



Onboarding and Training New Jira Users

USE CASE



The Challenges



The mystery of the Jira system

Many Jira terms and concepts can be confusing, especially in the beginning. Jira has several functions, such as boards, bug tracking, and reporting, and users will encounter many **additional features and related services** to assist with its extensive array of potential use cases. Often, the true purpose and usefulness of these only become fully apparent with experience, and **Jira users (especially newbies) are often left overwhelmed by their initial impressions.**



Limited access to project information

General Jira users have **limited or no access to information on the project** they are working on, which makes it even harder to see the bigger picture. This lack of clarity can impact motivation and leave the user disorientated and disheartened, particularly if their Jira admins are too inundated with other requests to find time to provide the requisite training and guidance.



Chasing admins for support

Of course, it's natural for new users to take time to get up to speed with a new platform. However, Jira admins often observe that **onboarding, training, and supporting** new team members and even more experienced Jira users is a long and sometimes painstaking process. This issue is further complicated by the fact that a fellow Jira administrator may have modified the project in question, and Jira's relative lack of transparency often makes it **harder to provide a definitive response to user questions.** Though Atlassian offers some tools to help onboard, these are often not enough for a proper onboarding experience.

*For the reasons listed above, users often end up bombarding the Jira admins for info – never a great feeling for either side. As we all know, **not being able to get the most out of software can be incredibly frustrating.** In the long-term, these kinds of problems leave users with an unnecessarily negative impression of Jira itself and can also **affect their working morale and overall productivity levels.***

The Solution

Glass Project Documentation for Jira

Glass Project Documentation for Jira is a **cutting-edge Atlassian productivity app** that makes your **Jira project configuration transparent.** Whether you manage a service desk, HR, IT or development project — you can empower your team with **automated, valuable and easy-to-use documentation.**

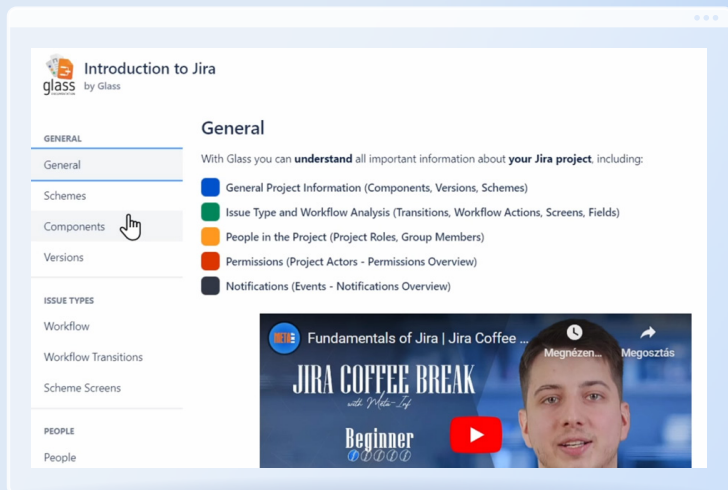
With Glass Project Documentation, one of our goals was to solve a crucial problem with Jira projects: to help new users learn about Jira terms and project settings. Glass supports the onboarding process by helping users understand how Jira works and what's happening in their projects.



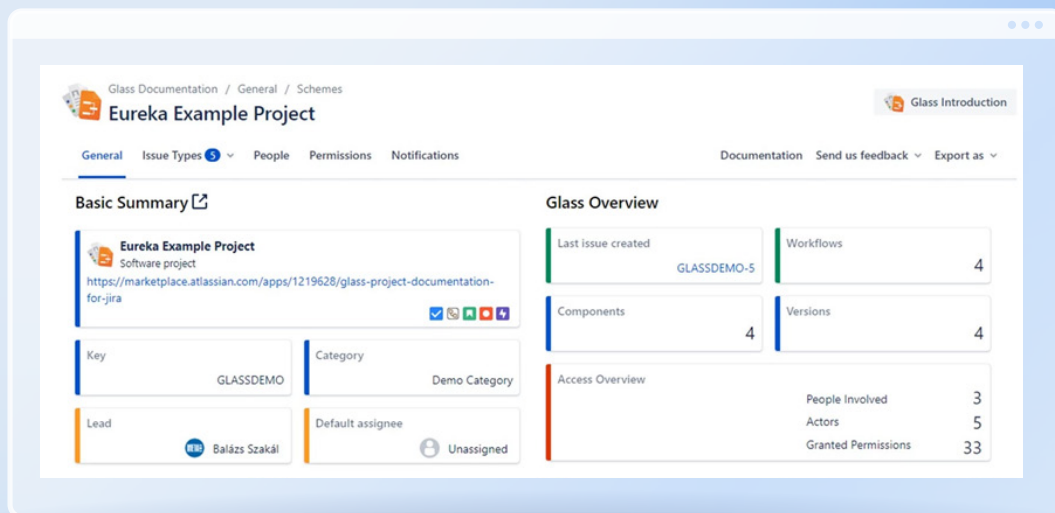
To understand the whole process, first, users need to learn basic Jira terms and concepts. If they scroll through Glass and click on the Information icon, they get a **detailed tutorial** of Jira fundamentals and useful links to deepen their knowledge.

Glass also reveals how your Jira project is configured by providing **1-click access to the full project documentation**, including:

- Users, roles and groups (with members),
- Permissions,
- Notifications, and
- Workflows (with validators, conditions, and post functions).



Glass inbuilt Jira tutorial



An easy-to-understand overview of key project information

Results

Glass can be your virtual onboarding buddy by providing educational content in the form of an easy-to-understand tutorial on the Jira terms and structured information on project configurations. It:

- reduces your team's training time
- speeds up onboarding,
- makes self-service possible and
- enables users to self-learn so that they won't overhaul you.

Naturally, the less time you have to spend on training your team, the more time they will be able to spend on more important things.

About Glass Project Documentation for Jira

Glass Project Documentation for Jira is a cutting-edge Atlassian productivity app that makes your Jira project configuration transparent. It automates your painful manual documentation tasks and keeps your documentation up to date. Glass provides detailed project information not only for Jira administrators but also for users and auditors. Whether you manage a service desk, HR, IT or development project — you can empower your team with valuable and easy-to-use documentation.

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