



Jira Cloud and self-hosted setup

Tags: [Flow](#)

This is a guide on how to connect your Jira Cloud or Jira self-hosted account to Flow.

When Jira and Flow are connected, Flow receives data from Jira, including:

- Ticket data such as keys, titles, bodies, and comments
- User information such as name and email
- Project names
- Ticket states, labels, and sprints

If your Jira account is behind a firewall, complete the following before connecting to Flow:

1. [Allowlist our IP addresses](#) over port 443
2. Use a valid SSL certificate that uses a public certificate authority (CA)
3. Make sure you have public DNS resolution

Important: Use a service account to create this integration. Learn more about [creating a service account](#).

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Permissions

To connect your Jira account to Flow, the service account must have the following permissions to receive project ticket data and metadata:

- Permission to access Jira.
- Browse users and groups global permission.

- Browse projects project permission for each project.
- Create issues permission for each project.
- Issue-level security permission to view affected issues, if issue-level security is configured.

Learn more about [Global permissions \(external site, opens in new tab\)](#) , [Project permissions \(external site, opens in new tab\)](#), and [Issue security schemes \(external site, opens in new tab\)](#) .

Jira permissions are complex, and your instance may have different permissions setups depending on the product and version. Learn more about the [API endpoints Flow uses to collect information from Jira](#) to check which other permissions you may need.

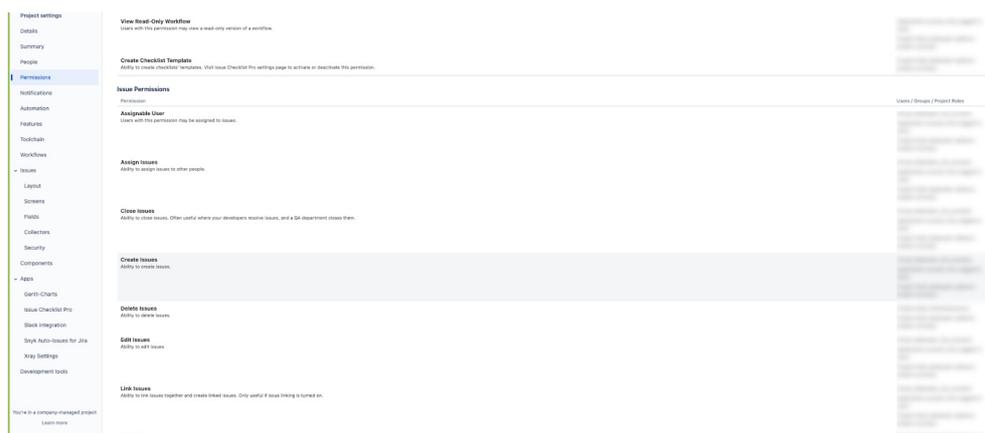
Note: By default, on the integration details page and the Ticket projects page, the last updated date is set from the timezone of the Jira user profile associated with the service account. If Flow does not have access to the `/rest/api/2/myself` endpoint, this time will be listed in UTC.

Troubleshooting Create issues permissions

Most permissions issues with Jira are due to missing Create issues permissions. Missing this permission results in tickets appearing incorrectly in Flow, or not at all.

To verify that your service account has the correct permissions, there are a few options:

