JaWork

User Guide

For everyone on a team: find your way around, work on issues, the board and sprints, plan on the Gantt chart, keep documents and ask jaAI.

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GETTING STARTED

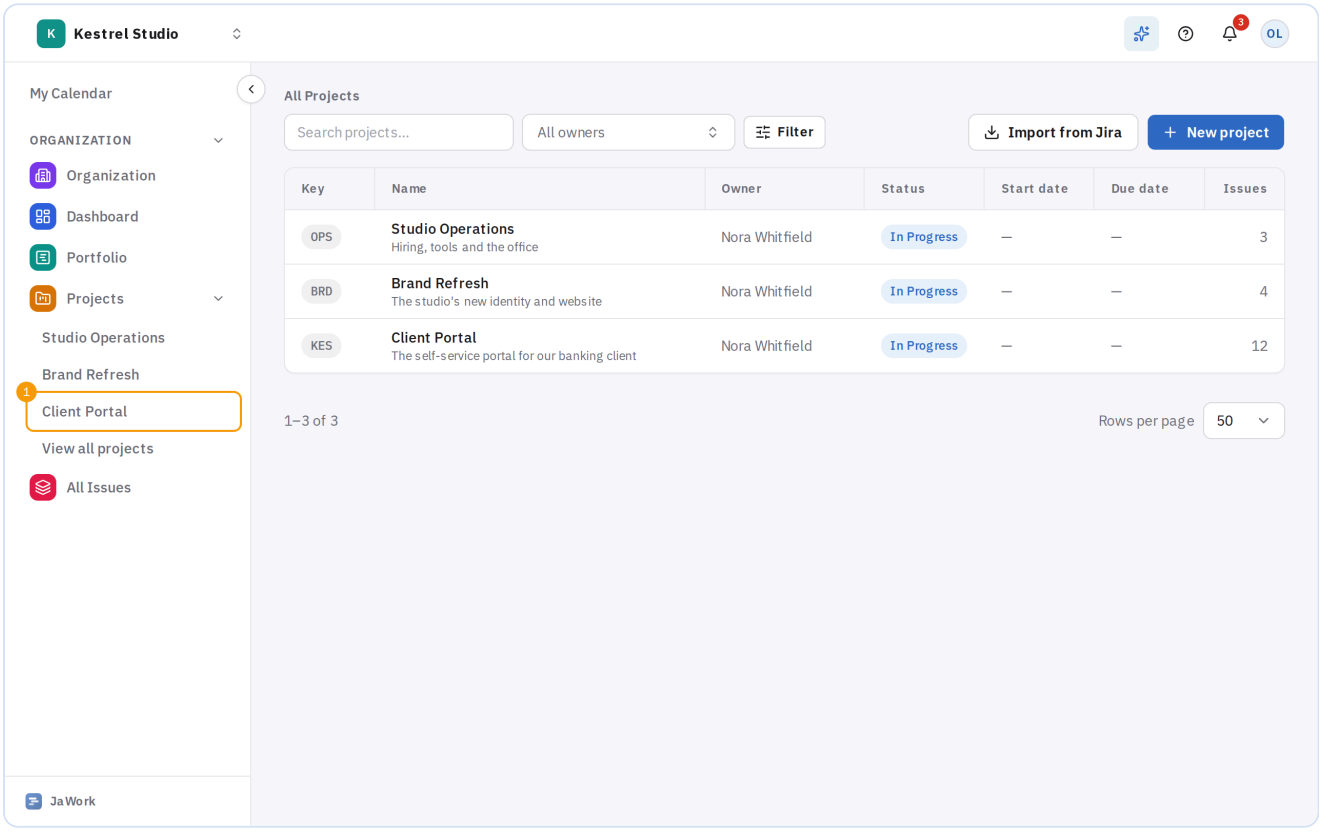
Find your way around

The menu on the left, the project tabs, the bell, jaAI, help and your account — where everything in JaWork lives, on a computer and on a phone.

JaWork keeps everything for one organization in one place: its projects, their issues, boards and plans, and the people who work on them. This page shows you where each part lives.

The menu on the left

1. **My Calendar** at the top is your own calendar: your meetings and the issues due for you.
2. Under **Organization** you find **Organization** (members, work calendar, billing), **Dashboard** (charts across every project) and **Portfolio** (all projects on one timeline).
3. **Projects** opens to show the projects you work in. Click a name to open it, or **View all projects** to see the full list.
4. **All Issues** lists every issue you can see, in every project.



The arrow at the top of the menu folds it away when you want more room.

Inside a project

A project has a row of tabs: **Profile**, **Dashboard**, **Gantt**, **Sprints**, **Board**, **Issues**, **Releases**, **Documents** and **Reports**. Most days you will live in **Board** and **Issues**.

An issue’s page

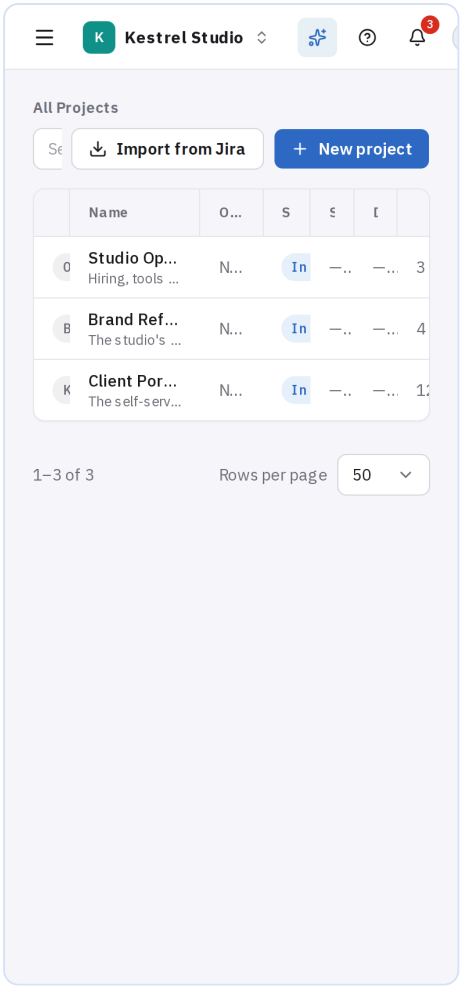
On a computer’s wide screen, an issue’s page has two scrolling areas: the issue itself on the left — its title, description, attachments, subtasks, links and comments — and its **Details** on the right. Each scrolls on its own, so the details stay in view while you read a long description. On a phone or in a narrow window, the two are stacked and scroll as one.

The top bar

- The organization’s name at the top left switches organization, if you belong to more than one.
- The **Search** box beside it, on a computer, searches your issues.
- The sparkle button opens **jaAI**, the assistant that answers questions about your work. It opens in its own box beside the page (full screen on a phone).
- The **?** button is help for the page you are on: the Help Center articles about it, the **User Guide** and the **Admin Guide**, **Ask jaAI**, and **Chat with support**.
- **Chat with support** opens a chat with JaWork’s support without leaving the page. It answers questions about JaWork from this Help Center first, in your language, and a person can join the same chat when you need one — the chat asks who you are only then. For questions about your own projects and issues, ask jaAI. If the chat can’t open, the same item takes you to the contact form on jawork.app.
- jaAI and the support chat open in the same place on the right, one at a time: opening one closes the other, and jaAI keeps what you had typed in its box.
- The bell shows your notifications. A red number means some are unread.
- Your initials open your account: settings, **Organization members** (for the organization’s owner and admins), and sign out.

On a phone

JaWork works in your phone’s browser. The menu moves behind a button, and lists and boards fit the screen.



