

# Support Admin Tools & Announcement Banner for Jira Cloud

## General Information

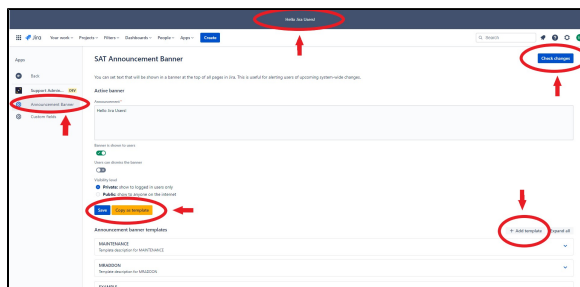
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## Support Admin Tools & Announcement Banner for Jira Cloud

by [MrAddOn®](#) by [TecnoFor](#)

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Cloud



Paid



## Help in some typical admin actions

### ➤ Description

With this Jira Cloud add-on your Jira Administrators will get super powers!

This is an App extension for your Jira Cloud to help in some typical admin actions, like **know the customfield id's** or to configure an **Announcement Banner** to your Jira Cloud Users!

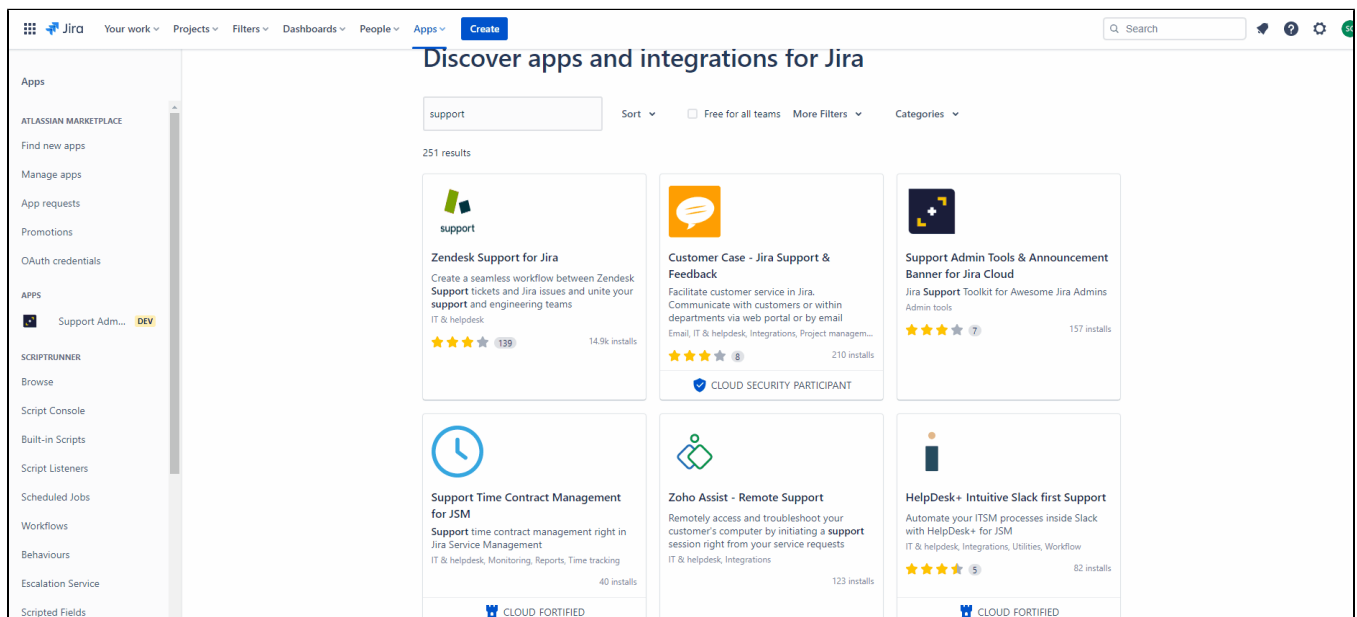
No configuration is needed; only install it, that's all! Plug'n'play.

And new features to come!

