

How do I connect with Jira?

Tags: Flow (<https://pluralsight.knowledgeowl.com/help/search?phrase=:Flow>)

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

If your Jira account is behind a firewall, you will need to complete the following before connecting to Flow.

1. [Allowlist our IP addresses](https://help.pluralsight.com/help/using-flow-with-an-internal-server-or-behind-a-firewall) (<https://help.pluralsight.com/help/using-flow-with-an-internal-server-or-behind-a-firewall>) over port 443
2. Valid SSL certificate that uses a public certificate authority (CA)
3. Public DNS resolution

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Who can use this?

| | |
|-------------|-------------|
| <u>Core</u> | <u>Plus</u> |
| ✓ | ✓ |

Important: We strongly recommend you use a service account to create this Integration. Please see [How to create a service account \(\)](#) for instructions and information about why service accounts are important.

Permissions requirements in Jira

To connect your Jira account to Flow, the [service account](https://help.pluralsight.com/help/how-to-create-a-service-account) (<https://help.pluralsight.com/help/how-to-create-a-service-account>) must be a **Jira administrator**. Administrator permissions in Jira are required so that Flow can ingest both ticket data and metadata about projects.

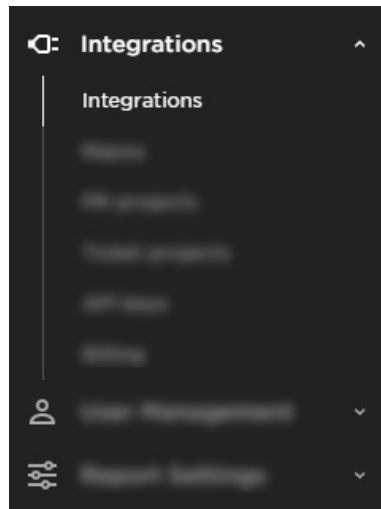
In Jira, the service account must be the member of a group that has the ability to create issues in each project in Jira. That group must be assigned to each project. Learn more about [restricting project access](https://confluence.atlassian.com/cloudkb/how-to-restrict-project-access-for-teams-in-jira-cloud-953142266.html) (<https://confluence.atlassian.com/cloudkb/how-to-restrict-project-access-for-teams-in-jira-cloud-953142266.html>) and [assigning groups to projects in Jira](https://confluence.atlassian.com/adminjiraserver/assign-group-access-to-a-project-role-938847040.html) (<https://confluence.atlassian.com/adminjiraserver/assign-group-access-to-a-project-role-938847040.html>).

Version Requirements

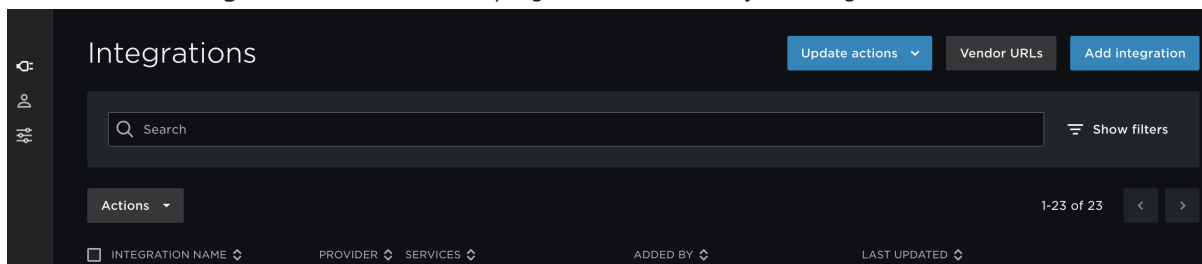
Jira version 7.13 or higher

How to connect with Jira

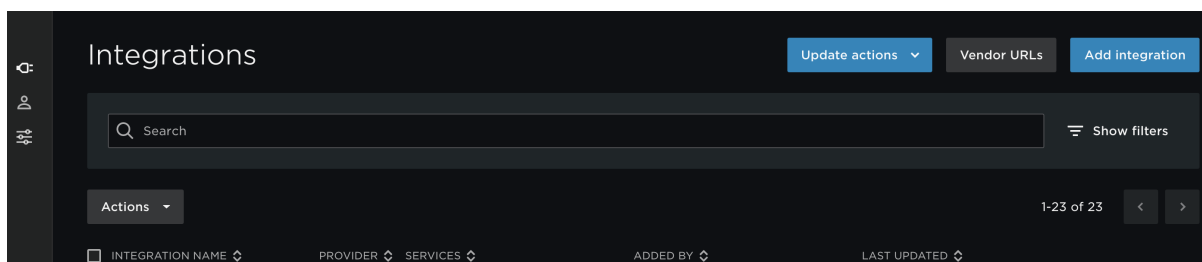
1. On your Flow home page, go to the top navigation bar and click **Settings**. Using the left navigation under **Integrations**, click **Integrations**.