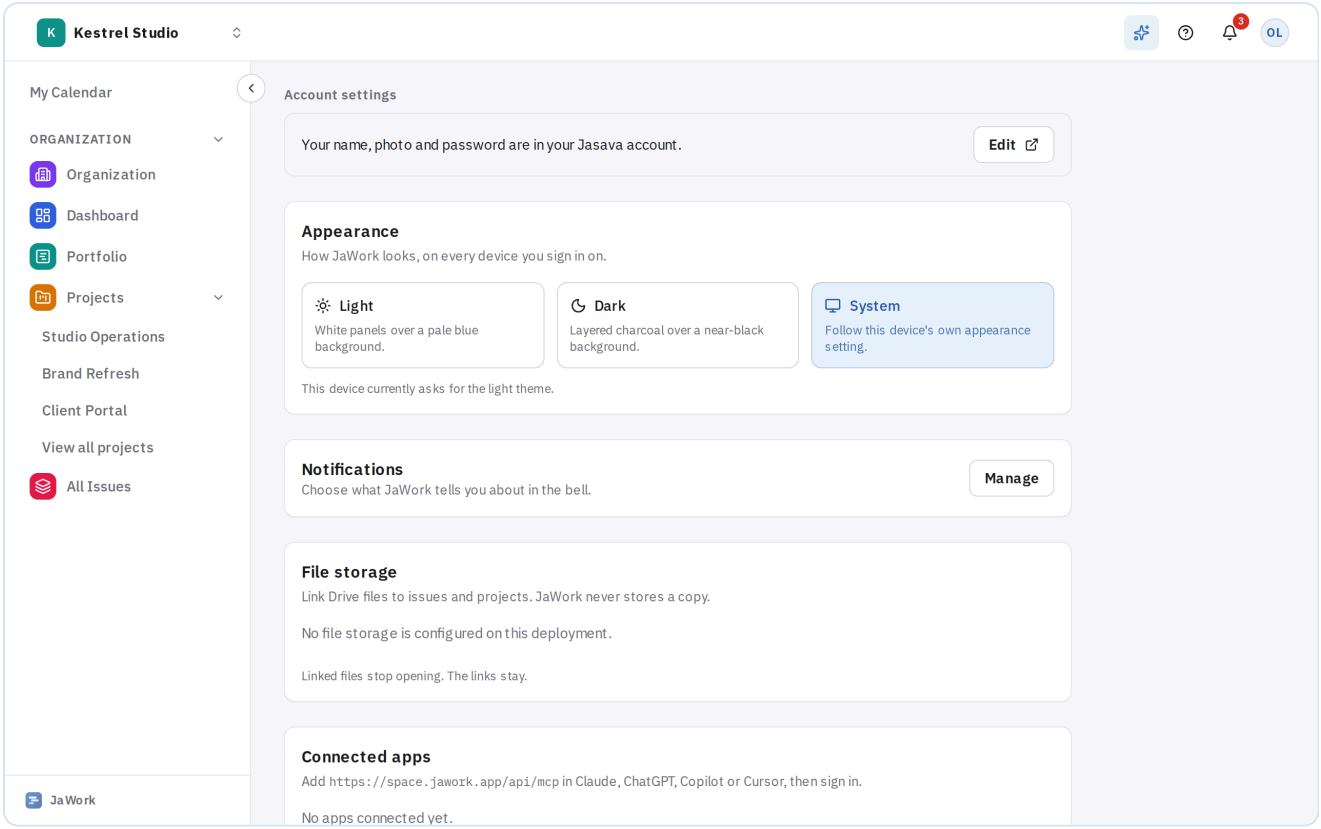
Next, set up your profile and notifications.

Online: jawork.app/help/user/getting-started/tour

Your name, photo, theme and notifications

Change your name, photo and password in your Jasava account, pick a light or dark theme, and choose what the bell tells you about.

Your settings live on one page. Open it from your initials at the top right, then **Account settings**.



Your name, photo and password

You sign in to JaWork with your **Jasava account**, the same account you use for Jasava's other products. Your name, photo and password are kept there.

1. On **Account settings**, find "Your name, photo and password are in your Jasava account."
2. Click **Edit**. Your Jasava account opens in a new tab.
3. Make the change and save it there. JaWork shows it the next time a page loads.

Light, dark or the same as your device

Under **Appearance**, choose:

- **Light** — white panels over a pale blue background.
- **Dark** — charcoal panels over a near-black background.
- **System** — follows your device's own setting, so JaWork turns dark when your phone or computer does.

Your choice follows you to every device you sign in on.

What the bell tells you about

1. Under **Notifications**, click **Manage**.
2. Turn on the kinds of notification you want, and turn off the ones you don’t.

> **Tip:** You can open the same page from the bell itself: click **Notification settings** at the bottom of the list.

Read more about the bell and your notifications.

Online: jawork.app/help/user/getting-started/profile

ISSUES

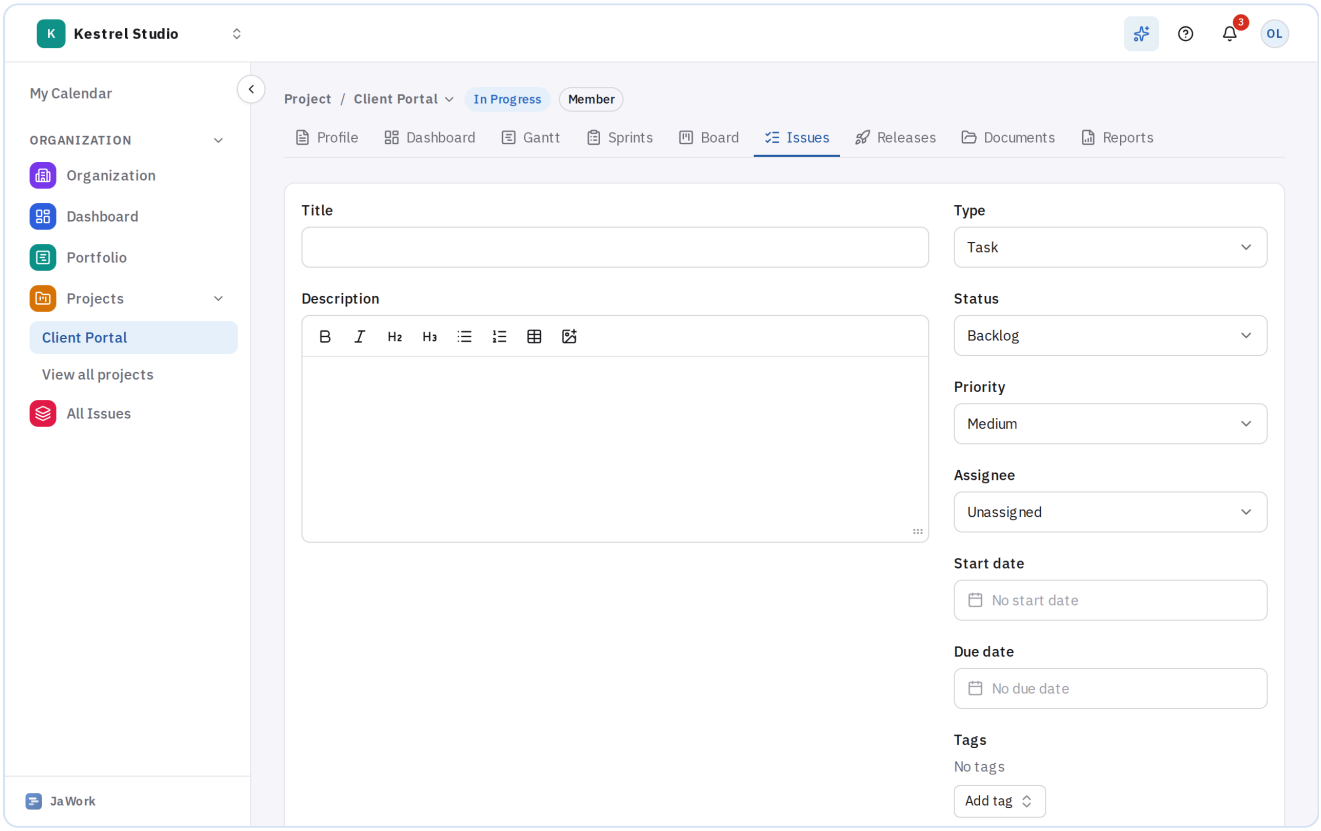
Create an issue

Add a task or a bug to a project — from the Create issue button, from a column on the board, or from the Issues list — with its type, status, priority, assignee and dates.

An issue is one piece of work: a task to do, a bug to fix, or a milestone to reach. Each issue gets a key from its project, such as **KES-4**, so anyone can find it.

Create an issue

1. Open the project and go to **Board** or **Issues**.
2. Click **Create issue**. The new issue page opens.
3. Type a **Title**. It is the only field you must fill in.
4. Add a **Description** if it helps. The toolbar has bold, italic, headings, lists, a table and pictures.
5. On the right, choose the **Type** (for example Task or Bug), the **Status**, the **Priority** and the **Assignee**.
6. Add a **Start date** and a **Due date** if the work has them, and any **Tags**.
7. Save the issue.



A new issue starts in the first column, usually **Backlog**, unless you pick another status.

Create an issue straight into a column

On the **Board**, each column has a **+** button beside its name. Click it to create an issue that starts in that column.

If you change your mind

If you have typed something and close the form — with **×**, **Cancel**, Escape or a click outside it — JaWork asks **Discard this issue?** and says what you typed, such as a title and a description.

- **Keep editing** takes you back to the form. It is the default, and Escape chooses it too.
- **Discard** closes the form and throws away what you typed.

If you haven't typed anything, the form simply closes.

> **Tip:** If your project has custom fields, such as a client or story points, they appear on the same page under the usual fields.

Once the issue exists, you can assign it, set dates and add subtasks.