**1-minute short video summary:**

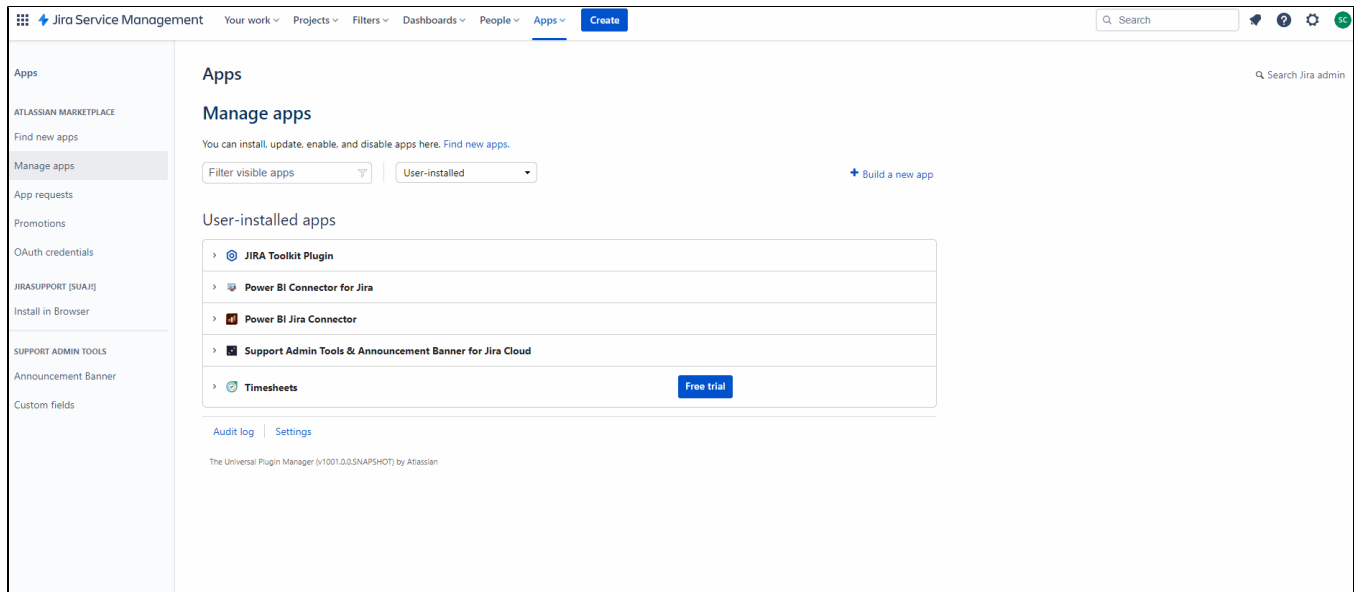
### ➤ Install addon

Just follow the following GIF for the install process. Only few clicks and addon will be installed in cloud instance.



