

Login Options

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Sign-in to Customer Case can be performed through the following options:

- a personal account (email and password)
- Google account
- an [Atlassian account](#) and [Jira Jira Service Management customer account](#)



Login with the Jira account is available to the following users:

- Support agents having a regular user account in Jira Cloud.
- Jira Service Management Portal customers

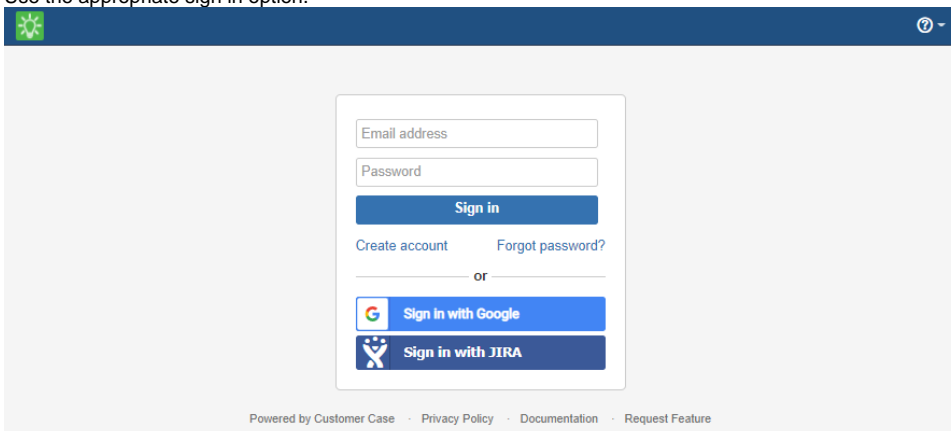
Such login options can be used only in Jira instances with the installed Customer Case app.

Logging in to Feedback Forums

1. Open the browser.
2. In the address line of the browser, enter the address of the feedback forum and press **Enter**. Alternatively, you can proceed to the feedback forum from some external source by clicking the corresponding link.
3. Once the forum has loaded, you will see a screen similar to the one displayed below.

4. In the top right corner locate the **Sign In** link and click it. Alternatively, you can click the **Post a new idea** button or try to comment on an idea or start watching it, you will be prompted to log in to the feedback forum.

5. Use the appropriate sign in option.



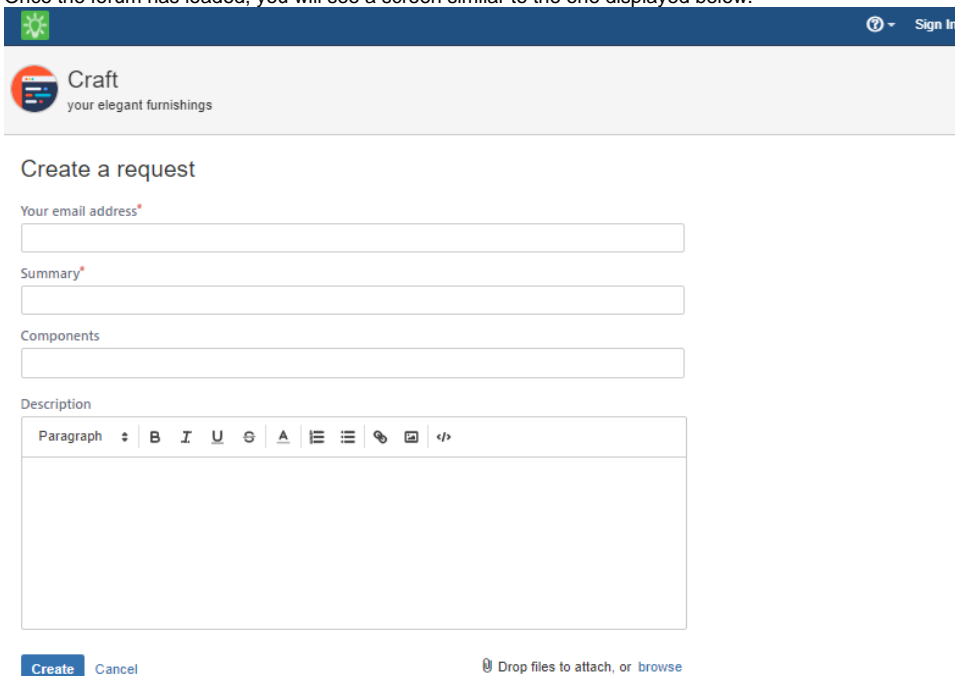
The screenshot shows a sign-in interface. At the top left is a green gear icon, and at the top right is a help icon. The main content area contains a white box with the following elements: an 'Email address' input field, a 'Password' input field, a blue 'Sign in' button, a 'Create account' link, a 'Forgot password?' link, the word 'or' centered below a horizontal line, a blue 'Sign in with Google' button with the Google logo, and a blue 'Sign in with JIRA' button with the JIRA logo. At the bottom of the page, there are links for 'Powered by Customer Case', 'Privacy Policy', 'Documentation', and 'Request Feature'.

6. Once you have signed in to Customer Case, you can post ideas, vote for them and leave comments on feedback forums.

 Customer Case will neither expose your email address to any third-party companies nor use it for illegal purposes. For the details see our [Privacy Policy](#).