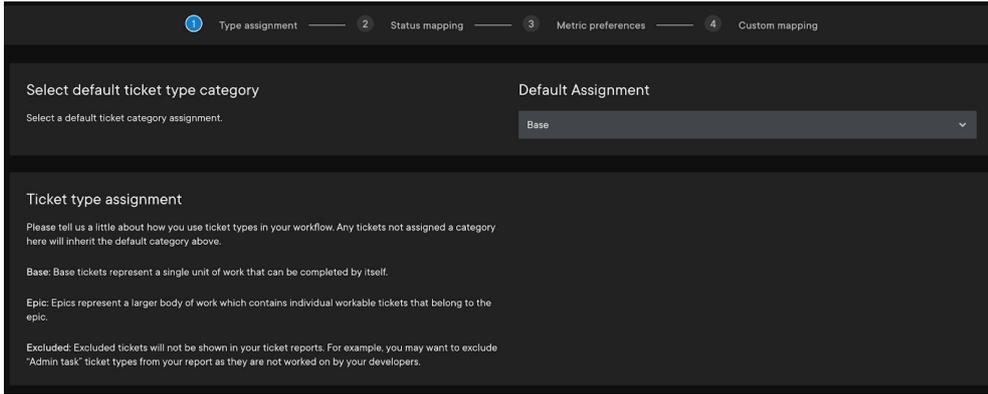
- Check the permission using the [Jira Admin Helper \(external site, opens in new tab\)](#)
- In a Jira project, navigate to the **Permissions** section of the **Project settings** and confirm that the service account is a member of a group or project role with the **Create issues** permission. Alternatively, the service account might be listed as a user with that permission if you aren't using groups or project roles to manage permissions.



Team-managed Jira projects may require additional permissions and setup due to the differences in [team-managed project permissions structures \(external site, opens in new tab\)](#) versus company-managed Jira projects. The service account needs the same permissions in a team-managed project as in all other projects, and specifically needs the Create issues permission. In many cases, this requires adding the service account as a **Member** or **Administrator** to each team-managed project you wish to see data for in Flow.

The most common signal of a missing **Create issues** permission is the inability to set ticket type assignments

during the ticket project configuration.



Tip: If you cannot set ticket type assignments on any project in your Jira integration, the issue is likely a globally missing Create issues permission for the service account. If there are only specific projects experiencing the issue, those projects are likely team-managed projects and the service account should be added as a **Member** or **Administrator** to them.

Once the permissions are updated and Flow reprocesses your data, continue to configure your ticket projects as normal.

Version Requirements

Jira version 7.13 or higher

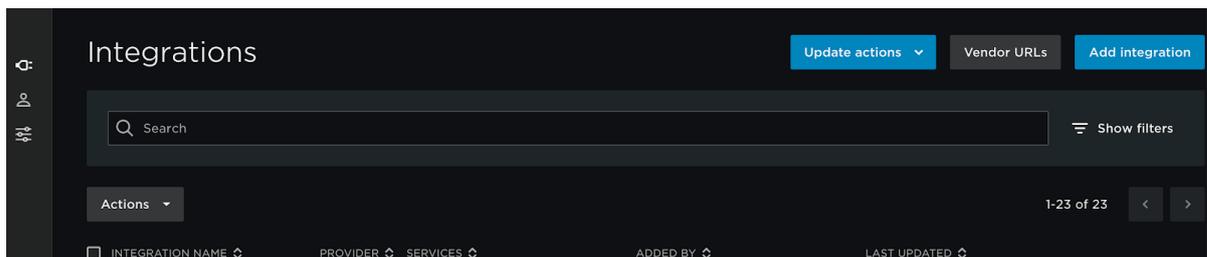
Flow integrates with Jira Cloud, Jira Data Center, and Jira Server. Project data is available from Jira Software and Jira Work Management products. While projects from Jira Service Management will appear on the Ticket projects page, they can't be processed by Flow.

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How to connect with Jira

To connect Flow with Jira:

1. Click **Settings** in the top navigation of Flow.
2. In the left navigation under **Integrations**, click **Integrations**.
3. Click the **Add integration** button in the top right corner of the Integrations page.



4. Click **Jira Cloud & Self-Managed** on the Integration Provider page.

5. Choose one of three ways to connect your Jira instance:

- o **OAuth** establishes a connection to Flow via an application link:

The screenshot shows the 'Select an Authentication Method' screen for Jira. At the top is the Jira logo. Below it, the text reads 'Select an Authentication Method' and 'In order to create an integration with Jira, please provide an authentication method. [How do I do this?](#)'. There are three radio button options: 'OAuth' (which is selected and highlighted with a red box), 'Access Token', and 'Username/Password'. Below these options is a 'Base URL' input field. At the bottom, there is a 'Get Keypair' button and a small note: '* please allow popups for connecting via oauth'.