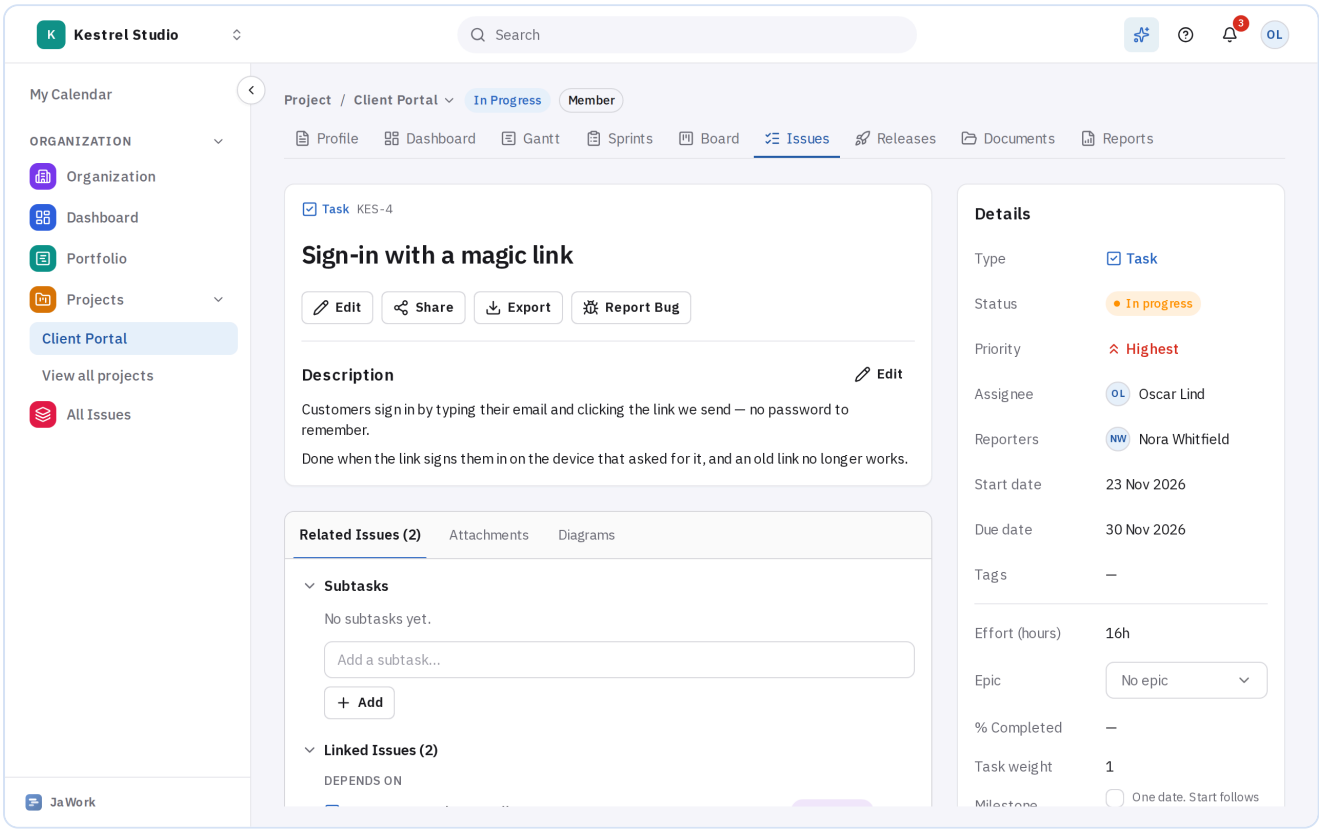
Online: jawork.app/help/user/issues/create

Edit an issue — assign, priority, dates, subtasks and links

Open an issue to change who it is assigned to, its priority and dates, break it into subtasks and link it to the issues it depends on.

Click an issue anywhere in JaWork — on the board, in a list or in a notification — to open its page. Everything about the issue is there.

On a computer's wide screen, the issue and its **Details** scroll separately: the issue on the left, the details on the right. The details stay in view while you read or write a long description.



Change the details

1. On the issue page, click **Edit** under the title.
2. Change the **Status**, **Priority**, **Assignee**, **Start date**, **Due date** or any other field.
3. Save. The **Details** panel on the right shows the new values.

The **Details** panel also shows who reported the issue, its effort in hours, its epic, how far it is done and any custom fields your project has.

Write the description

Click **Edit** beside **Description**. While you write, its toolbar — bold, italic, headings, lists, a table and pictures — stays at the top as you scroll, and **Save** and **Cancel** stay at the foot of the editor.

To move a picture to another place in the text, drag it by the ⋮⋮ handle at its top left (it shows when you point at the picture), or drag the picture itself. A blue line shows where it will land. The picture keeps its size. With the picture selected, **Alt+↑** and **Alt+↓** move it up or down one block.

If you leave with unsaved changes — **Cancel**, Escape, closing the issue or going to another page — JaWork asks **Discard your changes to the description? Keep editing** takes you back; **Discard** throws the changes away.

Break it into subtasks

1. Under **Related Issues**, find **Subtasks**.
2. Type in **Add a subtask…** and click **Add**.

Each subtask is an issue of its own, with its own assignee and status.

Link related issues

Linked Issues shows how issues depend on each other, such as **Depends on** and **Is required by**.

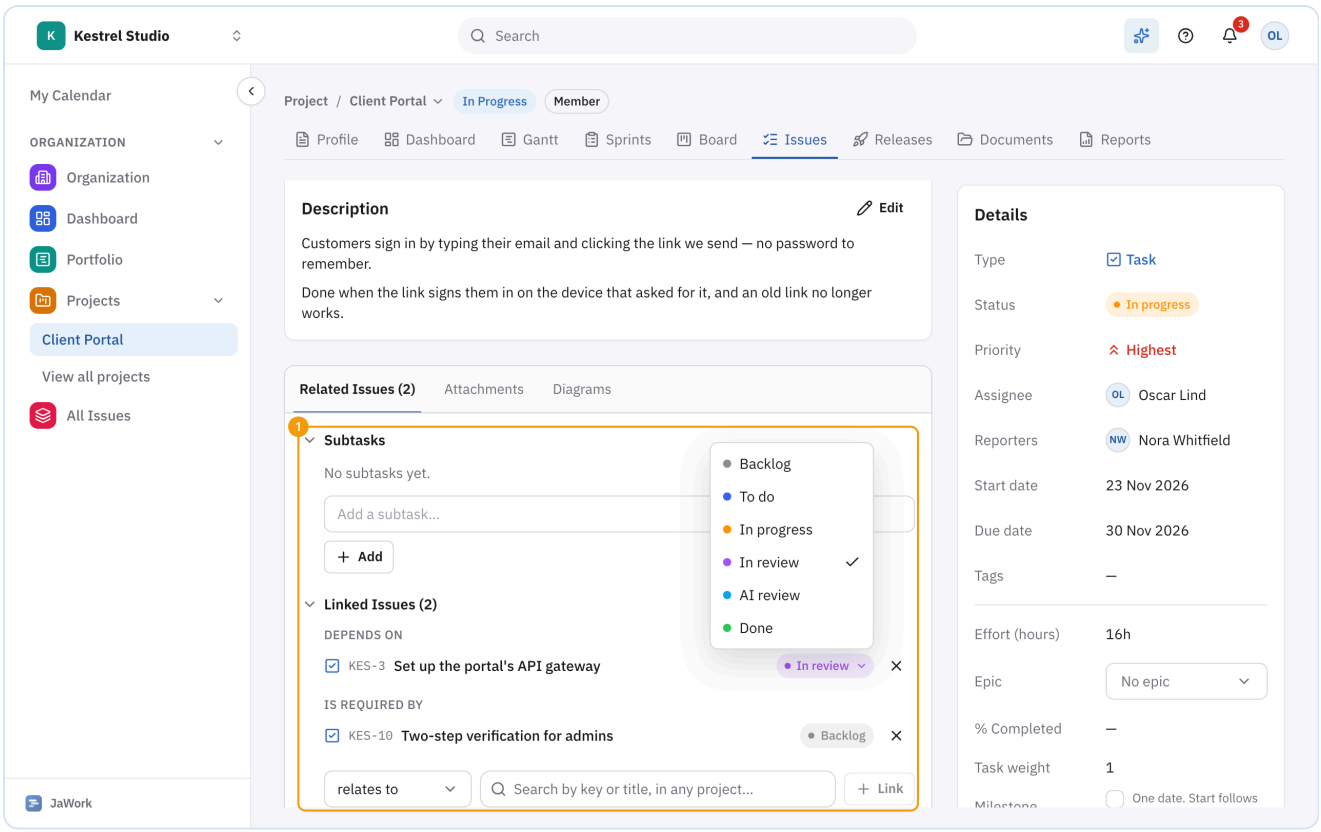
1. Choose how the issues relate, for example **relates to**.
2. Search by key or title, in any project.
3. Click **Link**.

To remove a link, click the × at the end of its row.

Change a subtask’s status from the parent

You don’t have to open a subtask or a linked issue to move it on. In **Related Issues**, click its status at the end of the row, then pick the new status. The list shows the statuses of that issue’s own project, with the current one ticked, and the change is saved straight away. With the keyboard, press **Enter** on the status, use ↑ and ↓, and press **Enter** again; **Escape** closes the list.

