

# Support Admin Tools & Announcement Banner for Jira Cloud

## General Information

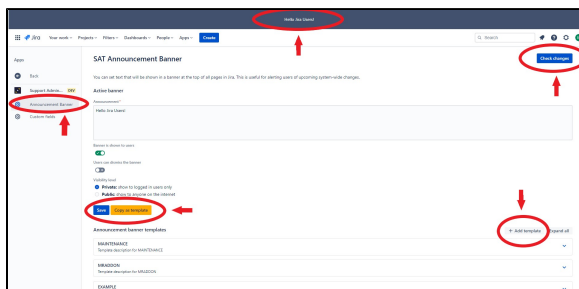
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## Support Admin Tools & Announcement Banner for Jira Cloud

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!

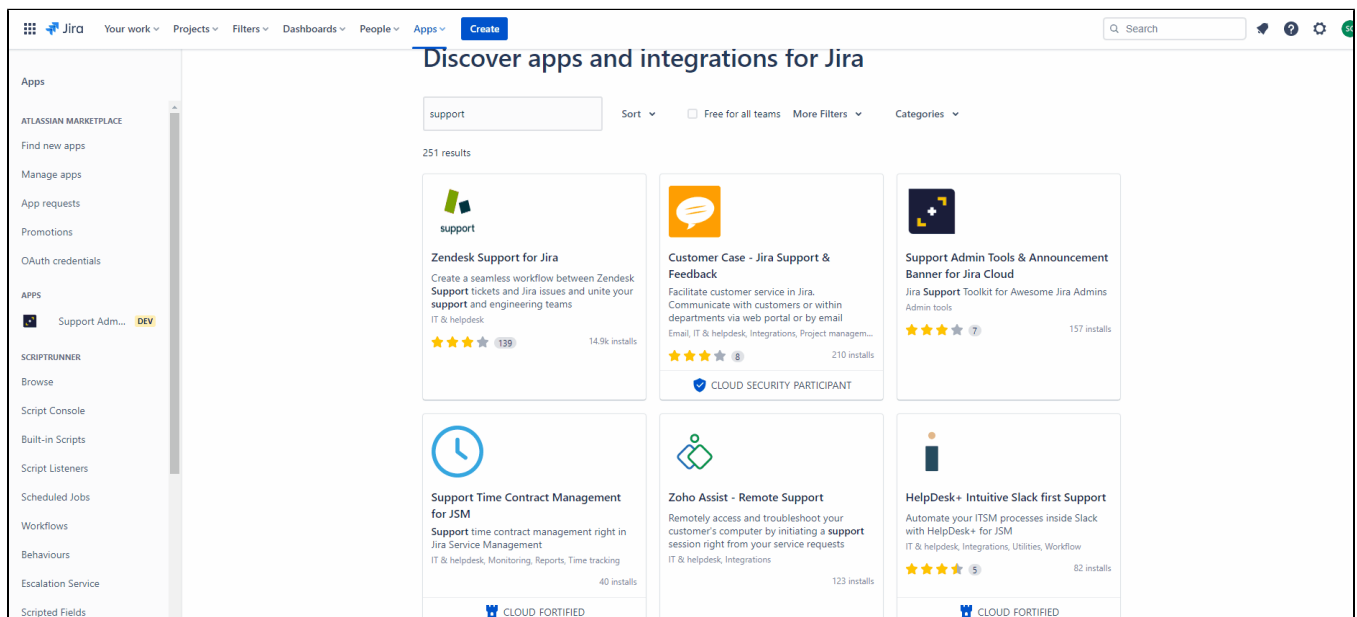
No configuration is needed; only install it, that's all! Plug'n'play.

And new features to come!

