



Training for Jira

Administration Guide

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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

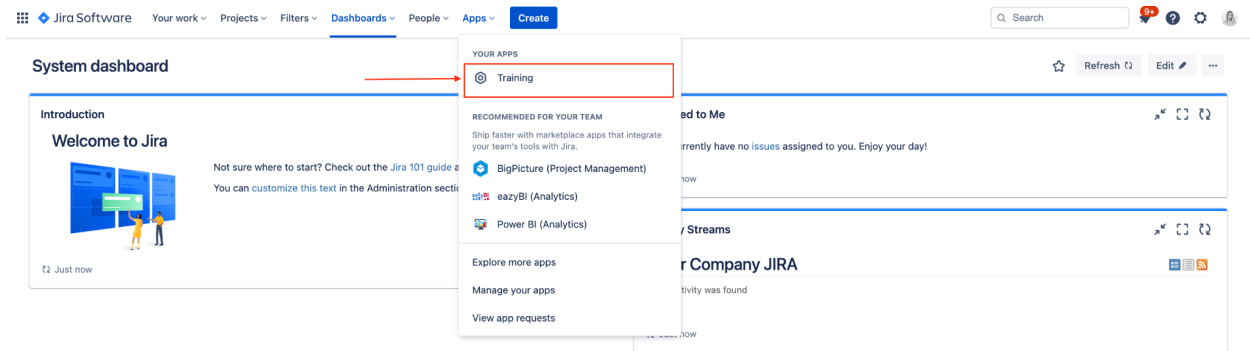
Help your users focus on important courses by assigning them directly to individuals or entire teams in your organization.

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.