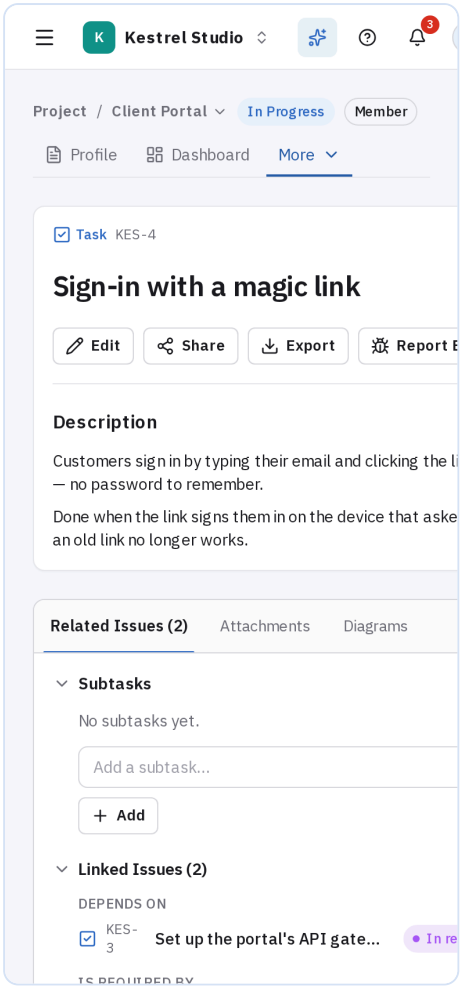
If the last open subtask goes to a done status, JaWork asks whether the parent is done too. The status is a plain label, without the small arrow, when you can’t change that issue.



Other things you can do

- **Share** copies a link to the issue.
- **Export** saves the issue as a document.
- **Report Bug** creates a bug linked to this issue.

The issue page also works on a phone, with the details under the description.



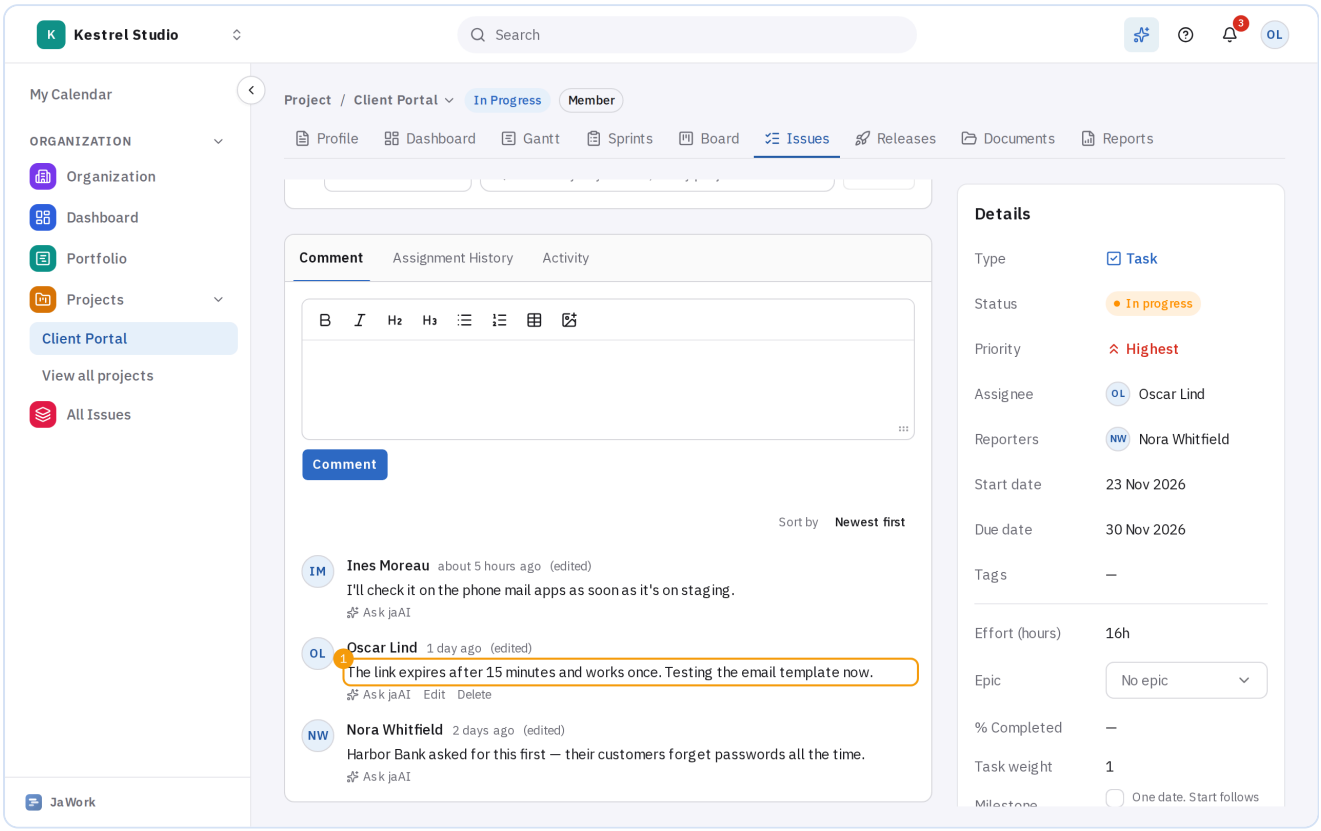
Next, talk about the work in comments.

Online: jawork.app/help/user/issues/edit

Comments, @mentions and attachments

Discuss an issue in its comments, mention a teammate so they are told, attach several files at once and step through the pictures.

Comments keep the conversation about a piece of work on the issue itself, where everyone can find it later.



Write a comment

1. Open the issue and scroll to the **Comment** tab.
2. Type in the box. The toolbar has bold, italic, headings, lists, a table and pictures.
3. Click **Comment**.

Your comment appears in the list below, newest first. Change the order with **Sort by**.

While you write a long comment, the toolbar stays at the top as you scroll.

Move a picture in a comment

Paste or add a picture, then drag it to another place in the text — by the ⋮⋮ handle at its top left or by the picture itself. A blue line shows where it will land, and the picture keeps its size. With the picture selected, **Alt+↑** and **Alt+↓** move it up or down one block.

If you leave before sending

If you have typed a comment and leave without sending it — Escape, closing the issue or going to another page — JaWork asks **Discard your comment? Keep editing** takes you back to it; **Discard** throws it away. Leaving while you change one of your comments asks **Discard your changes to the comment?**

Mention a teammate

Type **@** and the first letters of a name, then pick the person. They get a notification that you mentioned them, with a link to the issue.

Change or delete your comment

Under your own comment, click **Edit** or **Delete**. An edited comment is marked "(edited)".

Ask jaAI about a comment

Every comment has **Ask jaAI** under it. Click it and jaAI explains the comment or answers a question about it, using the issue as context.

Attach files

Open the **Attachments** tab, above the comments, to add files to the issue or open ones already there.

1. Click **Attach files**.
2. Choose one file or several — up to 10 at a time. You can also drag files from your computer onto the tab: it shows **Drop files to attach**, and dropping them attaches them.
3. Each file shows its own progress in the list, two uploading at a time in the order you picked them, and it joins the list when it is done.

If one file fails, the others still upload. It stays in the list with the reason and **Retry**. When the last file is done, JaWork says which files weren't attached and why — for example "2 of 5 files weren't attached: big-video.mp4 is over 25 MB; …". If you pick more than 10, the first 10 go and JaWork says how many were left out.

A project's **Documents** work the same way: **Create › Attach files**, or drop files on the list, and they go into the folder you have open. When you attach a single file there, JaWork asks for its note first.

Look through the pictures

Click a picture in the list to see it at full size. If the list has more pictures, step through them:

- Click ‹ or › beside the picture, or press ← and →. On a phone, swipe.
- The top shows the picture’s name, size, **Download** and where you are, such as “2 / 5”.
- With 3 or more pictures, thumbnails run under the picture. Click one to go to it.
- The arrows stop at the first and last picture. Each picture opens at 100%, the right way up.
- PDFs, sheets and other documents aren’t in the run; they open on their own.
- Press **Escape** to close.

How large a file can be

Each file can be up to **25 MB**. That goes for files on the **Attachments** tab and for pictures you paste, drop or add in a comment.

A larger file isn’t sent. JaWork tells you at once, with its size — for example “plans.pdf is 26.4 MB — files can be up to 25 MB”. If you added several files together, the others still upload. To share something larger, compress it or split it into parts. Web pages, scripts and SVG files can’t be attached, because a browser would open them as a page.

If your connection drops while a file is uploading, JaWork says “The upload didn’t finish — try again”. Nothing is saved, so click **Retry**.

> **Tip: Assignment History** and **Activity**, beside **Comment**, show who the issue was assigned to over time and every change made to it.

Read how the bell tells you about mentions and assignments.

