

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.

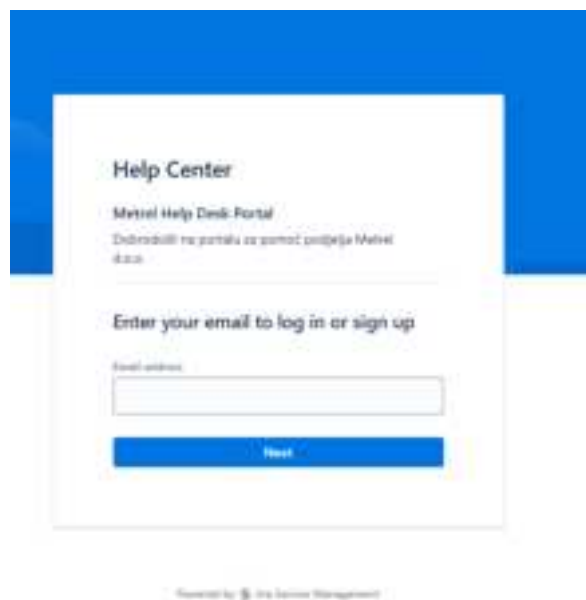
If you're unsure which email you used, kindly send an email to support@metrel.si. We will reply with the correct email address associated with your previous account.

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:

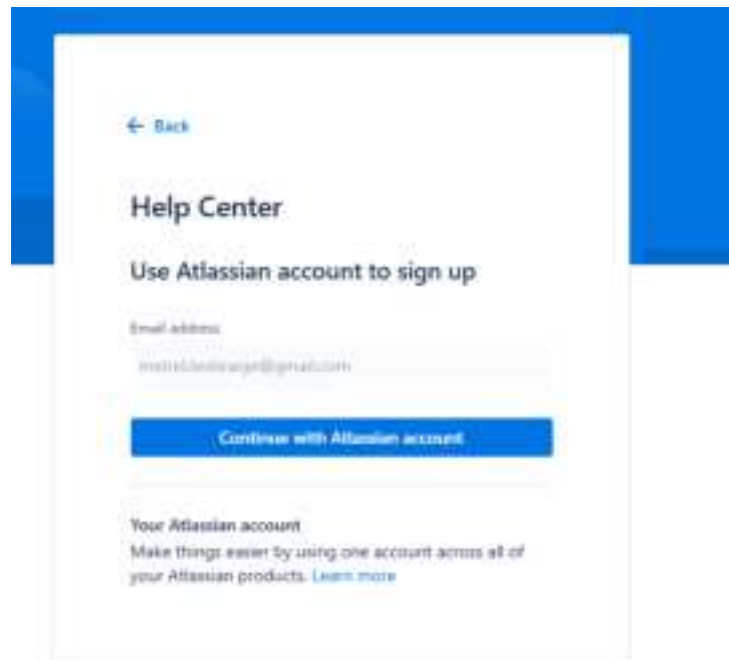
The image shows a web browser window displaying the Metrel Help Center login page. The page has a blue header with the text "Help Center" and "Metrel Help Desk Portal". Below this, there is a sub-header in Slovenian: "Dobrodošli na portalu za pomoč podjetja Metrel d.o.o.". The main content area is white and contains the text "Enter your email to log in or sign up". Below this text is a text input field labeled "Email address" and a blue button labeled "Next". At the bottom of the page, there is a small footer that reads "Powered by: One Source 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.

