ATLASSIAN University

Training for Jira

Administration Guide

Copyright © 2022 Atlassian Pty Ltd. All rights reserved.
Atlassian ®, Atlassian Bamboo ®, Atlassian Clover ®, Atlassian Confluence ®, Atlassian Crowd ®, AtlassianCrucible ®, Atlassian Marketplace ®, Bitbucket ®, Confluence ®, Confluence Questions ®, Fisheye ®, Hipchat ®,Jira ®, Jira Portfolio ®, Jira Service Desk ®, Sourcetree ®, Statuspage ®, Stride TM, Trello ®, ®, and ® are trademarks of Atlassian Pty Ltd. All other trademarks and trade names are the property of their respective owners. Information in this document is subject to change without notice. Websites, names, and data used as examples in this document are fictitious unless otherwise noted. No part of this document may be reproduced or transmitted in any form or by any means, electronic or mechanical, including photocopying and recording by any information or retrieval system, for any purpose, without prior written permission of Atlassian Pty Ltd. Address inquiries to Atlassian Pty Ltd, Level 6, 341 George Street, Sydney, NSW 2000 Australia.

Table of Contents

Overview **4**

1.Custom content **5**

1.1 Content creation 5

1.1.1 Course characteristics 6

1.1.2 Course modules 7

1.1.2.1 Module characteristic 8

1.1.3 Save course 12

1.2 Content management 12

1.2.1 Course publishing 12

1.2.2 Course unpublishing 13

1.2.3 Content editing 15

1.2.3 Content deletion 15

2.Reporting **16**

2.1 General reporting 16

2.2 Course participation 16

Overview

Scale training for your entire organization

Now your team can learn on their own schedule — without ever leaving their Jira app — using the most impactful courses.

🎓 Atlassian University training at the right place & right time

Integrate official Atlassian University courses created by Jira experts — covering popular Jira user topics and tasks, and showcasing in-product demos.

💡 Put your own custom training right at your team's fingertips

Whether you've created a video or a SCORM package, you can easily upload both. Your team will learn how your organization uniquely uses Jira.

🔍 Quickly see your whole team's learning progress

Track progress and completions by team member with a bird's-eye view. You'll know the most popular courses and sticking points. So you can make sure Jira is properly adopted.

📨 Assign courses to your team

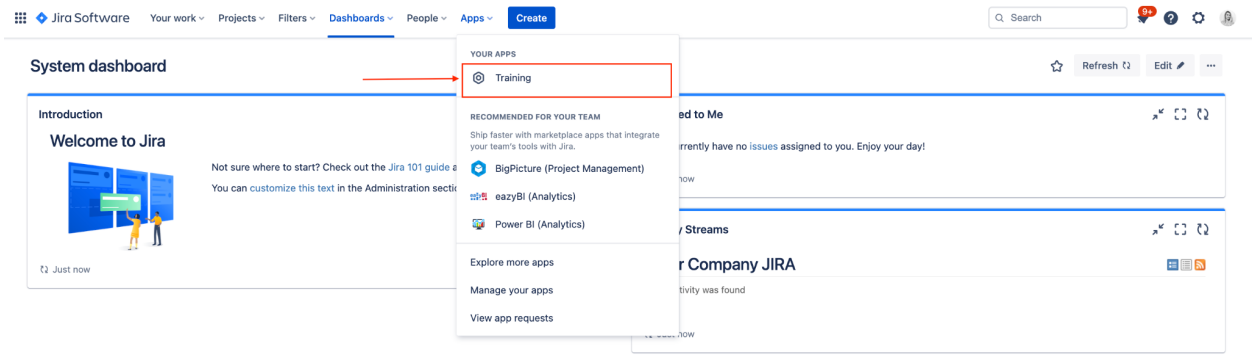
Help your users focus on important courses by assigning them directly to individuals or entire teams in your organization.

1.Custom content

The User Generated Content functionality allows Jira Administrators to upload custom training and create a training series in your Training for Jira instance. Jira Administrators have the ability to create, edit, publish or unpublish custom content. Adding product, level and duration will allow users to search for custom content, making it easier to find required courses and start learning.