Logging in to Support Forums

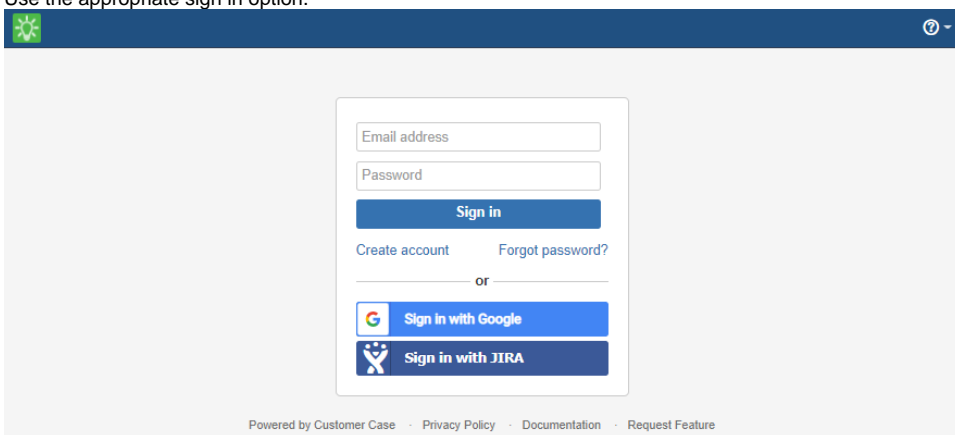
1. Open the browser.
2. In the address line of the browser, enter the address of the support forum and press **Enter**. Alternatively, you can proceed to the feedback forum from some external source by clicking the corresponding ink.
3. Once the forum has loaded, you will see a screen similar to the one displayed below.



The screenshot shows the 'Create a request' form in the Craft support forum. The top navigation bar is dark blue with a green gear icon and a 'Sign In' link. Below the navigation bar is the Craft logo and the tagline 'your elegant furnishings'. The main heading is 'Create a request'. The form includes: a 'Your email address*' input field, a 'Summary*' input field, a 'Components' input field, and a 'Description' field with a rich text editor toolbar (Paragraph, Bold, Italic, Underline, Link, Unlink, Bulleted list, Numbered list, Undo, Redo, Source code). At the bottom, there are 'Create' and 'Cancel' buttons, and a file upload area with the text 'Drop files to attach, or browse'.

4. In the top right corner locate the **Sign In** link and click it. If you do not have a Customer Case account, you can enter your email in the corresponding while submitting a ticket.

5. Use the appropriate sign in option.



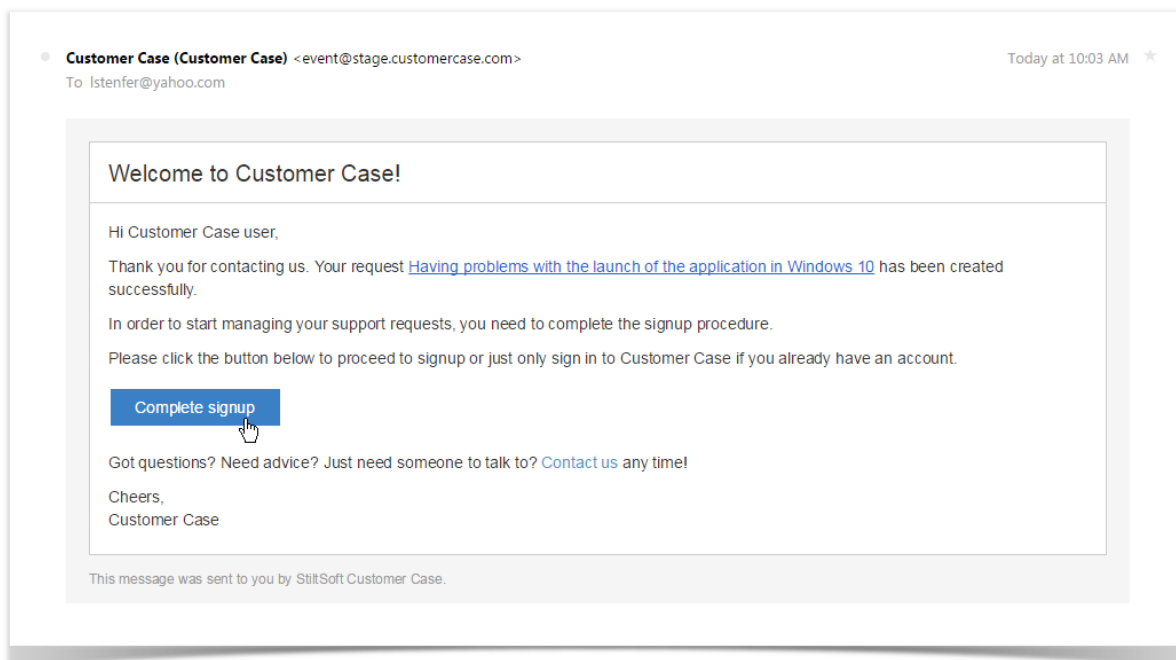
6. Once you have signed in to Customer Case, you can submit tickets and track progress on them.

Creating an Account

Customer Case allows you to create a personal account if you have neither Jira account nor on Google.


1. Proceed to the **Sign In** page.
2. Locate the **Create account** link and click it.
3. Enter your email, full name and password for Customer Case account.
4. Click the **Sign Up** button.
5. Check your mail box and locate the confirmation email from Customer Case. Click the verification link to validate your email address and activate your Customer Case account.

You can submit issue reports without having a Customer Case account on a support forum. While submitting an issue report you will receive a letter to the specified email address prompting you to create an account in Customer Case.



By clicking the **Complete signup** button, you will open a page similar to the one displayed below.

Here, you will have to enter your full name and password.

☰  🔍 Sign In

Create an account

[Sign up](#)

[Powered by StillSoft Customer Case](#) · [Privacy Policy](#) · [Documentation](#) · [Request Feature](#)

Click **Sign up** to complete account creation.