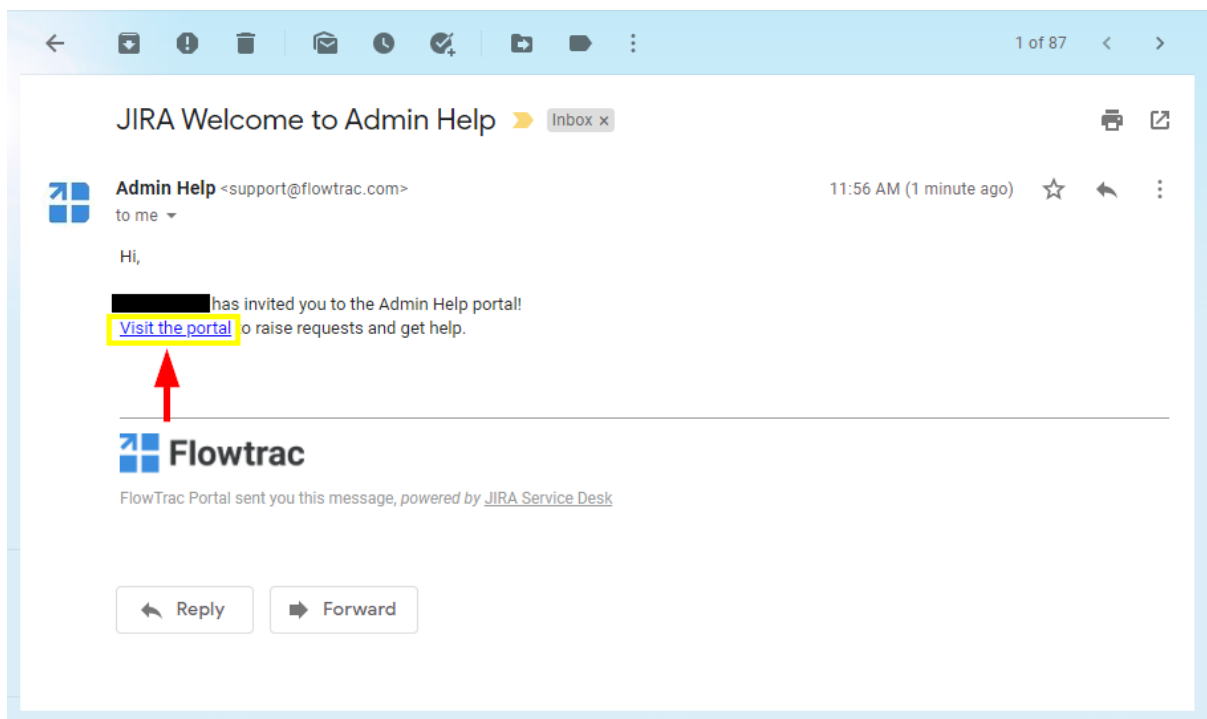
## Tutorial Document

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## Setting Up JIRA for the First Time

First, contact us at Flowtrac to get a user added to the JIRA Portal system. You will need to give the email address of the new user to a member of our staff. Any person who will be submitting a ticket at any time should have their own JIRA Portal user login. To contact Flowtrac to add a user, call our office at 817-421-3311.

When you receive a welcome email from our JIRA Portal ticketing system, there will be a blue hyperlink in your email. Click the blue hyperlink that says “Visit the portal” to set up your user. Do not respond to this email; we will not receive any emails if you click reply.



Your username will be displayed at the top (underlined here in green). Your username is your email address; this is how you will log in to JIRA for all tickets and responses. Enter your first and last name in the “Full name” text field. Next, enter your password: please remember the system is case sensitive. Click the “Save and continue” button when finished.



## Welcome to Admin Help!

You are almost there - we just need to grab a password so you can login later.

Username  
email@emailaddress.com

Full name

Password

☐ Show password

JIRA Service Desk (3.1.9) · Atlassian

The Atlassian logo, consisting of a stylized 'A' icon followed by the word "Atlassian" in a sans-serif font.

You will now see 4 options to request help from Flowtrac. All **Questions** are answered within 2 business days, **Bugs** are responded to within 4 business days, **New Features** are responded to within 10 business days, and **Training** comments are responded to within 2 business days. If we reach out and do not get a response after two attempts on any given ticket, the ticket will be closed due to non-activity. This can always be reopened (see our tutorials for more help). Any tickets placed on hold will be closed after 6 months if no further communication is made.

FlowTrac Portal

## Admin Help



### Question

Have a question? Ask it here.



### Bug

Experiencing a problem? Report it here.



### New Feature

Want to customize your application? Request a quote here.



### Training

Need training? Let us know here.

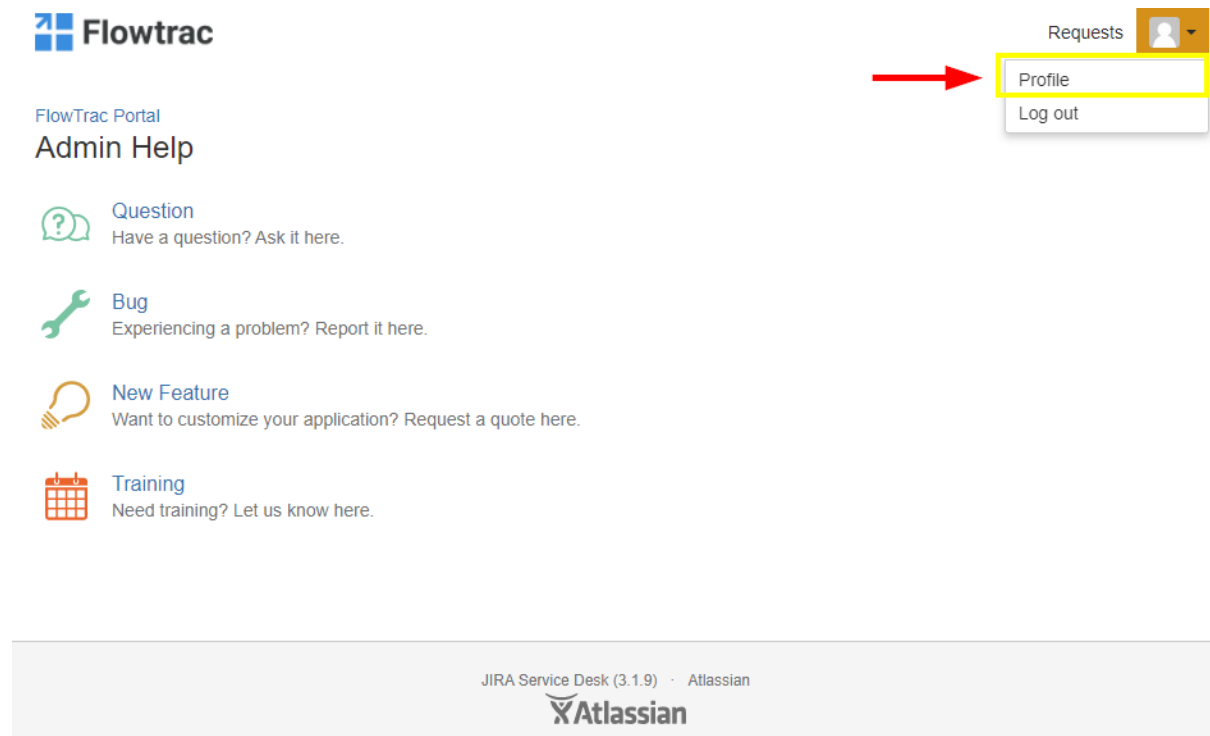


## Accessing Your Profile/Editing Your Profile & Password

Log in to your JIRA Portal using your username and password. Usernames are always the email associated with your JIRA Portal account; this username will be different from your Flowtrac software username.

A screenshot of the JIRA Service Desk login page. The page has a light gray background. In the center is a white login form with a yellow border. The form is titled 'Login' in a large, bold, black font. Below the title are two input fields: 'Username' and 'Password', both with yellow borders. Below the 'Password' field is a blue 'Log in' button with white text. A red arrow points to the 'Log in' button. Below the button is a checkbox labeled 'Keep me logged in' which is checked. At the bottom of the form is a link that says 'Forgotten your password?'. Below the form, the text 'JIRA Service Desk (3.1.9) · Atlassian' is displayed. At the bottom of the page is the Atlassian logo.

Once logged into your JIRA portal, click on the arrow next to the profile icon (top right corner, looks like a person icon) and select the profile option.



The screenshot displays the FlowTrac JIRA portal interface. In the top right corner, there is a user profile icon (a person silhouette) with a dropdown arrow. A red arrow points to the dropdown menu, which is open, showing two options: "Profile" and "Log out". The "Profile" option is highlighted with a yellow border. Below the profile icon, the text "Requests" is visible. The main content area on the left features the FlowTrac logo and a list of links: "Question" (with a question mark icon), "Bug" (with a wrench icon), "New Feature" (with a lightbulb icon), and "Training" (with a calendar icon). Each link has a corresponding description. At the bottom of the page, there is a footer bar containing the text "JIRA Service Desk (3.1.9) · Atlassian" and the Atlassian logo.

FlowTrac

FlowTrac Portal  
Admin Help

[Question](#)  
Have a question? Ask it here.

[Bug](#)  
Experiencing a problem? Report it here.

[New Feature](#)  
Want to customize your application? Request a quote here.

[Training](#)  
Need training? Let us know here.

Requests

Profile


Log out


JIRA Service Desk (3.1.9) · Atlassian


Atlassian



You can edit your profile by clicking on one of the two options highlighted in yellow.


 **Flowtrac**

Requests 

 FlowTrac Portal  
**Example User**

Log in with  
email@emailaddress.com

Profile [Edit](#)


Display  
 Example User

Send notifications to  
email@emailaddress.com

Time zone  
(GMT-06:00) Chicago

**You can**  
[Edit your profile](#)  
[Change your password](#)

JIRA Service Desk (3.1.9) · Atlassian





Within your profile, you can: edit your avatar, your full name (this is not your username, but rather how others see you on a JIRA ticket), time zone, and change your password simply by clicking on the blue hyperlinks.

The screenshot shows the FlowTrac user profile page. At the top left is the FlowTrac logo. At the top right is a 'Requests' link and a user profile icon. Below the logo, the user is identified as 'Example User' with a 'FlowTrac Portal' link. The 'Log in with' section shows an email address. The 'Edit your profile' section contains several fields: an 'Avatar' section with a 'Change avatar' link and a red arrow; a 'Name' section with a text input field containing 'Example User' and a red arrow; a 'Send notifications to' section with an email address; and a 'Time zone' section with two dropdown menus, the first set to 'Default' and the second to '(GMT-06:00) Chicago', with a red arrow pointing to the second dropdown. At the bottom of the form are 'Save' and 'Cancel' buttons. To the right of the 'Edit your profile' section, under the heading 'You can', are two links: 'Edit your profile' and 'Change your password', with a red arrow pointing to the latter. The footer of the page includes the text 'JIRA Service Desk (3.1.9) · Atlassian' and the Atlassian logo.