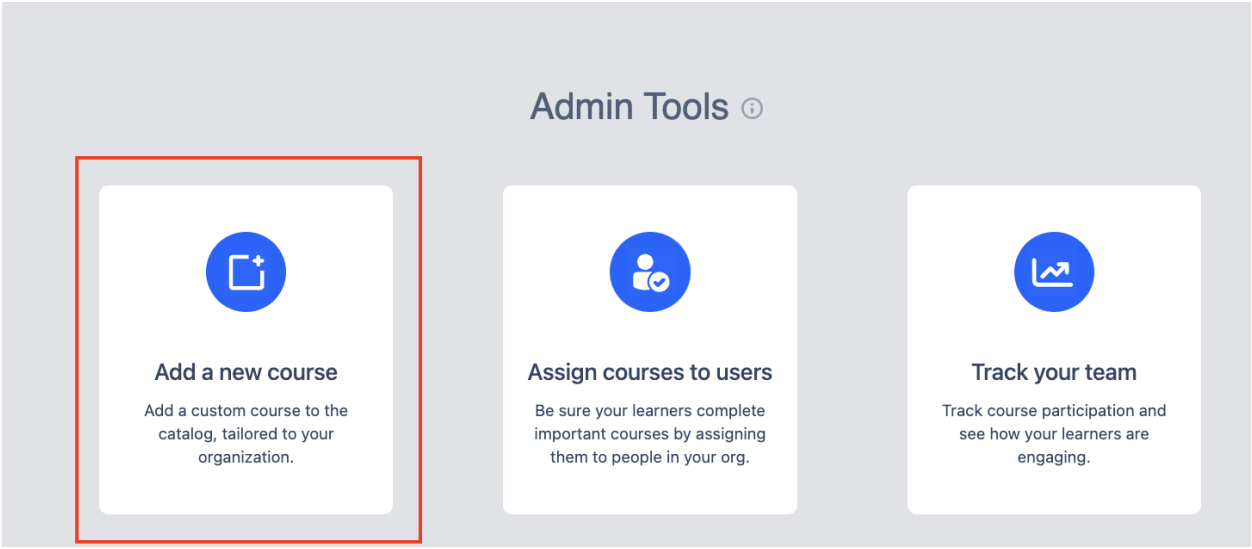
1.1 Content creation

Open Jira Training Application

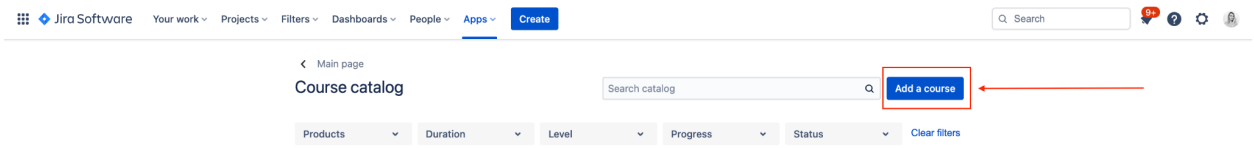


Start course creation

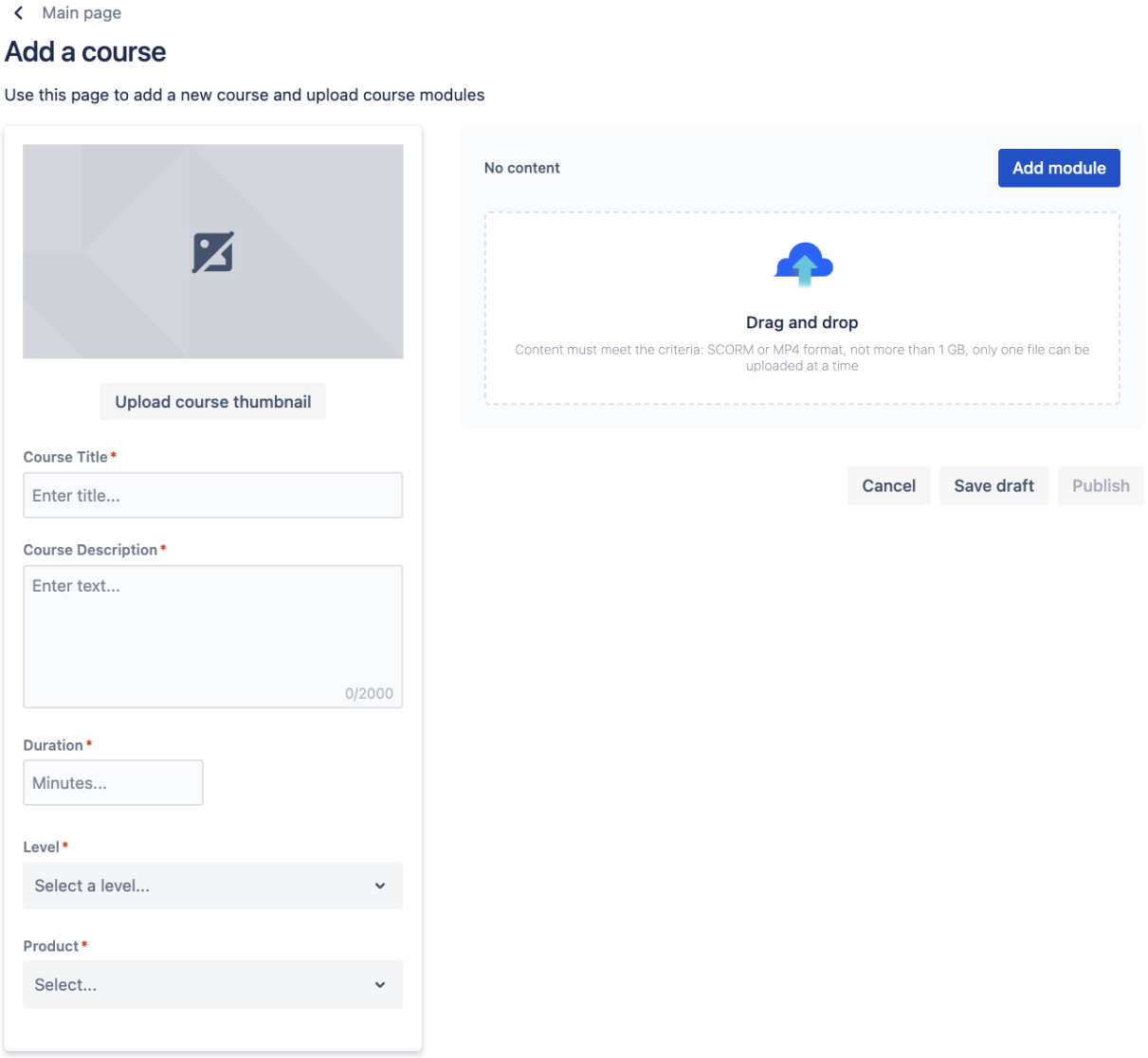
- From the Main Page



- From the Course catalog Page



Course form page is opened >> Enter required data and add content

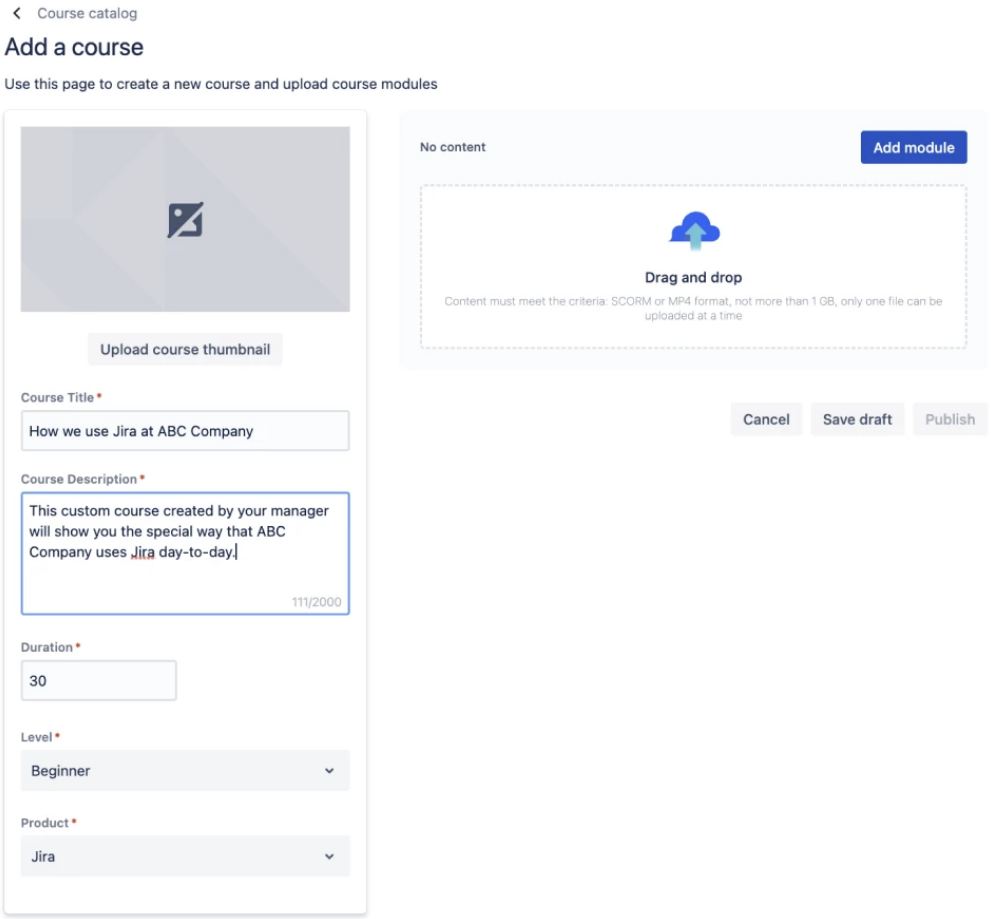


1.1.1 Course characteristics

- Optional **Course thumbnail** - The course thumbnail should display the course content or the product that will be described in the course. **Thumbnail criteria:** The size of the course thumbnail should be 640px*360px

- ⚠ If the thumbnail is not loaded during course creation when it is saved or published, the default image will be loaded, which will need to be changed later.

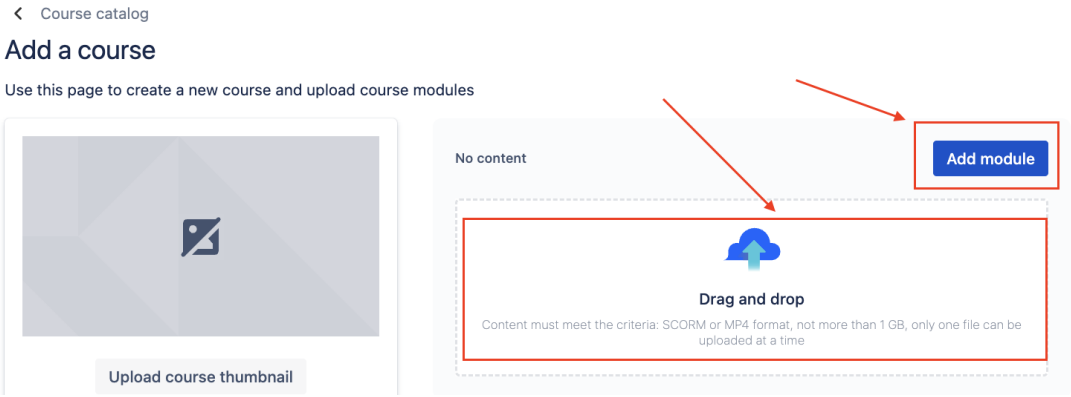
- Mandatory **Course title** - Short course title describing the course content.
    - **Character limit:** Max 60 characters
- Mandatory **Course description** - More detailed course description.
    - **Character limit** Max 2000 characters.
- Mandatory **Duration** - Total course duration in minutes.
    - **Rule:** Integer values only
- Mandatory **Level** - the level of users for whom the course is designed. Choose from the drop-down list
    - **Levels:** Beginner, Intermediate, Advanced
- Mandatory **Product** - product to which this course applies. Choose from the drop-down list.
    - **Products:** Jira, Confluence, Marketplace apps, Other



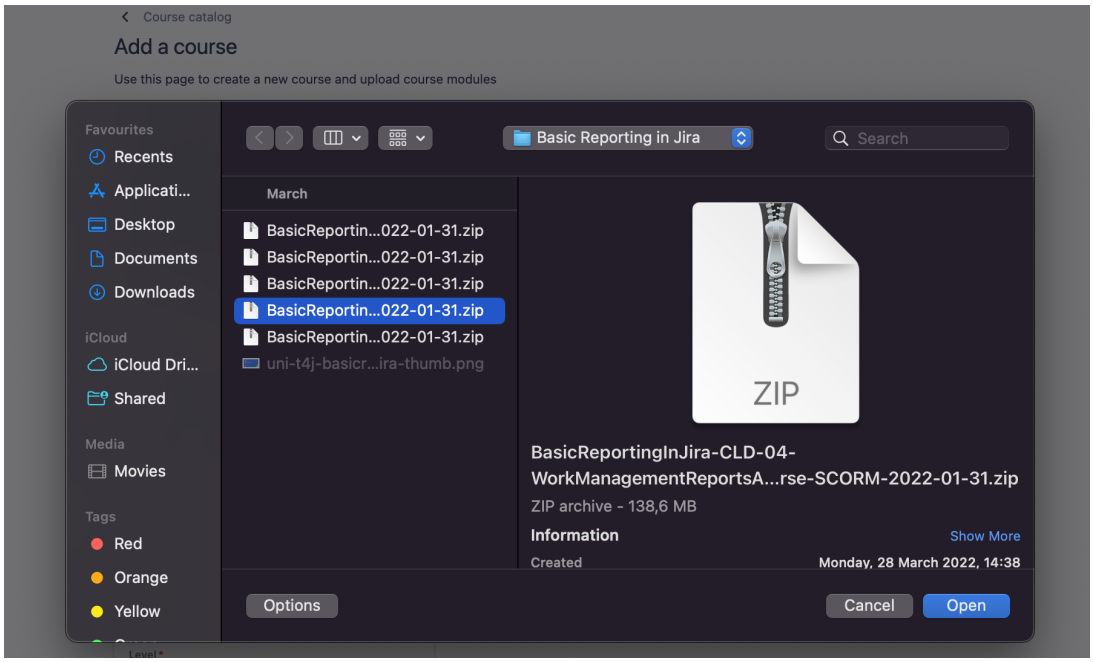
1.1.2 Course modules

Click the “Add module” button or use “Drag and drop” to add content to the course

- Supports SCORM and MP4 formats
- Only one file at a time
- Maximum size 1Gb per module