2. Select the **Add Integration** button in the top right hand corner of your integrations screen.



3. Select the **Add Integration** button in the top right hand corner of your integrations screen.



4. You can choose one of three ways to connect your Jira instance. Choose the connection that works best for your organization.

- A. Choosing **OAuth** establishes a connection to Flow via an application link.

The screenshot shows the Jira integration setup page. 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 options are listed: "OAuth" (highlighted with a red box), "Access Token", and "Username/Password". Below these options is a "Base URL" label and a corresponding text input field. A "Get Keypair" button is located below the input field. At the bottom, a note states: "* please allow popups for connecting via oauth".

B. Choosing **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 Jira integration setup page with the "Access Token" option selected (highlighted with a red box). The heading "Select an Authentication Method" is present. The sub-heading reads: "In order to create an integration with Jira, please provide an authentication method. [How do I do this?](#)". The options listed are "OAuth", "Access Token", and "Username/Password". Below these options are three input fields: "Email" (with a calendar icon), "Personal Access Token", and "Base URL". A "Test connection" button is located below the input fields.

C. Choosing **username/password** establishes a connection to Flow with your Jira credentials. Jira has begun deprecating username and password authentication. We strongly suggest you connect to Jira via OAuth or Access Token.

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**

Jira has begun deprecating username and password authentication. We strongly suggest you connect to Jira via OAuth or Access Token.

Username

Password

Base URL

Test connection

OAuth

Tip: Sometimes browser add-ons can interfere with this connection. If you plan on connecting your Jira account via OAuth we recommend opening GitPrime in an incognito window to setup this Integration.

1. Paste the Base URL from your Jira account. It will look something like:
 - “https://[your company].atlassian.net”
 - Then 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

2. If the test is successful, you will be provided with 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.

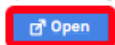
1. Open the Configure Application Links page on your JIRA instance
2. Enter the following URL, then hit the Create new link button.
3. JIRA will warn that they did not get a response for this URL. This is fine. Click Continue.
4. On the screen that appears:
 - For Application Name use:
 - Check the Create 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-----
MIICjANBgkqhkiG9w0BAQEFAAOCAg8AMIICGgKCAgEAvyKUKllaCRzYgWUuxtvl
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

3. The button under the first step will take you to the page in Jira you will need for the next steps. If you are prompted to log in, please do so with administration credentials.

1 Open the Configure Application Links page on your JIRA instance



4. Create a new link to Flow with the URL <https://jira.flow.pluralsight.com>.

Jira Software Dash

Administration

Applications Projects Issues

Versions & licenses
Application access

JIRA SOFTWARE
Jira Software configuration

INTEGRATIONS
Application links


Configure Application Links [?]

Enter the URL of the application you want to link

Create new link

5. An advisory box will appear. This is expected, please confirm the URL is accurate and click **Continue**.

Configure Application URL

 No response was received from the URL you entered - it may not be valid. Please fix the URL below, if needed, and click Continue.

Entered URL

New URL*

Continue Cancel

6. Continuing in Jira, enter **ONLY** "GitPrime" into the *Application Name* box. **Application Type** will default to **Generic Application**. Leave it as **Generic Application**. Then check the box **Create incoming link**, and click Continue. **DO NOT POPULATE ANY OTHER FIELDS.**

Link applications

You are creating a link from:

 **Application URL:** https://test-jira.gitprime-ops.com

Name: GitPrime Test JIRA

Application: Jira

To this application:

Application URL: https://jira.flow.pluralsight.com/

Application Name *

GitPrime

Application Type *

Generic Application ▼

Service Provider
Name

leave blank

Consumer key

leave blank

Shared secret

leave blank

Request Token URL

leave blank

Access token URL

leave blank

Authorize URL

leave blank

Create incoming link



Continue

Cancel

7. This will take you to another modal in Jira that will ask you to enter the **Consumer Key**, **Consumer Name**, and **Public Key** provided by Flow.

