

## Welcome to fforge Maintenance Department >



**fforge Maintenance Department** <jira@fforge.atlassian.net>

to me ▾

Welcome!

You've been invited to fforge Maintenance Department portal. You can use this to raise requests and get help. To finish setting up your account, simply click on your [sign-up link](#).



Powered by Jira Service Desk

**You'll receive an email, follow the link to create a password protected account.**

↩ Reply

➡ Forward



## Welcome to fjorge Maintenance Department!

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

Email

Full name

Password

Show password

Save and continue

**You will be asked to create an account**

**1. This will be the first screen you see after creating an account. The fjorge icon to the left will take you to a screen we won't be using.**

Welcome to the new fjorge maintenance help center!

**2. To create a request click the type below which best describes your needs.**

Welcome! You can raise a Maintenance Department request from the options provided.



**Technical support**

Need help installing, configuring, or troubleshooting? Select this to request assistance.



**Estimate Work**

For to-dos that only need to be estimated at this point.



**Questions related to directly to billing.**

For questions regarding your bill



**General Questions**

For questions that don't require any code or CMS, but aren't related to your bill.

REQUESTS  
Created by me 1  
Test Organization  
All  
ACCOUNT  
Profile  
Log out



**3. By clicking on your profile icon in the upper right corner you can find your previously created requests by clicking Created by me. To see requests made by your colleagues click on your company's name (where Test Organization is above)**



**1. Creating a ticket takes you to this screen. The differences between request types is primarily behind the scenes.**

Summary

When clicking on the first job title you're taken to a blank screen.



**2. Summary is for describing the error you're having as clearly as you can.**

URL

<https://fjorgedigital.com/careers/>



**3. Please put a URL for a specific page you're having an issue**

Attachment (optional)

Drag and drop files, paste screenshots, or  
browse



**4. Here you can place screenshots or any other helpful documentation.**



Careers\_-\_fjorge\_a...

**5. An optional date you would like us to know about. We can't promise to complete anything by that date, but will do the best we can to accommodate your needs.**

Requested Completion Date (optional)



**6. Priority Level helps us understand the importance this issue has to running your business running smoothly.**

Priority Level

Medium



Share with Test Organization

Create Cancel

1. This is the view you're taken to after creating your ticket.



fjorge Maintenance Center / fjorge Maintenance Department / MD-22  
<https://fjorgedigital.com/careers/>

2. MD-22 is the ticket number

4. Activity is where you will find the ongoing conversation with fjorge's maintenance staff, newest comments will be at the top



Add a comment



**TO BE ASSIGNED**

Don't notify me

Share

Activity

3. To Be Assigned will change over time with new ticket statuses. Ticket Statuses and what they mean are available on the attached documentation.



Shared with

Andrew J Wolff  
Creator

Test Organization  
Remove



5. Details reflect information from when the ticket was initially created, unfortunately we're unable to edit this after ticket creation.

Details

Created at

Today 11:04 AM

Summary

When clicking on the first job title you're taken to a blank screen.

Priority Level

Medium








1. This view is for all tickets created by users in your organization. If you chose "Created by me" in the upper right you would see tickets only you made.

Hi

2. These dropdown menus will further filter tickets. The far left one is where you can find closed tickets.

Open requests  Test Organization  Any request type  Request contains...

3. Clicking on the Reference or Summary will bring you to your ticket.

Type	Reference	Summary	Service desk	Status	Requester
	MD-15	<a href="https://www.inspiresleep.com/what-is-inspire-therapy/how-inspire-therapy-works/">https://www.inspiresleep.com/what-is-inspire-therapy/how-inspire-therapy-works/</a>	fjorge Maintenance Department	ASSIGNED	Taylor Ganser
	MD-16	<a href="https://testwebsite.com/about-us">testwebsite.com/about-us</a>	fjorge Maintenance Department	CLIENT PENDING	Droo
	MD-17	<a href="https://guardianathletics.com">https://guardianathletics.com</a>	fjorge Maintenance Department	ASSIGNED	Andrew Wolff
	MD-9	<a href="https://meetmyrumi.com">meetmyrumi.com</a>	fjorge Maintenance Department	T&M	Droo
	MD-14	<a href="https://dunwoody.edu/academics/">https://dunwoody.edu/academics/</a>	fjorge Maintenance Department	IN PROGRESS	Andrew Wolff

1-5 of 5

4. Status is which stage in the process your ticket is in. See attached for what statuses mean.