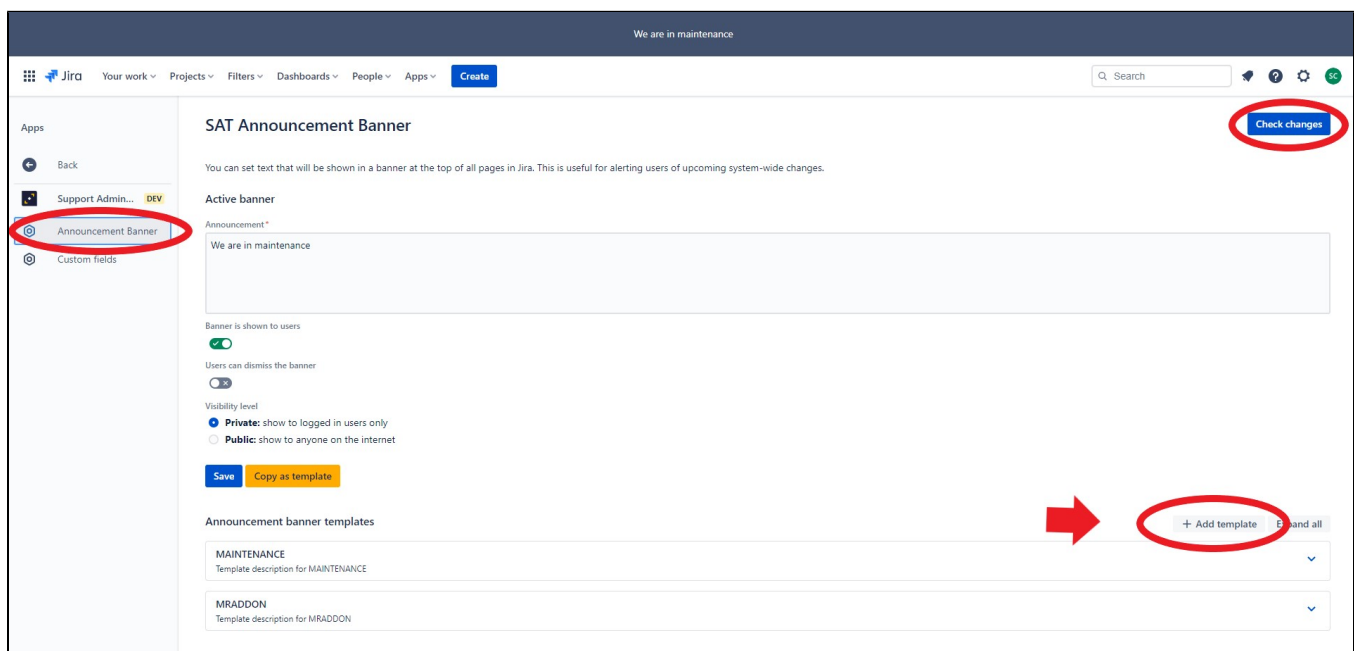
### ➤ General Configuration

**No Configuration is needed, as shown in following GIF**

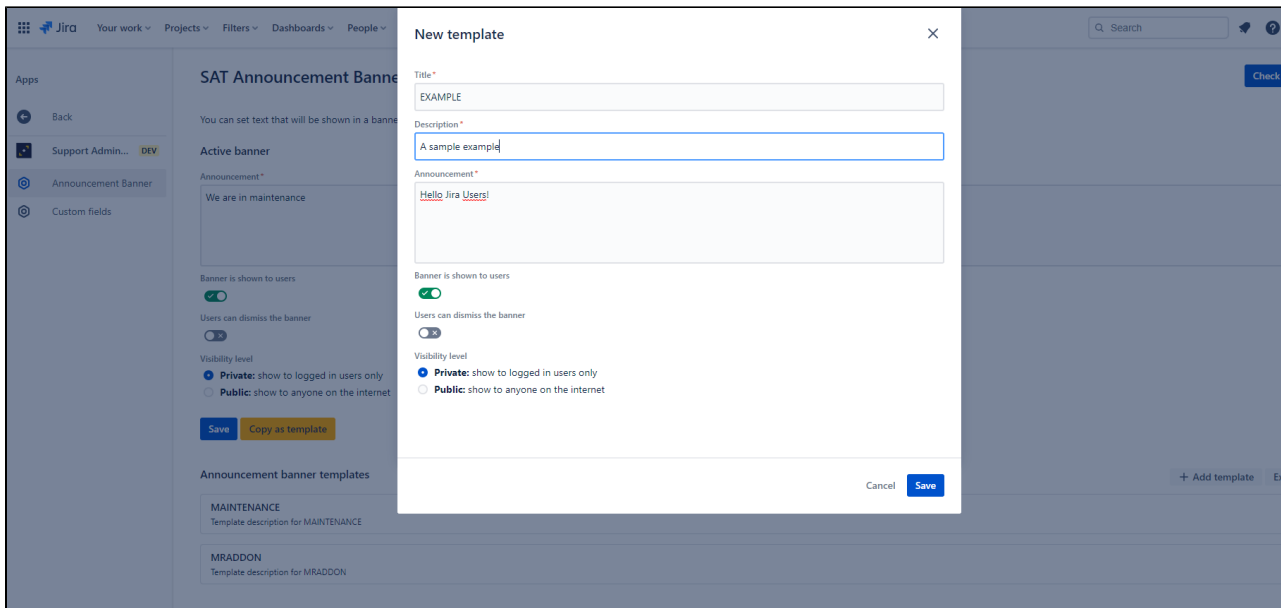


➤ Create an Announcement Banner to be shown to your users

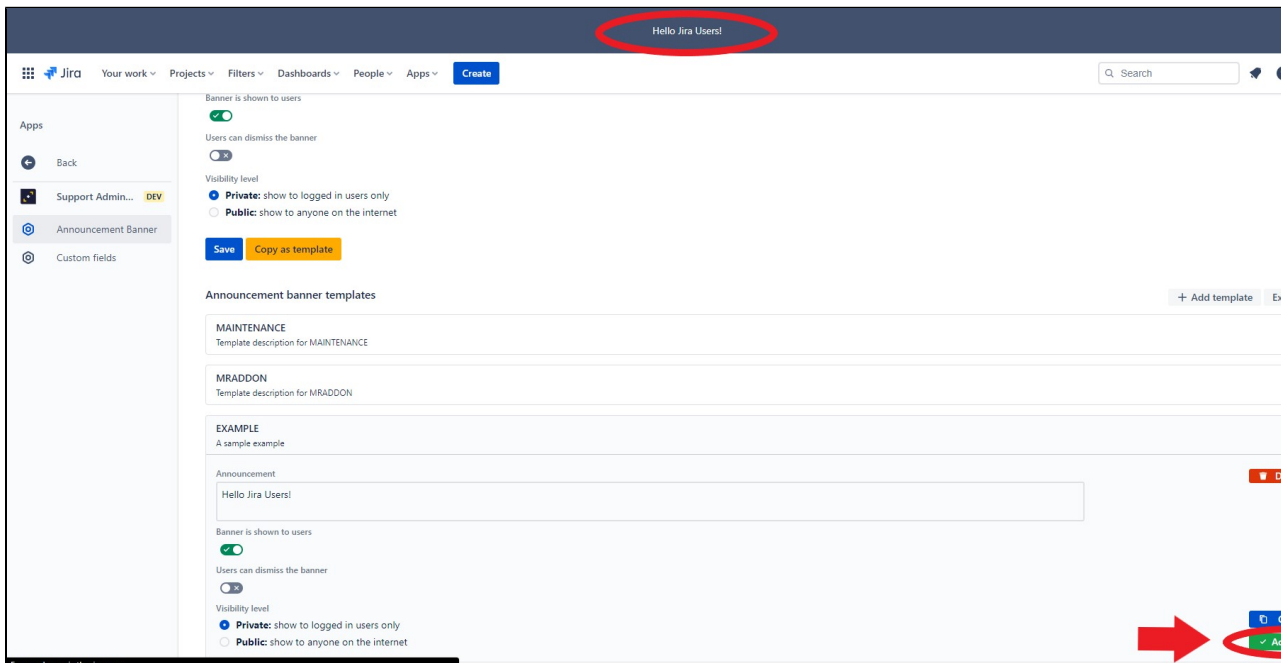
Go to “Apps” “Support Admin Tools” : “Announcement Banner” option



Push the button “Add template”, then add the content and put a “summary name” to your announcement.



Now just **"Save"** and **"Activate"** to be shown to your users!