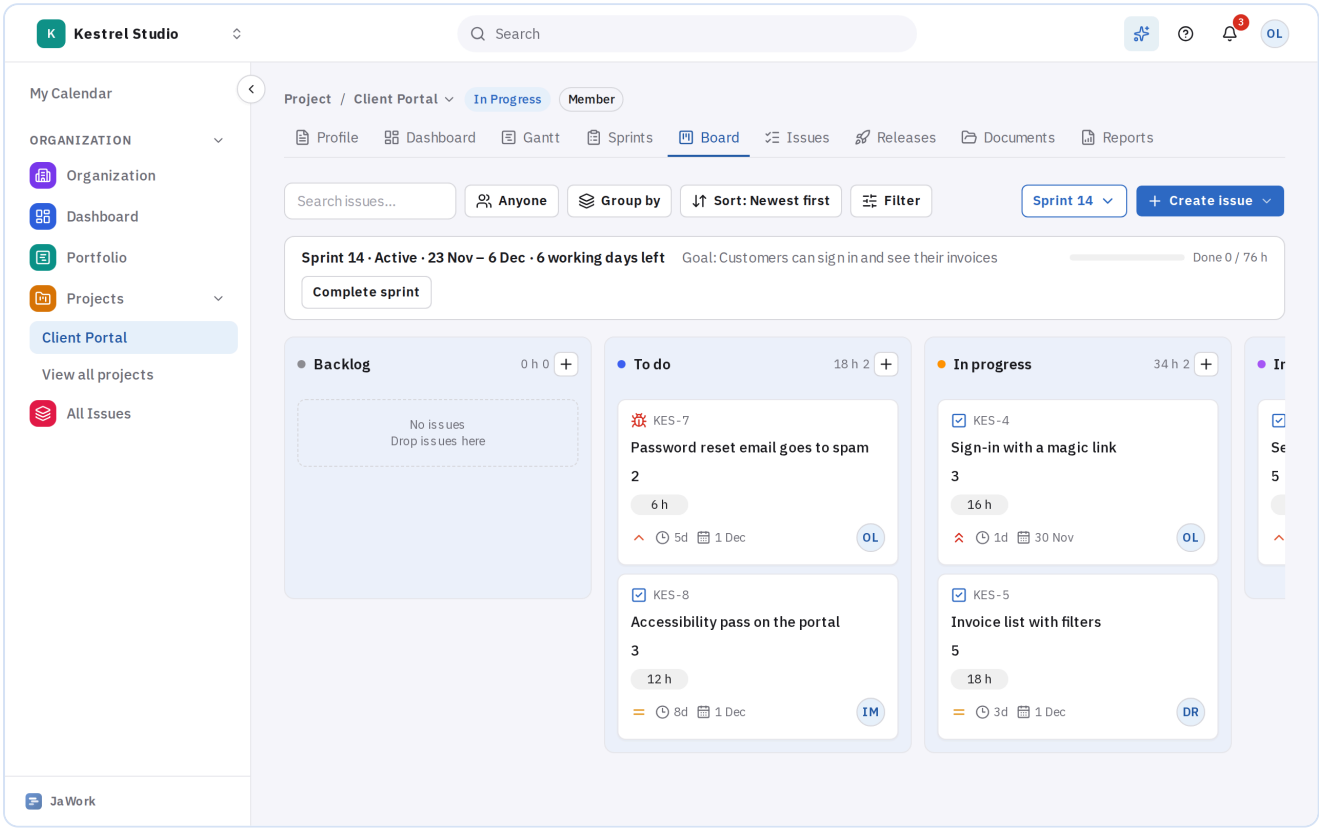
Online: jawork.app/help/user/issues/comments

THE BOARD

Move cards on the board

Drag an issue's card from one column to the next as the work moves, read what each card shows, and complete the sprint when it is done.

The board shows a project's issues as cards in columns, one column per status. Moving a card to another column changes the issue's status.



Move a card

1. Open the project and click **Board**.
2. Drag a card to another column and let go.

The issue's status changes at once, and everyone looking at the board sees the card move. Some columns may only accept certain people; if you can't drop a card, ask your project admin.

What a card shows

From top to bottom, a card shows:

- the issue type and key, such as **KES-4**;
- the title;
- custom fields your project shows on cards, such as story points;

- the effort in hours;
- the priority, how many days the card has been in its column, and the due date;
- the assignee’s initials. Click them to assign someone else.

Each column’s header shows its total hours and how many cards it holds. Click **+** beside a column’s name to create an issue in that column.

The sprint

When your project plans in sprints, the board shows the current sprint above the columns: its dates, the working days left, its goal and how much is done. Choose another sprint from the sprint button at the top right.

When the work is finished, click **Complete sprint**.

> **Tip:** If a card is hard to find, type part of its title or key in **Search issues…**.

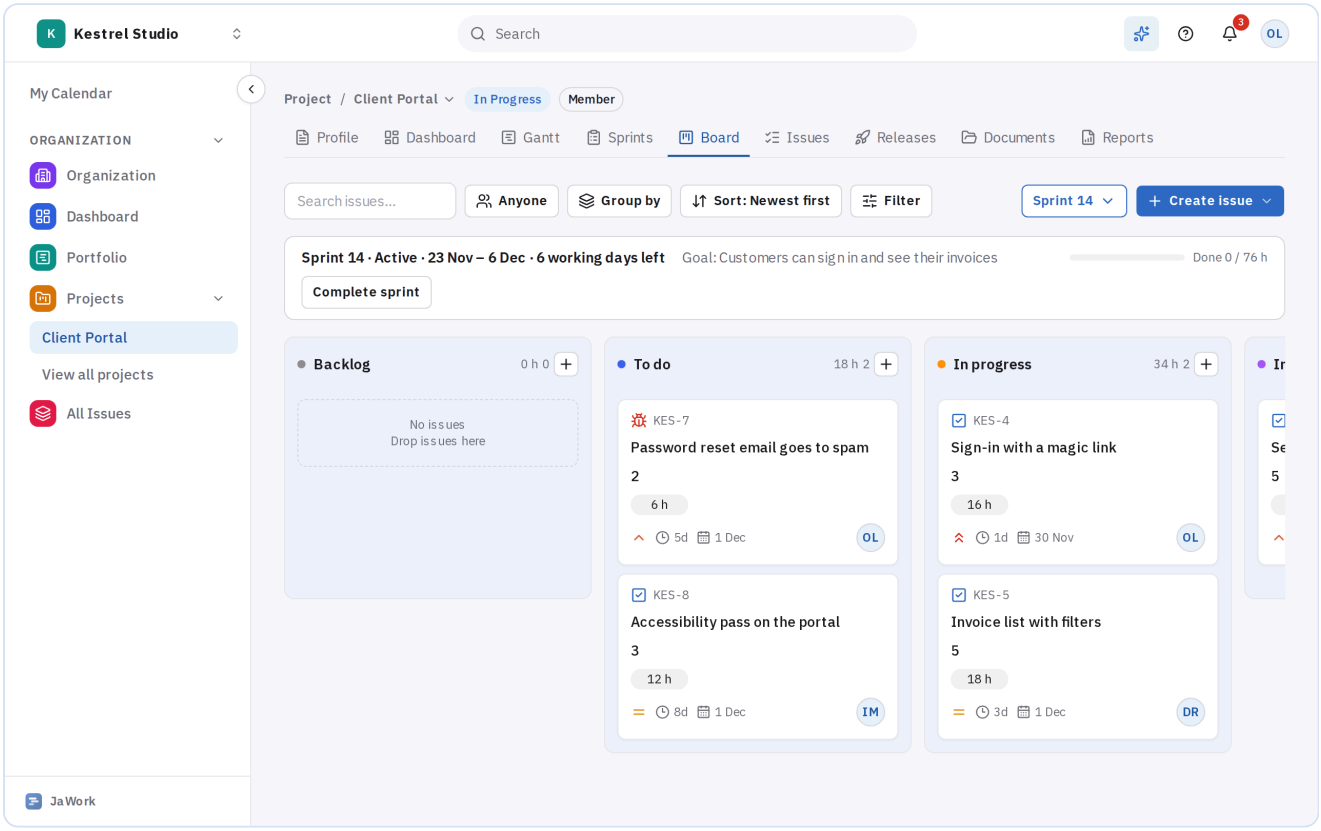
Next, filter the board to see only what matters to you.

Online: jawork.app/help/user/board/move-cards

Filter the board

Search the board, show only one person's cards, filter by any field and sort the cards, so you see only the issues that matter to you.

A busy board can hold dozens of cards. The bar above the columns narrows it down.



Search

Type part of a title or a key, such as **KES-7**, in **Search issues...**. Only matching cards stay on the board.

Show one person’s cards

1. Click **Anyone**.
2. Pick yourself, a teammate, or **Unassigned**.

The board now shows only those cards. Click again and choose **Anyone** to see everyone’s.

Filter by a field

1. Click **Filter**.
2. Choose a field, such as priority, type, tag or a custom field, and the values you want.

The filter stays while you move around the project, and the button shows that a filter is on.

Sort the cards

Click the sort button, for example **Sort: Newest first**, and choose another order. The cards in every column follow it.

Switch sprint

When your project plans in sprints, the sprint button at the top right, such as **Sprint 14**, chooses which sprint's cards the board shows.

> **Tip:** The **Issues** tab has the same search, **Anyone** and **Filter**, for when you would rather work in a list.