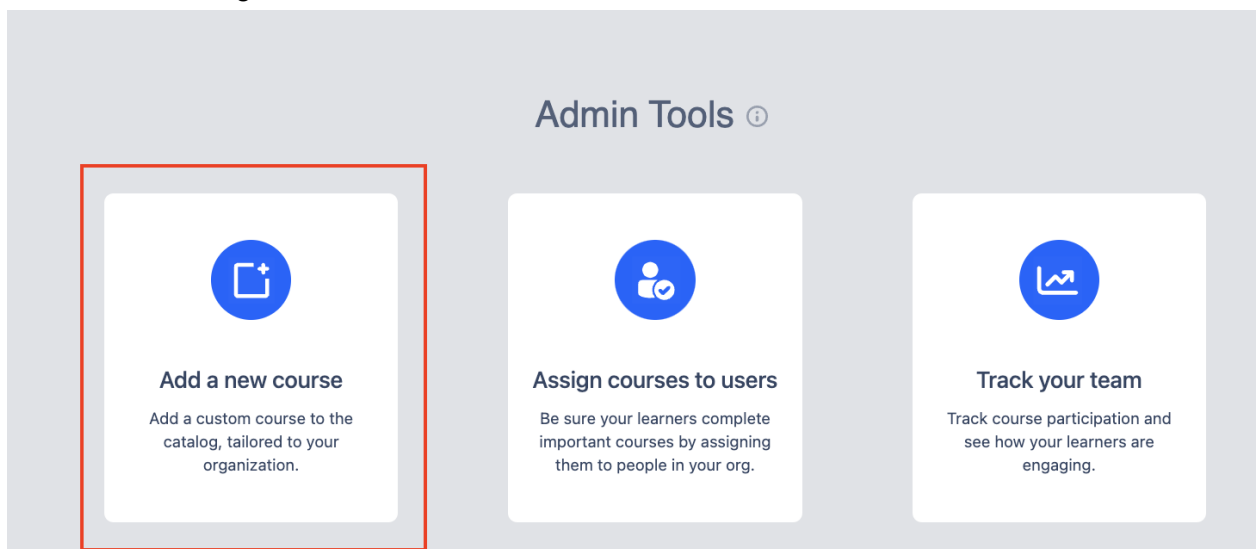
1.1 Content creation

Open Jira Training Application

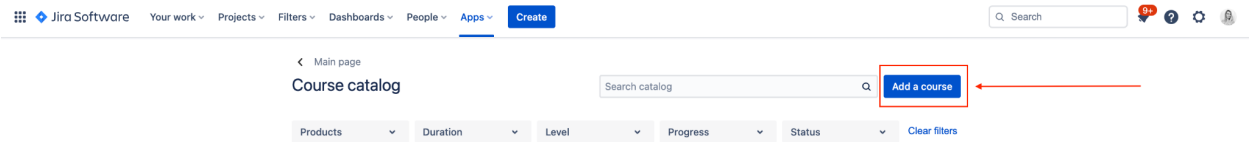


Start course creation

- From the Main Page



- From the Course catalog Page



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

< Main page

Add a course

Use this page to add a new course and upload course modules

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

< Course catalog

Add a course

Use this page to create a new course and upload course modules

Course Title *

Course Description *

This custom course created by your manager will show you the special way that ABC Company uses Jira day-to-day.

111/2000

Duration *

Level *

Beginner
▼

Product *

Jira
▼

No content

Drag and drop

Content must meet the criteria: SCORM or MP4 format, not more than 1 GB, only one file can be uploaded at a time

1.1.2 Course modules

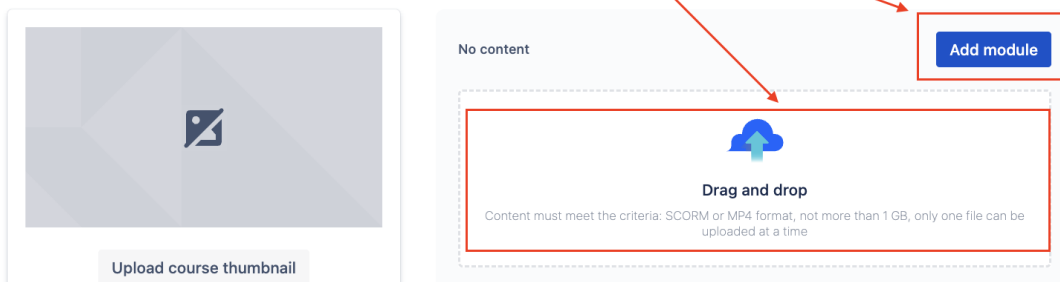
Click the “Add module” button or use “Drag and drop” to add content to the course

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

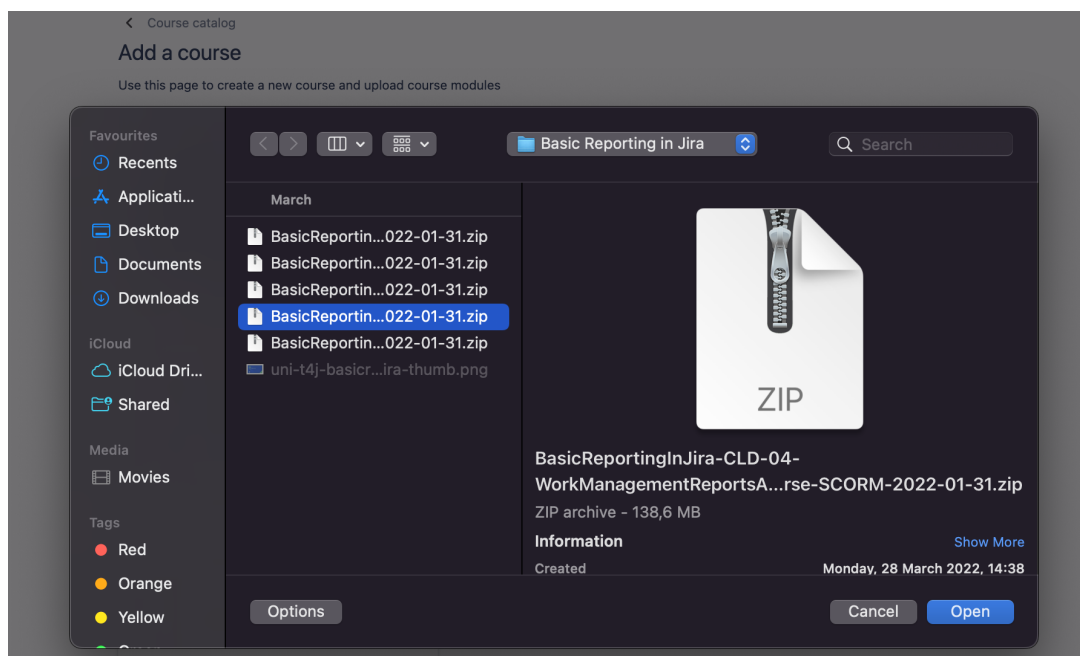
< Course catalog

Add a course

Use this page to create a new course and upload course modules



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 character
- Mandatory **Duration** - Module duration in minutes.
 - **Rule:** Integer values only