Choose content from your computer and open it

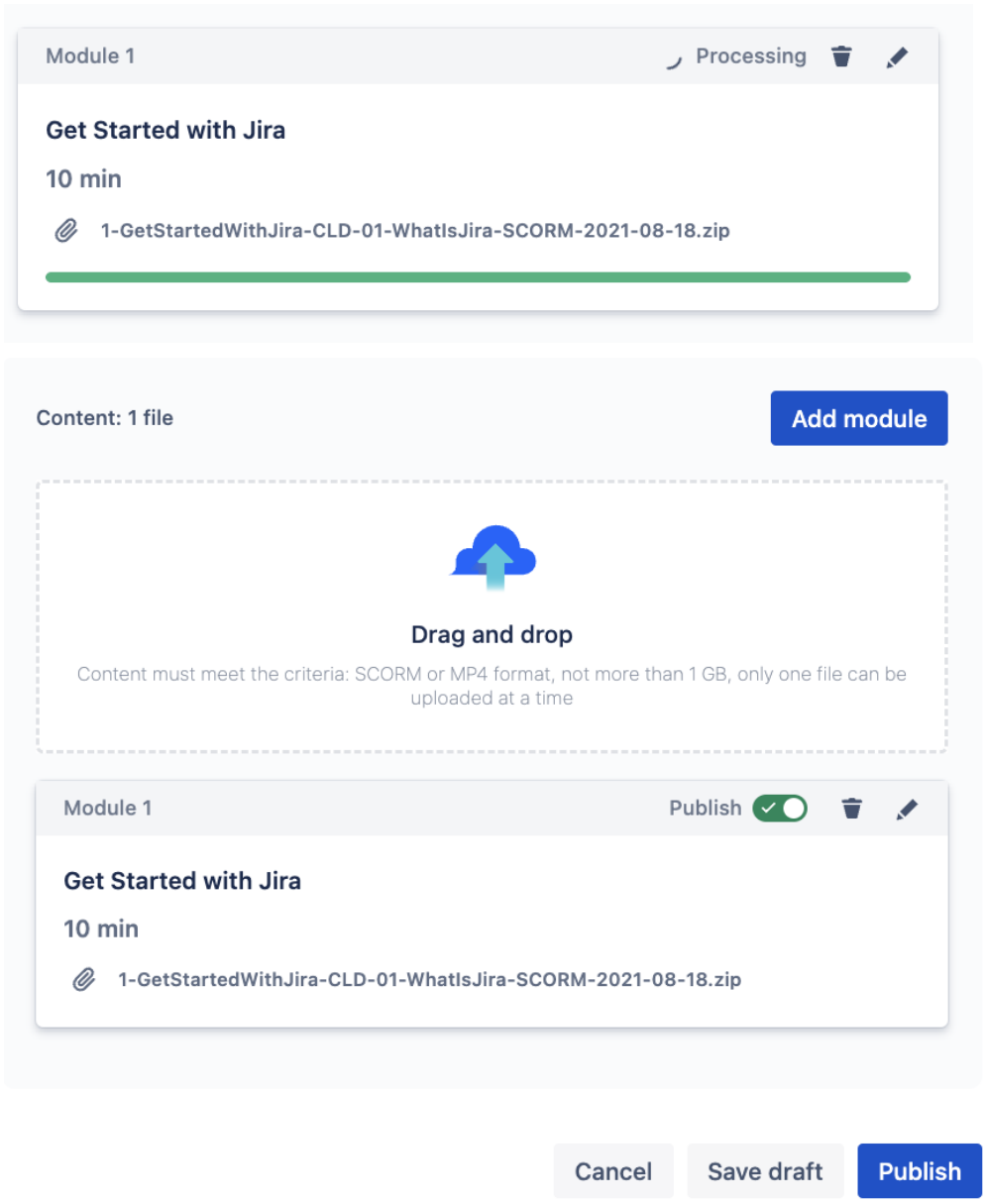


1.1.2.1 Module characteristic

- Mandatory **Module title** - Short module title describing the module content.
    - **Character limit:** Max 60 charter
- Mandatory **Duration** - Module duration in minutes.
    - **Rule:** Integer values only

Click *Save* to publish the module to the course.

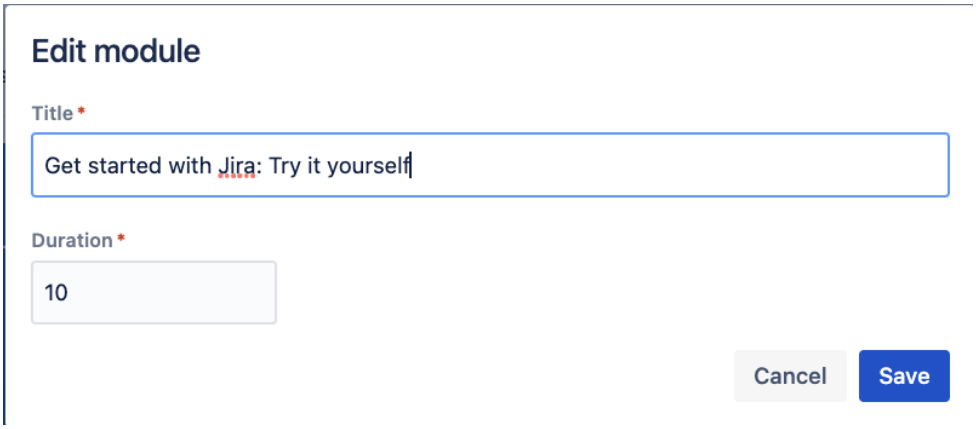
Note: Until the Publish button is clicked for the course, the course and all its modules will only be available to Training for Jira admins.



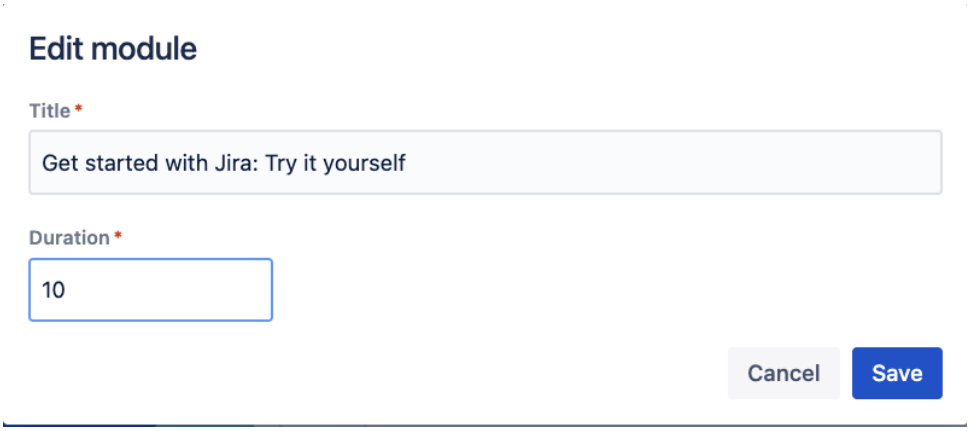
Conditions:

- **More content is needed:** click “Add content” again
- **Content upload error:** try to reload it, if the error persists, delete the module and upload it again by clicking “Add module”
- **Changes in the module are needed:**

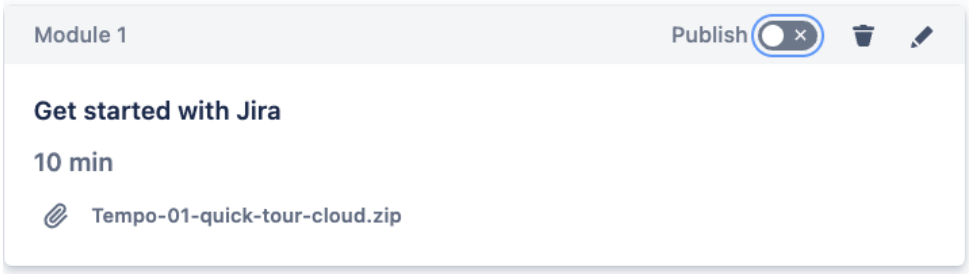
- Change title: Click **Edit** (pen icon) >> make changes >> Save changes



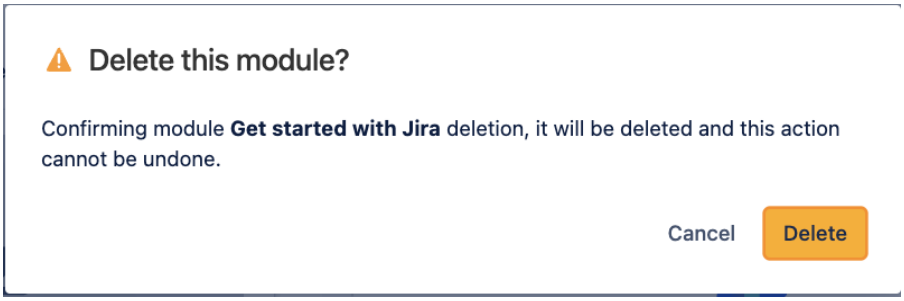
- Change duration: Click **Edit** (pen icon) >> make changes >> Save changes



- Unpublish module: Turn off the “Publish” toggle



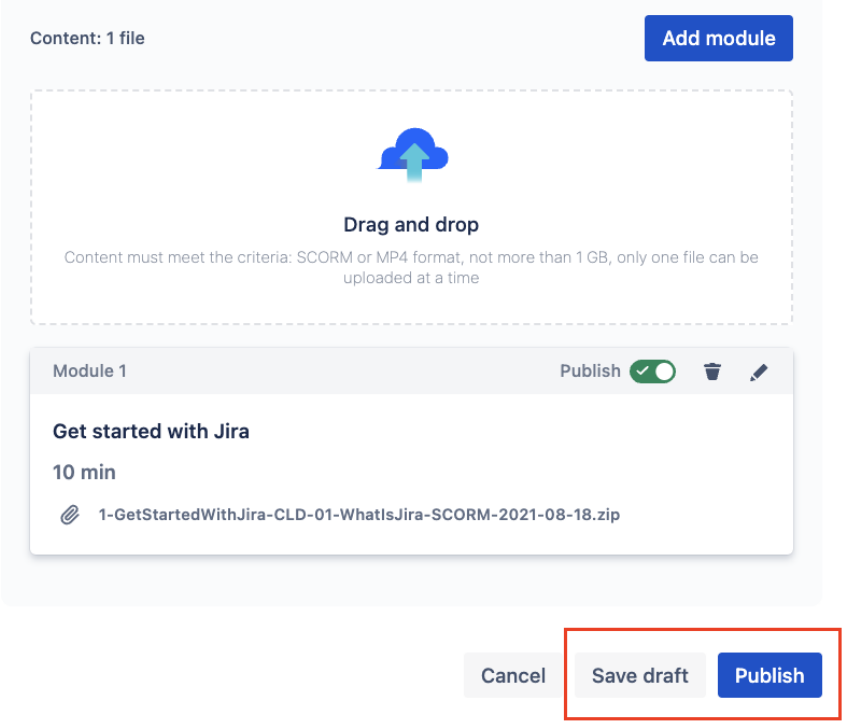
- Delete module: Delete incorrect module >> Confirm deletion
-



1.1.3 Save course

Possible options:

- **Save a Draft** - the drafted course is only available to admins, after saving it in the draft it can be opened in preview mode, edited, deleted, or published
- **Publish** - the published course becomes visible in the catalog for all users and is available for viewing. Published courses can be edited, deleted, or unpublished by Admins.



