

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 Service Management portal-only customer account](#)



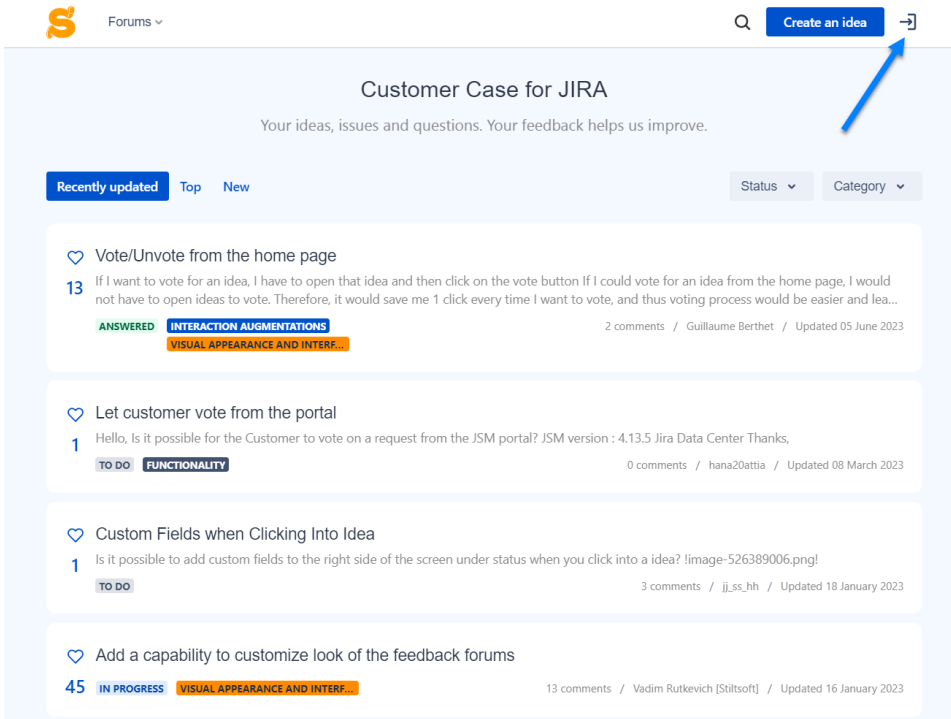
Login with the Jira account is available to the following users:

- [Support agents](#) having a regular user account in Jira Cloud.
- [Jira Service Management portal-only 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.

Sign In

Email *



You can use letters, numbers and periods.

Password *

[Sign in](#)

[Forgot password](#) [Create account](#)

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- 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

- Open the browser.
- 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.
- Once the forum has loaded, you will see a screen similar to the one displayed below.









Forums ▾
→


Your email address *

Summary *

Components

Description

Paragraph ▾ **B** *I* U       

[Create](#) [Cancel](#)  Drop files to attach, or [browse](#)

- 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.
- Use the appropriate sign in option.

Sign In

Email *

You can use letters, numbers and periods.

Password *

Sign in

[Forgot password](#)[Create account](#)

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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 Google one.

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.

● **Customer Case (Customer Case)** <event@stage.customercase.com>
To Istenfer@yahoo.com

Today at 10:03 AM ★

Welcome to Customer Case!

Hi Customer Case user,

Thank you for contacting us. Your request [Having problems with the launch of the application in Windows 10](#) has been created successfully.

In order to start managing your support requests, you need to complete the signup procedure.

Please click the button below to proceed to signup or just only sign in to Customer Case if you already have an account.

[Complete signup](#)

Got questions? Need advice? Just need someone to talk to? [Contact us](#) any time!

Cheers,
Customer Case

This message was sent to you by StillSoft 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 email, full name, and password.

Create an account

Email *

ibelaya@gmail.com

Password *

.....

Full name *

Iryna Belaya

[Return to sign in](#)

[Sign up](#)

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



Once a user creates an account in the Customer Case app, they can use it to log in to all the forums created with the Customer Case app. In this case, make sure to restrict visibility for [private feedback forums](#) not to let unsolicited users login to your portal. This doesn't apply to [support forums](#) that show only the requests submitted by a user once logged in. Ideas on the [feedback forum](#) are visible to all forum visitors by default.