Course catalog

Add a course

Use this page to create a new course

1-GetStartedWithJira-CLD-01-WhatsJira-SCORM-2021-08-18.zip

Title *

Duration *

Cancel Save

Content must meet the criteria: SCORM or MP4 format, not more than 1 GB, only one file can be uploaded at a time

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.

Course catalog

Add a course

Use this page to create a new course



1-GetStartedWithJira-CLD-01-WhatsJira-SCORM-2021-08-18.zip

Title *

Duration *


Cancel Save

Content must meet the criteria: SCORM or MP4 format, not more than 1 GB, only one file can be uploaded at a time

Module 1 Processing  


Get Started with Jira

10 min

 1-GetStartedWithJira-CLD-01-WhatsJira-SCORM-2021-08-18.zip





Content: 1 file Add module




Drag and drop

Content must meet the criteria: SCORM or MP4 format, not more than 1 GB, only one file can be uploaded at a time

Module 1 Publish  

Get Started with Jira

10 min

 1-GetStartedWithJira-CLD-01-WhatsJira-SCORM-2021-08-18.zip

Cancel Save draft Publish

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

Edit module

Title *

Duration *

Cancel Save

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



Edit module

Title *

Duration *


Cancel Save

- Unpublish module: Turn off the “Publish” toggle


Module 1 Publish  

Get started with Jira

10 min

 Tempo-01-quick-tour-cloud.zip

- Delete module: Delete incorrect module >> Confirm deletion

 **Delete this module?**

Confirming module **Get started with Jira** deletion, it will be deleted and this action cannot be undone.

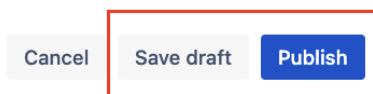
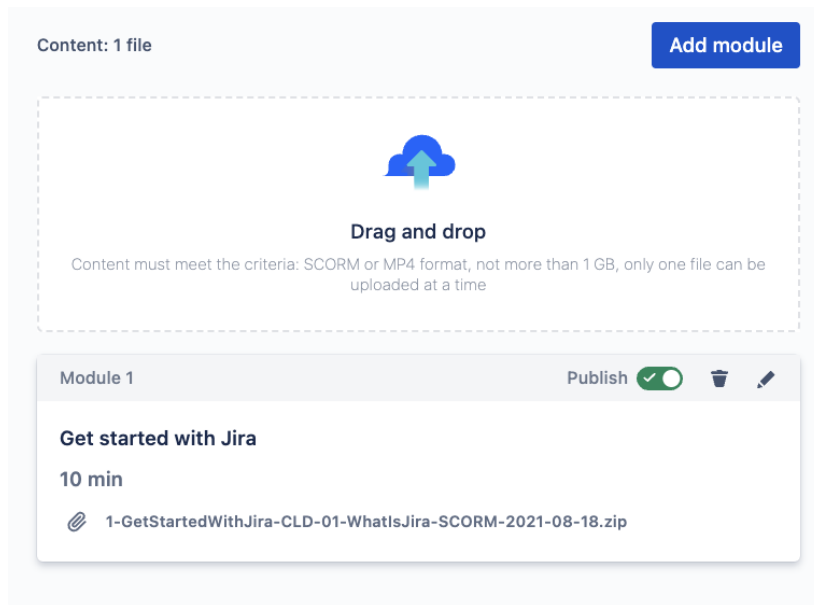
Cancel Delete

-

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

How We Use Jira at ABC Company Part2

These tutorials provide an introduction to the Git version control system. After showing basic commands using the command line interface, they illustrate how Atlassian Bitbucket and SourceTree can make ...