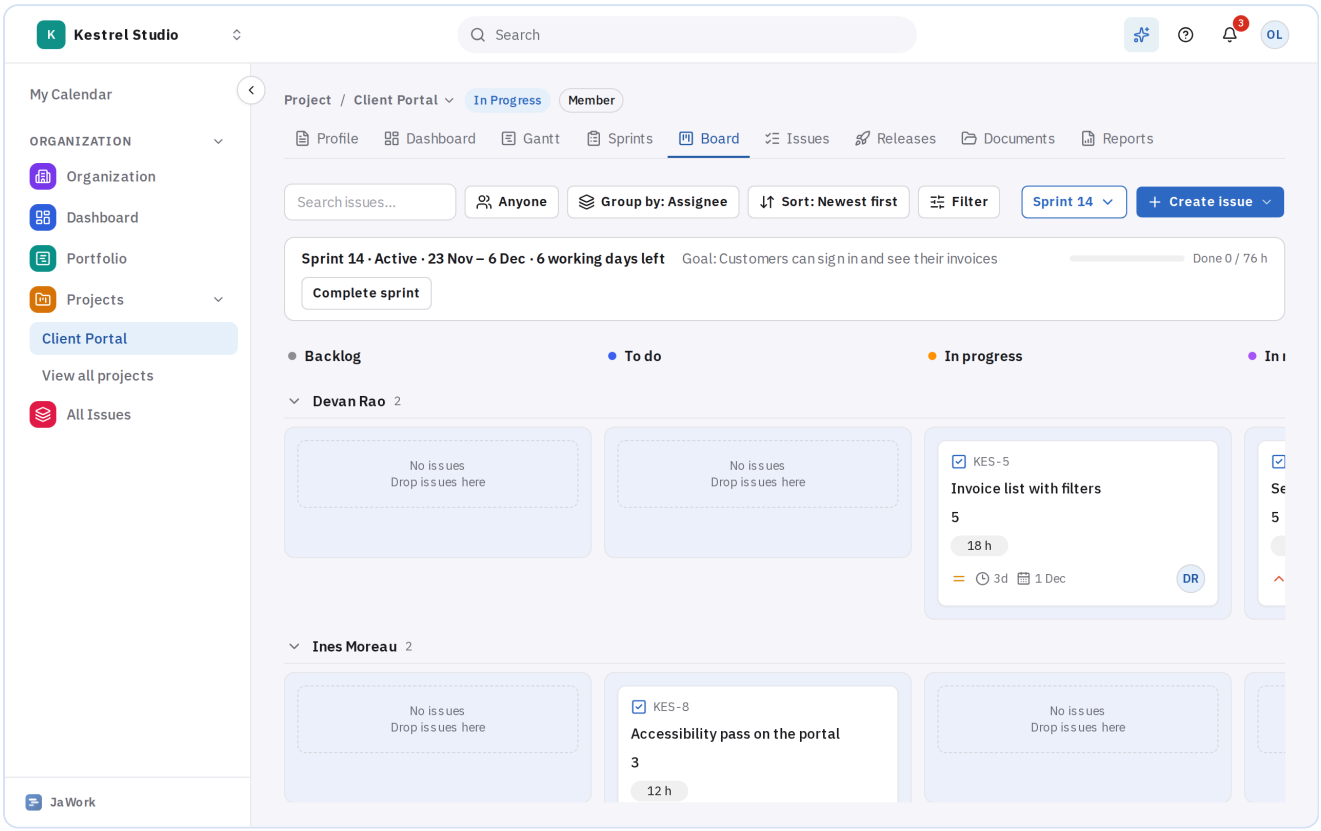
To split the board into rows by person or priority, read swimlanes.

Online: jawork.app/help/user/board/filter

Swimlanes — group the board into rows

Split the board into rows by assignee, priority, issue type or one of your project's fields, and drag a card between rows to change that value.

Swimlanes split the board into rows, one row per person, priority or type. The columns stay the same, so you can see at a glance who has what in each status.



Group the board

1. On the **Board**, click **Group by**.
2. Choose what each row is:
   - **Assignee** — a row per person;
   - **Priority** — a row per priority;
   - **Issue type** — tasks, bugs and so on;
   - one of your project's own fields, such as **Client**.
3. The button now reads, for example, **Group by: Assignee**.

Each row has a header with its name and the number of cards in it. Click the arrow beside it to fold the row away.

Change a value by dragging

Drag a card into another row, and JaWork changes that value for you. With **Group by: Assignee**, dropping a card in Ines Moreau's row assigns the issue to her. Drop it in another column of that row, and the status changes too.

Go back to columns only

Click **Group by** and choose **No swimlanes**.

Your choice stays on this board until you change it.

Read how to filter the board as well.

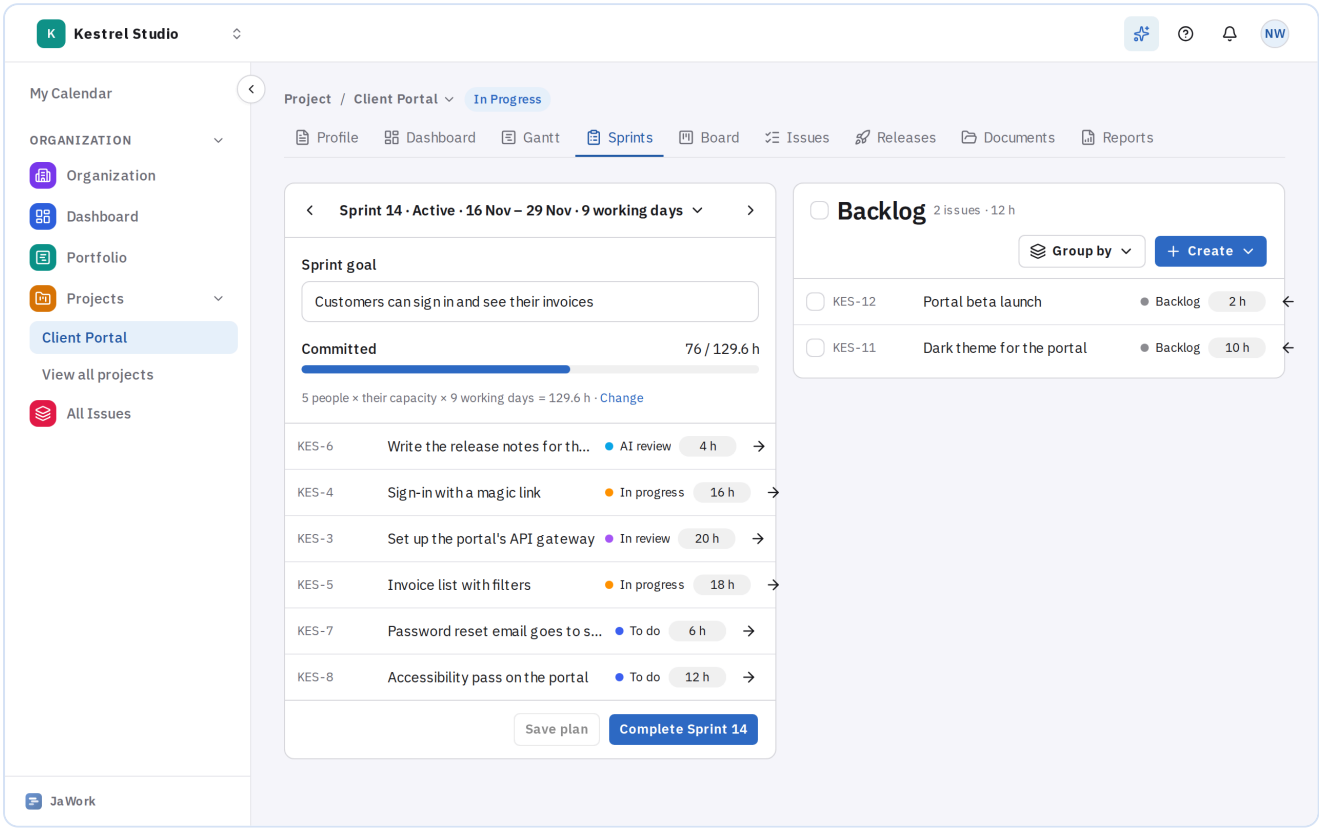
Online: jawork.app/help/user/board/swimlanes

SPRINTS

Plan a sprint

Move issues from the backlog into a sprint, set its goal, check the hours against your team's capacity, and complete the sprint when it ends.

A sprint is a fixed stretch of time, often two weeks, with a set of issues the team commits to finish. You plan it on the **Sprints** tab.



Plan the sprint

1. Open the project and click **Sprints**.
2. On the left, choose the sprint with the arrows or the list at the top, for example **Sprint 14 · Active**.
3. Write the **Sprint goal**: one sentence about what the sprint should achieve.
4. On the right, the **Backlog** lists the issues not in a sprint. Click the arrow at the end of an issue's row to move it into the sprint. The arrow on a sprint issue moves it back.
5. Click **Save plan**.

To move several issues at once, tick them in the backlog first.

Check the capacity

Committed compares the sprint's hours with what your team can do. For example, 76 of 129.6 hours means there is room for more. The line below it shows how the capacity is worked out — people, their capacity and the working days. Click **Change** to adjust it.