Link applications

You are creating a link from:

 **Application URL:** https://test-jira.gitprime-ops.com

Name: GitPrime Test JIRA

Application: Jira

To this application:

Application URL: https://jira.flow.pluralsight.com/

Consumer Key*

Consumer Name*

Public Key*

[Continue](#) [Cancel](#)

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

5. On the next screen:

▪ For **Consumer Key** use:

[Copy](#)

▪ For **Consumer Name** use:

[Copy](#)

▪ For **Public Key** use:

```
-----BEGIN PUBLIC KEY-----  
MIICjANBgkqhkiG9w0BAQFAAOCAg8AMIICCGKCAgEAXFMsQeV7915gqHARSDk  
mMGLUdJg1wyGTjzaS92g3X9Aw8DFOn4UuT6U6pFZhCdXdk4Fza126WyxHov+Aan  
vUu/Hn+EGT0134F10jQkqv3DQWVNgk3I0ZHVXa1vpxd9pWNoeSGUjny54rpEq08  
Y01+uw4FR1Q0fs1118h/YGjYy8cVBA6T3fvc85o7hvAeOwE7ATLTgNorFfpKufhw  
tmnpX9tZQXu7b0LITtZx1Y2bRbCV8PDGz53x1Le3SRDa1T2A7bCrqj1s4csE14S  
UJIZPHD21ZHWYL0wS18RFN10FqQk2q3VTfa9mKEkbSMYpybaN6deX/eVOT1wm  
-----END PUBLIC KEY-----
```

[Copy](#)

▪ Click **Continue**

8. Once you've entered the Consumer Key, Consumer Name, and Public Key click **Continue**.

Link applications

You are creating a link from:

- Application URL:** https://test-jira.gitprime-ops.com
- Name:** GitPrime Test JIRA
- Application:** Jira

To this application:

- Application URL:** https://jira.flow.pluralsight.com/

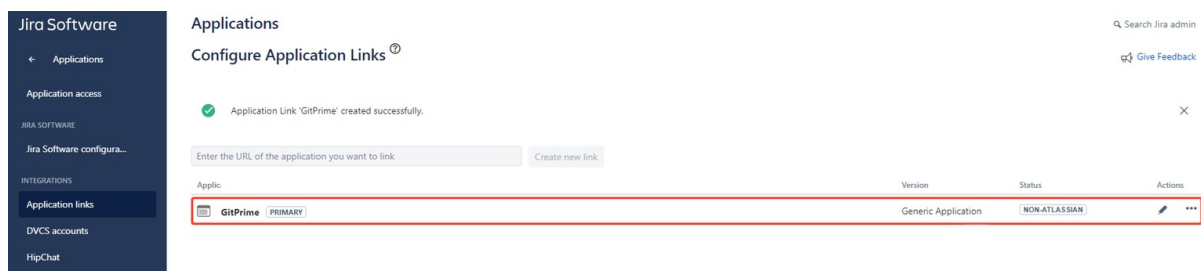
Consumer Key*

Consumer Name*

Public Key*

Continue Cancel

9. Clicking **Continue** establishes the application link in Jira. You will see the application link added to the list.

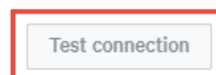


Important: Before proceeding to the next step, make sure you have pop-ups disabled on your browser. The following steps will include a pop-up that will finalize your connection to your Jira account. If you have pop-ups blocked, you will have to start all over.

10. Back in Flow on the modal, click **Test Connection**.

- Click **Continue**

6. You're now ready to start using JIRA with Flow!



* please allow popups for connecting via oauth

11. You will be led to a Jira authorization page. Click **Allow** to establish the connection on the Flow side to Jira. After this is done the page will show success. Click on **Next** to continue to the final steps below.