[More](#)

Preview

ADVANCED

44 minutes

Publish



How we use Jira at ABC Company


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

< Course catalog

Edit a course

Use this page to edit an existing course and change course modules



Change course thumbnail

Course Title *

Course Description *

120/2000

Duration *

Level *

Content: 1 file Add module

Irreversible changes

All changes will be saved for existing modules, regardless of subsequent actions.

Drag and drop

Content must meet the criteria: SCORM or MP4 format, not more than 1 GB, only one file can be uploaded at a time

Module 1 Publish 🗑️ ✎️

Get started with Jira

10 min

📎 1-GetStartedWithJira-CLD-01-WhatsJira-SCORM-2021-08-18.zip

Course status **DRAFT** Cancel Save draft Publish

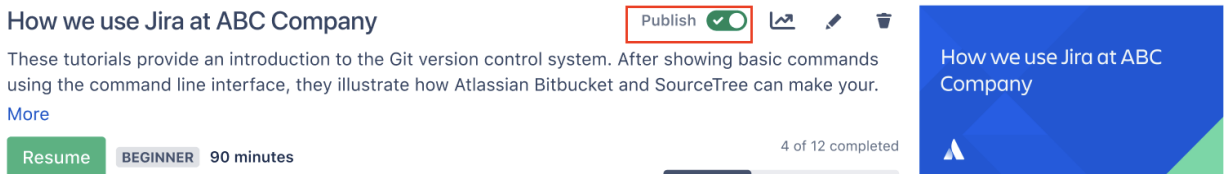
1.2.2 Course unpublishing

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

Edit a course

Use this page to edit an existing course and change course modules

1.2.3 Content editing

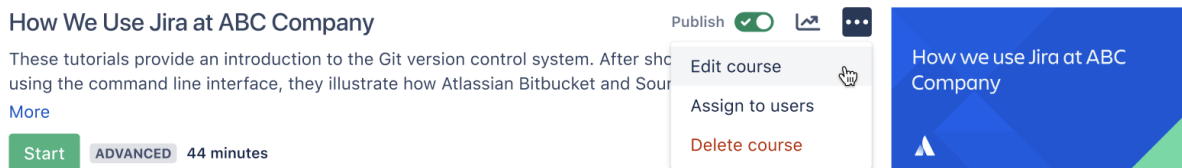
Applicable for courses with status: published, draft

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

How We Use Jira at ABC Company

These tutorials provide an introduction to the Git version control system. After showing how to use the command line interface, they illustrate how Atlassian Bitbucket and SourceTree work.

[More](#)

Start

ADVANCED 44 minutes

Publish   

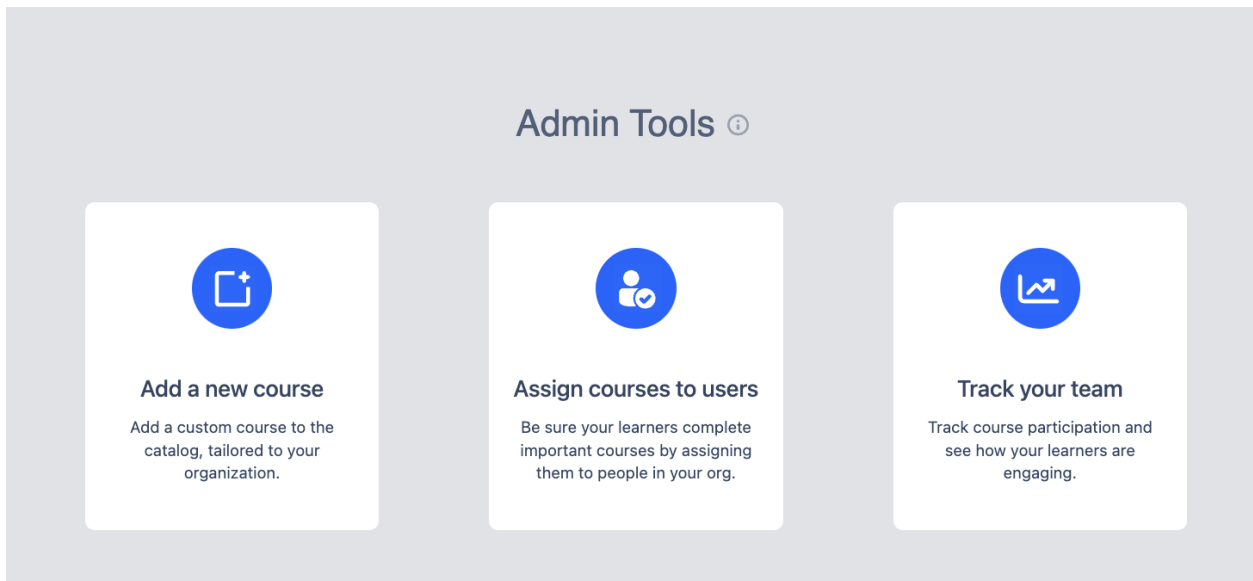
- Edit course
- Assign to users
- Delete course