The working days leave out weekends and your organization's holidays.

Add issues from here

Click **Create** above the backlog to add a new issue without leaving the page. **Group by** groups the backlog by assignee, priority or type.

Complete the sprint

When the sprint ends, click **Complete Sprint 14** (the button names your sprint). Issues that are not done go back to the backlog or to the next sprint.

> **Tip:** Your project admin can turn on an automation that completes the sprint by itself when the last issue is done.

While the sprint runs, the team works from the board.

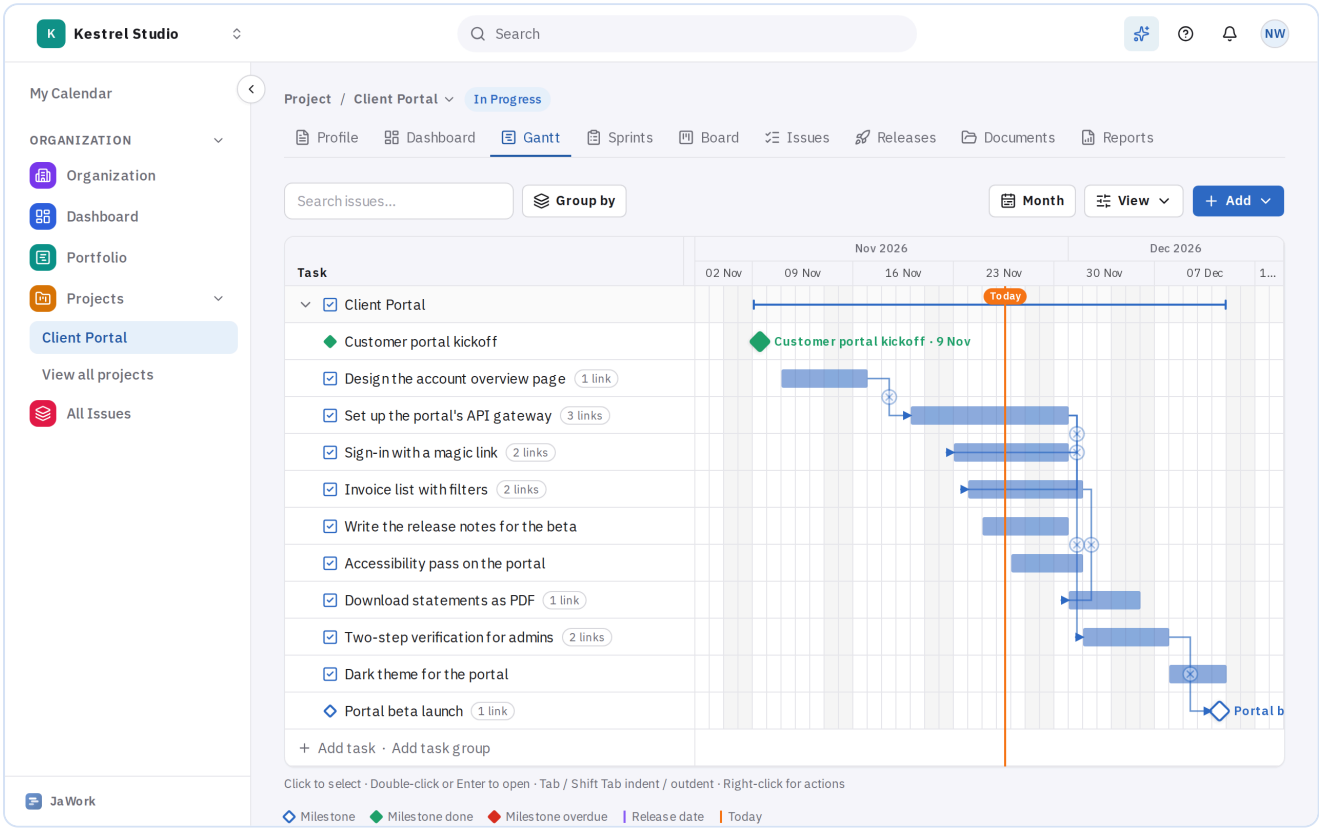
Online: jawork.app/help/user/backlog/plan-sprint

GANTT

Plan on the Gantt chart

See a project's issues on a timeline, drag their dates, link the ones that depend on each other, and add milestones and task groups.

The Gantt chart shows every issue of a project as a bar on a timeline, from its start date to its due date. Arrows between bars show which work has to finish before other work can start.



Open the Gantt chart

Open the project and click **Gantt**. Issues are listed on the left, in their groups, and drawn as bars on the right. The orange line marks today.

Change dates

- Drag a bar to move the work to other days.
- Drag either end of a bar to change its start date or due date.

The issue’s dates change at once, on the board and in every list.

Link work that depends on other work

Drag from the end of one bar to the start of another to draw a link. The second issue now depends on the first. The number of links an issue has shows beside its name, for example **2 links**.

Add work

At the bottom of the list, click **Add task** for a new issue or **Add task group** to group several. Click **Add** at the top right for more choices, such as a milestone.

A milestone is a single date, drawn as a diamond: blue when it is ahead, green when done and red when overdue.

Find your way around

- **Month** changes the time scale.
- **View** chooses what is shown, such as links and the release dates.
- **Group by** groups the rows, for example by assignee.
- Click a row to select it, double-click or press Enter to open the issue, press Tab or Shift+Tab to indent or outdent it, and right-click for more actions.

> **Tip: Portfolio**, in the menu on the left, shows every project on one timeline.

Dates you set here show up on My Calendar too.

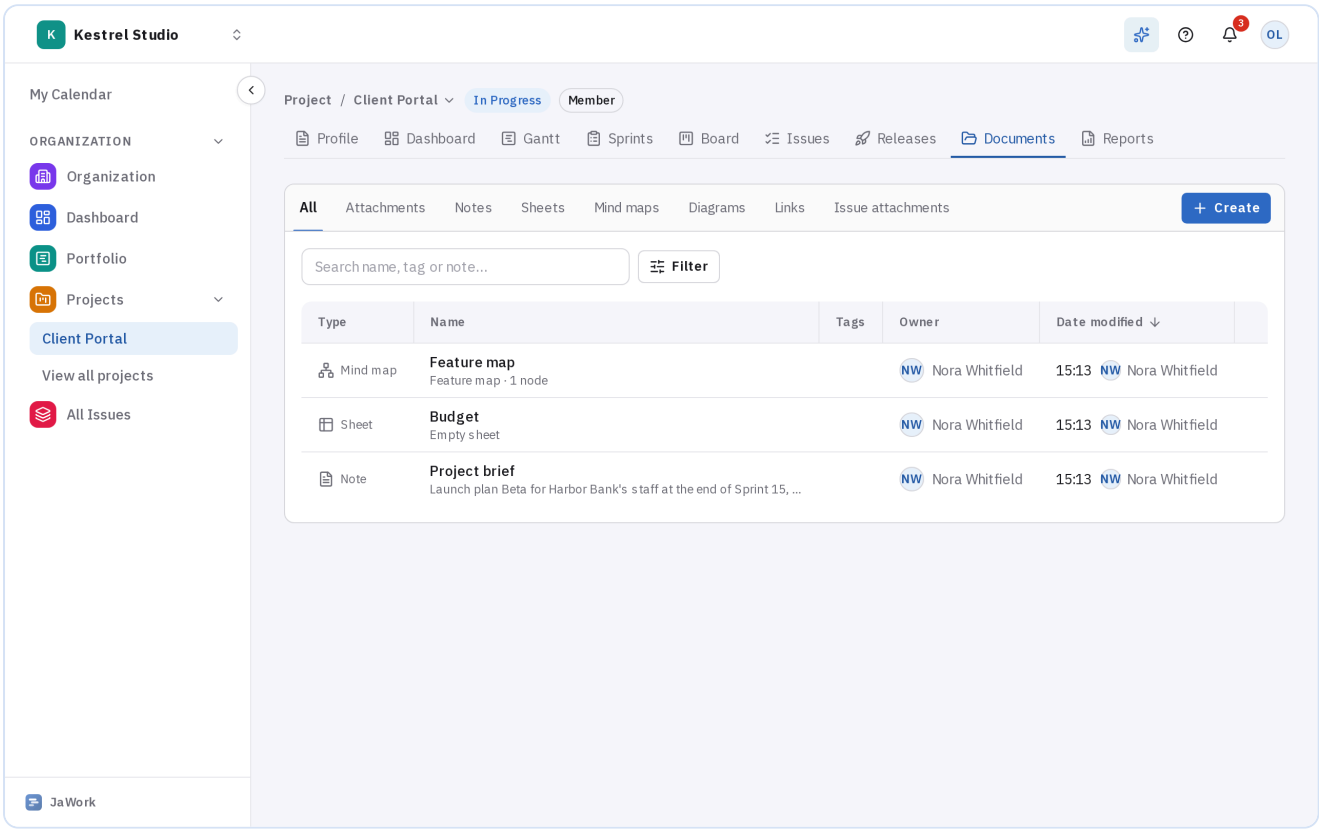
Online: jawork.app/help/user/gantt/plan

DOCUMENTS

Documents — notes, sheets, diagrams and mind maps

Keep a project's papers beside its issues — write notes, build sheets, draw diagrams and mind maps, attach files and links, organize them in folders and share them.