FlowTrac

Requests

FlowTrac Portal  
Example User

Log in with  
email@emailaddress.com

**Edit your profile**

Avatar  
 Change avatar

Name

Send notifications to  
email@emailaddress.com

Time zone

**Save** Cancel

You can  
[Edit your profile](#)  
[Change your password](#)

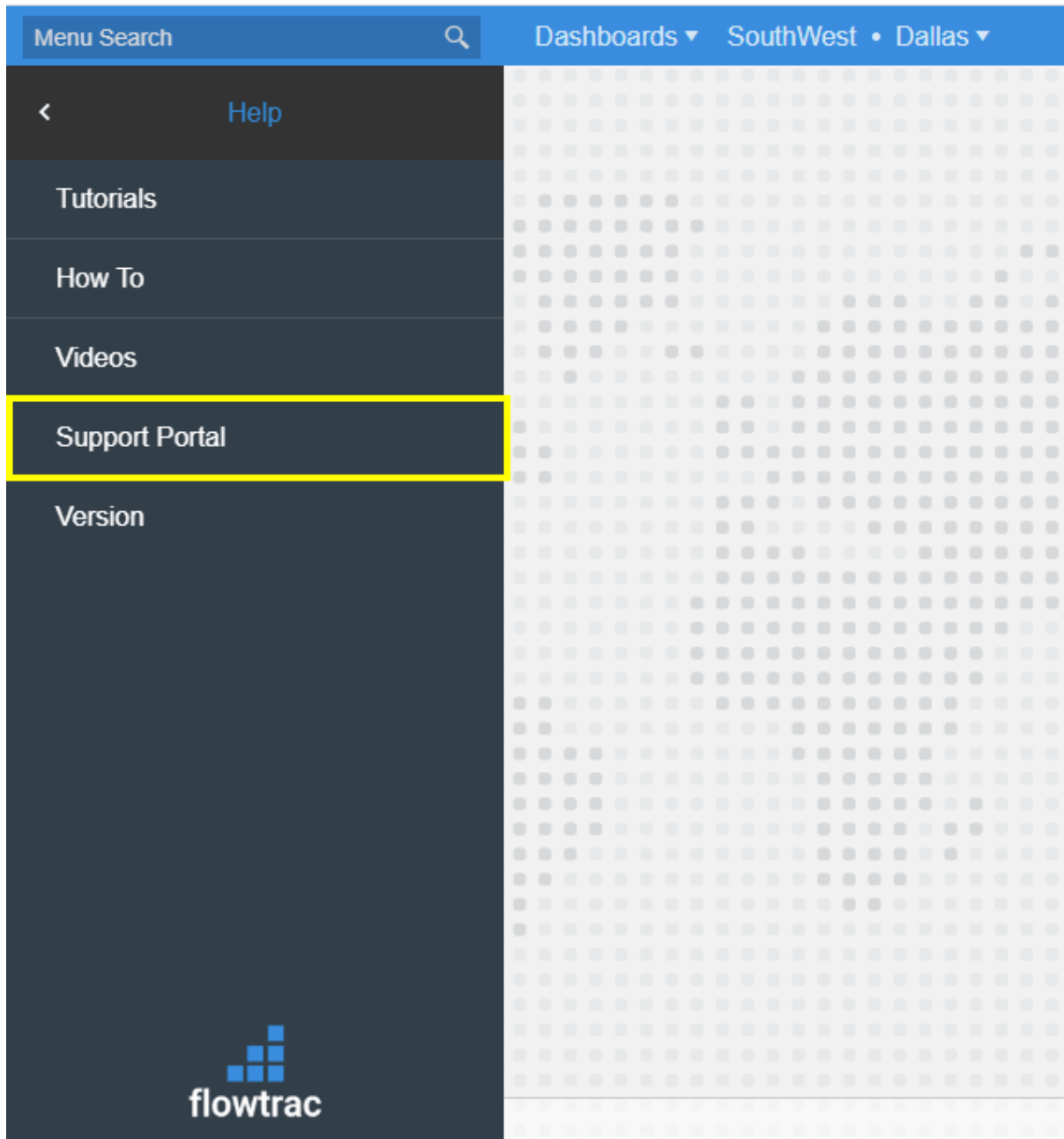
JIRA Service Desk (3.1.9) · Atlassian





## Accessing JIRA from Within Your System

Open the Menu, select Help, and then Support Portal.



Log in to your JIRA Portal account using your username and password. Usernames are always the email associated with your JIRA portal account; this username will be different than your Flowtrac software username.

The screenshot shows a web browser window titled "Help - Support Portal". Inside the browser, there is a login form for "Flowtrac". The form has a title "Login" and two input fields: "Username" and "Password". Both fields are highlighted with yellow boxes. Below the "Password" field is a blue "Log in" button, also highlighted with a yellow box and pointed to by a red arrow. Under the button is a checkbox labeled "Keep me logged in" which is checked. Below that is a link "Forgotten your password?". At the bottom of the form, it says "JIRA Service Desk (3.1.9) · Atlassian". The Atlassian logo is at the bottom center. The browser's address bar shows "Help - Support Portal".

Click the area that you need help in.

### Explanation of Ticket Types:

Question: general questions that do not fit into the other categories

Bug: any bug or error message that comes up in the software; this could also include the system taking too long to load

New Feature: any feature you want to have added to your software or a question about if it's possible to add or customize a portion of your software


Training: to schedule training or ask us how something may work inside of your software




Menu

Dashboards ▾SouthWest • Dallas ▾Admin Trac User ▾


Help - Support Portal


 **Flowtrac**


Requests 


FlowTrac Portal

Admin Help


 **Question**  
Have a question? Ask it here.

 **Bug**  
Experiencing a problem? Report it here.


 **New Feature**  
Want to customize your application? Request a quote here.

 **Training**  
Need training? Let us know here.

JIRA Service Desk (3.1.9) · Atlassian



Help - Support Portal ✕





## Submitting a Question

For questions, fill in a brief summary and then in the “More Detail” section, fill in as much detail as you can to allow us to help you. You can then add a file or image if you wish. When finished, click “Create.”

The screenshot shows the 'Question' form in the Flowtrac Support Portal. The form is titled 'Question' and is located under the 'FlowTrac Portal / Admin Help' breadcrumb. It contains three main sections: 'Summary', 'More Detail (optional)', and 'Attachment (optional)'. The 'Summary' section has a single-line text input field. The 'More Detail (optional)' section has a multi-line text input field. The 'Attachment (optional)' section has a dashed border and contains a cloud icon with the text 'Drag and drop files, paste screenshots, or browse'. Below these sections are two buttons: 'Create' and 'Cancel'. A red arrow points to the 'Create' button. The top of the page shows a navigation bar with 'Menu', 'Dashboards', 'SouthWest • Dallas', and 'Admin Trac User'. The bottom of the page shows the 'JIRA Service Desk (3.1.9) - Atlassian' footer and a 'Help - Support Portal' tab.

Menu Dashboards SouthWest • Dallas Admin Trac User

Help - Support Portal

Flowtrac

Requests

FlowTrac Portal / Admin Help

Question

Summary

More Detail (optional)

Attachment (optional)

Drag and drop files, paste screenshots, or browse

Create Cancel

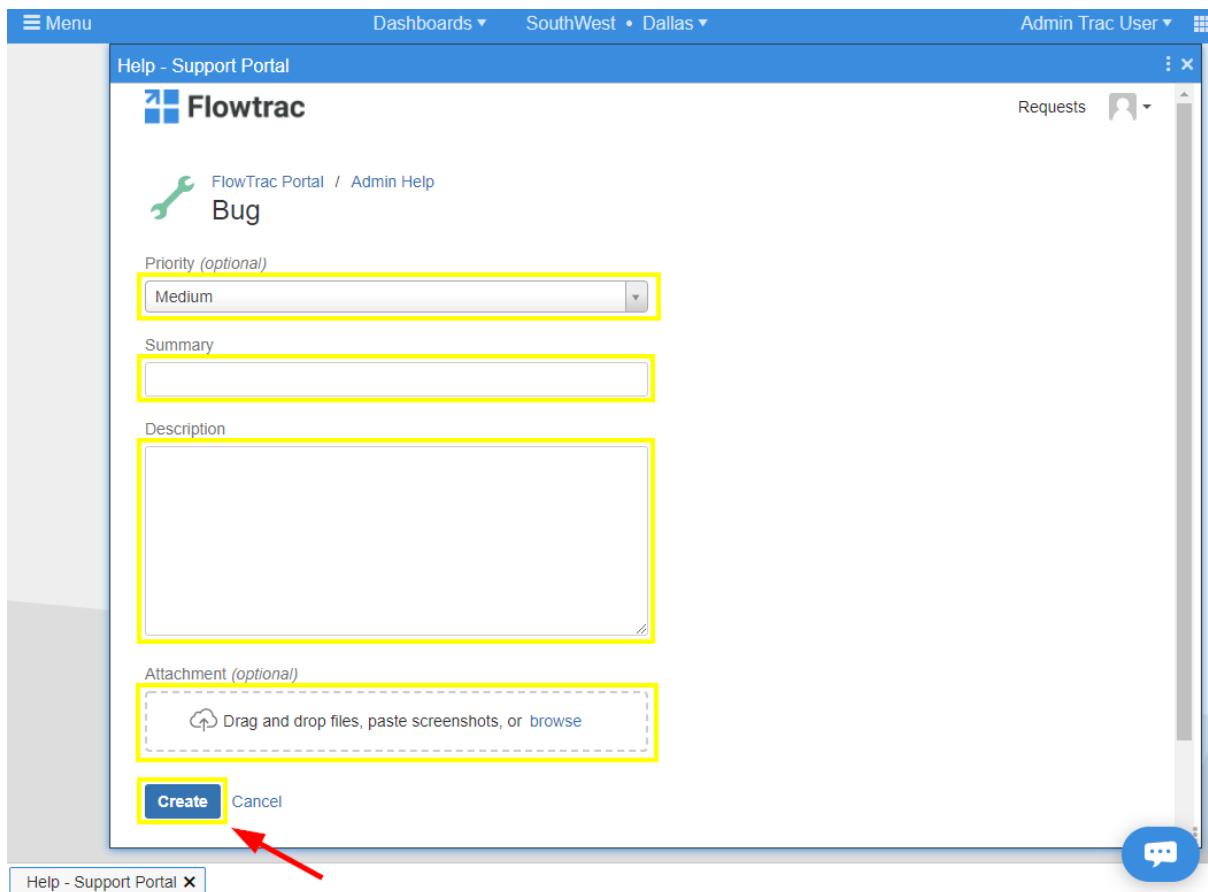
JIRA Service Desk (3.1.9) - Atlassian

Help - Support Portal



## Submitting a Bug

For bugs: Set the priority of the bug ticket. Give a brief summary in the Summary box. In the description, enter a detailed explanation of how you received the error and any other information that can help us fix the problem. It is best to take a screenshot of the error and attach the image. Make sure when you take a screenshot, you take a snapshot of the *entire* desktop area. The best way for us to see the screenshot is to upload it as an image- not into a word document. For an explanation on screenshots, see the bottom of this document. When finished, click “Create.”