How we use Jira at ABC Company

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

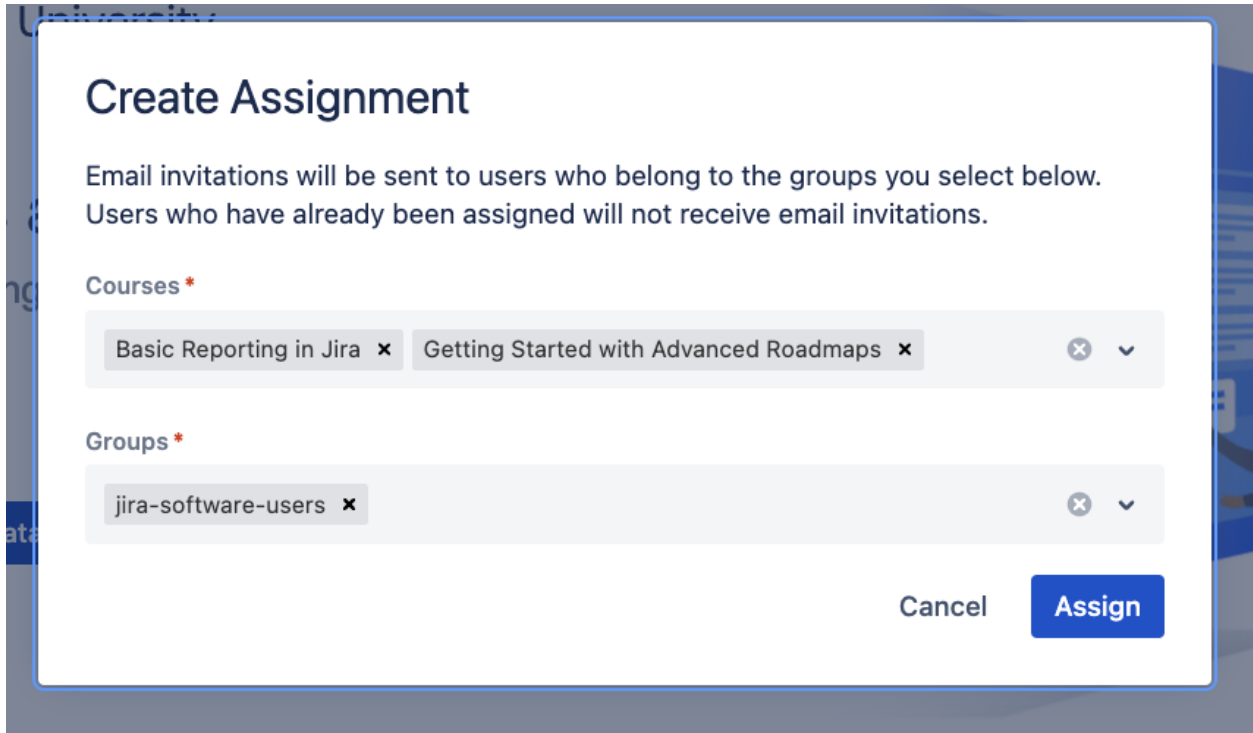
Create Assignment

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 x Getting Started with Advanced Roadmaps x | x v

- 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)