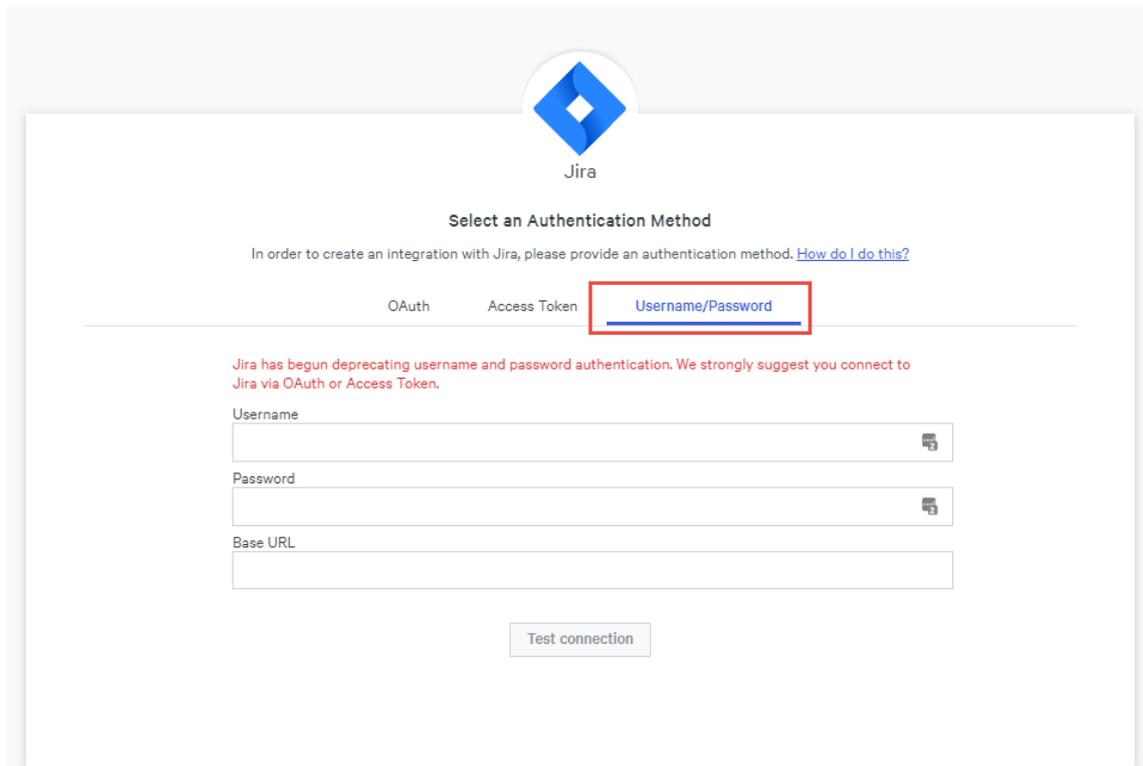
Note: Flow can only connect via OAuth version 1.0a.

- o **Access Token** establishes a connection to Flow via an access token.

Select Integration Provider > **Select Authentication Method** > Select Services > Name Integration

The screenshot shows the 'Select an Authentication Method' screen for Jira. At the top is the Jira logo. Below it, the text reads 'Select an Authentication Method' and 'In order to create an integration with Jira, please provide an authentication method. [How do I do this?](#)'. There are three radio button options: 'OAuth', 'Access Token' (which is selected and highlighted with a red box), and 'Username/Password'. Below these options are three input fields: 'Email', 'Personal Access Token', and 'Base URL'. At the bottom, there is a 'Test connection' button.

- o **Username/password** establishes a connection to Flow with your Jira credentials. We strongly suggest you connect to Jira via OAuth or Access Token.