The screenshot shows the 'FlowTrac Portal / Admin Help' interface for submitting a bug. The form is titled 'Bug' and includes the following fields and buttons:

- Priority (optional):** A dropdown menu with 'Medium' selected.
- Summary:** A text input field.
- Description:** A large text area for detailed explanation.
- Attachment (optional):** A dashed box containing a cloud icon and the text 'Drag and drop files, paste screenshots, or browse'.
- Create:** A blue button to submit the bug.
- Cancel:** A text link next to the Create button.

A red arrow points to the 'Create' button. The top navigation bar includes 'Menu', 'Dashboards', 'SouthWest • Dallas', and 'Admin Trac User'. The bottom left shows a tab for 'Help - Support Portal'.



## Submitting a New Feature

For a new feature, give a brief description/explanation of what you want in the “What do you need?” box. In the description box, give us as much detail as you can about the feature you want. When finished, click “Create.” You can also change the priority of this ticket.

The screenshot shows the 'New Feature' submission form in the Flowtrac Help - Support Portal. The form is titled 'New Feature' and includes a lightbulb icon. It has three main input fields: 'What do you need?' (a single-line text box), 'Priority (optional)' (a dropdown menu currently set to 'Medium'), and 'Description' (a large multi-line text area). Below these fields are two buttons: 'Create' (highlighted with a yellow box and a red arrow pointing to it) and 'Cancel'. The top navigation bar shows 'Menu', 'Dashboards', 'SouthWest', 'Dallas', and 'Admin Trac User'. The bottom of the form displays 'JIRA Service Desk (3.1.9) - Atlassian' and the Atlassian logo. A chat bubble icon is visible in the bottom right corner.



## Scheduling Training

When scheduling training, first type a brief summary in the summary box. In the description, give us as much detail as you can about what you want training over or what you're wanting to know how to do in your software. When finished, click "Create."

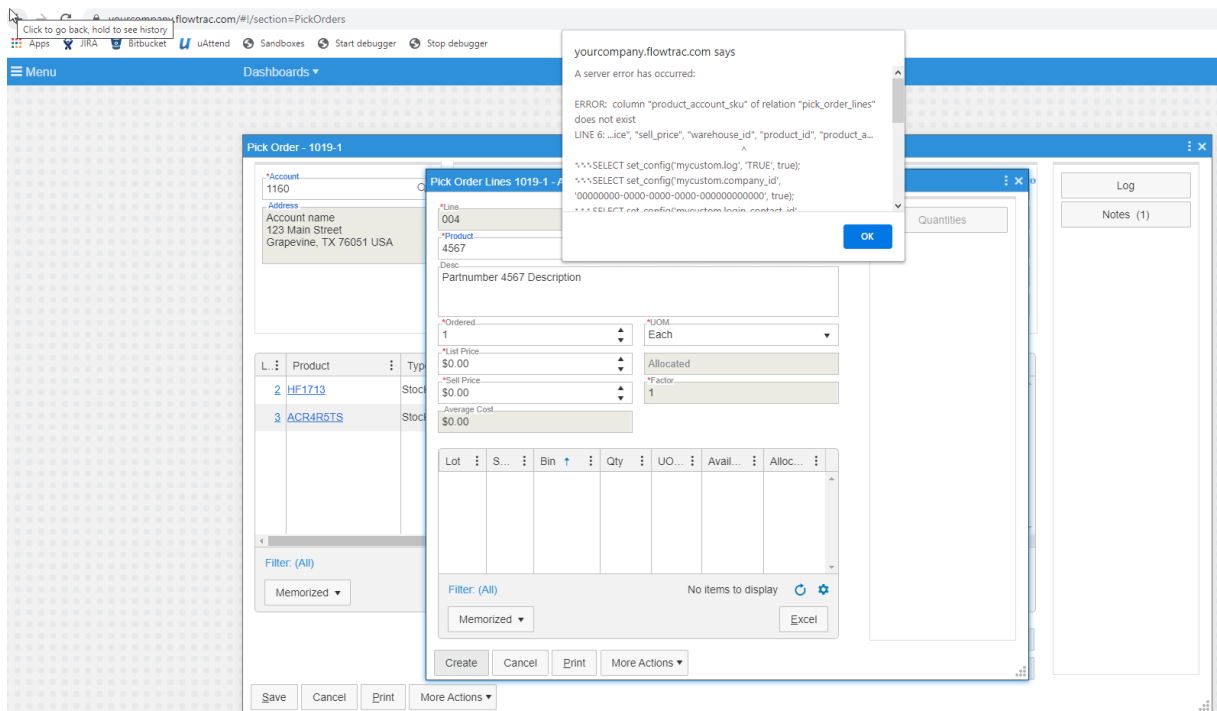
The screenshot shows the 'FlowTrac Training' form within the 'Help - Support Portal' of the JIRA Service Desk. The form has a blue header bar with 'Menu', 'Dashboards', 'SouthWest • Dallas', and 'Admin Trac User'. Below the header, the 'FlowTrac' logo is on the left and 'Requests' with a user icon is on the right. The main content area is titled 'FlowTrac Portal / Admin Help' and 'Training'. It contains two text input fields: 'Summary' and 'Description (optional)'. Both fields are highlighted with a yellow border. Below the 'Description' field, there are two buttons: 'Create' (highlighted with a yellow border and a red arrow pointing to it) and 'Cancel'. The footer of the form displays 'JIRA Service Desk (3.1.9) · Atlassian' and the Atlassian logo. A blue chat bubble icon is located in the bottom right corner of the form area.



## Screenshot Requirements

For taking a screenshot:

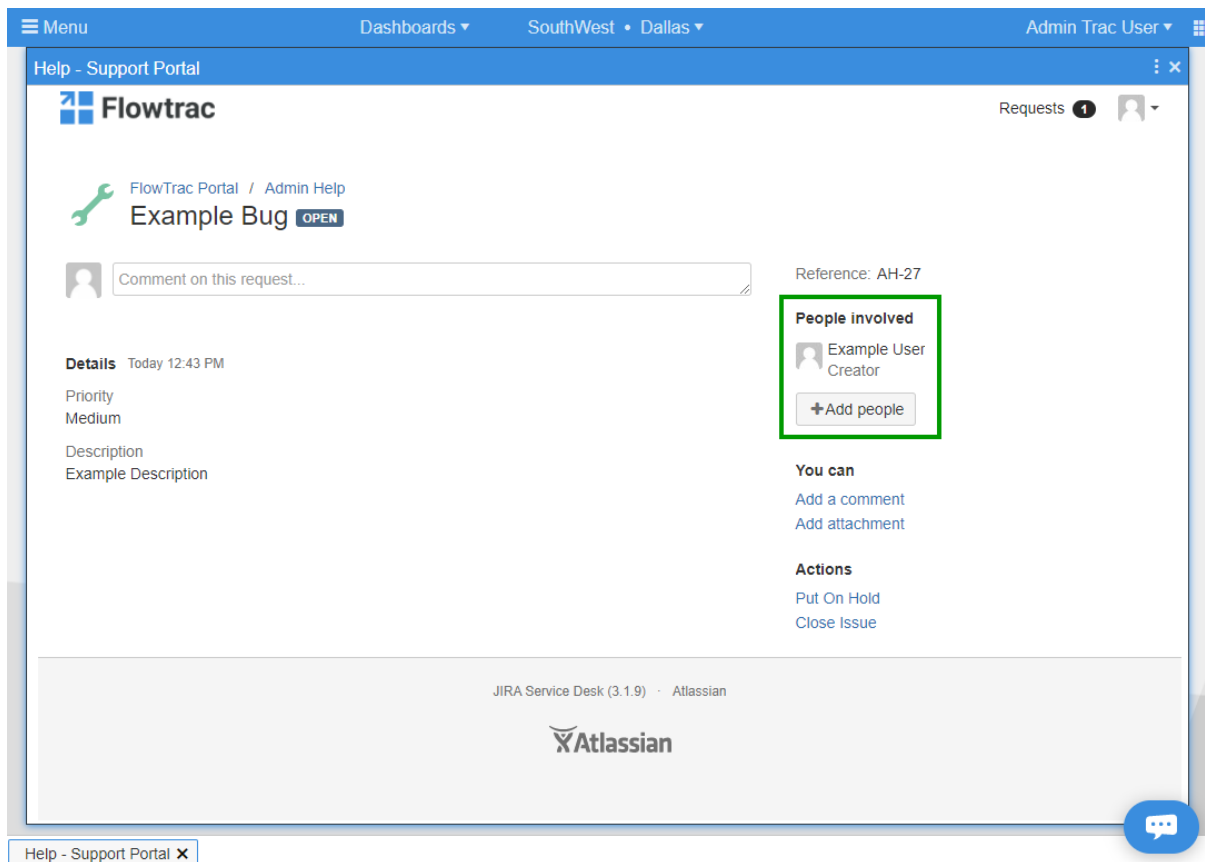
Make sure that you are taking a picture of the entire screen by using your snipping tool. If possible, include the error message and the URL (see example below). Attach the screenshot onto your ticket as an image. **DO NOT** place inside of an Excel or Word document. Images placed inside of an Excel, Word, or other document are difficult for us to see after extraction. Cell phone pictures are often difficult to see; use this only as a last resort. The clearer the image and more of the screen we can see, the faster we can isolate and correct a problem. For more help, refer to the “Screenshot Help” section of this document.





## Who to Include in Your Ticket & How to Add Users

When creating a ticket, a programmer is automatically assigned to your ticket. DO NOT include the programmer in the "People involved" area. This area is to add others in your company whom you wish to see or be a part of the ticket that has been opened.



