Departmental MyID Cleanup: How to claim your Departmental MyID account

This will walk you through the MyID Cleanup process in Jira.

1) Go to jira.eits.uga.edu and login in with your personal MyID account (not the Departmental MyID).

2) Your homepage may look different than what is pictured above, but you should be on the main JIRA page. On the top toolbar click “issues”.

3) After clicking issues, choose “my open issues” on the drop down list.

4) You will be presented with a list of issues assigned to you. Look for any that have “Departmental MyID Cleanup 2019” in the summary field and click that.
5) You are now on the page to claim or update the Departmental Account in question. When you are ready to claim or update, click the “Confirm Access” button at the top of the page.

6) You will now be presented multiple options to update the departmental account.

- Choose the first option to claim the account.
- Choose option 2 if you don't own the account but know the department that does.
- Choose option 3 if you don't own the account but know the person that does.
- Choose option 4 if you don't own the account and don't know who should own it.
- Choose option 5 if the account is no longer needed and can be deactivated.
7) We are assuming you would like to claim the account, so choose option 1. You will be presented with several fields to fill in. Review the screenshot below for guidance:

![Confirm Access screenshot](image)

8) After you have claimed the account a notice will be sent to the manager you listed so they can confirm the information you provided. They can follow steps 1-5 of this guide to get to the issue. After clicking “confirm access” they will be presented with 2 options.

- The first option confirms that the account is needed.
- Option 2 states that the account is no longer needed.

9) Assuming your supervisor is confirming the account is needed, choose the first option and confirm the information that is presented. Finally, click “confirm access”.

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We've receive questions about the Department number. EITS isn't able to provide your department number. If you aren't sure what it is, we suggest working with your department's HR or Business rep to get this information. If you still aren't sure, please type in your Department's name instead.