The screenshot shows the Jira integration setup interface. At the top is the Jira logo. Below it, the heading "Select an Authentication Method" is displayed. A sub-heading reads: "In order to create an integration with Jira, please provide an authentication method. [How do I do this?](#)". Three authentication methods are listed: "OAuth", "Access Token", and "Username/Password". The "Username/Password" option is selected and highlighted with a red border. Below this, a red warning message states: "Jira has begun deprecating username and password authentication. We strongly suggest you connect to Jira via OAuth or Access Token." There are three input fields: "Username", "Password", and "Base URL". Each of the first two fields has a small icon on the right side. At the bottom, there is a "Test connection" button.

Important: If you migrate your Jira instance from Jira self-hosted to Jira Cloud, you must create a new integration. Updating your Base URL for your existing integration doesn't update your connection and Flow can't ingest data.

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OAuth

Sometimes browser add-ons can interfere with this connection. If you plan to connect your Jira account via OAuth, we recommend opening Flow in an Incognito window to set up this integration. Flow can only connect using OAuth version 1.0a.

1. Paste your Jira account's base URL into the Base URL field. It looks something like: `https://[your company].atlassian.net`.
2. Click **Get Keypair**.



Jira

Select an Authentication Method

In order to create an integration with Jira, please provide an authentication method. [How do I do this?](#)

OAuth

Username/Password

Base URL

https://test-jira.gitprime-ops.com

1

Get Keypair

2

* please allow popups for connecting via oauth

3. If the test is successful, you will be provided the credentials you need for your application link in Jira.

[OAuth](#) [Access Token](#) [Username/Password](#)

Base URL

Please follow the step-by-step instructions below to configure your JIRA instance for use with Flow.

1. Open the Configure Application Links page on your JIRA instance
2. Enter the following URL, then hit the **Create new link** button.
3. JIRA will warn that they did not get a response for this URL. This is fine. Click **Continue**.
4. On the screen that appears:
 - For **Application Name** use:
 - Check the **Create incoming link** box
 - Click **Continue**
5. On the next screen:
 - For **Consumer Key** use:
 - For **Consumer Name** use:
 - For **Public Key** use:


```
-----BEGIN PUBLIC KEY-----
MIICljANBgkqhkiG9w0BAQEFAAOCAg8AMIICGgKCAgEAavyKUkllaCRzYgWUuxtvl
rhwlmzP+zpptZzDu8HwTUvKG4CZWQCrKXvDAIOeFavSOxmd7DcsYjD43pDIOMS
yF5oQh8YJZ4F7xboy4JAed5/BsnMuHVs/TTb9Gcsi4i+kxtvqLzWfPbBLmZO1VW
-----
```
 - Click **Continue**
6. You're now ready to start using JIRA with GitPrime!

* please allow popups for connecting via oauth

4. Click the Open button under the first step. This takes you to the page in Jira you need for the next steps. If you're prompted to log in, do so with administration credentials. Learn more about [using AppLinks in Jira \(external site, opens in new tab\)](#).
5. Copy and paste the following URL into the field under Configure Application Links: `https://jira.flow.pluralsight.com`. If prompted, select the Application type as **Atlassian product** to ensure you're using OAuth version 1.0a. Learn more about [linking to other applications in Jira \(external site, opens in new tab\)](#).
6. An advisory box appears. Confirm the URL is accurate.
7. Click **Continue**.
8. In Jira, enter GitPrime into the Application Name box.
9. Application type defaults to Generic Application. Leave it as Generic Application.
10. Do not populate any other fields.
11. Click **Continue**.

- This takes you to another modal in Jira. Enter the **Consumer Key**, **Consumer Name**, and **Public Key** provided by Flow.
- Click **Continue**. This establishes the application link in Jira. You'll see the application link added to the list.

Note: All of this information can be found on the modal you've been using to connect Flow to Jira.