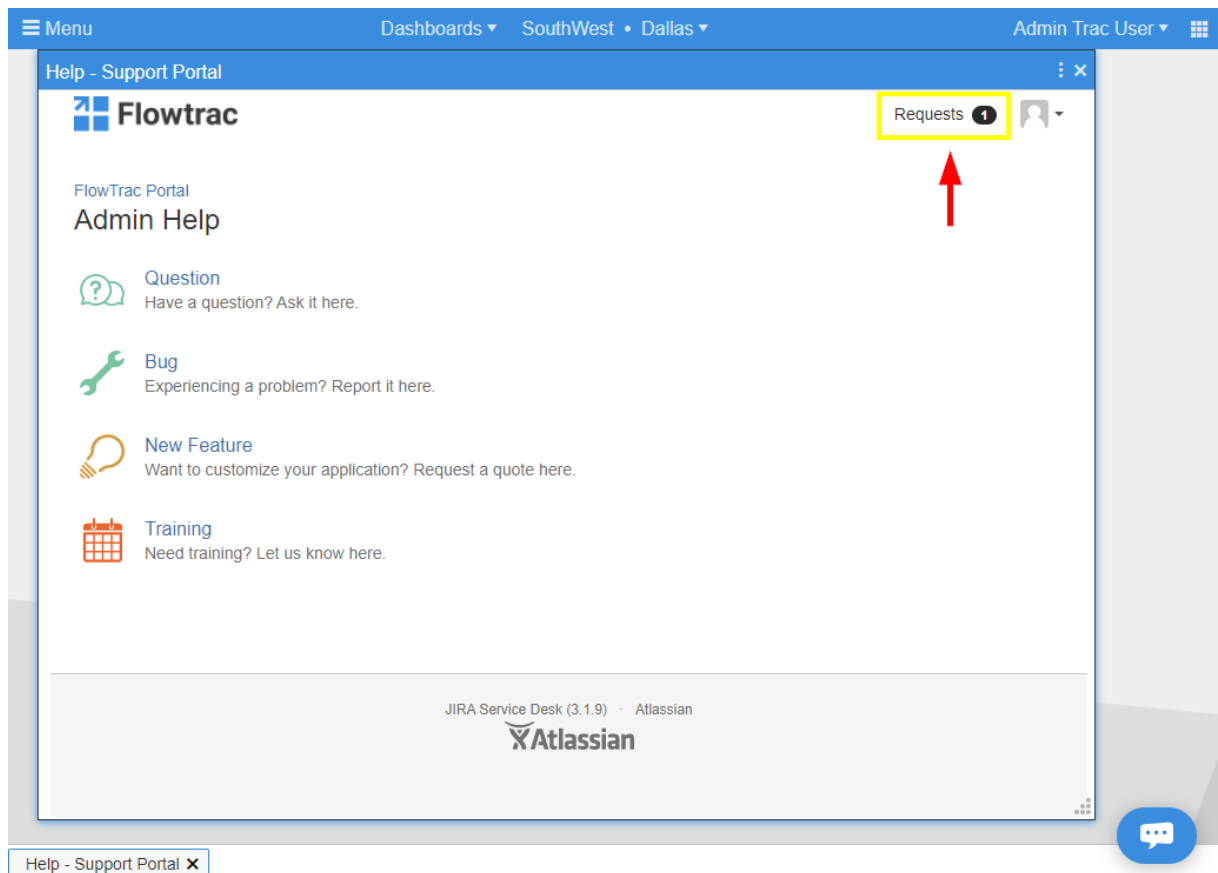
To add a user to the ticket, click the “+Add people” button (under People involved). Type in their email address and click “Add.”



## Accessing Your Tickets

Log in through your portal in your Flowtrac system or by going to:  
[portal.flowtrac.com/customer](https://portal.flowtrac.com/customer)

Once logged in, click “My requests” (top right corner, left of the person icon).



A current list of the open requests that you have created will appear.

The screenshot shows the 'Flowtrac Portal' within the 'Help - Support Portal' window. The page title is 'Requests'. There are three filter dropdowns: 'Created by me', 'Open requests', and 'Any request type'. Below these is a search bar labeled 'Search for requests'. A table displays one request with the following details:

Type	Reference	Summary	Service desk	Status	Requester
	AH-27	Example Bug	Admin Help	OPEN	Example User

Below the table, it says '1-1 of 1'. At the bottom of the page, it says 'JIRA Service Desk (3.1.9) · Atlassian' with the Atlassian logo. A blue chat bubble icon is visible in the bottom right corner of the window.



To view all open requests where you are a participant, select “Where I am a participant” from the first drop down menu.

Help - Support Portal

FlowTrac Portal

Requests

Created by me (selected) | Open requests | Any request type

Created by anyone

Created by me

Where I am a participant

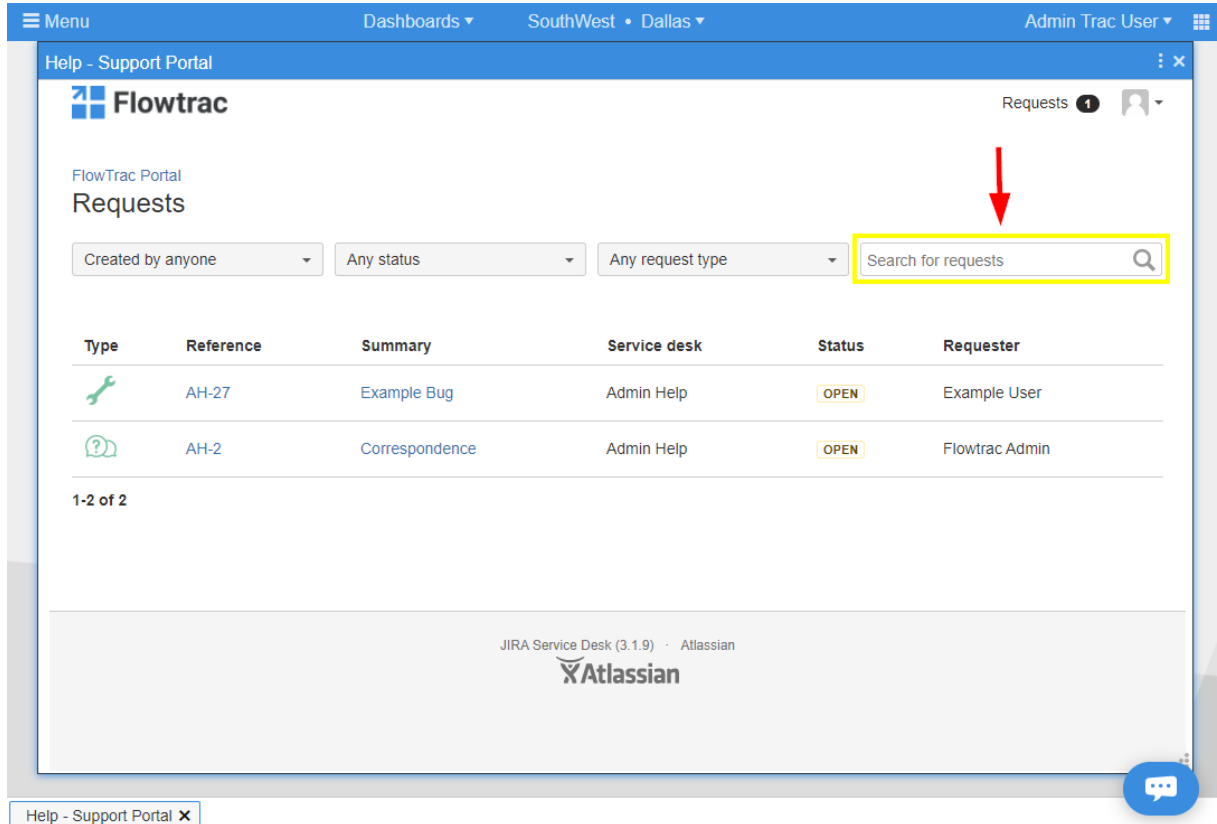
Type	Reference	Summary	Service desk	Status	Requester
Bug	AH-27	Example Bug	Admin Help	OPEN	Example User

1-1 of 1



JIRA Service Desk (3.1.9) · Atlassian



Adjust the other drop-down menus as necessary to find the ticket(s) you are looking for. If you simply wish to search for a ticket number (also called reference number), type the desired ticket number into the search box.

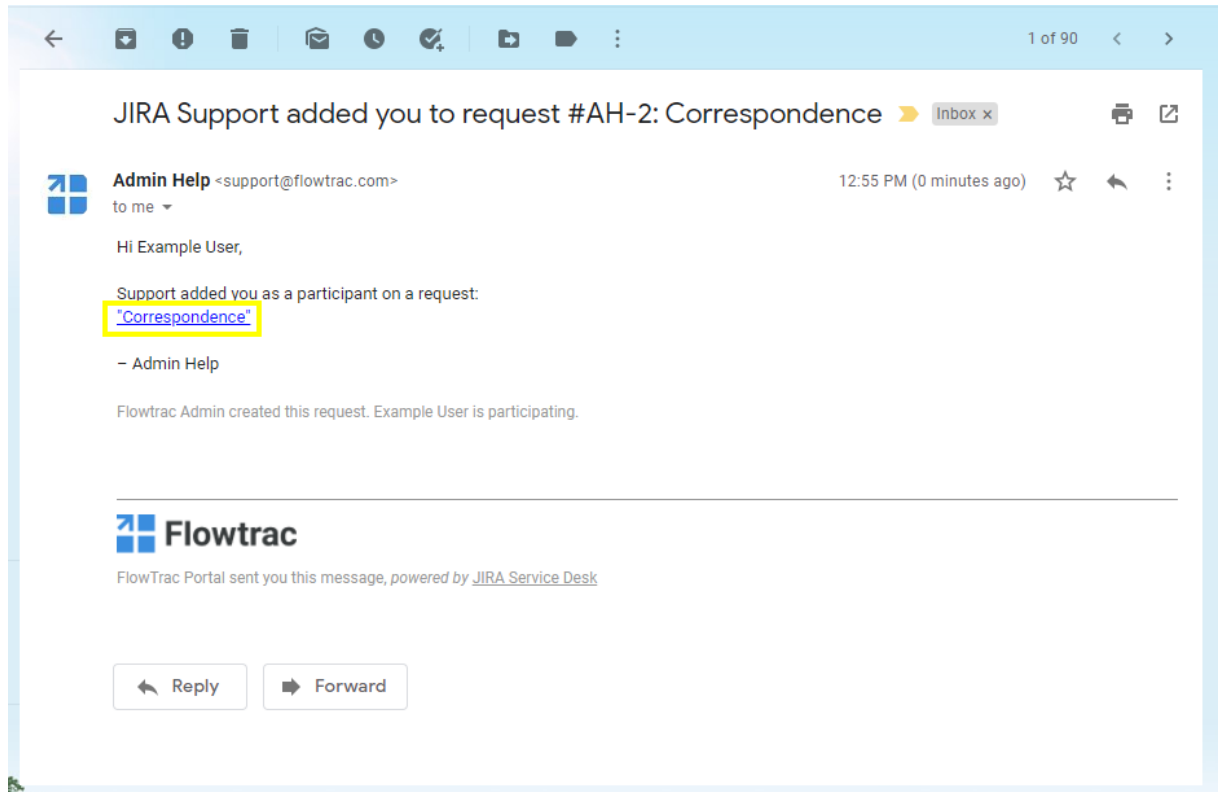


The screenshot displays the Flowtrac Support Portal interface. At the top, there is a navigation bar with 'Menu', 'Dashboards', 'SouthWest • Dallas', and 'Admin Trac User'. Below this, the page title is 'Help - Support Portal'. The main content area features the Flowtrac logo and a 'Requests' section. This section includes three filter dropdowns: 'Created by anyone', 'Any status', and 'Any request type'. To the right of these filters is a search box labeled 'Search for requests' with a magnifying glass icon. A red arrow points to this search box. Below the filters, there is a table with the following columns: 'Type', 'Reference', 'Summary', 'Service desk', 'Status', and 'Requester'. The table contains two rows of data. The first row shows a wrench icon, reference 'AH-27', summary 'Example Bug', service desk 'Admin Help', status 'OPEN', and requester 'Example User'. The second row shows a speech bubble icon, reference 'AH-2', summary 'Correspondence', service desk 'Admin Help', status 'OPEN', and requester 'Flowtrac Admin'. Below the table, it says '1-2 of 2'. At the bottom of the page, there is a footer with 'JIRA Service Desk (3.1.9) · Atlassian' and the Atlassian logo. A blue chat bubble icon is located in the bottom right corner.