**1-minute short video summary:**

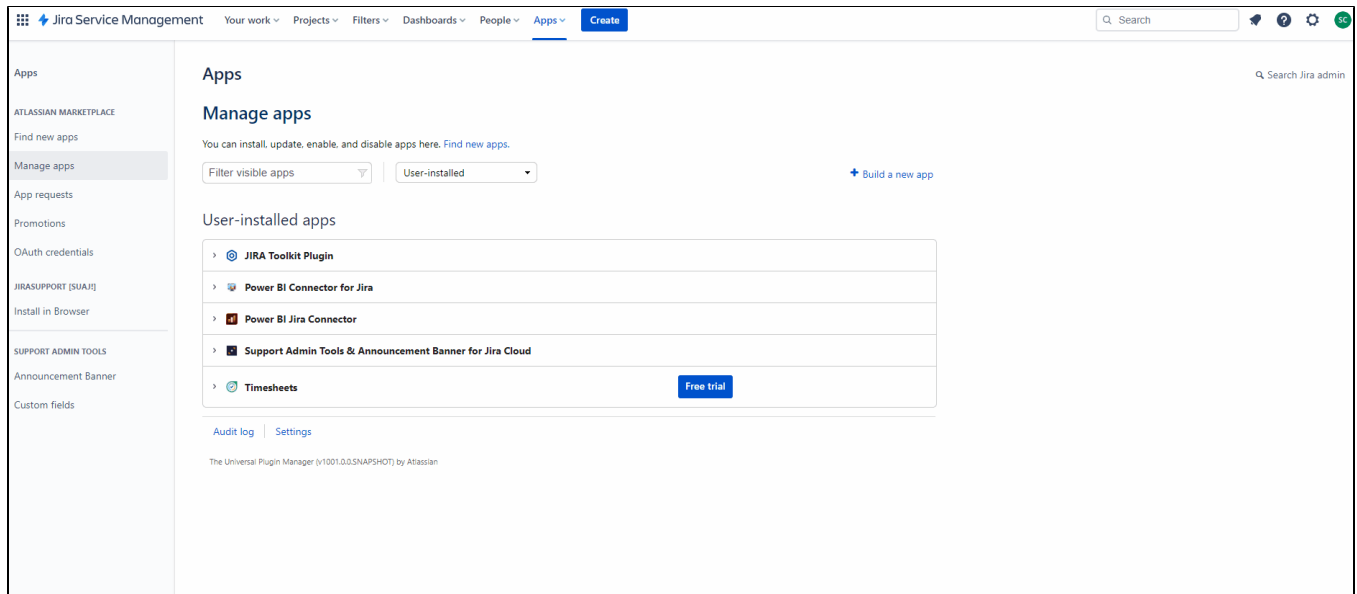
### Install addon

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



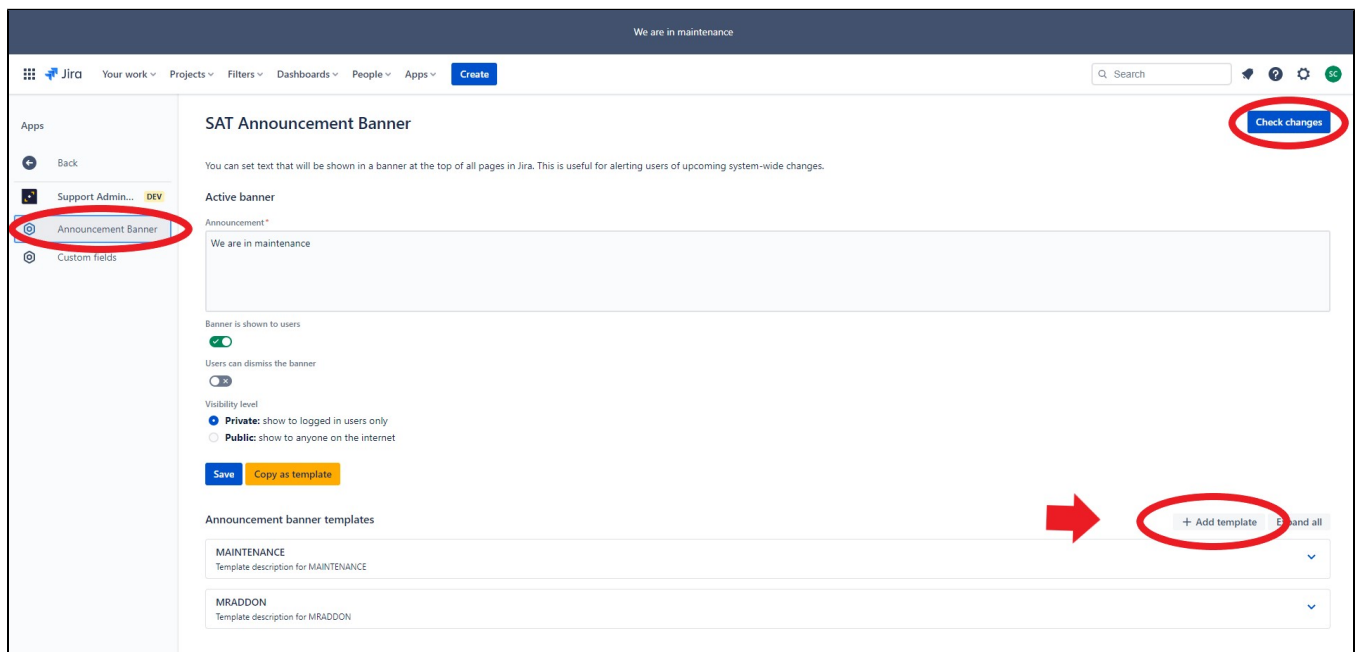
### General Configuration

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