Important: Before proceeding to the next step, make sure you have pop-ups disabled on your browser. The following steps will include a pop-up that will finalize your connection to your Jira account. If you have pop-ups blocked, you'll have to start all over.

- Back in Flow, click **Test Connection**.



- On the Jira authorization page, click **Allow**. This establishes the connection on the Flow side to Jira. After this is done, the page will show success.
- Click **Next**. Then proceed to the Final steps section of this article.

Please follow the step-by-step instructions below to configure your JIRA instance for use with Flow.

- Open the Configure Application Links page on your JIRA instance
[Open](#)
- Enter the following URL, then hit the Create new link button.
 [Copy](#)
- JIRA will warn that they did not get a response for this URL. This is fine. Click Continue.
- On the screen that appears:
 - For Application Name use:
 [Copy](#)
 - Check the Create incoming link box
 - Click Continue
- On the next screen:
 - For Consumer Key use:
 [Copy](#)
 - For Consumer Name use:
 [Copy](#)
 - For Public Key use:

```
-----BEGIN PUBLIC KEY-----
MIIBIjANBgkqhkiG9w0BAQEFAAOCAQYAMIIBCgKCAQEA
GVG+OdkZlCv9K9lglksaE+Zy/nMRb6S8bLl83qXHI
DipzyABUvz2vUF3wLx5
vJHh3wEVu9DdHwndeBV292QdHciOWAUCR6jUAz
m5JCj6to22fd6MSwCCAatQ9jPh4JZvqbQVe9S5gozd
GViaYtej+hFV/LrJ5B99z
IZTrdbe2CPjaP2tpqY2riUCAwEAAQ==
-----END PUBLIC KEY-----
```

[Copy](#)
 - Click Continue
- You're now ready to start using JIRA with Flow!
[Success](#)

* please allow popups for connecting via oauth

Successfully connected via admin

[Back](#) [Next](#)

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Connect to Jira via access token

Important: Connecting to Jira via access token only works for Jira Cloud. Flow cannot connect to Jira Data Center or Jira Server via access token.

First, [create an API token \(external site, opens in new tab\)](#) .

1. Once you have your token, return to Flow and fill in the following fields to complete your integration:
 - Email—Enter your email address.
 - Access token—Paste your API token here.
 - Base URL—Enter your Jira URL.

The screenshot shows the Jira authentication configuration interface. At the top, the Jira logo is displayed. Below it, the heading 'Select an Authentication Method' is shown, followed by the instruction: 'In order to create an integration with Jira, please provide an authentication method. [How do I do this?](#)'. Three tabs are visible: 'OAuth', 'Access Token' (which is selected and underlined), and 'Username/Password'. Below the tabs, there are three input fields: 'Email' with the value 'robert@mycompany.com', 'Personal Access Token' with the value '6mndIEpVxKGTfHE98bNa58E8', and 'Base URL' with the value 'https://lordofthevail.atlassian.net'. A red box highlights these three fields, with a red circle containing the number '1' to its right. Below the fields is a 'Test connection' button, which is highlighted with a red arrow and a red circle containing the number '2' to its left.

2. Click **Test connection**.
3. Click **Next** to finalize your integration.



Jira

Select an Authentication Method

In order to create an integration with Jira, please provide an authentication method. [How do I do this?](#)

OAuth **Access Token** Username/Password

Email
robert@mycompany.com

Personal Access Token
6mndEplvXKGTfHE98bNa58E8

Base URL
https://lordothevail.atlassian.net

✓ Success

Successfully connected via robert@mycompany.com

Cancel

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Final steps

1. Choose the services you want to integrate from Jira. The only option here is tickets. Leave that status toggle set to **on**. If you disable tickets, Flow doesn't show any data from Jira.
2. Click **Next**.

Select Integration Provider > Select Authentication Method > **Select Services** > Name Integration



Jira

Select Services for this Integration

Please select the services that you want to enable for this Integration by turning the corresponding toggle "on" or "off".