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
[Open](#)
2. Enter the following URL, then hit the Create new link button.
 [Copy](#)
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:
 [Copy](#)
 - Check the Create incoming link box
 - Click Continue
5. On the next screen:
 - For Consumer Key use:
 [Copy](#)
 - For Consumer Name use:
 [Copy](#)
 - For Public Key use:

```
-----BEGIN PUBLIC KEY-----
MIGfMA0GCSqGSIb3DQEBAQUAA4GNADCBiQKBgQDkxvKXmE+ZythMRb6S8bBLe13qxHIDpzyABUvz2VUF3wLx5
vJH3wEvh9DqHvndcBV292QqDhclOWAJGR6JUAzRCEnb5mTnu6HG+HZpayaYJRZ
m5jCj6t0822f66MswCCAs1G9jPh4JZvqBQVe9S5gozdGVlaYtej+hFV/LrJ5B992
IZTrde2CPyaP2tpqY2rIUCAwEAQAQ==
-----END PUBLIC KEY-----
```

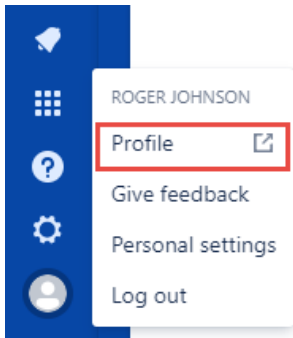
[Copy](#)
 - Click Continue
6. You're now ready to start using JIRA with Flow!
[Success](#)

* please allow popups for connecting via oauth
Successfully connected via admin

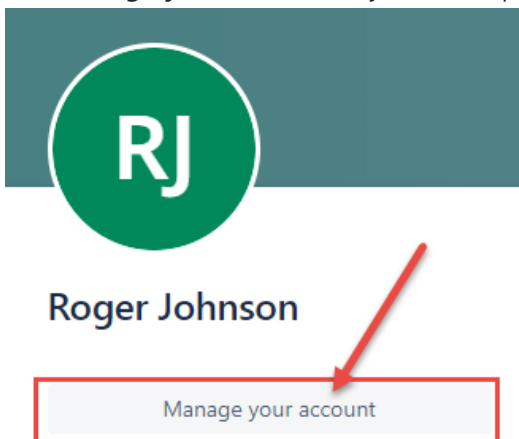
[Back](#) [Next](#)

Access Token

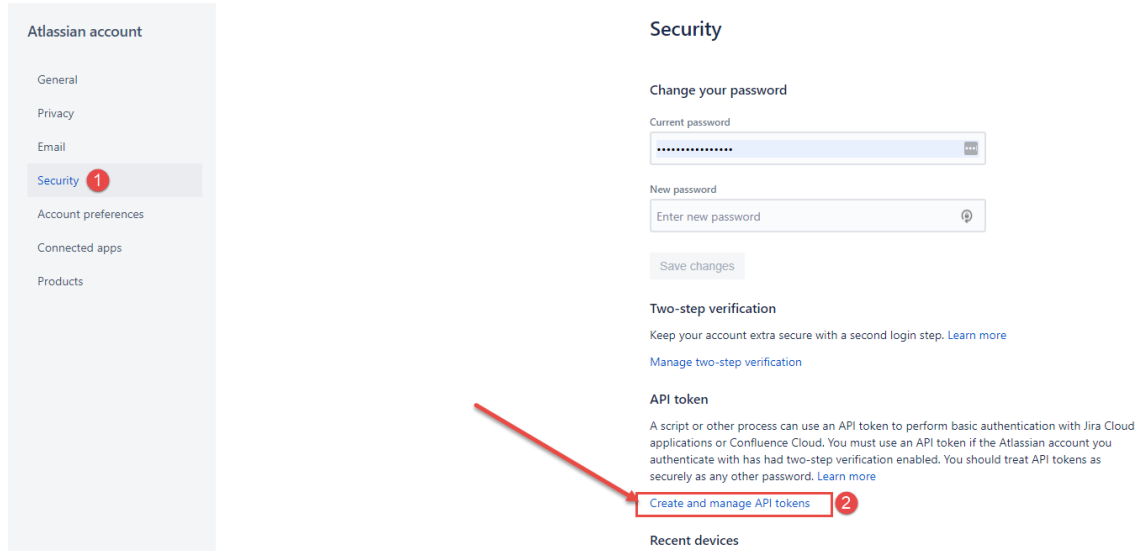
1. In Jira, generate a personal access token by navigating to **Manage your Account**. You can find this page by following the steps below:
2. Click on **Profile** from your personal settings menu