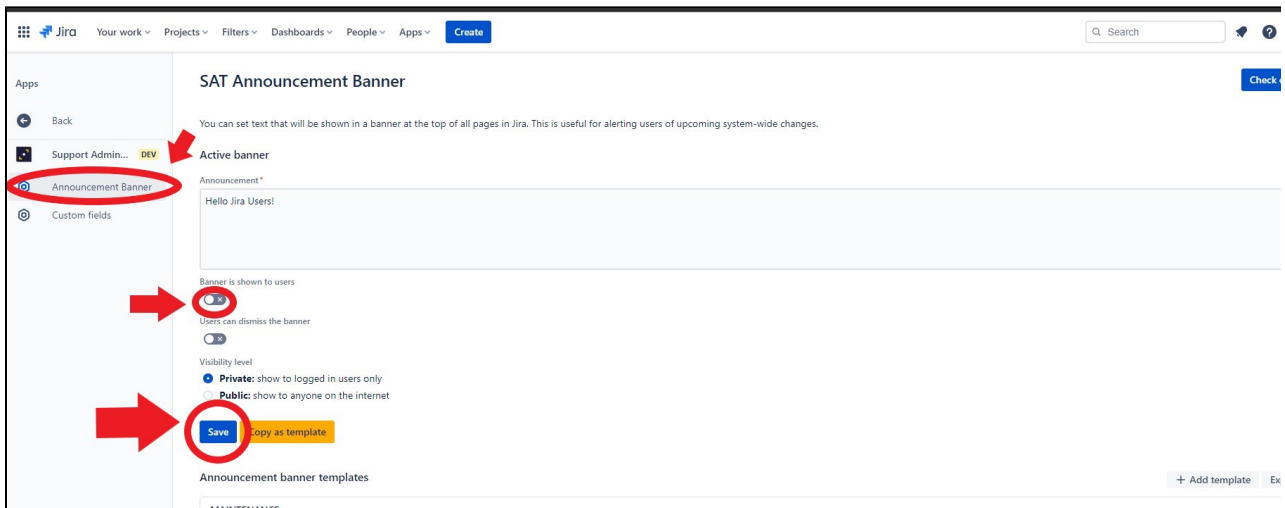


( Remember to always push the button Check change or refresh page to see the changes!)

## ➤ Disable the Announcement Banner

Go to **"Apps"** **"Support Admin Tools"** : **"Announcement Banner"** option

Open the **active template** and then deactivate the option **"Banner is shows to users"** and click **"Save"**, the announcement banner will be disabled



## ➤ Feature: Custom fields

Go to “Apps” “Support Admin Tools” : “Custom fields” option

Id	Name	Type	Screens and contexts	Projects	Last used
10533	Account <b>LOCKED</b> Tempo Account Custom Field	? Unknown Raw type: Option2	2 screens, 1 context	1 project	Not tracked
10122	Approvals <b>LOCKED</b> Provides search options for JIRA Service Desk approvals information. This custom field is crea...	⚡ Approvals Raw type: Sd-approvals	1 screen, 1 context	1 project	Not tracked
10538	Approver groups Contains groups of users needed for approval. This custom field was created by Jira Service ...	👥 Group Picker (multiple groups) Raw type: Array	1 context	None	No information
10132	Approvers Contains users needed for approval. This custom field was created by JIRA Service Desk.	👤 User Picker (multiple users) Raw type: Array	11 screens, 1 context	3 projects	Apr 10, 2019
10529	CAB Change Advisory Board members	👤 User Picker (multiple users) Raw type: Array	2 screens, 1 context	1 project	No information
10544	Category <b>LOCKED</b> Choose a category using a popup picker window.	? Unknown Raw type: Option	53 screens, 24 contexts	23 projects	Not tracked
10513	CC	👤 User Picker (multiple users) Raw type: Array	3 screens, 1 context	1 project	No information
10519	CC2	👤 User Picker (multiple users) Raw type: Array	2 screens, 1 context	1 project	May 14, 2019
10405	Change completion date Specify the completion time for the change request	🕒 Date Time Picker Raw type: Datetime	2 screens, 1 context	1 project	No information
10528	Change managers Contains the change managers for the change management process.	👤 User Picker (multiple users) Raw type: Array	1 screen, 1 context	1 project	No information
10403	Change reason Choose the reason for the change request	🗳 Select List (single choice) Raw type: Option	2 screens, 1 context	1 project	No information
10402	Change risk	🗳 Select List (single choice) Raw type: Option	2 screens, 1 context	1 project	No information
10404	Change start date	🕒 Date Time Picker	2 screens, 1 context	1 project	No information

In this view you will easily see the **ID of the customfields** that are so difficult to see in Jira Cloud and are so necessary for the development of integrations.

## ➤ And... New features to come this 2023!

Release Notes

- **2022-07-18** New version released with new features:
    - Announcement Banner to users, configurable by Jira Admins in Cloud
    - Custom fields view in order to see easily ID's of the customfields
    - The old plugin of the browser can be removed at this moment, but probably in the future will be reused to continue the Support Admin Tools App development.
  - **2023-05-01** Now the App has been refactorized in Forge and Highly securized with Cloud Fortified insignia
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