1.2 Content management

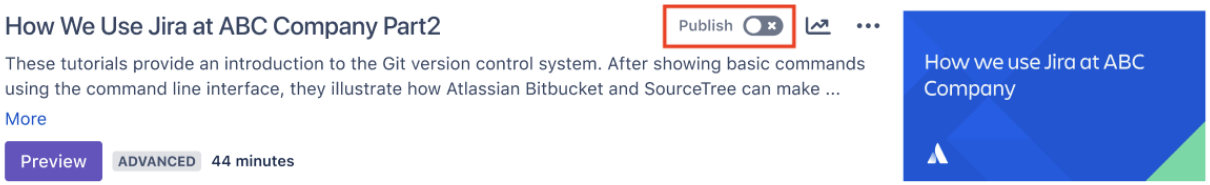
1.2.1 Course publishing

Condition: Course saved as a draft

Options:

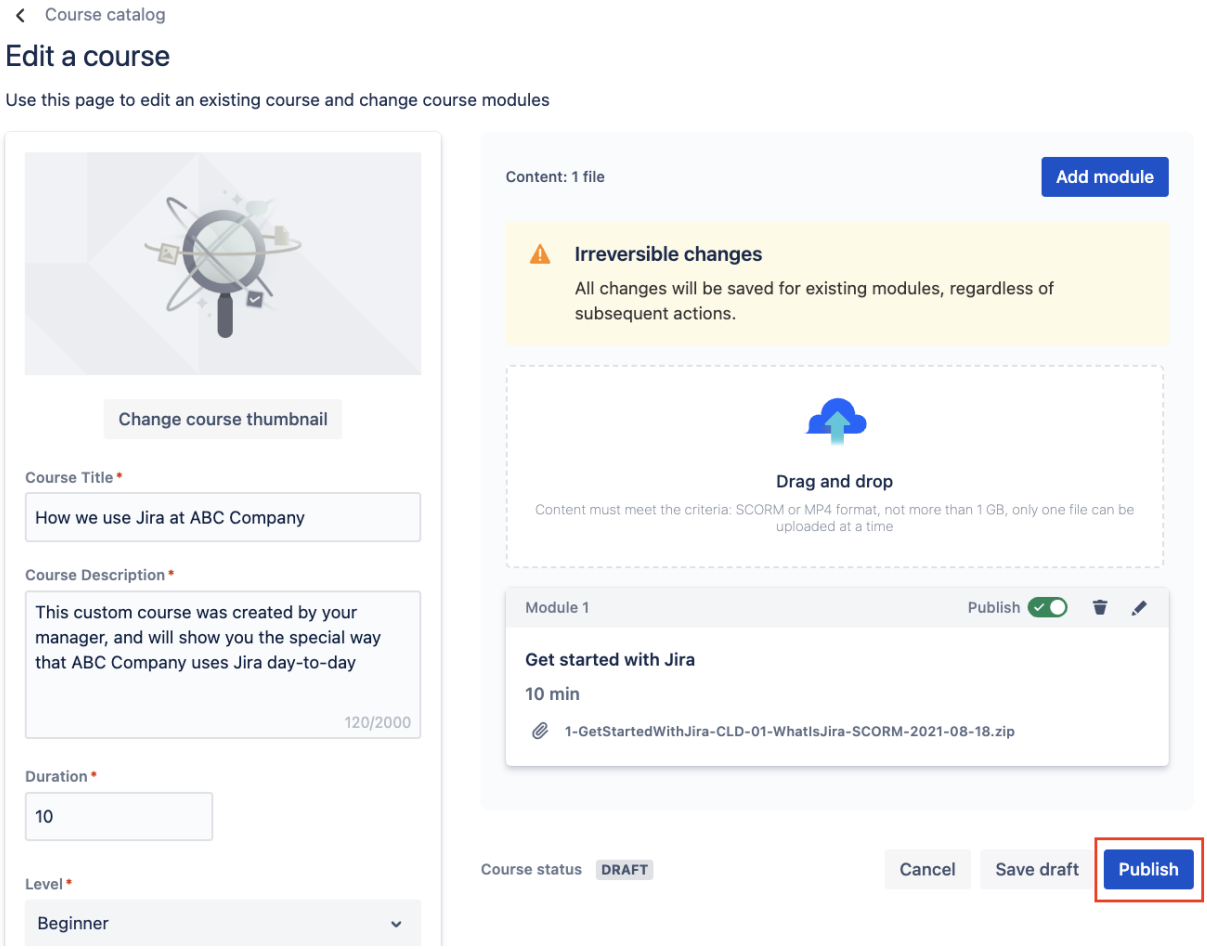
1. **From Catalog page**

Open Training for Jira App >> on the Main Page click “Course catalog” >> on the Course catalog page choose desired course >> turn on “Publish” toggle on the desired course card



2. **From the Course form page**

Open Training for Jira App >> on the Main Page click “Course catalog” >> on the Course catalog page choose desired course >> click **Edit** (pen icon) on the desired course >> click “Publish” on the Course form page



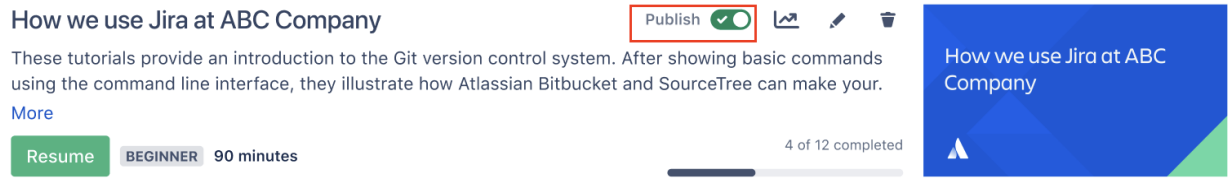
1.2.2 Course unpublishing

Condition: Course is published

Options:

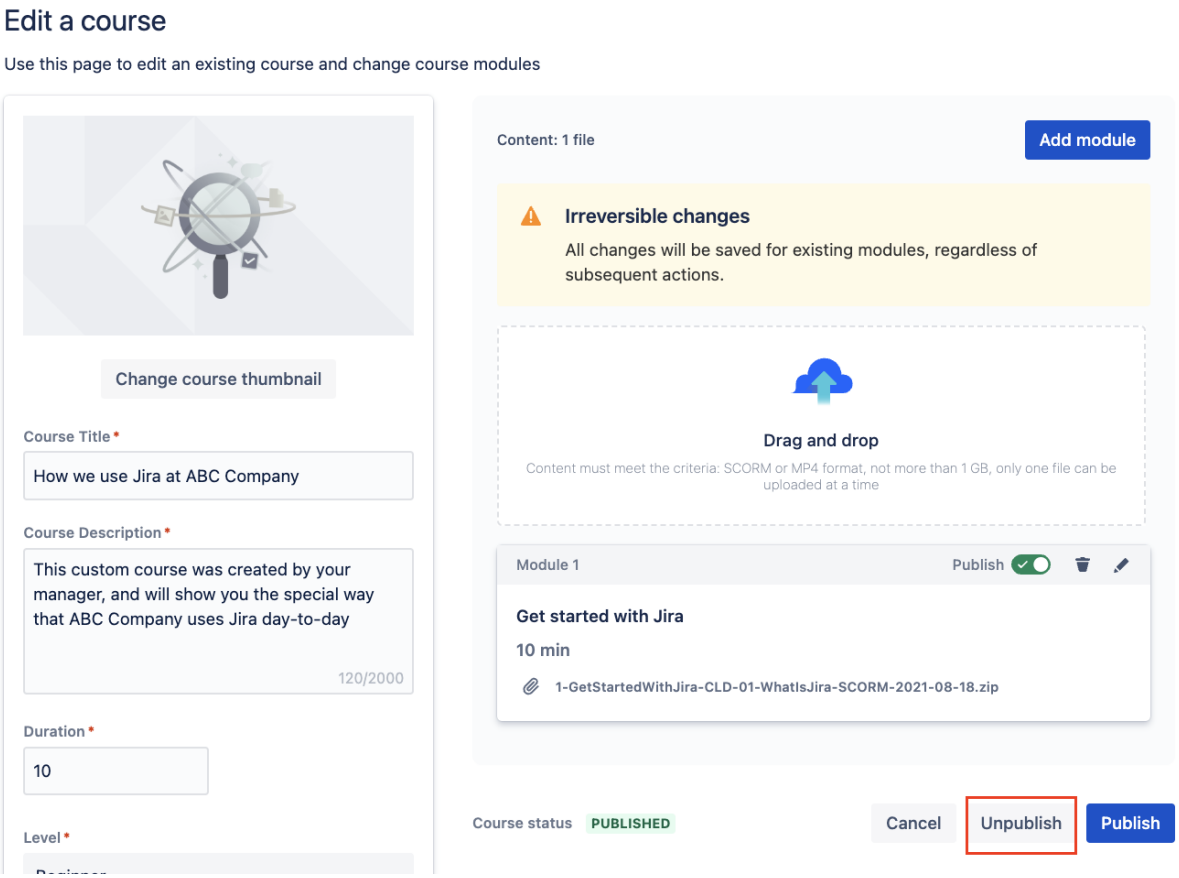
1. **From Catalog page**

Open Training for Jira App >> on the Main Page press “Explore all courses” >> on the Course catalog page choose desired course >> turn off “Publish” toggle on the desired course card >> approve changes