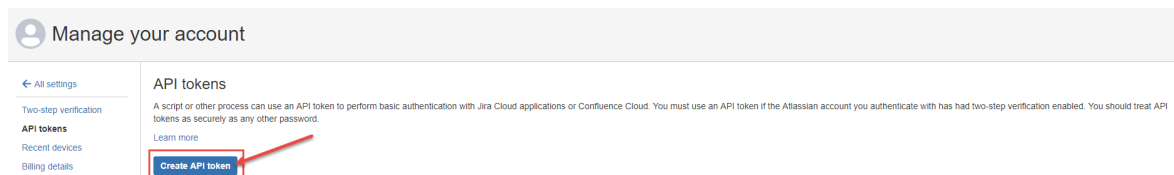
3. Click **Manage your account** on your Profile page.



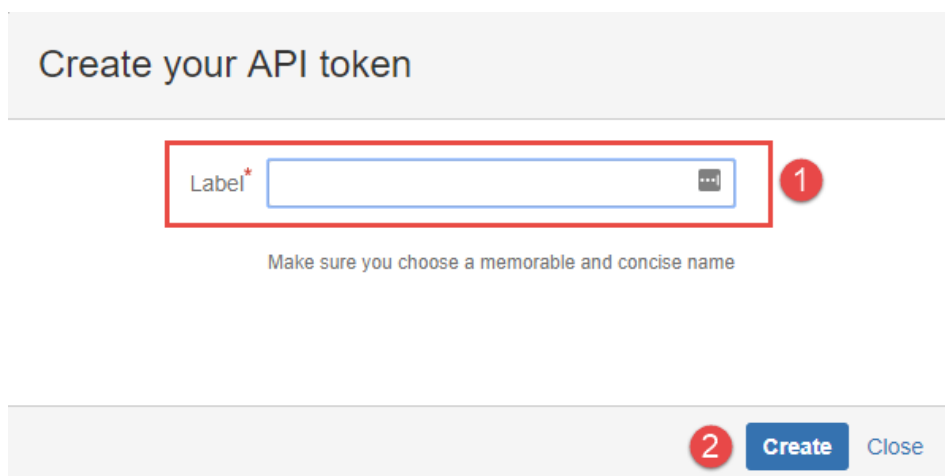
4. Click on the **Settings** menu item then **Create and manage API tokens**.



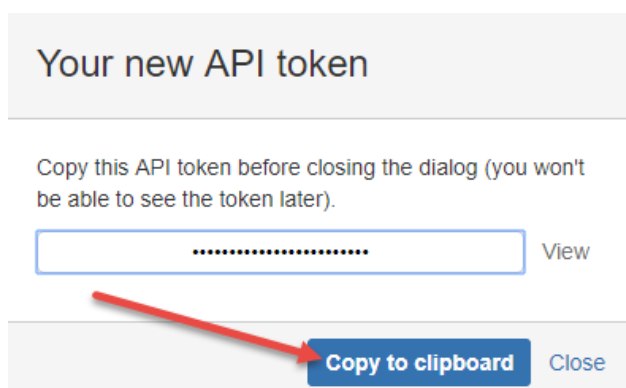
5. On the API tokens page click **Create API token**.



6. Give your token a name and click **Create**.



7. Copy your token to your clipboard



8. Now that you have created an access token, return to Flow and fill in following fields to complete your Integration then click **Test Connection**.
- Email
 - Access Token (paste your API token here)
 - Base URL - this will be your Jira URL


The screenshot shows the Jira integration configuration interface. At the top is the Jira logo. Below it, the heading "Select an Authentication Method" is 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 is a form with three input fields: "Email" containing "robert@mycompany.com", "Personal Access Token" containing "6mndiEpVxKGTfHE98bNa58E8", and "Base URL" containing "https://lordofthevail.atlassian.net". A red rectangular box encloses these three fields, with a red circle containing the number "1" to its right. Below the form is a "Test connection" button, with a red arrow pointing to it from the right and a red circle containing the number "2" to its left.

Success! You have successfully connected your account.



Successfully connected via robert@mycompany.com

9. Click the blue **Next** button 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
6mndEpVxKGFhE98bNa58E8

Base URL
https://rordothemail.atlassian.net

✓ Success

Successfully connected via robert@mycompany.com

Cancel


Back

Next

Final steps

1. The next page asks what services you want to integrate from Jira. The only option here is tickets. Leave that "On" and 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".