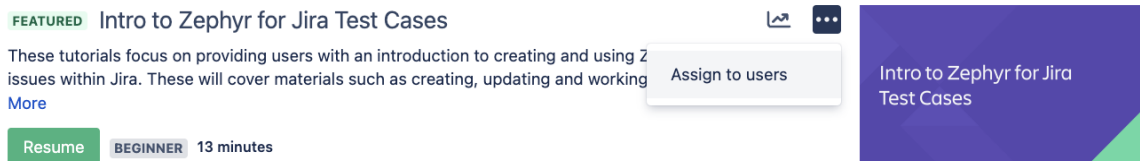
- After Admin click “Assign”, course assignment processing is started
- After assignment will be completed, users will receive notifications about assignment

⚠ 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 x



Groups *

Choose a group v

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 x



Groups *

jira-administrators x |



- assignment-big-group
- jira-administrators
- jira-software-users
- QA_test_group
- test group for assignment
- test-users-group
- vz_test

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 ×

Cancel Assign

- 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.

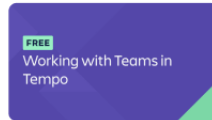
2.4 Course Assignments notifications

After assignment completion, users will receive notifications about it

- One course assignment notification

You've been assigned a course in Training for Jira!

You've been assigned the Atlassian University course "Working with Teams in Tempo"
by your Jira Administrator.



[Start my course now](#)

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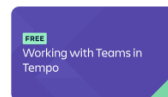


You are receiving this email because you were assigned a course by your admin.
You are not allowed to unsubscribe from this type of message.

- Two-three courses assignment notification

You've been assigned to courses in Training for Jira!

You've been assigned the Atlassian University courses "Jira Fundamentals", "Gain Project Insights Through JQL", "Working with Teams in Tempo" by your Jira Administrator.



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You are receiving this email because you were assigned a course by your admin.
You are not allowed to unsubscribe from this type of message.

- More than three courses assignment notifications

You've been assigned to courses in Training for Jira!

You've been assigned 10 courses by your Jira Administrator.

-  Agile Coach - What is Scrum?
-  A Tempo Timesheets Primer (DC & Server)
-  Configuring and Troubleshooting Permissions in Confluence
-  Getting Started with Advanced Roadmaps
-  Intro to Zephyr for Jira Test Cases
-  [Jira Fundamentals](#)
-  Jira Service Management Fundamentals
-  Setting up ITSM Projects in Jira Service Management
-  Working with Teams in Tempo
-  Writing Complex JQL Queries in Jira Software

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You are receiving this email because you were assigned a course by your admin.
You are not allowed to unsubscribe from this type of message.

