

# 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

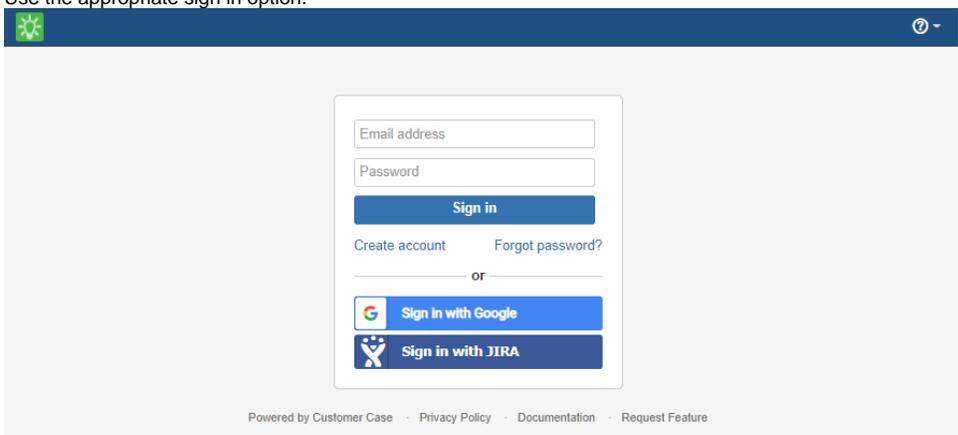
1. Open the browser.
2. In the address line of the browser, enter the address of the feedback forum and press **Enter**. Alternatively, you can proceed to the feedback forum from some external source by clicking the corresponding link.
3. Once the forum has loaded, you will see a screen similar to the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

The screenshot shows the 'Demo Product Forum' interface. At the top, there is a navigation bar with a search bar and a 'Sign In' link. Below the navigation bar, the forum title 'Demo Product Forum' is displayed, along with the subtitle 'Share your feedback about Demo Product' and a 'Post a new idea' button. The main content area features a list of forum posts. Each post includes a title, the number of votes, the number of comments, the author's name, and the time posted. There are also filters for 'Recently updated', 'Top', and 'New'. The posts are as follows:

- Improve Performance with Oracle Database 12C**: 0 votes, 3 comments, Vadim Rutkevich, 5 hours ago. Status: IN PROGRESS. Categories: Database Update, Integration.
- Support for Confluence integration**: 0 votes, 0 comments, Peter Jacobs, 01 April 2015. Status: IN PROGRESS. Category: Integration.
- Add support for MS Office**: 2 votes, 2 comments, Vadim Rutkevich, 01 April 2015. Status: IN REVIEW.
- Support for MS Online Investigation**: 0 votes, 0 comments, Alexander Kuznetsov [Administrator], 14 August 2015. Status: IN PROGRESS.
- Support for Open Office Investigation**: 0 votes, 2 comments, Alexander Kuznetsov [Administrator], 14 August 2015. Status: IN REVIEW.
- Add a button to export all data to CSV or Excel**: 0 votes, 0 comments, Vadim Rutkevich, 04 March 2016. Status: DONE. Category: Interface.

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.

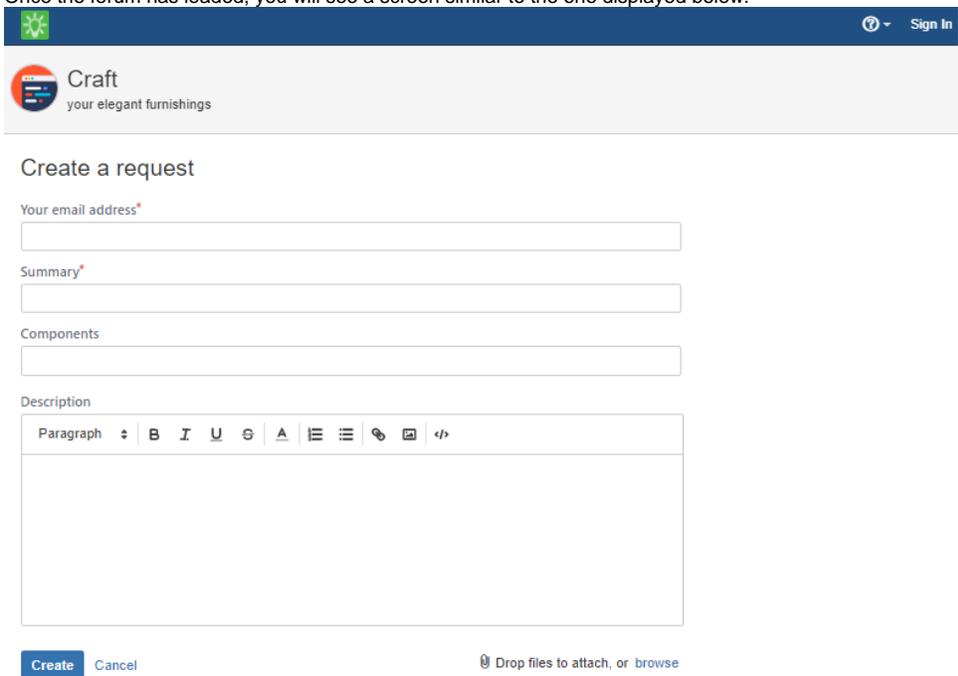


6. Once you have signed in to Customer Case, you can post ideas, vote for them and leave comments on feedback forums.

 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](#).

