

In this document we will describe you step by step instructions for registration/activation of your account on new support portal.

**To successfully register and activate your account on the new portal, please use the same email address that you used on the previous portal.**

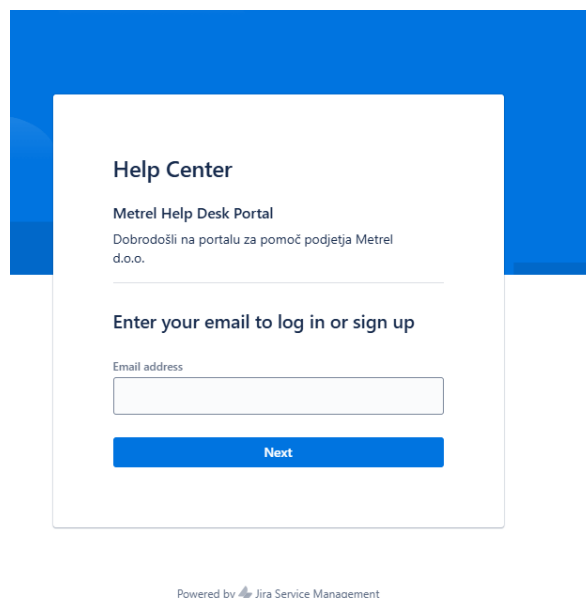
**If you're unsure which email you used, kindly send an email to [support@metrel.si](mailto:support@metrel.si). We will reply with the correct email address associated with your previous account.**

### Step 1:

To access the support portal, please use the following link:

<https://www.metrel.si/support> .

Once you enter this link in your browser, you will see the window below:

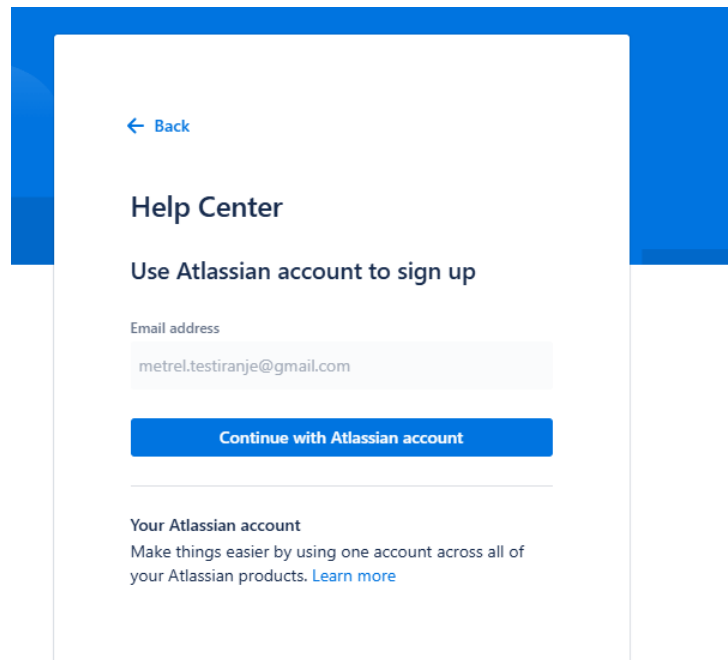
The image shows a web browser window displaying the Metrel Help Center login page. The page has a blue header and a white main content area. The title 'Help Center' is prominently displayed. Below it, the text 'Metrel Help Desk Portal' and a Slovenian welcome message are visible. The primary instruction is 'Enter your email to log in or sign up'. There is a text input field labeled 'Email address' and a blue 'Next' button. At the bottom, a small footer indicates the page is 'Powered by Jira Service Management'.

If you will get redirected to web page which will say »The content does not exist.«. Please clear cookies and cache in your browser. After that you should be able to acces support page normally.

After you enter your email addres click Next.

## Step 2:

New window will appear. Here you just click Continue with Atlassian account.