2. **From the Course form page**

Open Training for Jira App >> on the Main Page click “Explore all courses” >> on the Course catalog page choose desired course >> click **Edit** (pen icon) on the desired course >> click “Unpublish” on the Course form page



1.2.3 Content editing

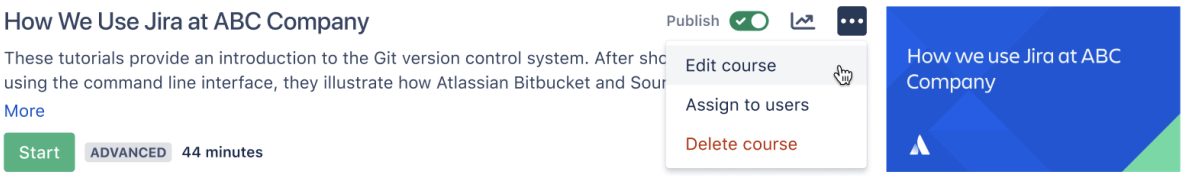
Applicable for courses with status: published, draft

Available options to change in the course:

- Course thumbnail
- Course title
- Course description
- Duration
- Level
- Product
- Modules title
- Modules duration
- Modules publishing status
- Course content

In order to make changes to the course, complete the following steps:

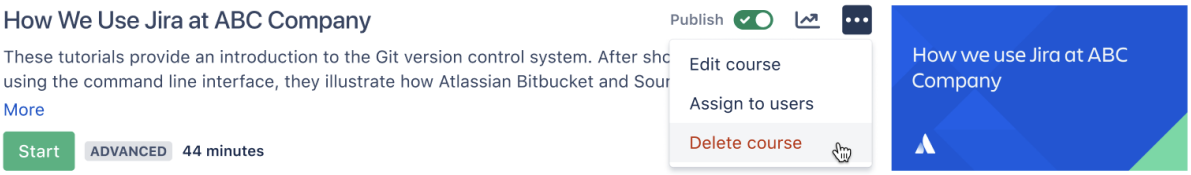
Open Training for Jira App >> on the Main Page click “Explore all courses” >> on the Course catalog page choose desired course >> click three dots >> click **Edit course** >> make required changes to characteristic/information/content >> save course as a Draft or Publish it



1.2.3 Content deletion

In order to delete the course, complete the following steps:

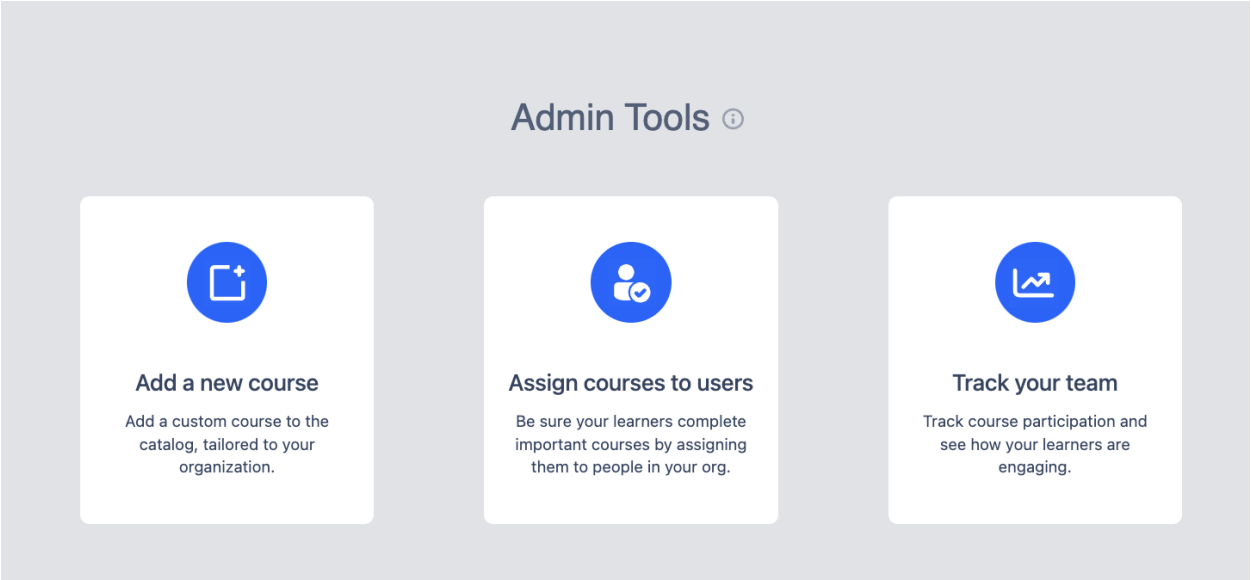
Open Training for Jira App >> on the Main Page click “Explore all courses” >> on the Course catalog page choose desired course >> click three dots >> click **Delete course** >> approve changes



