

[JSD] Use JIRA Service Desk (JSD)?

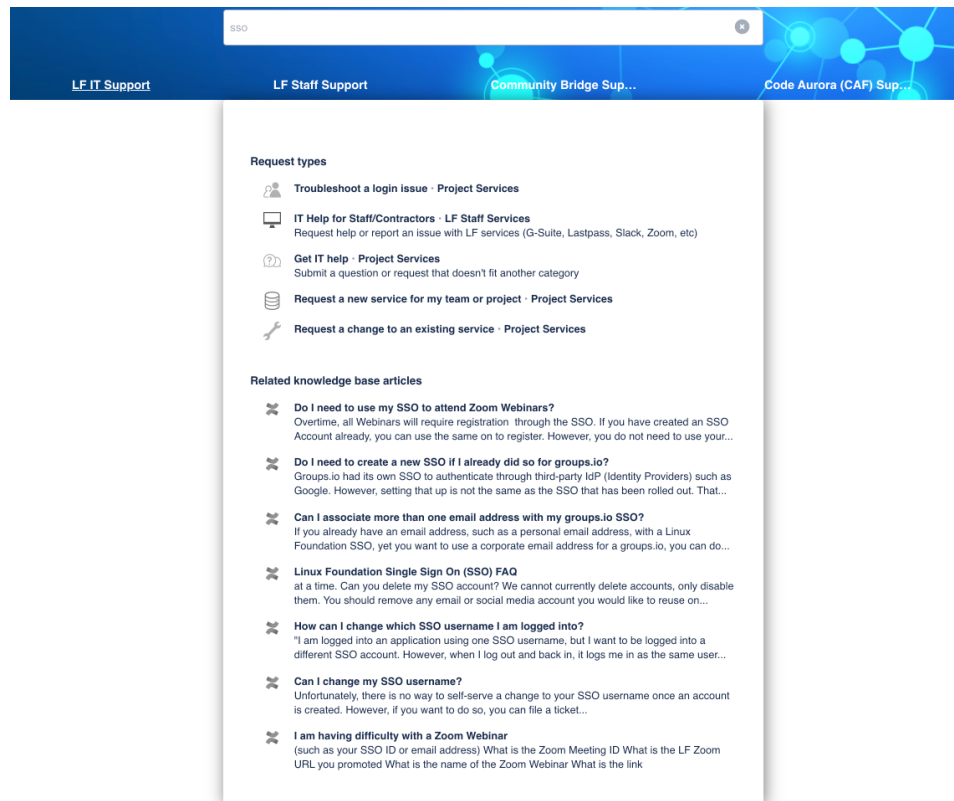
JIRA Service Desk (JSD) is the front end for service provided to Members, Projects, and LF Staff.

If you want to report bugs or request services, JSD is the starting point.

You may need to be working for a Member company in order to make certain questions.






Before you file a ticket, you will be presented with some knowledge base options that can hopefully solve the problem.

For example, if you had questions on SSO, you would see potential solutions such as the following:










The screenshot displays the JIRA Service Desk (JSD) interface. At the top, there is a search bar with the text 'SSO' entered. Below the search bar, there are four tabs: 'LF IT Support', 'LF Staff Support', 'Community Bridge Sup...', and 'Code Aurora (CAF) Sup...'. The 'LF IT Support' tab is selected. The main content area shows a list of request types and related knowledge base articles. The request types include: 'Troubleshoot a login issue · Project Services', 'IT Help for Staff/Contractors · LF Staff Services', 'Get IT help · Project Services', 'Request a new service for my team or project · Project Services', and 'Request a change to an existing service · Project Services'. The related knowledge base articles include: 'Do I need to use my SSO to attend Zoom Webinars?', 'Do I need to create a new SSO if I already did so for groups.io?', 'Can I associate more than one email address with my groups.io SSO?', 'Linux Foundation Single Sign On (SSO) FAQ', 'How can I change which SSO username I am logged into?', 'Can I change my SSO username?', and 'I am having difficulty with a Zoom Webinar'.

Request types

-  **Troubleshoot a login issue · Project Services**
-  **IT Help for Staff/Contractors · LF Staff Services**
Request help or report an issue with LF services (G-Suite, Lastpass, Slack, Zoom, etc)
-  **Get IT help · Project Services**
Submit a question or request that doesn't fit another category
-  **Request a new service for my team or project · Project Services**
-  **Request a change to an existing service · Project Services**

Related knowledge base articles

-  **Do I need to use my SSO to attend Zoom Webinars?**
Overtime, all Webinars will require registration through the SSO. If you have created an SSO Account already, you can use the same one to register. However, you do not need to use your...
-  **Do I need to create a new SSO if I already did so for groups.io?**
Groups.io had its own SSO to authenticate through third-party IdP (Identity Providers) such as Google. However, setting that up is not the same as the SSO that has been rolled out. That...
-  **Can I associate more than one email address with my groups.io SSO?**
If you already have an email address, such as a personal email address, with a Linux Foundation SSO, yet you want to use a corporate email address for a groups.io, you can do...
-  **Linux Foundation Single Sign On (SSO) FAQ**
at a time. Can you delete my SSO account? We cannot currently delete accounts, only disable them. You should remove any email or social media account you would like to reuse on...
-  **How can I change which SSO username I am logged into?**
"I am logged into an application using one SSO username, but I want to be logged into a different SSO account. However, when I log out and back in, it logs me in as the same user...
-  **Can I change my SSO username?**
Unfortunately, there is no way to self-serve a change to your SSO username once an account is created. However, if you want to do so, you can file a ticket...
-  **I am having difficulty with a Zoom Webinar**
(such as your SSO ID or email address) What is the Zoom Meeting ID What is the LF Zoom URL you promoted What is the name of the Zoom Webinar What is the link

If you still cannot find the solution, then file the ticket and it will be routed to the right support team.