← Back

### Help Center

Use Atlassian account to sign up

Email address

metrel.testiranje@gmail.com

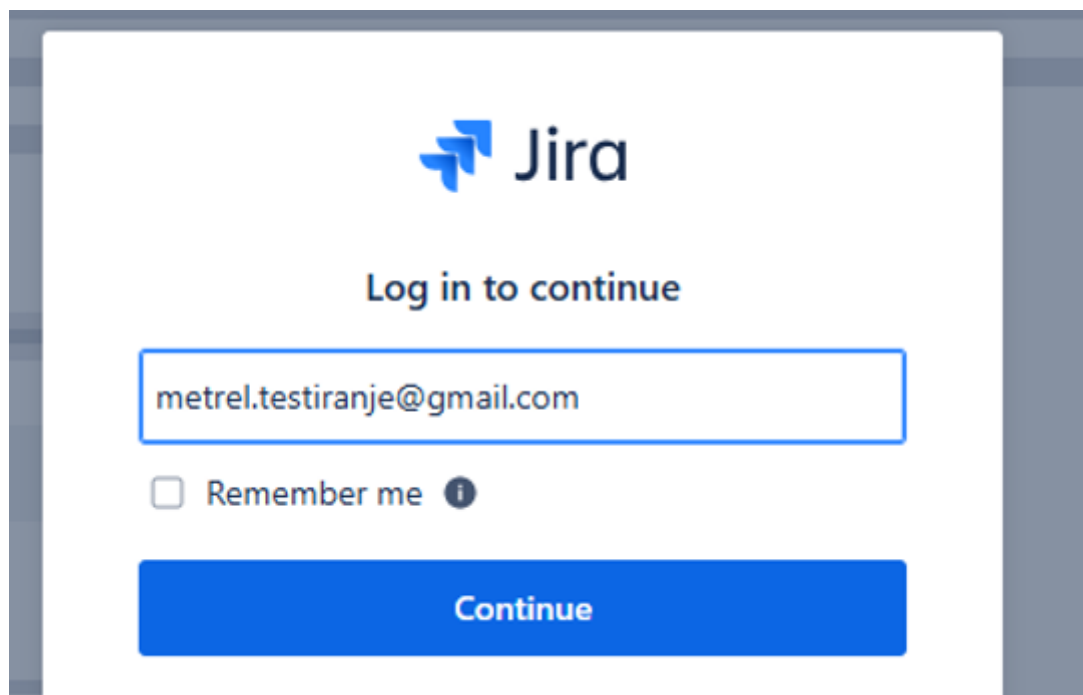
Continue with Atlassian account


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Your Atlassian account  
Make things easier by using one account across all of your Atlassian products. [Learn more](#)

## Step 3:


If needed reenter your email and then click continue.