Type	Reference	Summary	Service desk	Status	Requester
	AH-27	Example Bug	Admin Help	OPEN	Example User
	AH-2	Correspondence	Admin Help	OPEN	Flowtrac Admin



Any time the status of a ticket is changed, a comment is made, or anyone has been added to a ticket, each person involved will receive an email. Access each of these tickets by clicking the link (blue hyperlink) in that email.



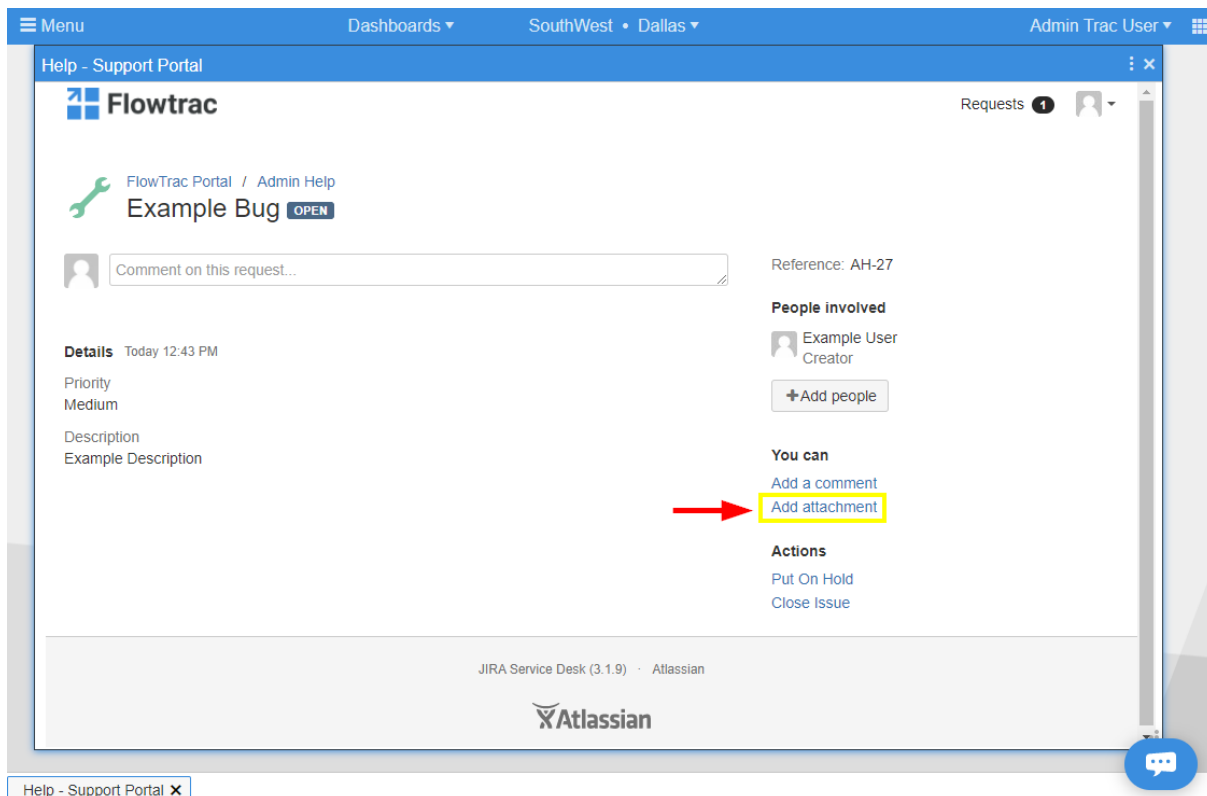
If you attempt to reply to the email by clicking reply in your email account or outlook, your message will not be sent to the appropriate person. Your message will go to an unmonitored and regularly purged generic email address called “support.” Please make sure that you respond by logging in to your JIRA Portal and commenting on the appropriate ticket. The person intended to see your message will only do so once a response has been made this way.



## Attaching Files, Images, and Screenshots

Log in to your JIRA Portal using your username and password. Usernames are always the email associated with your JIRA Portal account; this username will be different than your Flowtrac software Username.

Open the ticket you wish to add the attachment to. On the right side of the screen, select “Add attachment,” click your attachment, and then select “Add.” If attaching an image or screenshot, do not upload in a Word, Excel, or PDF file. Images must be placed as a .jpg or .png file.



Your attachment will now show up in the Activity feed.

Menu

Dashboards

SouthWest • Dallas

Admin Trac User

Help - Support Portal

Flowtrac

Requests 1

FlowTrac Portal / Admin Help

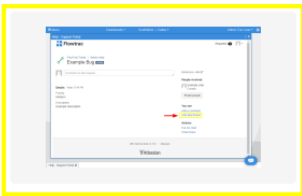
Example Bug OPEN

Comment on this request...

Reference: AH-27

Activity

Example User Today 1:07 PM LATEST



Details Today 12:43 PM

Priority Medium

Description Example Description

People involved

Example User Creator

+Add people

You can

Add a comment

Add attachment

Help - Support Portal





## Closing a Ticket

Once logged in to your JIRA Portal, select the ticket you wish to close. Click the “Close issue” button located on the right side of the screen (under Actions, second from top). Note: this can only be done by you if the ticket is reopened; the initial closing of a ticket must be done by someone at Flowtrac. This is to ensure that the problem has been fixed.

The screenshot displays the Flowtrac JIRA Portal interface. At the top, the navigation bar includes 'Menu', 'Dashboards', 'SouthWest • Dallas', and 'Admin Trac User'. The main header shows 'Help - Support Portal' and 'Flowtrac'. The ticket title is 'Example Bug' with a 'REOPENED' status. The 'Activity' section shows two status changes: 'Your request status changed to Reopened. Today 1:10 PM' and 'Your request status changed to Closed with resolution Fixed. Today 1:10 PM'. The 'People involved' section lists 'Example User Creator' with an 'Add people' button. The 'You can' section includes 'Add a comment' and 'Add attachment'. The 'Actions' section on the right contains 'Put On Hold' and 'Close Issue', with the latter highlighted by a red arrow. A comment box at the top left says 'Comment on this request...'. A small thumbnail image of the ticket is shown in the activity feed. The bottom of the screen shows a 'Help - Support Portal' tab and a chat icon.



Once you click “Close issue,” you will see the status of your ticket change to closed (next to ticket name in green).

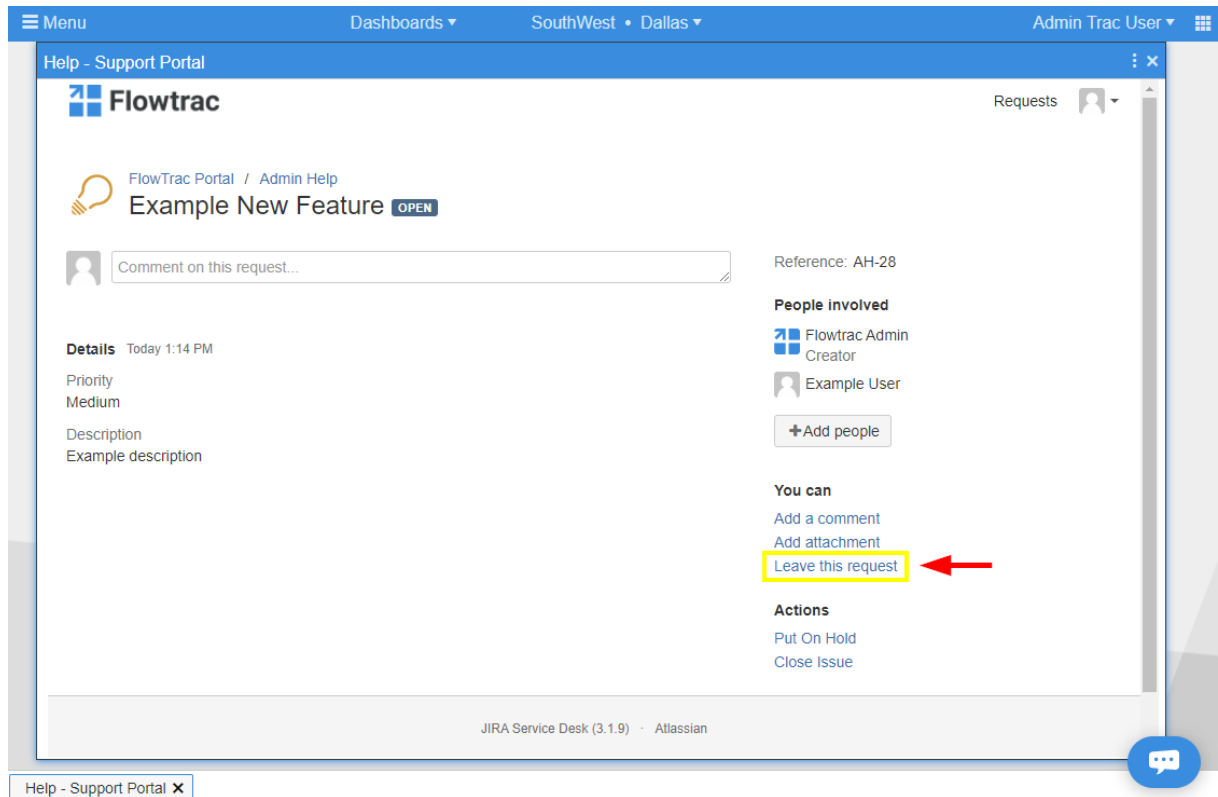
The screenshot displays the FlowTrac Admin Help interface. At the top, a blue navigation bar contains 'Menu', 'Dashboards', 'SouthWest • Dallas', and 'Admin Trac User'. Below this, the page title is 'Help - Support Portal'. The main content area features the FlowTrac logo and a breadcrumb trail 'FlowTrac Portal / Admin Help'. The ticket title 'Example Bug' is followed by a green 'CLOSED' status label, which is highlighted by a red arrow. Below the title is a comment box with the placeholder text 'Comment on this request...'. The 'Activity' section shows three status changes: 'Your request status changed to Closed with resolution Fixed. Today 1:11 PM LATEST', 'Your request status changed to Reopened. Today 1:10 PM', and 'Your request status changed to Closed with resolution Fixed. Today 1:10 PM'. A user profile for 'Example User' is shown with a timestamp of 'Today 1:07 PM' and a thumbnail image of the ticket page. The right sidebar contains the reference 'AH-27', the 'People involved' section with 'Example User Creator' and an 'Add people' button, the 'You can' section with 'Add a comment' and 'Add attachment', and the 'Actions' section with 'Put On Hold' and 'Close Issue'. A blue chat bubble icon is located in the bottom right corner.