Available Services	Status
Tickets	<input checked="" type="checkbox"/>

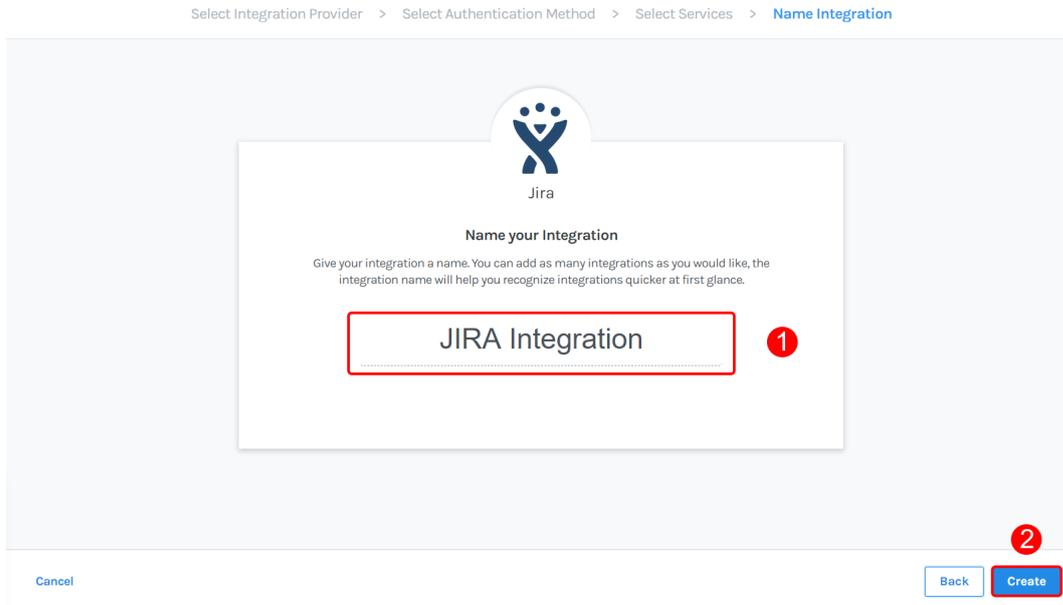
Cancel

Back

Next

3. Enter the name you want to give the Jira integration.

4. Click **Create**.



5. A Successfully Created banner displays once the connection is established.

Toggle the **Import** button **On** for each project to import the projects you want to track in Flow. By default, importing for all projects is set **Off**.

In addition to importing your projects, you can also perform the following actions on this integration:

- Auto Import all projects - Turning this **On** auto imports all projects and continues to import new projects if applicable.
- Pause all imports - This keeps new data from being imported. This does not remove existing data.
- Refresh - This refreshes all ticket projects and discovers any new projects not already displayed in your Project list.
- Settings - Click **Settings** to pause or turn off ticket ingestion. Toggle Ticket Services **Off** to remove all data associated with this Integration. Pausing this service will pause ingestion of new data.

To view and manage your imported Jira projects:

1. Click **Settings**.
2. Click **Ticket projects** under **Integrations**.

To learn more about managing your Projects, see [Managing ticket projects](#). To learn more about managing your new integration settings, see [Managing integrations](#).

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Troubleshooting

If you receive an error message when testing your connection during the setup process, check the following and try again:

- Confirm that your base URL is correct.

- Confirm that your permissions are correct.

OAuth authentication method:

- Ensure that all fields are left blank **except** Application name.
- Confirm that you checked the box next to **Create incoming link**.

Access token authentication method:

- Confirm that you pasted your access token without additional characters or spaces before or after the token.
- Confirm that the email address you provided is the same email address associated with your Jira account.
- Confirm that you're connecting to Jira Cloud, not Jira Data Center or Jira Server. If you need to connect to Jira Data Center or Jira Server, use an alternate authentication method.

Jira self-hosted

- Ensure you are using Jira 7.13 or higher.

If you need help, please contact [Pluralsight Support](#).