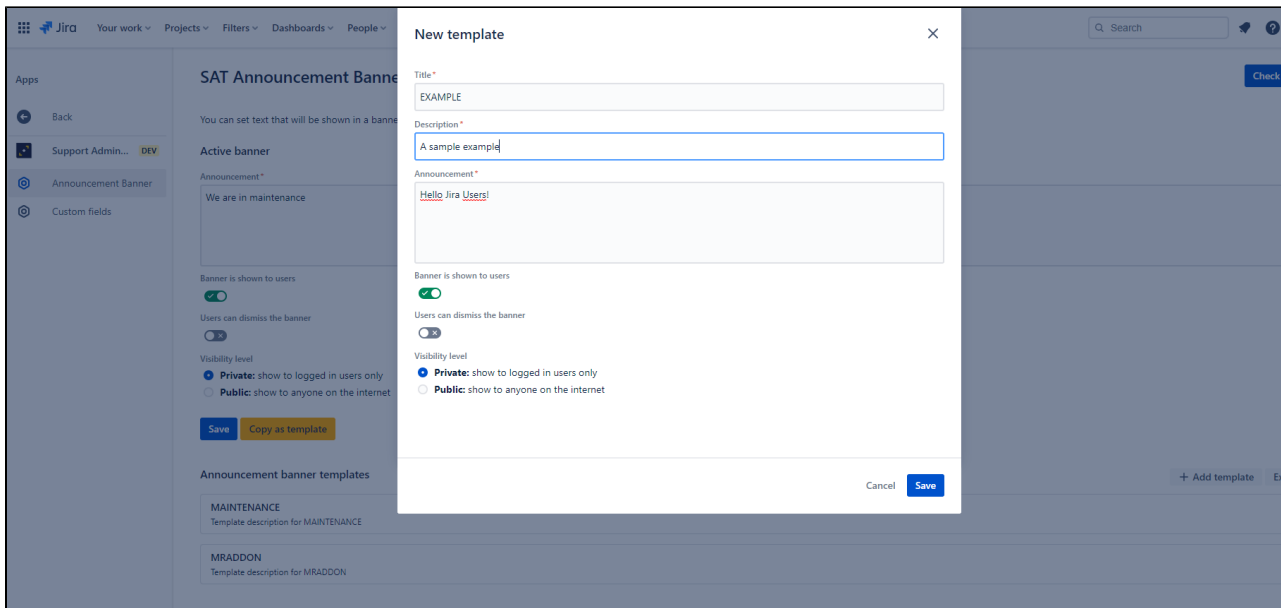


➤ Create an Announcement Banner to be shown to your users

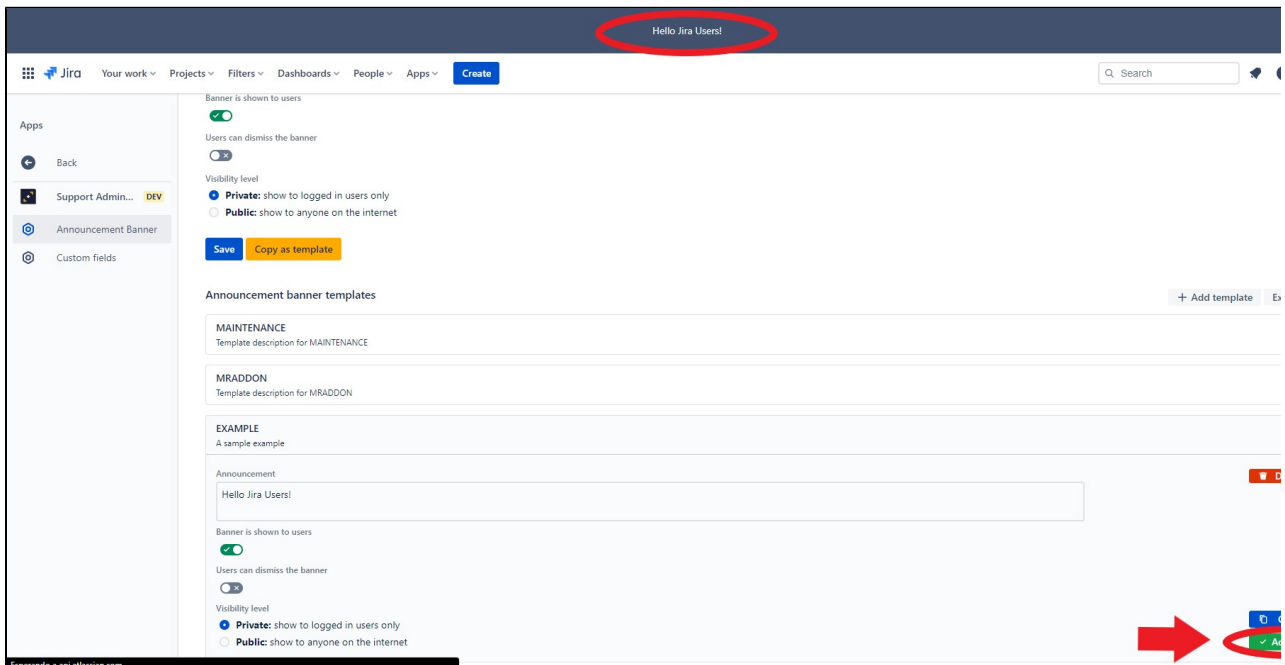
Go to “Apps” “Support Admin Tools” : “Announcement Banner” option



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!