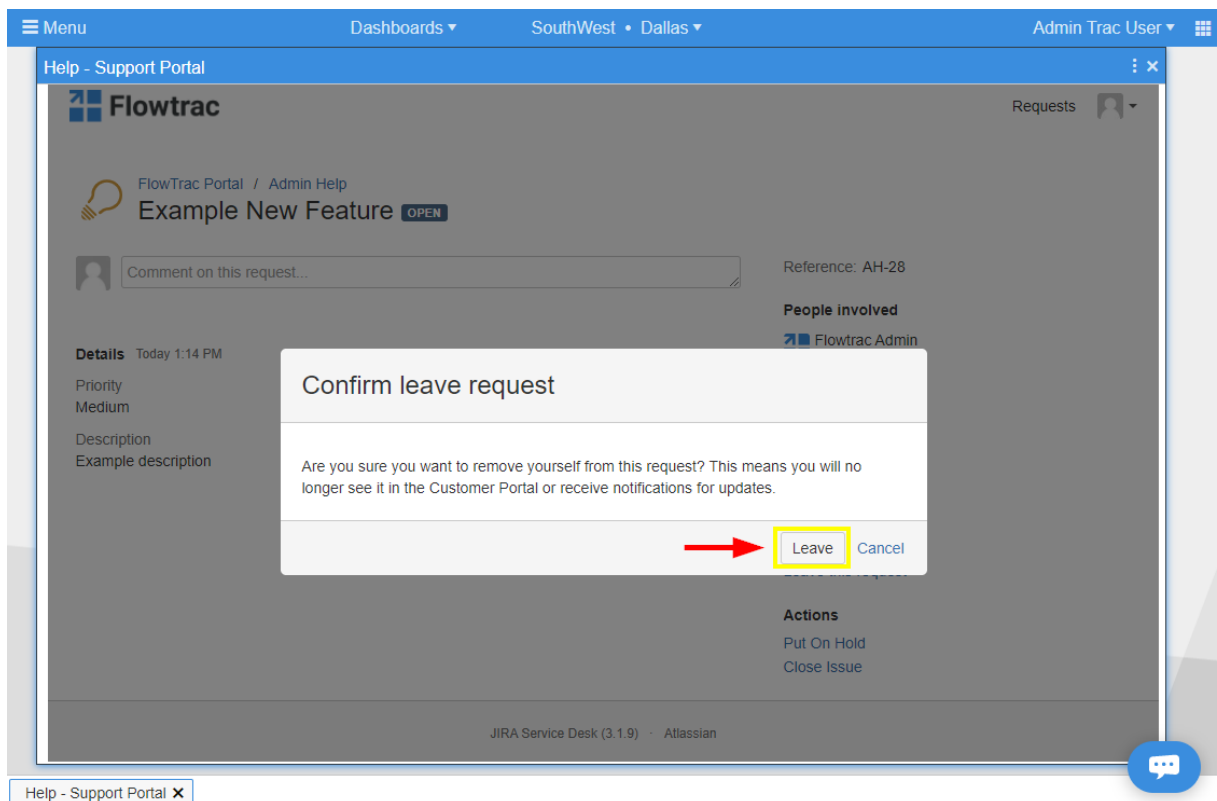
## Removing Yourself from a Ticket

Once you have logged in to your JIRA Portal, select the request you wish to leave or stop getting notifications on. Click the “Leave this request” button (under You can, third from top). Note that you cannot leave requests if you were the creator.

For more help on accessing your tickets, please reference the “Accessing Your Tickets” section of this document.



A system notification window will pop up asking if you are sure you want to leave this request. Once you click “Leave,” you will no longer get notifications or be a participant on this ticket. You will not be able to find this ticket unless someone else requests for you to be readded.



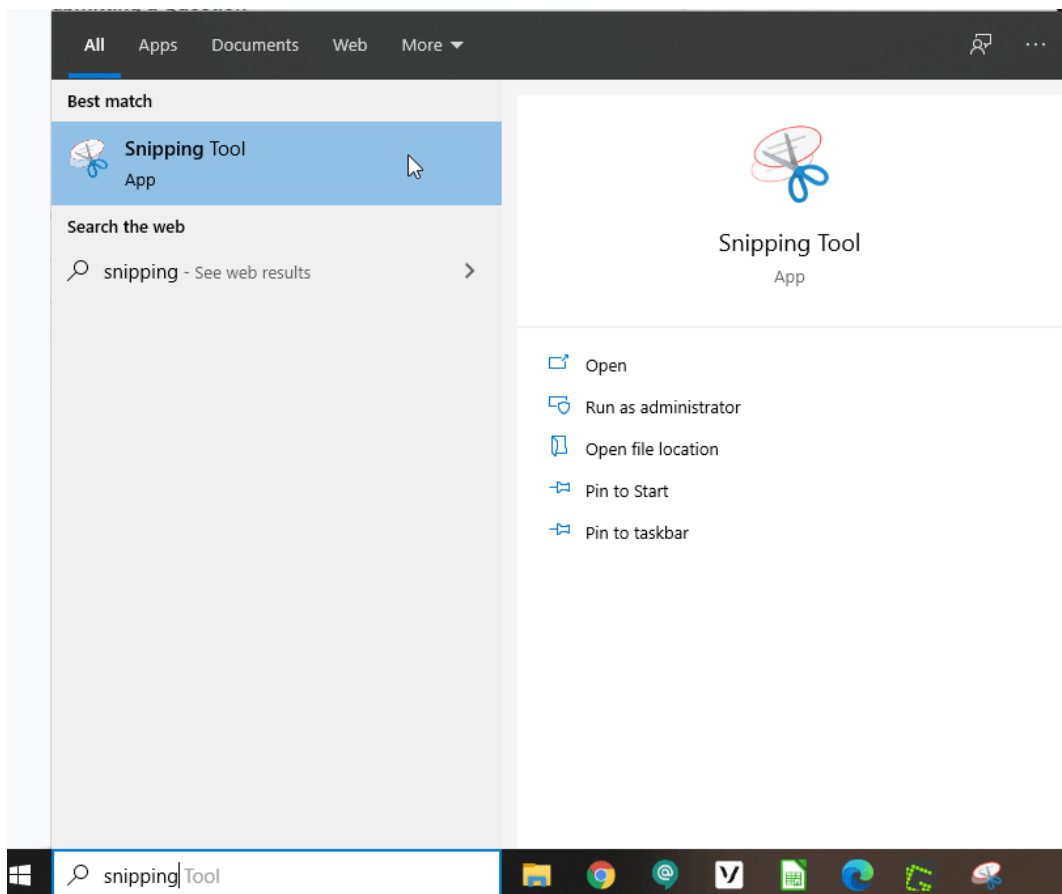
## Screenshot Help

There are 2 programs you can utilize to take a screenshot. The first is typically on most computers and is called "Snipping Tool." The second (and one we use most frequently at Flowtrac for its ease and simplicity) is "Greenshot." Greenshot can be downloaded by going to <http://getgreenshot.org/downloads/>

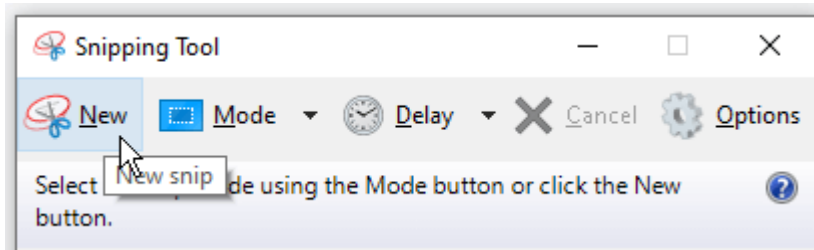
Make sure that when saving a screenshot, you don't upload into a Word or Excel document. Simply save it under the corresponding files listed below.

### For using Snipping Tool:

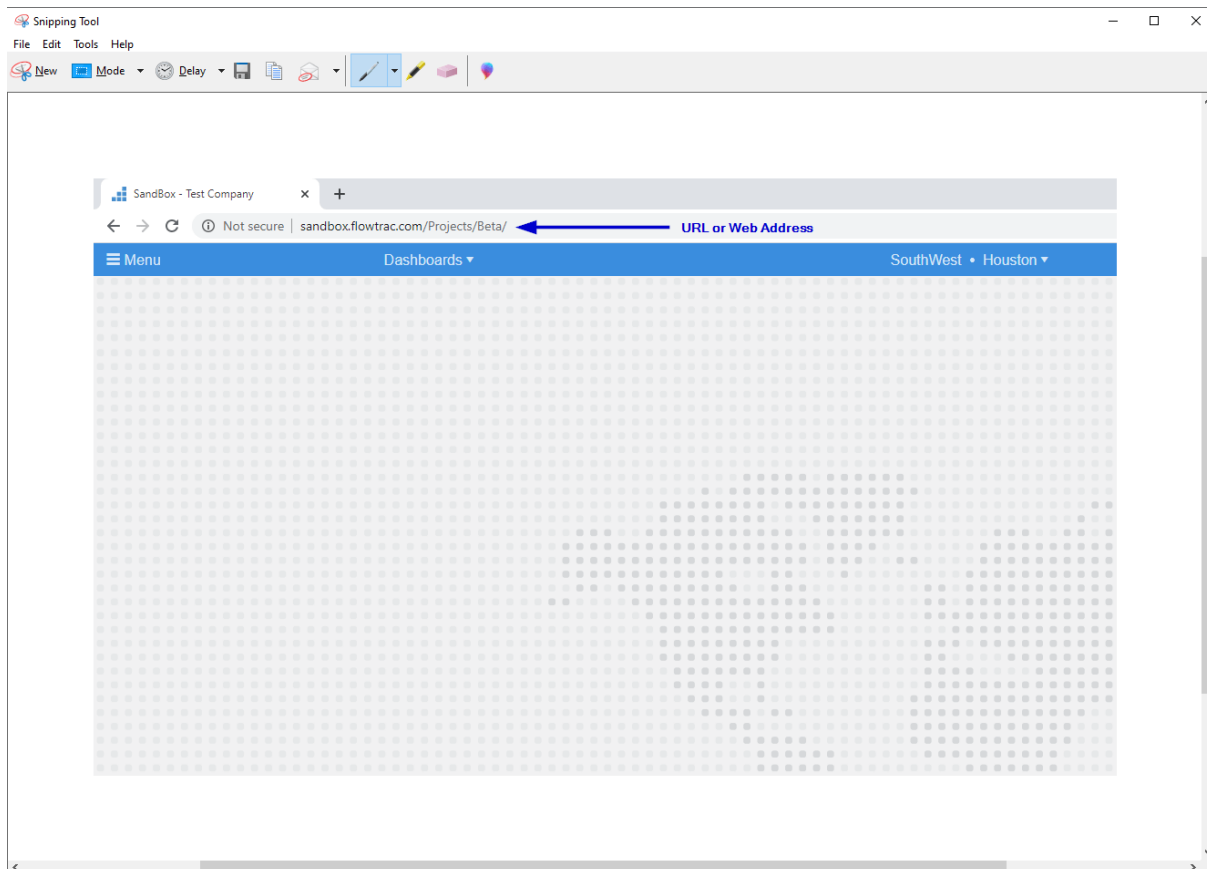
Go to your Windows start button (this is typically the farthest button on the bottom left and has the Windows symbol on the button). You can either search through your files for the program "Snipping Tool" or search in your search bar.