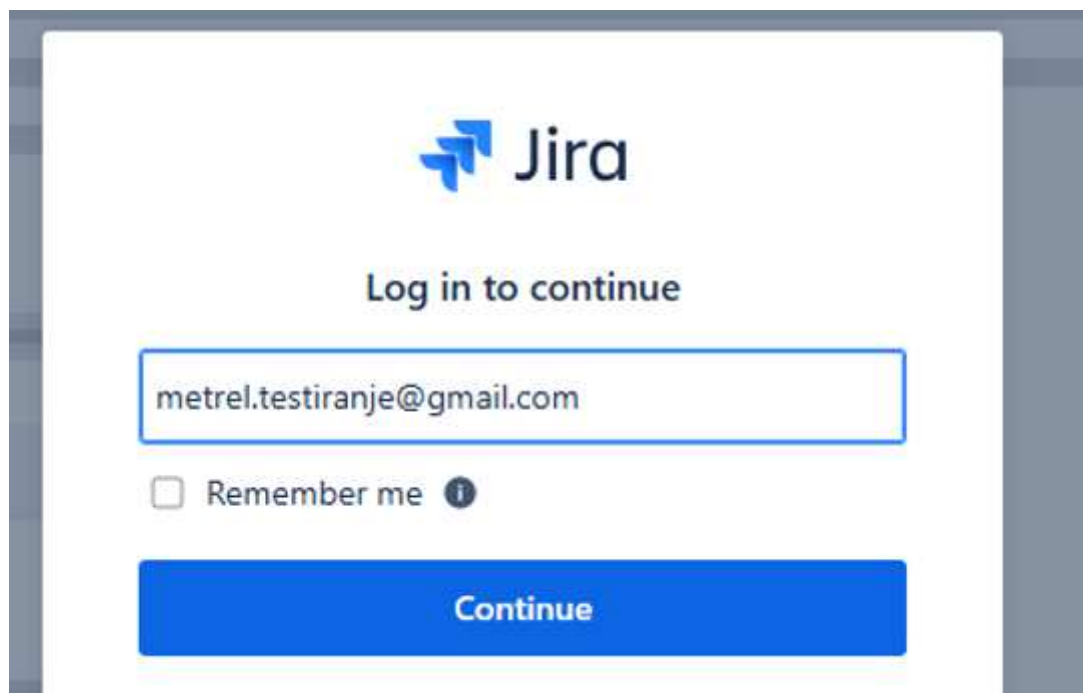
Step 2:

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




Step 3:

If needed reenter your email and then click 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:

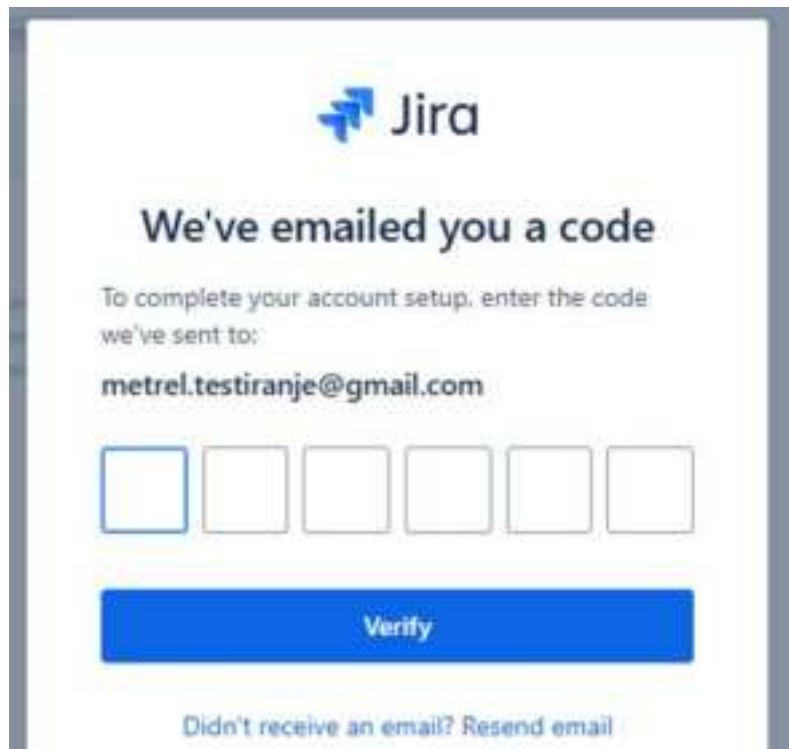
Confirm you are not robot.




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 a 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 is a checkbox with the text "I'm not a robot" and a reCAPTCHA logo. 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.

A screenshot of the 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 verification code. Below the boxes is a blue button labeled "Verify". At the bottom, there is a link that says "Didn't receive an email? Resend email".

 Jira

We've emailed you a code

To complete your account setup, enter the code we've sent to:

metrel.testiranje@gmail.com

Verify

[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.



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.