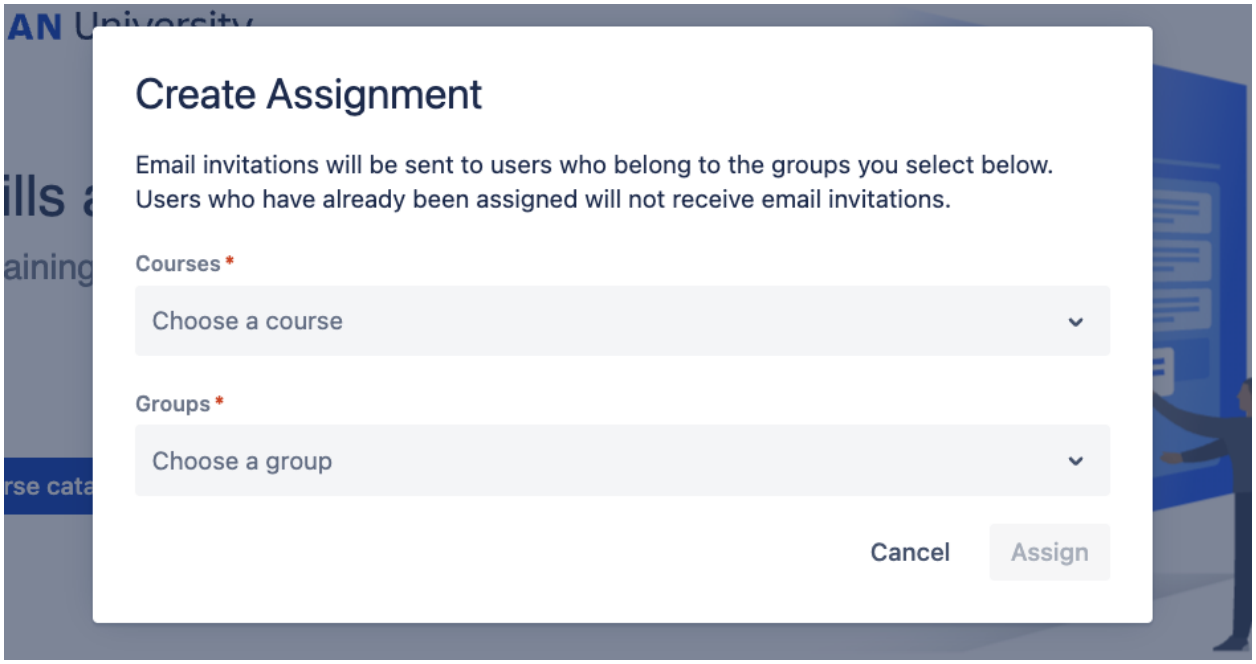
2. Course Assignment

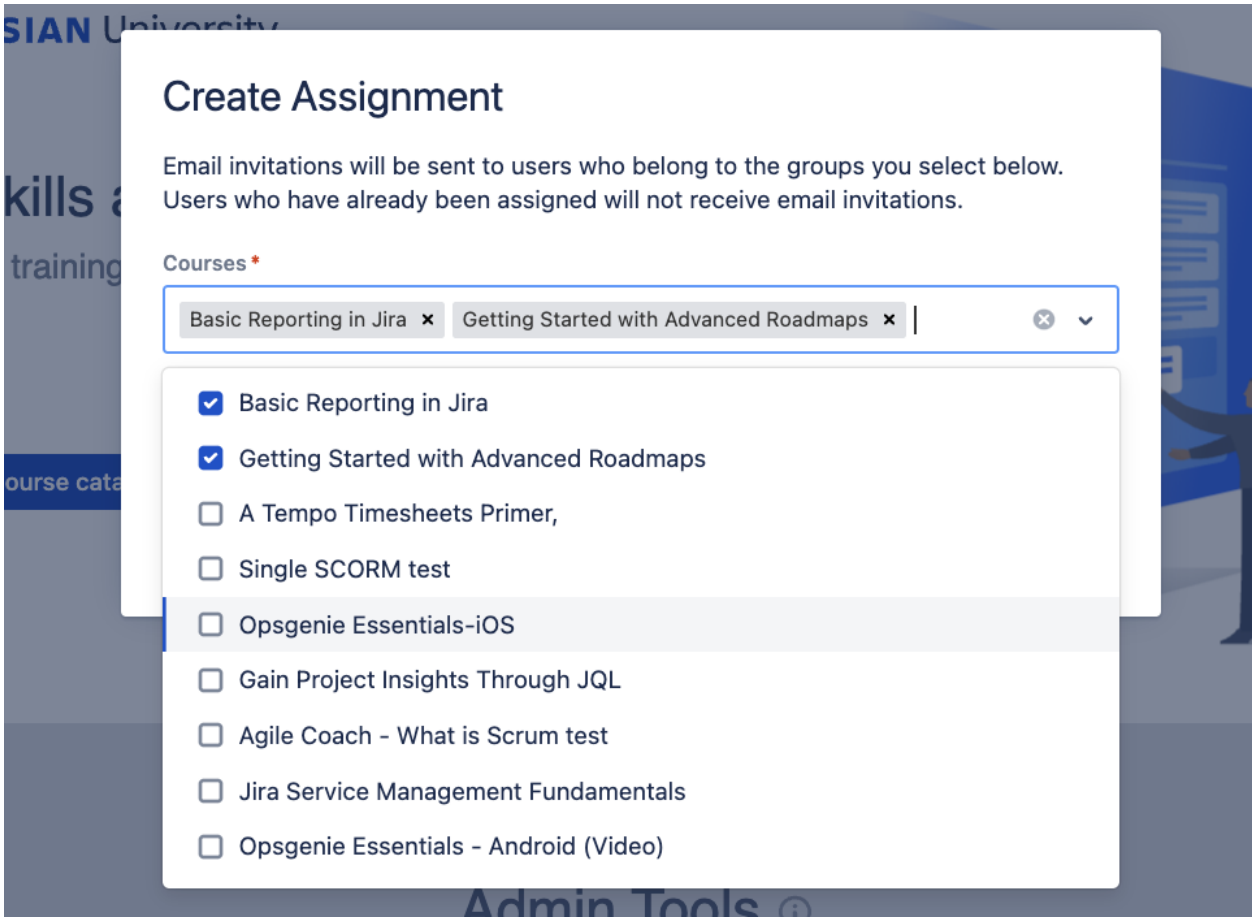
2.1 Course Assignments from Main Page

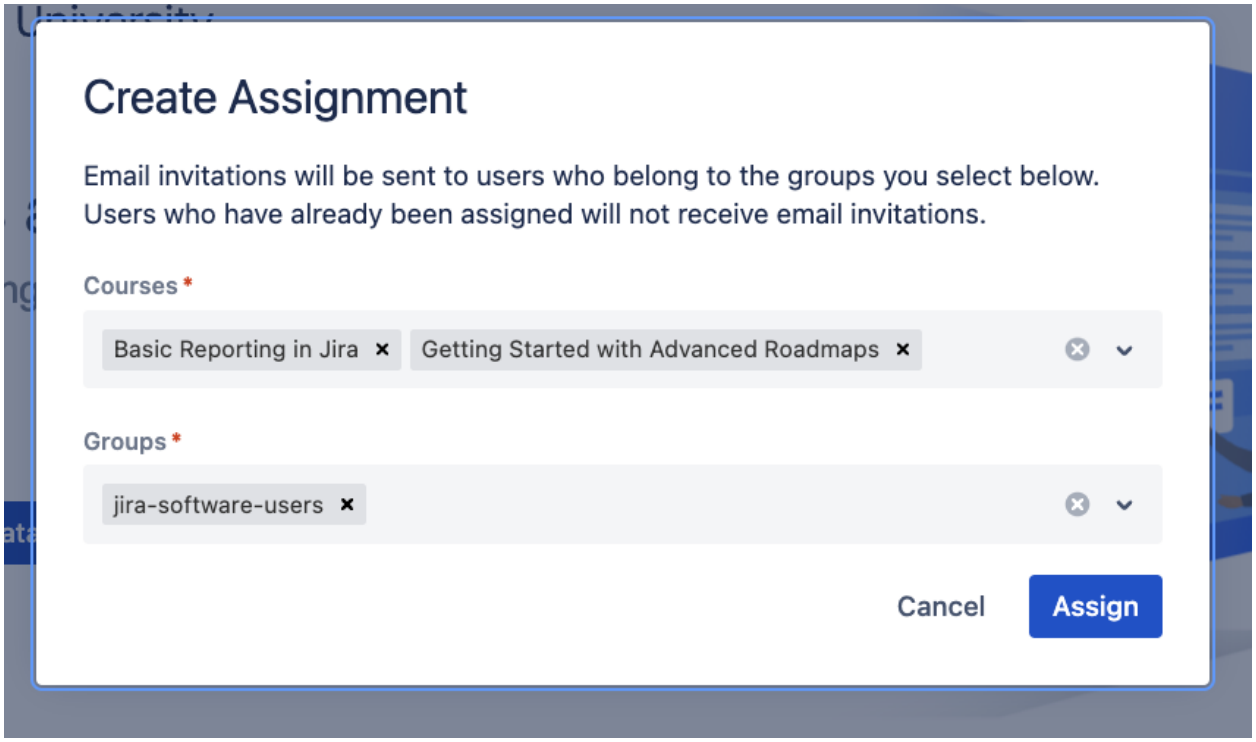
- Admins can assign courses to users groups by clicking on **“Assign courses to users”** in the Admin tools section.



- Admin need to select at least one course and one group for course assignment creation.


Create Assignment
Email invitations will be sent to users who belong to the groups you select below.
Users who have already been assigned will not receive email invitations.
Courses *
Choose a course
Groups *
Choose a group
Cancel
Assign


Create Assignment
Email invitations will be sent to users who belong to the groups you select below.
Users who have already been assigned will not receive email invitations.
Courses *
Basic Reporting in Jira
Getting Started with Advanced Roadmaps
Basic Reporting in Jira
Getting Started with Advanced Roadmaps
A Tempo Timesheets Primer,
Single SCORM test
Opsgenie Essentials-iOS
Gain Project Insights Through JQL
Agile Coach - What is Scrum test
Jira Service Management Fundamentals
Opsgenie Essentials - Android (Video)

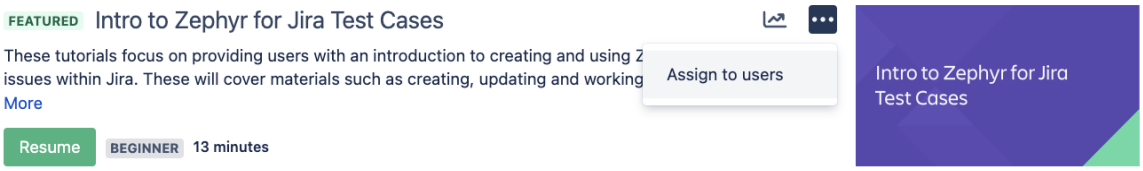


- After Admin click “Assign”, course assignment processing is started
- After assignment will be completed, users will receive notifications about assignment

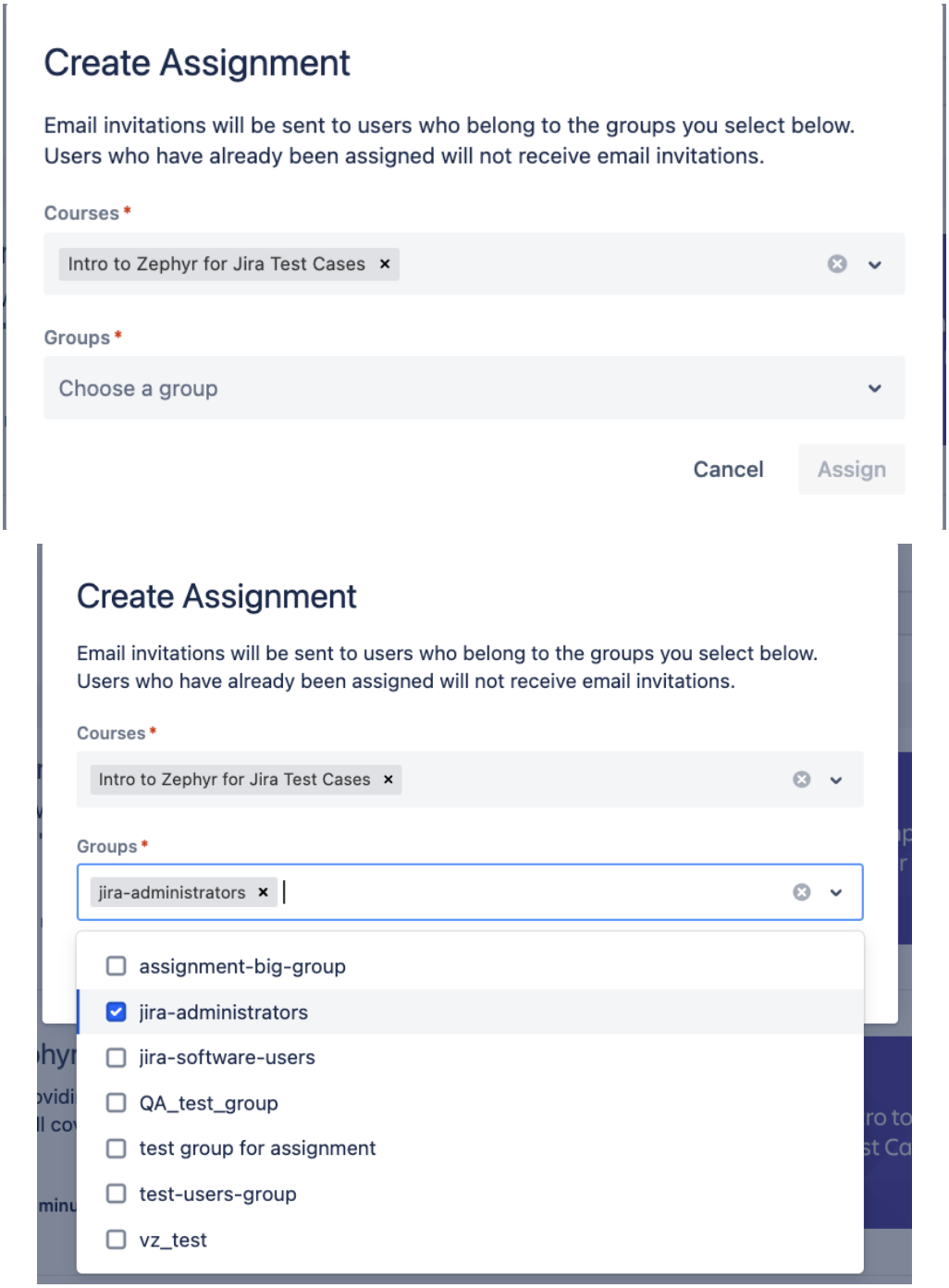
⚠️When email notifications sending out, they may not be received by users due to filtering set-up on customers’ mailbox provider.
Make sure to whitelist email <no-reply@am.atlassian.com>, host <am.atlassian.com> if you have mail filtering rules set-up for mailbox in your organization.