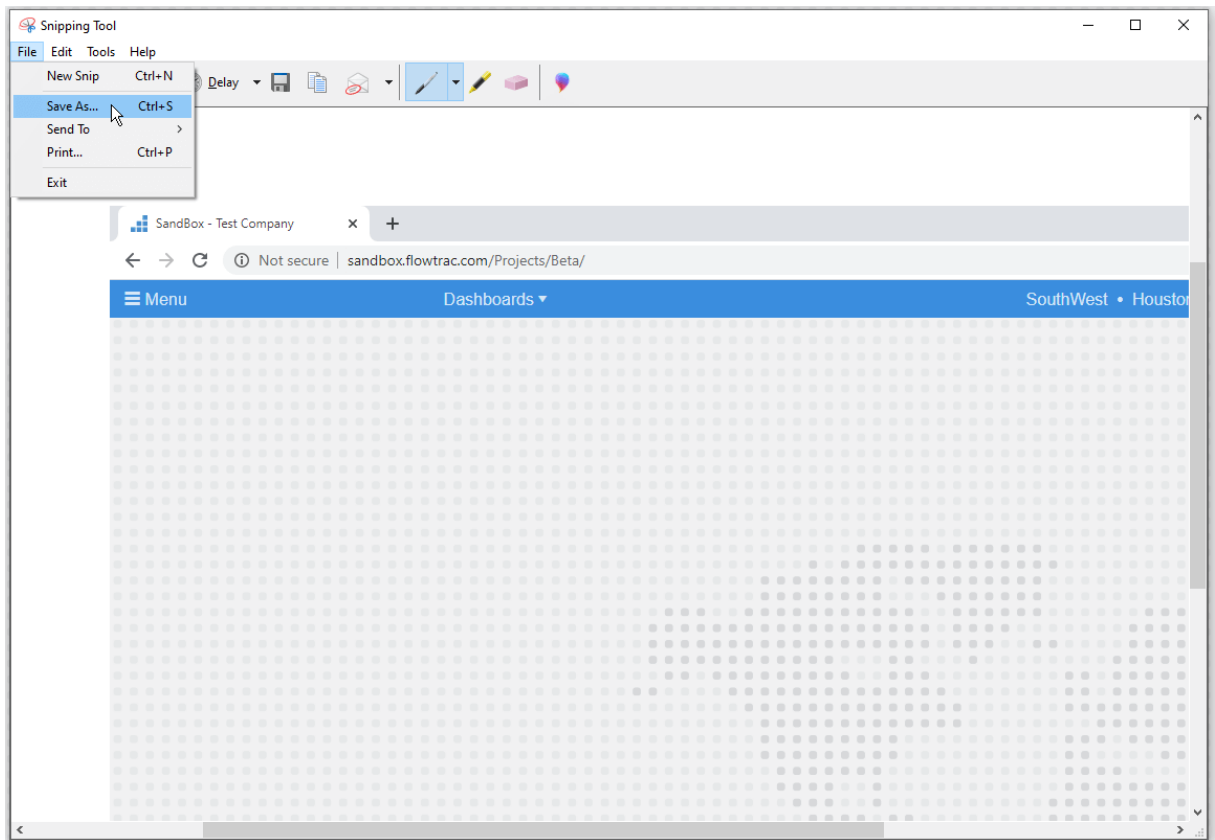
Select the "Snipping Tool" program. Once open, click "New." This will automatically make your screen a slightly grey color and bring up a small box in the corner of your screen.



Your mouse pointer will become a small, cross-shaped cursor. Click and drag to highlight the entire screen. Make sure that if you are capturing an error message, you select as much of your computer monitor screen as you can- including the URL or web address.



When you have selected your image, save it to your computer under file->save as. A window will pop up.



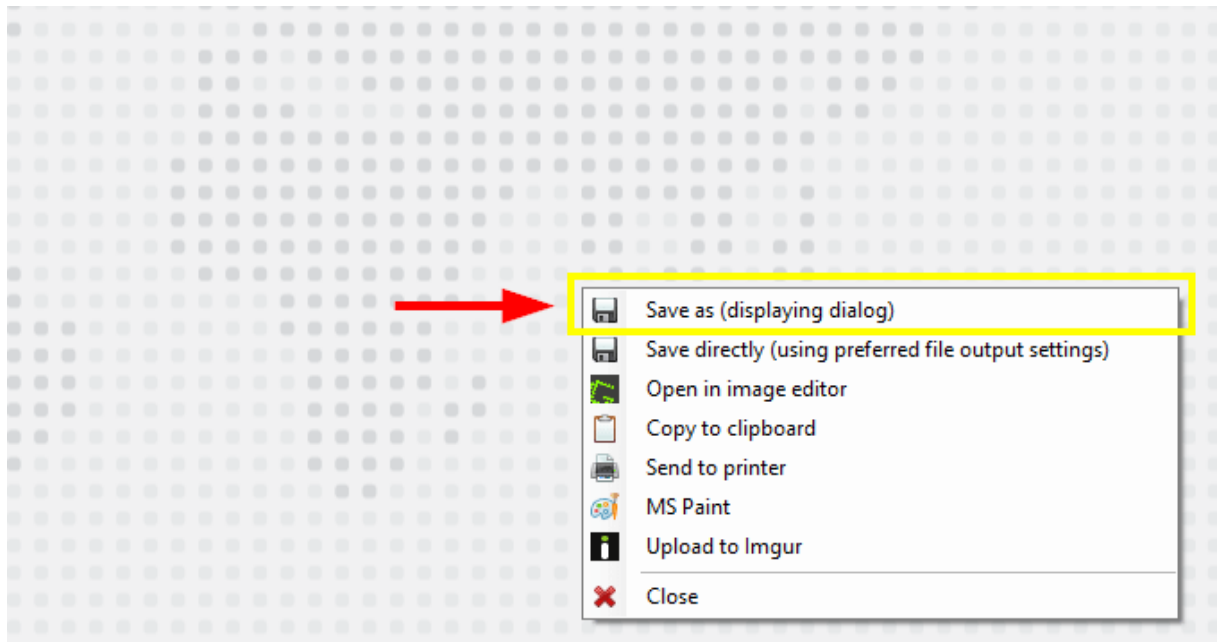
Name your file and save it as either a PNG, GIF, or JPEG file. Once the file is saved to your computer, you can upload it into JIRA easily. If you would like to know more about uploading images to JIRA, please refer to the “Attach files, images, and screenshots” section of this document.

#### For using Greenshot:

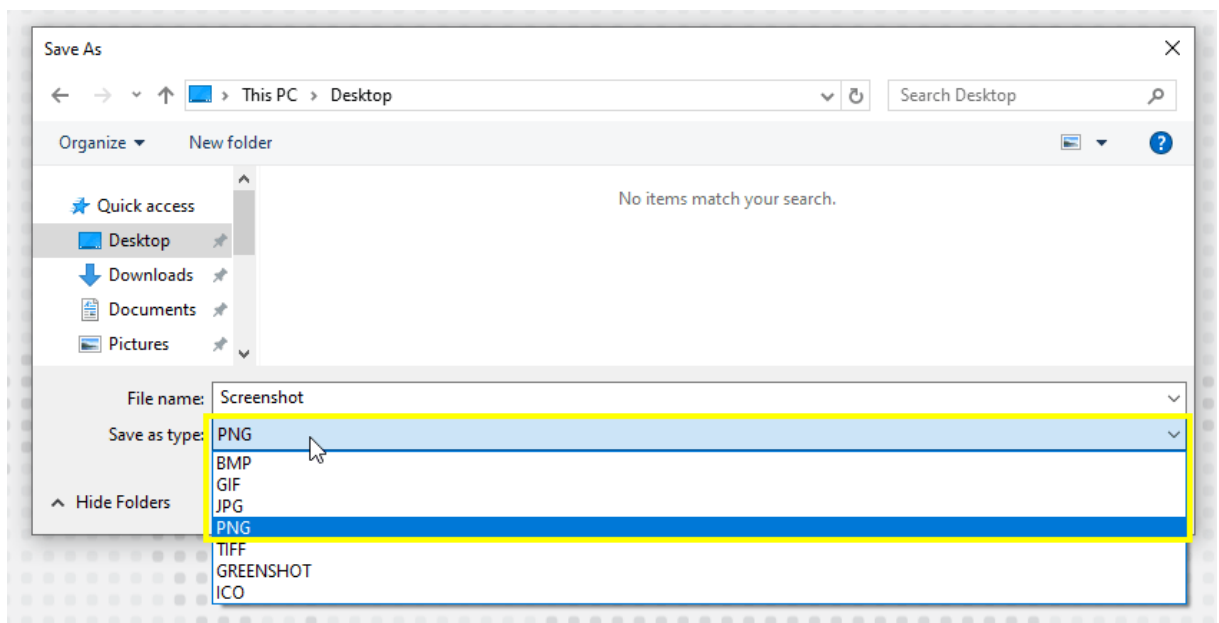
Click the Print Screen option on your keyboard; a cross-shaped cursor will appear. Click and drag over the image you want to capture. Make sure you include the URL or web address in your image.



When you release your mouse, a window will pop up. Click “Save as (displaying dialog).”



Name your image and make sure you save as either a BMP, GIF, JPG, or PNG file.