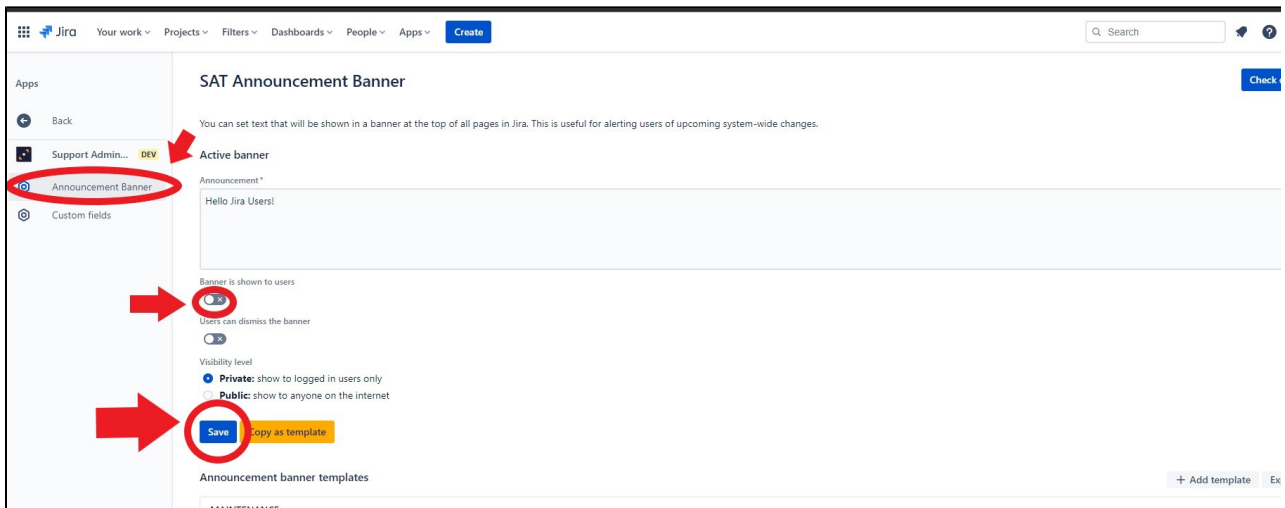


( Remember to always push the button Check change or refresh page to see the changes!)

## ➤ Disable the Announcement Banner

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

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