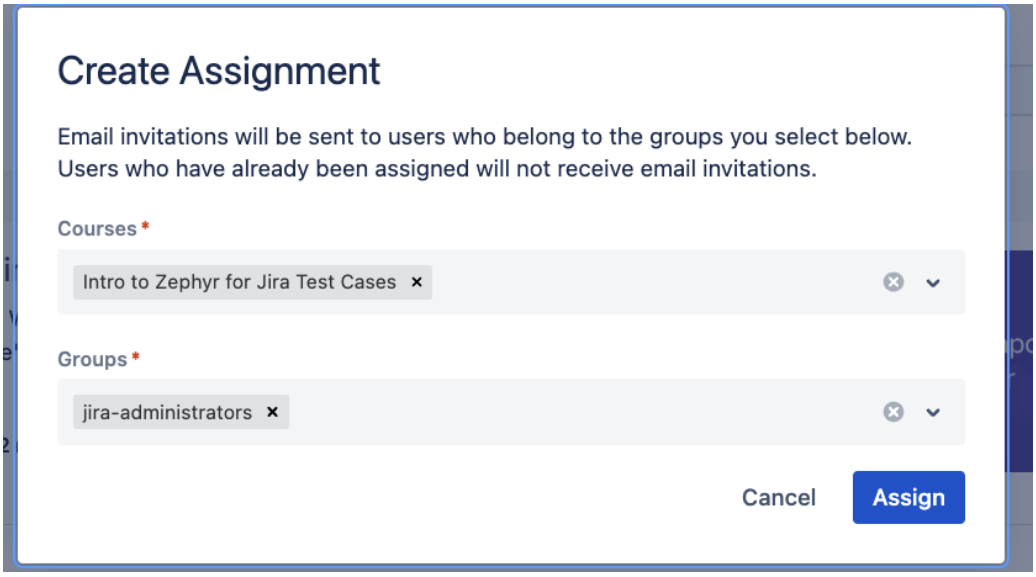
2.2 Course Assignments from Catalog Page

- Admins can assign courses to users groups by clicking on **“Assign to users**” in the Admin tools on the course card.



- Admin need to select at least one course and one group for course assignment creation.


Create Assignment
Email invitations will be sent to users who belong to the groups you select below.
Users who have already been assigned will not receive email invitations.
Courses *
Intro to Zephyr for Jira Test Cases ×
Groups *
Choose a group
Cancel
Assign
Create Assignment
Email invitations will be sent to users who belong to the groups you select below.
Users who have already been assigned will not receive email invitations.
Courses *
Intro to Zephyr for Jira Test Cases ×
Groups *
jira-administrators ×
assignment-big-group
jira-administrators
jira-software-users
QA_test_group
test group for assignment
test-users-group
vz_test



- After Admin click “Assign”, course assignment processing is started
- After assignment will be completed, users will receive notifications about assignment

⚠️When email notifications sending out, they may not be received by users due to filtering set-up on customers’ mailbox provider.
Make sure to whitelist email <no-reply@am.atlassian.com>, host <am.atlassian.com> if you have mail filtering rules set-up for mailbox in your organization.

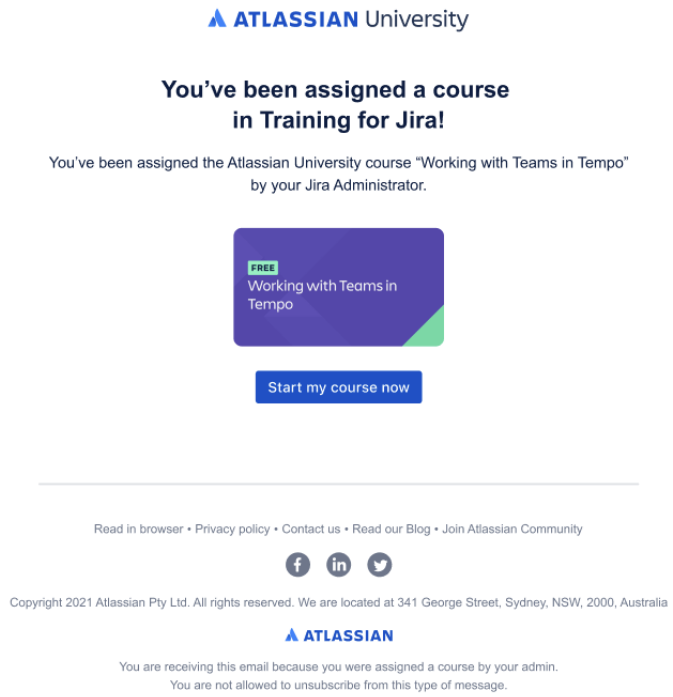
2.3 Course Assignments rules

- The Course Assignment for a user will be created only for first successfully assignment.
- If assignment will be re-created for users who were previously assigned to the selected course/courses, the assignment will not be re-created and the notification will not contain information about this/those course/courses.