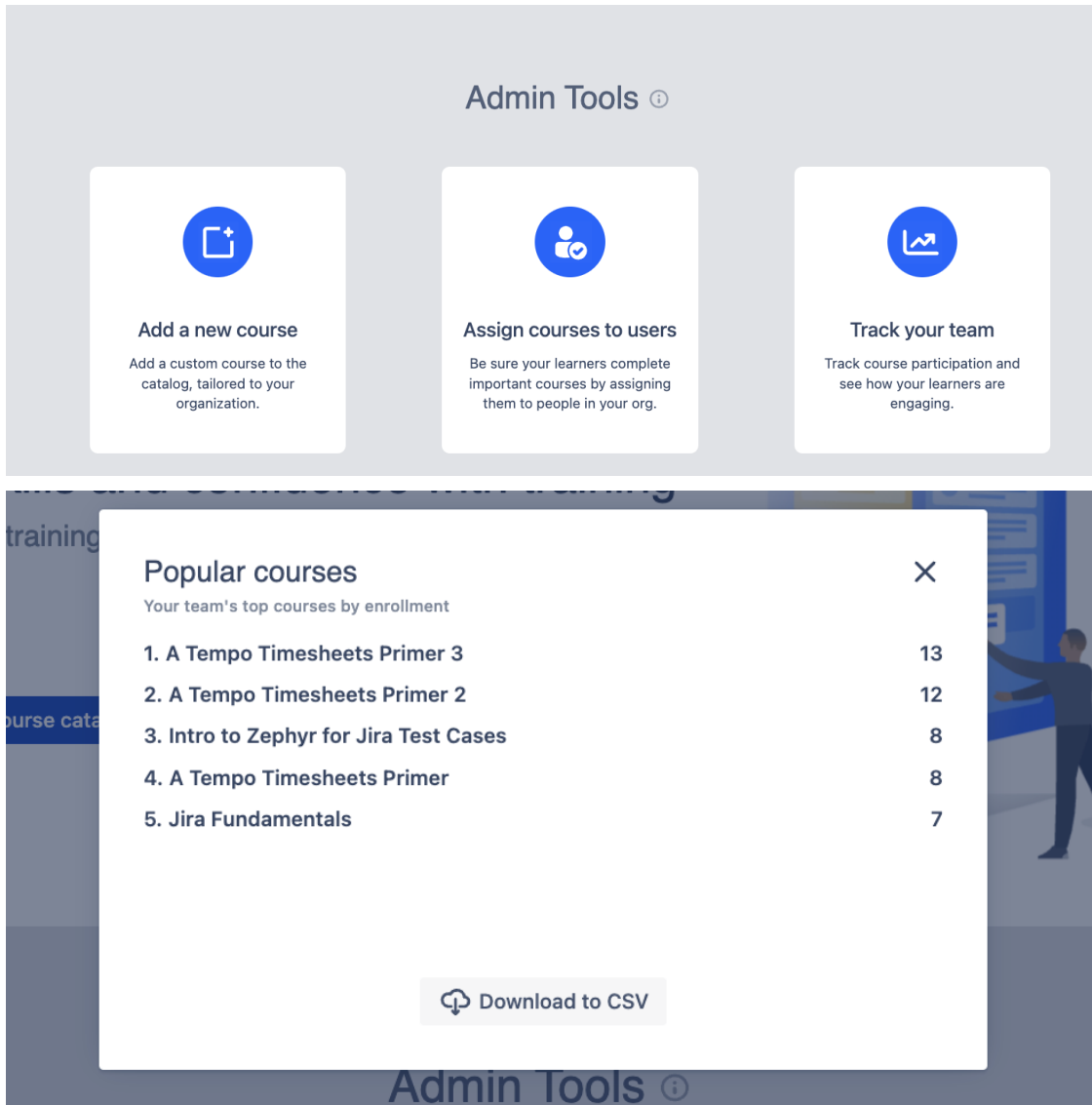
3. Reporting

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

FEATURED Intro to Zephyr for Jira Test Cases 📄 ...

These tutorials focus on providing users with an introduction to creating and using Zephyr for Jira test case issues within Jira. These will cover materials such as creating, updating and working on Zephyr test cas... [More](#)

Resume BEGINNER 13 minutes



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

< Course catalog

Jira Service Essentials participation

[Download to CSV](#)

View the status of all enrolled learners for this course.

Status ▾ Q Clear filters

Name ▾	Assigned ▾	Started ▾	Completed ▾	Progress	Status
Grace Harris	05/17/2022	05/17/2022	-	4 of 12 completed <div style="width: 33%;"></div>	IN PROGRESS
Fran Perez	05/17/2022	05/17/2022	-	4 of 12 completed <div style="width: 33%;"></div>	IN PROGRESS
Donald Stephens	05/17/2022	05/17/2022	05/17/2022	12 of 12 completed <div style="width: 100%;"></div>	COMPLETED
Eva Lien	-	05/17/2022	-	4 of 12 completed <div style="width: 33%;"></div>	IN PROGRESS
Omar Darboe	05/17/2022	05/17/2022	05/17/2022	12 of 12 completed <div style="width: 100%;"></div>	COMPLETED
Craig Calzoni	05/17/2022	05/17/2022	05/17/2022	12 of 12 completed <div style="width: 100%;"></div>	COMPLETED
Lindsey Baptista	05/17/2022	05/17/2022	05/17/2022	12 of 12 completed <div style="width: 100%;"></div>	COMPLETED
Terry Saris	05/17/2022	05/17/2022	05/17/2022	12 of 12 completed <div style="width: 100%;"></div>	COMPLETED
Kaylynn Gouse	05/17/2022	05/17/2022	05/17/2022	12 of 12 completed <div style="width: 100%;"></div>	COMPLETED
Martin Bator	05/17/2022	05/17/2022	05/17/2022	12 of 12 completed <div style="width: 100%;"></div>	COMPLETED

< 1 2 3 4 5 ... 10 >