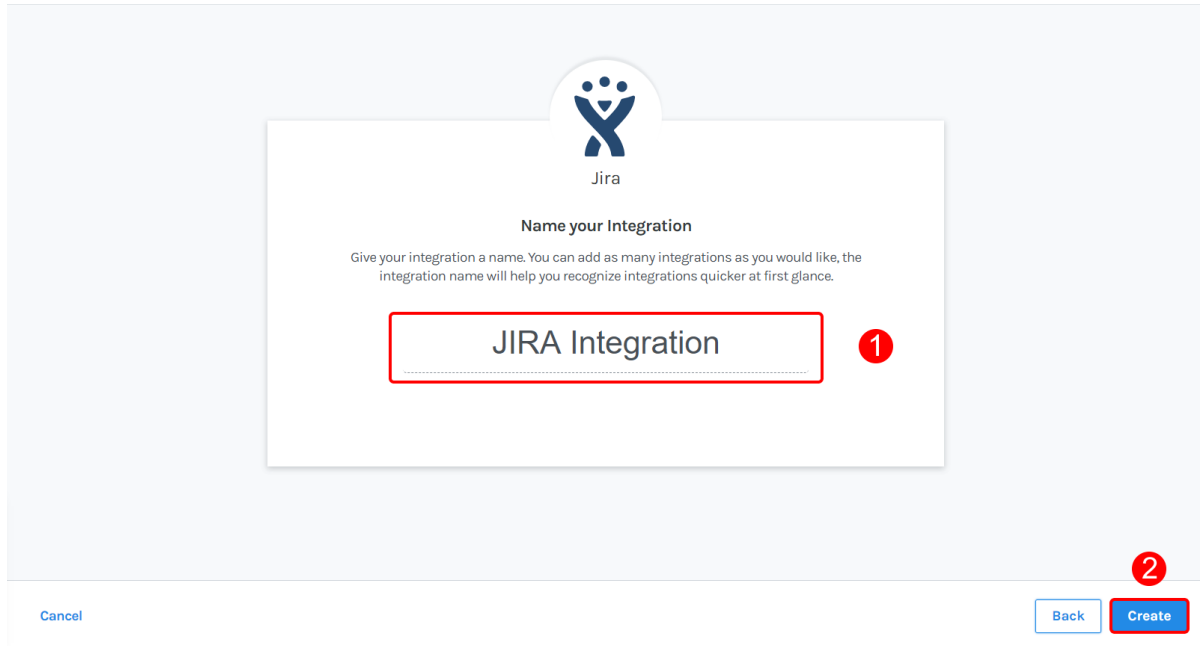
| Available Services | Status |
|--------------------|-------------------------------------|
| Tickets | <input checked="" type="checkbox"/> |