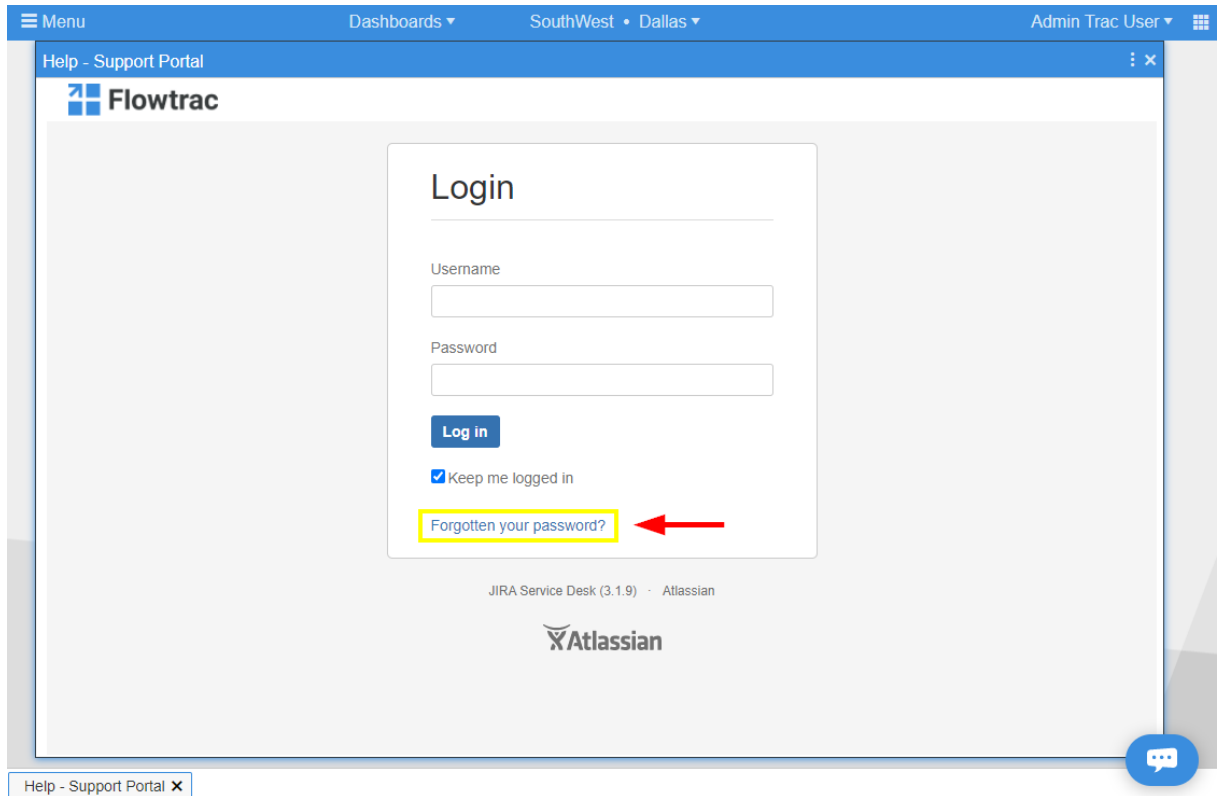


Once the file is saved to your computer, you can upload it into JIRA easily. If you would like to know more about uploading images to JIRA, please refer to the “Attach files, images, and screenshots” section of this document.



## Resetting Your Password

If you forget your password, you can reset it by clicking on the “Forgotten your password?” link on the JIRA Portal login screen.



The screenshot displays the JIRA Portal login interface. At the top, a blue navigation bar contains a 'Menu' icon, 'Dashboards', 'SouthWest • Dallas', and 'Admin Trac User'. Below this, a 'Help - Support Portal' header is visible. The main content area features a 'Login' form with fields for 'Username' and 'Password', a 'Log in' button, and a 'Keep me logged in' checkbox. The 'Forgotten your password?' link is highlighted with a yellow box, and a red arrow points to it. The footer includes 'JIRA Service Desk (3.1.9) · Atlassian' and the Atlassian logo. A blue chat bubble icon is located in the bottom right corner.

Menu Dashboards SouthWest • Dallas Admin Trac User

Help - Support Portal

Flowtrac

Login

Username

Password

Log in

☒ Keep me logged in

Forgotten your password?

JIRA Service Desk (3.1.9) · Atlassian

Atlassian

Help - Support Portal



The system will ask you for your username. This is always the email address we have on file for you. Once you have entered your email, click the “Email me” button.

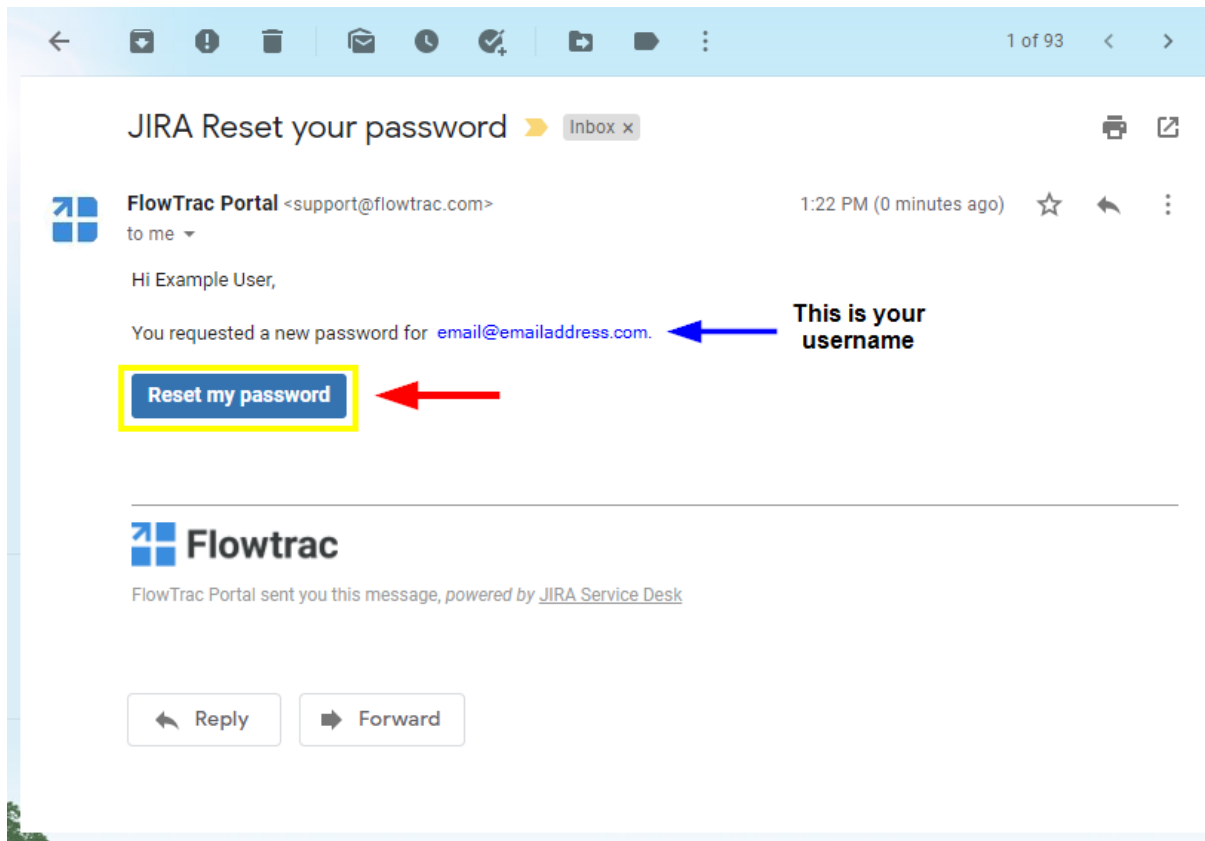
The screenshot shows the 'Forgot password' form within the Flowtrac Help - Support Portal. The form has a title 'Forgot password' and a 'Username' label above a text input field. Below the input field are two buttons: 'Email me' and 'Back to login'. A red arrow points to the 'Email me' button. The page header includes 'Menu', 'Dashboards', 'SouthWest • Dallas', and 'Admin Trac User'. The footer shows 'JIRA Service Desk (3.1.9) · Atlassian' and the Atlassian logo. A chat bubble icon is in the bottom right corner.

The system will notify you that a link has been sent to the email address you entered. Please locate this email to proceed to the next step. If you do not receive the email in an appropriate amount of time, check your spam folder.

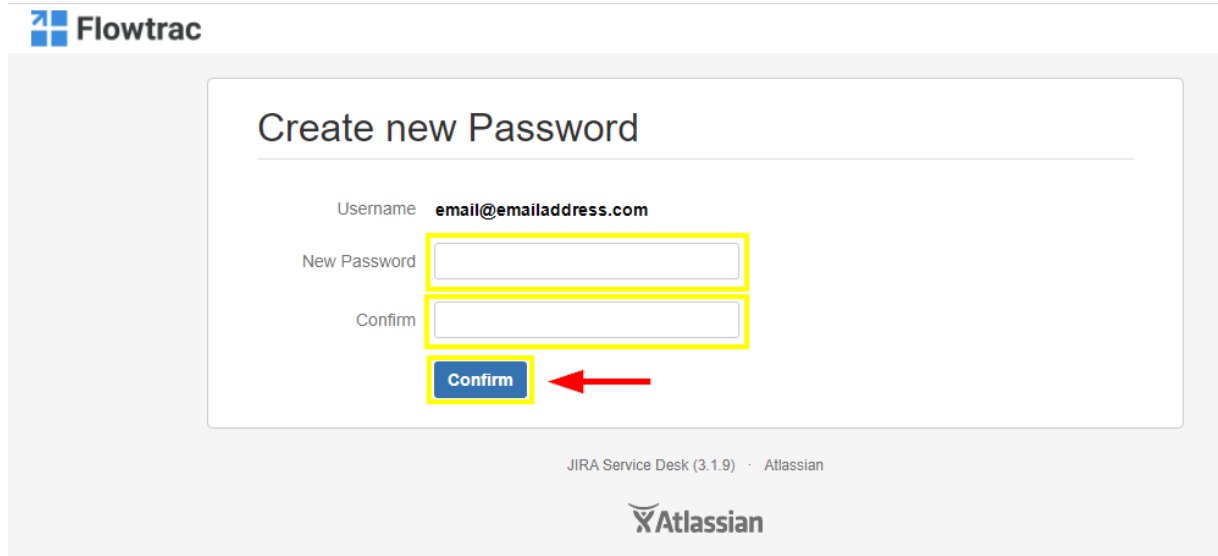
The screenshot shows the 'Access reset password link' confirmation message within the Flowtrac Help - Support Portal. The message has a title 'Access reset password link' and a green checkmark icon. The text reads: 'A reset password link has been sent to the specified email address. Follow the link to select a new password. If you did not receive a reset password link, request one by entering your user account details.' The page header includes 'Menu', 'Dashboards', 'SouthWest • Dallas', and 'Admin Trac User'. The footer shows 'JIRA Service Desk (3.1.9) · Atlassian' and the Atlassian logo. A chat bubble icon is in the bottom right corner.



Once you have located the email, click the blue “Reset my password” button.



In this window, you will see your email as your username and boxes to type your new password in. Once you have typed in your new password, click the “Confirm” button.



The screenshot shows a web interface for Flowtrac. At the top left is the Flowtrac logo. The main content area is titled "Create new Password". Below the title, there is a form with the following fields: "Username" with the value "email@emailaddress.com", "New Password" (an empty text box), and "Confirm" (an empty text box). The "New Password" and "Confirm" text boxes are highlighted with yellow borders. Below these fields is a blue "Confirm" button, also highlighted with a yellow border. A red arrow points to the "Confirm" button. At the bottom of the form area, it says "JIRA Service Desk (3.1.9) · Atlassian". Below that is the Atlassian logo.

The system will now take you to your main page.