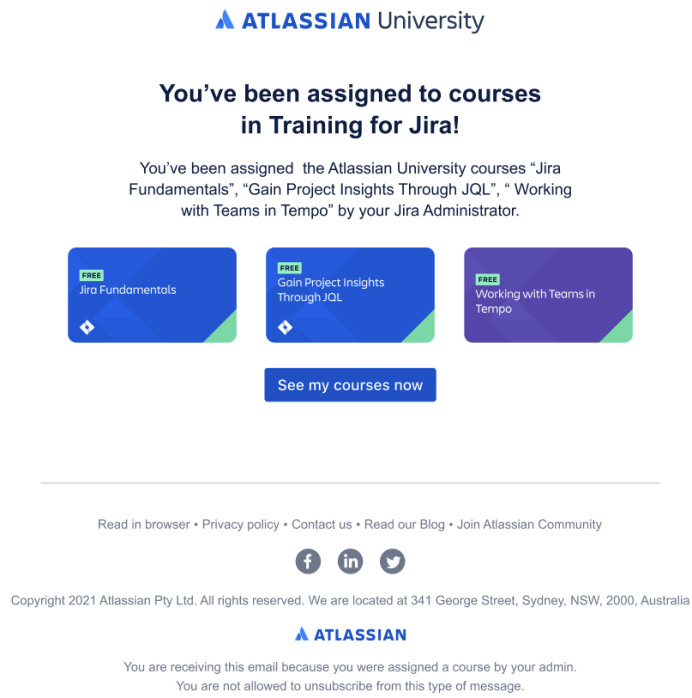
2.4 Course Assignments notifications

After assignment completion, users will receive notifications about it

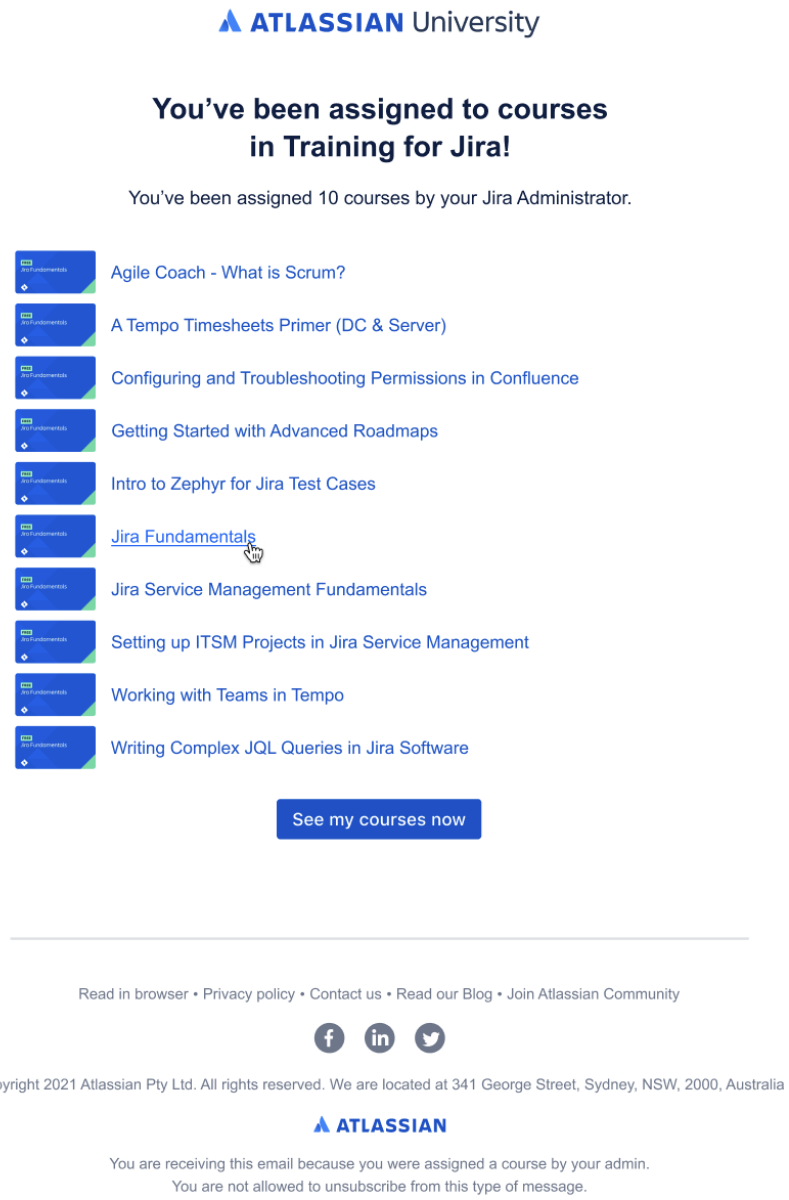
- One course assignment notification



- Two-three courses assignment notification



- More than three courses assignment notifications



-

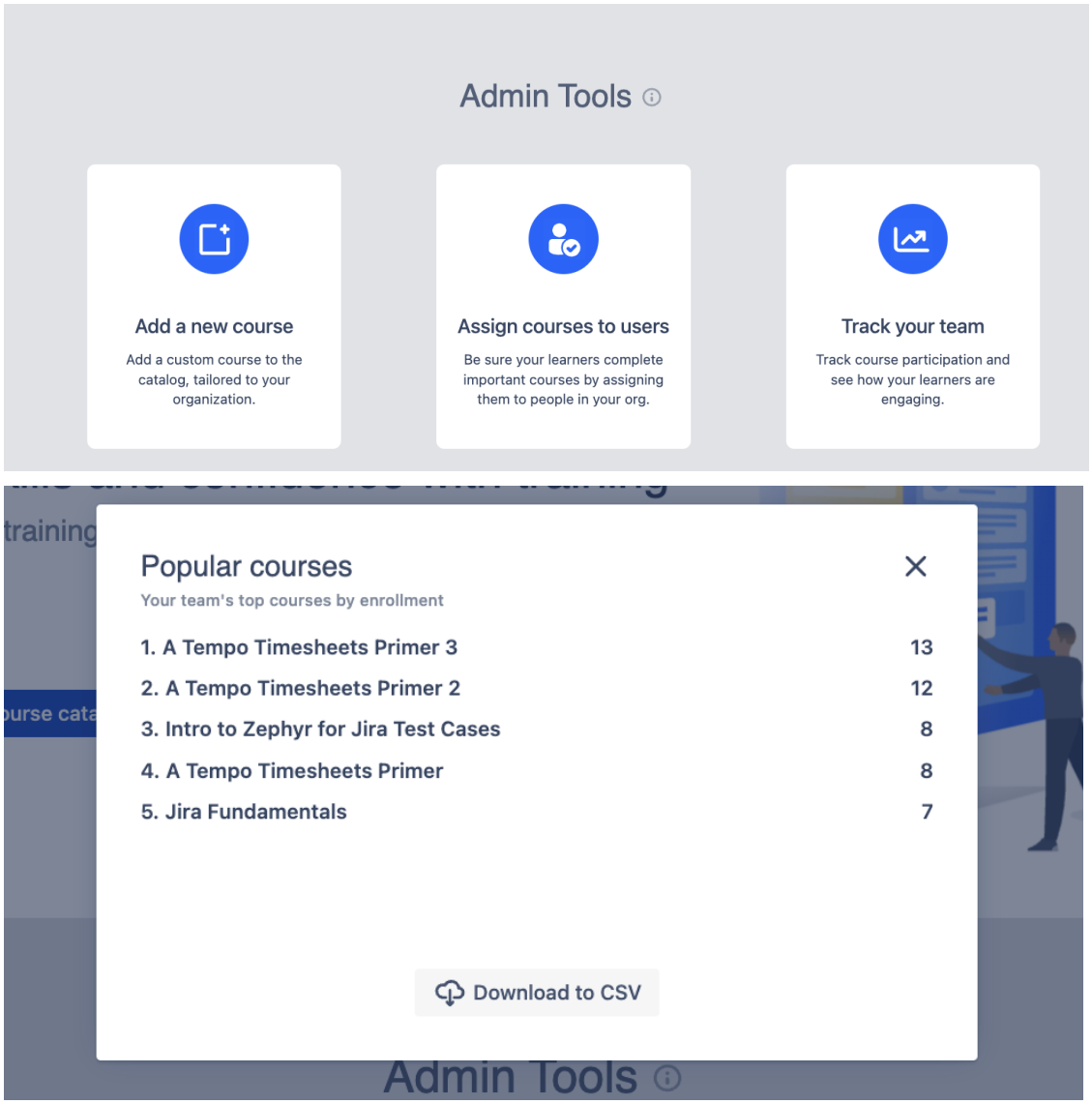
3.Reporting

3.1 General reporting

The main page “Admin tools” section includes “Track your team” card with:

- Report **“Popular courses”** - rating of courses that users most often start watching. The rating is determined by the number of clicks of the "Start" button by unique users.
- **“Download to CSV”** - the report includes all information on user progress with user users, courses title, number of the completed modules, number of the incompleted

modules, and progress status at a particular moment.



3.2 Course participation

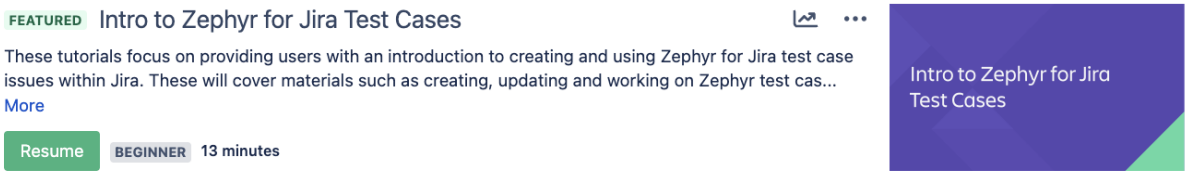
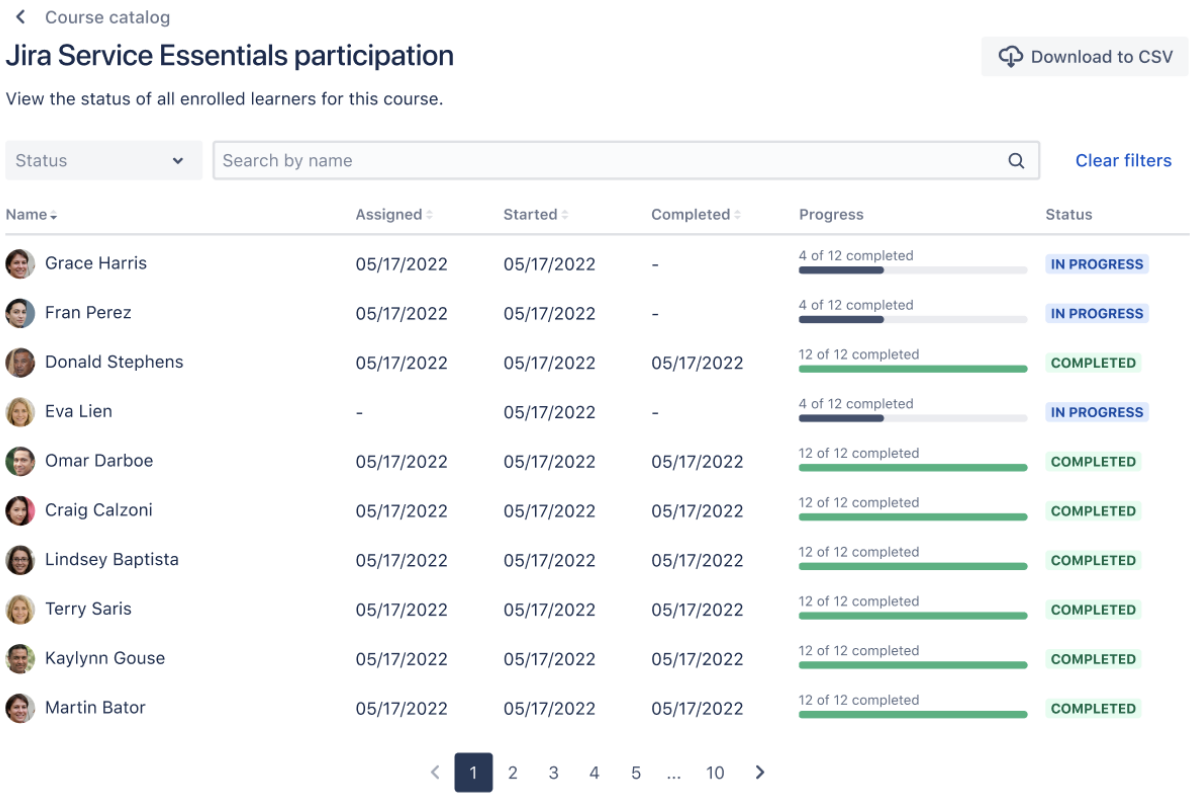
The course participation page provides a report on learning progress for each course by host's users.

Functionality:

- **Users progress table** - an up-to-date list of users who learning the course with their learning progress
- **Users search** in the users' table

- **Download functionality “Download to CSV”** - downloading information on progress tracking with information about users, courses, number of completed and incomplete modules, and course status at the current moment

Open course participation page: The main page >> Course catalog page >> Click on the Analytic icon on the course card



Users can be searched by name or filtered by progress status.