Cancel

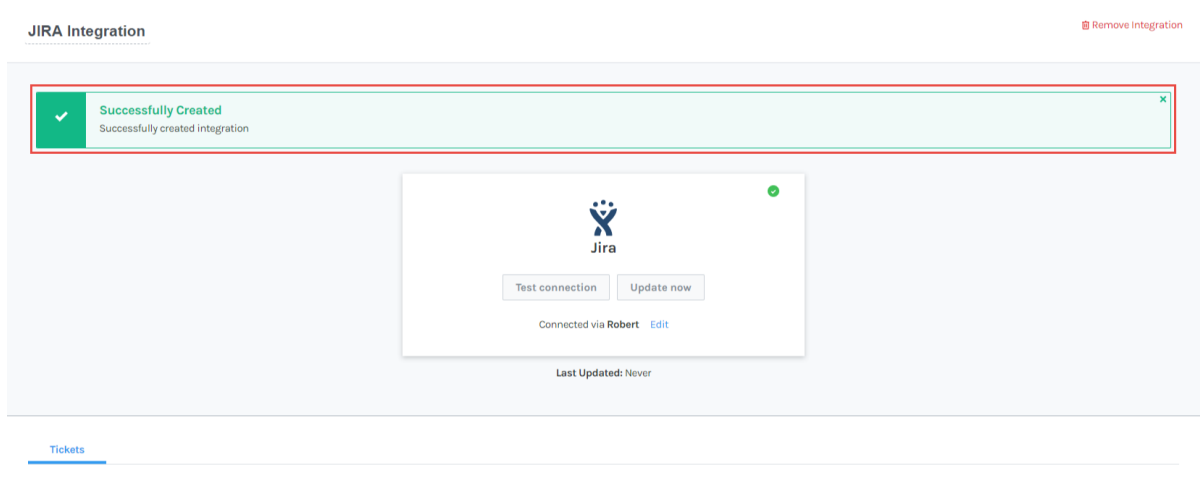
Back

Next

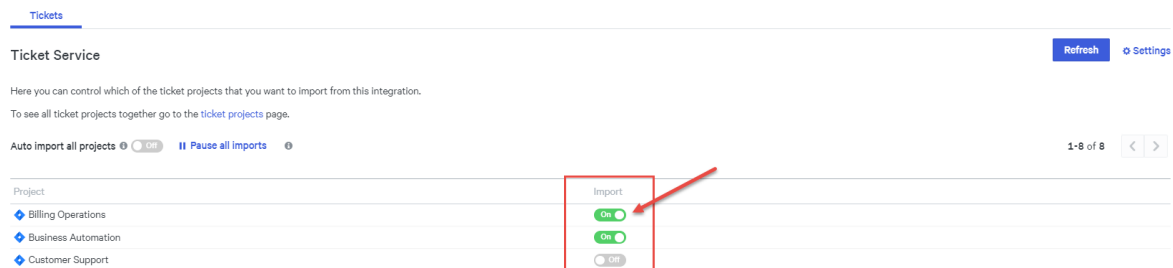
2. Enter your name for the Jira integration and then click **Create**.



3. The below success message will be displayed verifying your connection is complete.



4. Begin importing the projects you want to track in your reports by toggling the **Import** button to "on" for each project. By default all projects are set to import "off".

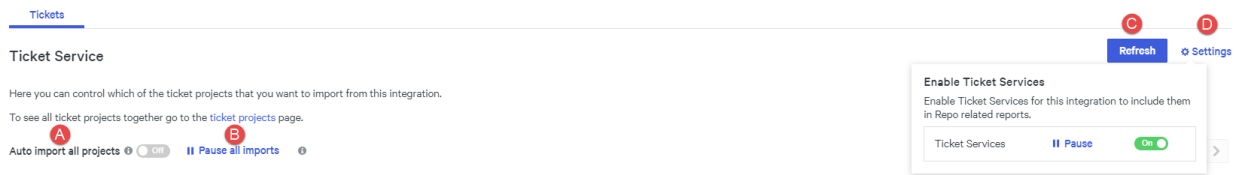


5. In addition to importing your projects, you can also perform the following action on this integration.

- A. Auto Import all projects - Turning this "on" will auto import all projects and will continue to import new projects if applicable.
- B. Pause all imports - This will not remove existing data, rather it will keep new data from being imported.
- C. Refresh - This button will refresh all ticket projects and discover any new projects that may not be

displayed already in your Project list.

- D. Settings - Click **Settings** to pause or turn off ticket ingestion. Toggling Ticket Services to "off" will remove all data associated with this Integration. Pausing this service will pause ingestion of new data.



You can see and manage your imported Jira projects by going to **Settings** then click **Ticket projects** under **Integrations**. To learn more about managing your Projects, see [Managing ticket projects \(https://pluralsight.knowledgeowl.com/help/managing-ticket-projects\)](https://pluralsight.knowledgeowl.com/help/managing-ticket-projects). To learn more about managing your new Integration settings, see [Managing Integrations \(https://pluralsight.knowledgeowl.com/help/manage-integrations\)](https://pluralsight.knowledgeowl.com/help/manage-integrations).

Troubleshooting

If you are not able to connect to your Jira instance and you receive an error message when testing your connection during the setup process, please check the following and try again:

- Confirm your base URL. Did you type it in correctly?
- Confirm your permissions. Are you a Jira administrator?
- **OAuth authentication method:**
 - Ensure that all fields were left blank **except** Application name.
 - Confirm that you selected the **create incoming box** link in step 6.
- **Access token authentication method:**
 - Confirm you pasted your access token in without additional characters/spaces before or after the token.
 - Is the email address you provided the same email address associated with your Jira account?
- **Jira self-hosted**
 - Are you using Jira 7.13 or higher?

[back to top](#)

If you need help, please email support@pluralsight.com () for 24/7 assistance.