

Maya Customer Support – Jira Cloud - FAQ

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Why is Maya HTT moving the support system to Jira Cloud?

- The new Jira Cloud system uses the latest Atlassian software. Being cloud-based, the system is updated automatically as new features become available. This means that our support system will benefit from enhancements as they become available, which will help us better support you.

When is Maya HTT moving to Jira Cloud?

- The transition to the Jira Cloud support system will begin on January 13, 2024. The system will be taken down as the transition occurs and will be brought back online on January 15, 2024. During this time, you will not be able to submit new support requests.

How will I be notified of the upcoming changes?

- Additional details will be sent to the current support user base prior to the transition. We will also send notifications confirming the transition is complete. Communications will be sent to your corporate email address on file from your support account.

What impact does this have on me as a Maya HTT customer?

- The impact to you will be minimal. The support URL and process will remain the same. Your username and support history will remain the same. You will simply need to set a new password with your existing username. You can do this by following the link in the invitation email you will receive.

How do I log in to the new system?

- *Existing User:*
 - All existing users will be sent an invitation to your corporate email address. Follow the link provided to complete the account configuration.

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Sign up to continue

Email address

rikhenson007@gmail.com

Full name

Rik_Test_Gmail

Password

••••••••

Strong

By clicking *Sign up*, you agree to the [Privacy Policy](#) and this [Notice and Disclaimer](#).

Sign up

- Once completed, you will be automatically redirected to the Support Portal.

➤ New User:

- For new users, from the login page, click “Register new support account.”

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New to Maya support? Request an account here:

➔ [Register new support account](#)

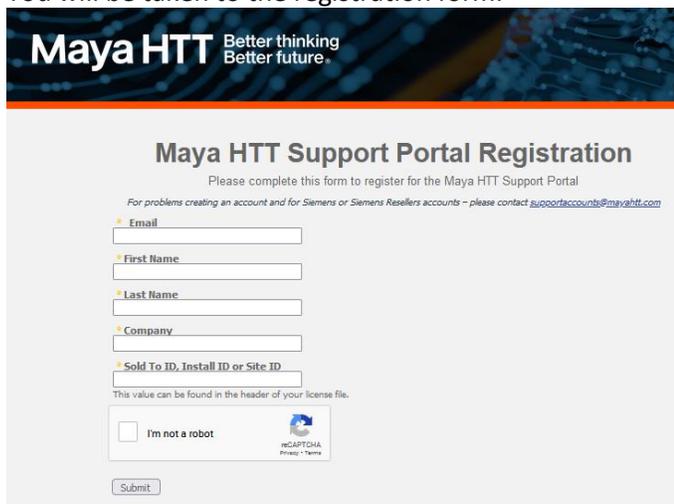
Problems logging in? Contact
supportaccounts@mayahtt.com

Enter your email to log in or sign up

Email address

Next

- You will be taken to the registration form.



Maya HTT Better thinking
Better future.

Maya HTT Support Portal Registration

Please complete this form to register for the Maya HTT Support Portal

For problems creating an account and for Siemens or Siemens Resellers accounts - please contact supportaccounts@mayahtt.com

Email

First Name

Last Name

Company

Sold To ID, Install ID or Site ID

This value can be found in the header of your license file.

I'm not a robot 

Submit

- Complete the form. Enter your name, corporate email address, company name and sold to ID, then click “Submit.” Note: You can typically find your Sold to ID in the header of your license file.

What if I've forgotten my password?

- If you already have a support account but have forgotten your password, enter your email address in the login screen, and click "Next." Select "[Forgot password?](#)" to send an email with a link to reset your password.

What if I'm not able to log in?

- If for some reason you are unable to log in, contact us at SupportAccounts@mayahtt.com. Someone from our team will be happy to help.

What happens to my historical data (past requests)?

- The historical data will be imported into the new cloud-based version, along with any requests open at the time. We will continue to work on these requests in the same manner as before.

How will my support data be stored on the cloud-based resource?

- Please review the security practices and compliance information here:
<https://www.atlassian.com/trust/compliance>
<https://www.atlassian.com/trust/security/security-practices#controlling-access-to-customer-data>

What happens if my support requests require controlled data requirements?

- If controlled data, such as ITAR or CCG, is required to solve your support request, our ticketing system offers an option to flag the request as such. Your support engineer will explain how you can securely transfer your data per your controlled data requirements.
Note: The ticketing system is only used to raise and track the support request – controlled data is not to be transferred or stored by the system.

How do I change my password?

- To change your password, once logged in, select the "Profile" option in the top right of the page and select "Change password." Enter your existing password, your new password, and then confirm the new password.

How do I change the language displayed?

- By default, the language used will be automatically detected by your browser. If you wish to change the default language, select "Profile" in the top right of the page and set the "Language" option accordingly.

How do I log a ticket on the new Jira Cloud system?

- Once logged in, you can create a new ticket by clicking "Maya HTT Customer Support".

Maya Customer Support

Welcome to Maya Customer Support.
Raise a request using the option below.

- Then click "Support Call"



- Complete all fields as fully as possible and attach any relevant files.

Maya Customer Support

Welcome to Maya Customer Support. Raise a request using the option below.

What can we help you with?



Support Call
File a support Call

Summary *

Attachment

Drag and drop files, paste screenshots, or browse

Browse

Licensing Issue *

Yes

No

Share with *

Share with Test Organization

Description *

Platform *

Product *

Version

Only select "Yes" if files or discussions of export-controlled data will be needed to solve this issue

Maintenance Update Version

Operation System *

Send Cancel

- The “Share with my organization” option allows other users within your organization to view your support requests.
- The *Summary*, *Export control*, *Description*, *Operating System*, *Platform/Product/Version*, and *licensing issue* fields are mandatory.
- For the *Export Control* field, select “No – Export controlled data is not required” if ITAR or CCG data and references are not required to solve the issue. If controlled data will be required to solve the issue, select Yes – CCG or Yes – ITAR

Only select “Yes” if files or discussions of export-controlled data will be needed to solve this issue

No - Export controlled data is not required

No - Export controlled data is not required

Yes - CCG Restricted data will be required

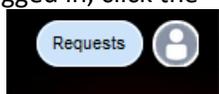
Yes - ITAR Restricted data will be required

NOTE: The ticket is to be used for tracking purposes only. Do not attach or discuss restricted data within the ticketing system.

- Once complete, click “Send.”
The support ticket is created, and an email notification is sent to you with the reference ticket number. You can then communicate by responding via this email and the subsequent emails you receive from your support engineer, or you can use the support portal to add comments and view all past comments.

How do I view my existing support requests?

- Once logged in, click the “Requests” option in the top right of the page.



- You can use the pull-down options to filter your results and click the field headers to sort your results.

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Requests

Type	Reference	Summary	Status	Service project	Requester	Created date	Assignee
	MESC-79	Testing Jira Cloud - Please ignore	WAITING FOR CUST	Maya External Support Cloud	Rik_Test_Account2	13/Oct/23	Rik Henson
	MESC-77	Testing Jira Cloud - Please ignore 2	WAITING FOR CUST	Maya External Support Cloud	Rick Test	09/Oct/23	Rik Henson

- Click on any request to view the details of that request.

What if I have additional questions?

- Please contact SupportAccounts@mayahtt.com if you are unable to log in, are having trouble using the support site, or have any additional questions.