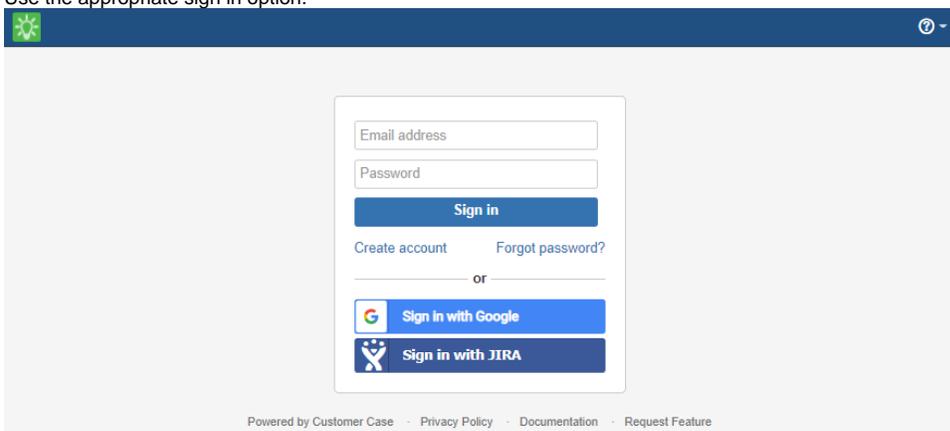
## Logging in to Support Forums

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 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. 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.



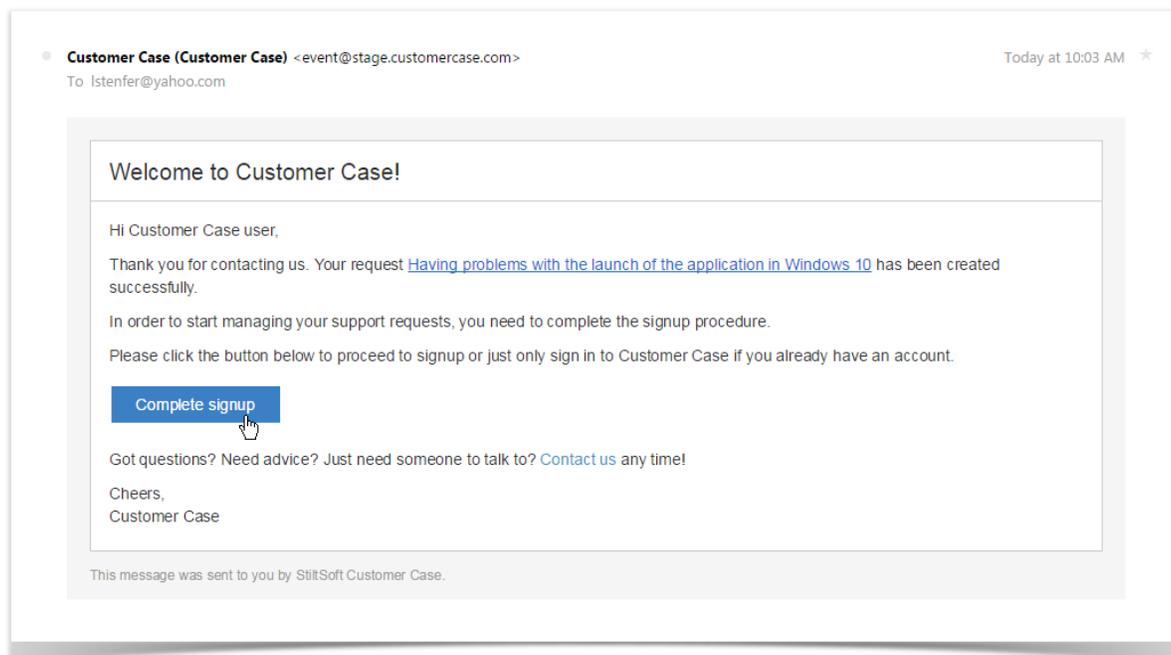
6. Once you have signed in to Customer Case, you can submit tickets and track progress on them.

## Creating an Account

Customer Case allows you to create a personal account if you have neither Jira account nor a social account on Facebook or 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

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[Sign up](#)

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