 Jira

### Log in to continue

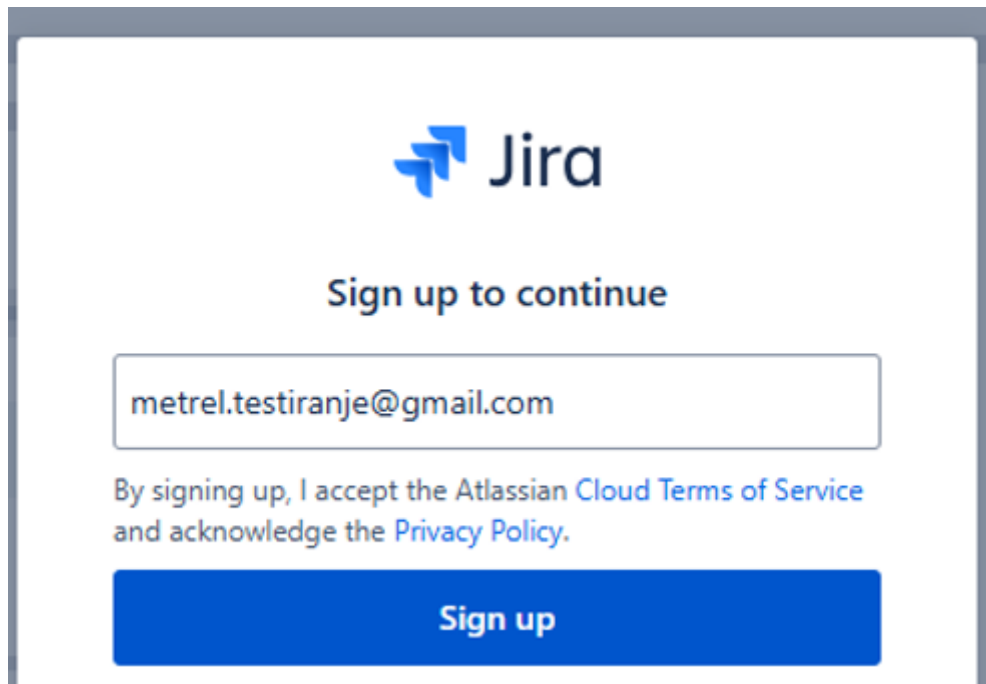
metrel.testiranje@gmail.com

☐ Remember me 

Continue

#### Step 4:

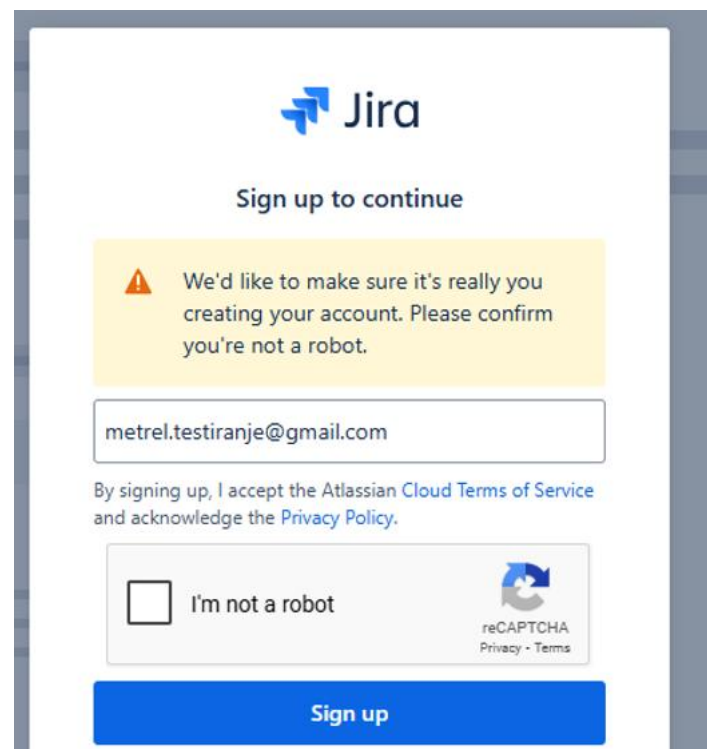
If needed reenter your email and then click sign up.



The image shows the Jira sign-up screen. At the top is the Jira logo. Below it is the text "Sign up to continue". There is a text input field containing the email address "metrel.testiranje@gmail.com". Below the input field is a line of text: "By signing up, I accept the Atlassian [Cloud Terms of Service](#) and acknowledge the [Privacy Policy](#)." At the bottom is a large blue button with the text "Sign up".

#### Step 5:

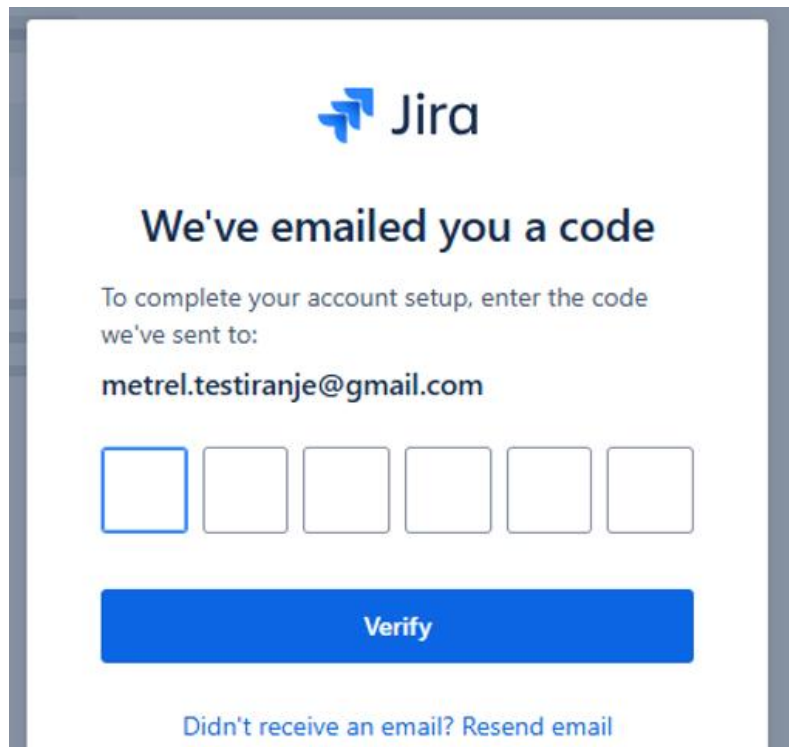
Confirm you are not robot.



The image shows the Jira sign-up screen with a reCAPTCHA challenge. At the top is the Jira logo. Below it is the text "Sign up to continue". There is a yellow warning box with an orange triangle icon and the text: "We'd like to make sure it's really you creating your account. Please confirm you're not a robot." Below the warning box is a text input field containing the email address "metrel.testiranje@gmail.com". Below the input field is a line of text: "By signing up, I accept the Atlassian [Cloud Terms of Service](#) and acknowledge the [Privacy Policy](#)." Below this text is a checkbox with the text "I'm not a robot" next to it. To the right of the checkbox is the reCAPTCHA logo and the text "reCAPTCHA Privacy - Terms". At the bottom is a large blue button with the text "Sign up".

### Step 6:

You will receive on your email 6-digit verification code. Enter it and click verify.



The image shows a Jira verification screen. At the top is the Jira logo. Below it, the text reads "We've emailed you a code". Underneath, it says "To complete your account setup, enter the code we've sent to:" followed by the email address "metrel.testiranje@gmail.com". There are six empty square boxes for entering the code. Below the boxes is a blue "Verify" button. At the bottom, there is a link that says "Didn't receive an email? Resend email".

### Step 7:

You will have to confirm two more times and then you will be able to use metrel technical support portal.



## Join your team on Jira

metrel has approved your email domain (@gmail.com) so you can join Jira right away.



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You're logged in as metrel.testiranje@gmail.com • [Switch account](#)

## Step 8:

After successfully created account you will be redirected to page you can see below.