Every project has a **Documents** tab for the papers that go with the work: briefs, budgets, plans and diagrams. You write them in JaWork, so nobody hunts through email for the latest copy.



What you can keep here

The tabs along the top filter the list:

- **Notes** — rich text, like a short document, with tabs inside it.
- **Sheets** — a spreadsheet, for budgets and lists.
- **Mind maps** — ideas branching from one centre.
- **Diagrams** — flowcharts and drawings.
- **Attachments** and **Links** — files you upload and web links you keep.
- **Issue attachments** — every file attached to the project's issues, in one place.

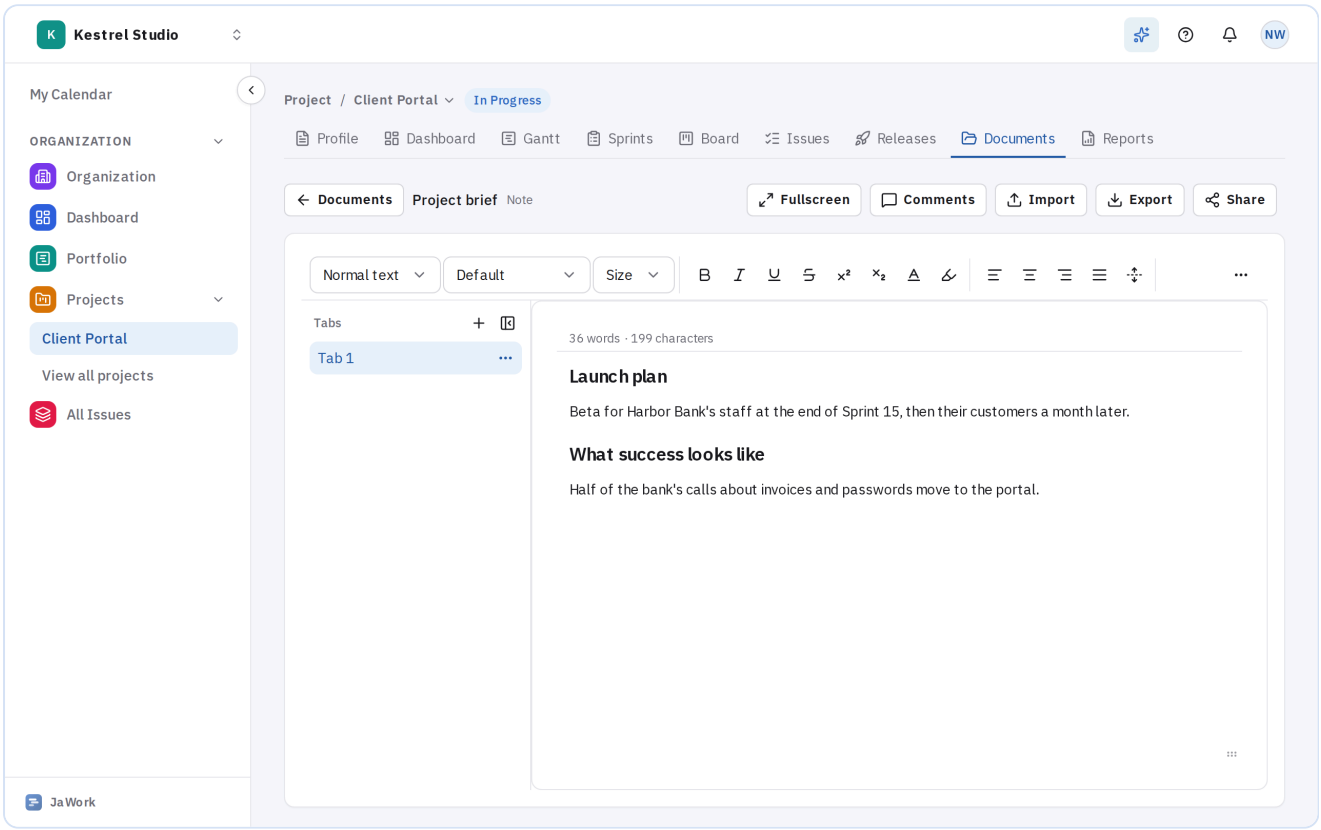
Create a document

1. Open the project and click **Documents**.
2. Click **Create** and choose the kind.
3. Give it a name. It opens straight away for editing.

Find a document with **Search name, tag or note…**, or narrow the list with **Filter**.

Write a note

A note opens in a full editor, with headings, fonts, sizes, colours and alignment. The **Tabs** column on the left splits a long note into parts; click **+** to add a tab.



Along the top of an open document:

- **Fullscreen** hides everything else while you write.
- **Comments** opens the comments on the document.
- **Import** and **Export** bring a file in or save the document as one.
- **Share** chooses who else can open it.

Everyone editing a note at the same time sees each other’s changes as they type.

> **Tip:** Click **Documents** at the top left of an open document to go back to the list.

Your project admin can also turn documents into ready-made reports.

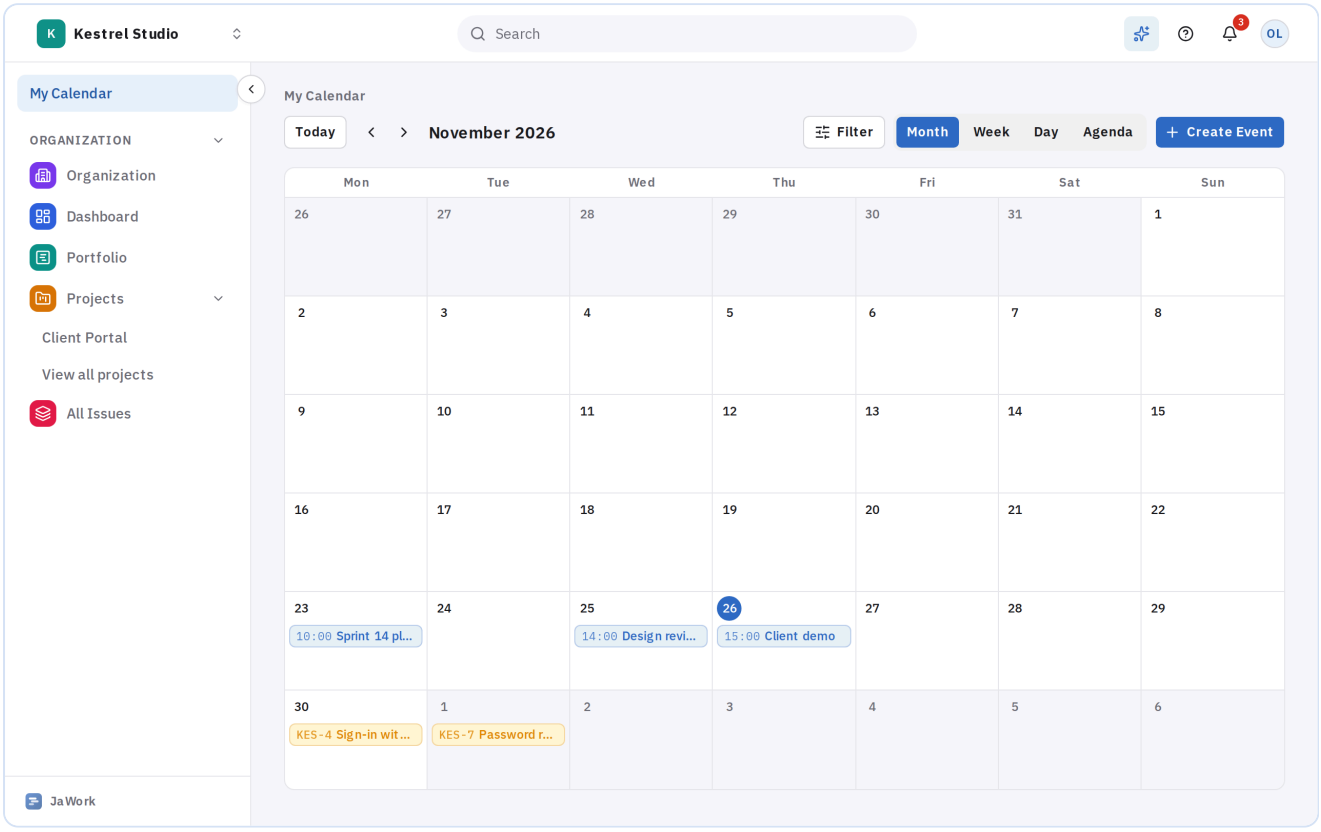
Online: jawork.app/help/user/documents/overview

CALENDAR

My Calendar

See your meetings and the issues due for you on one calendar, switch between month, week, day and agenda, and create events and invite people.

My Calendar shows your own week: the events you created or were invited to, and the issues that are due on each day.



Open your calendar

Click **My Calendar** at the top of the menu on the left. It shows every organization you belong to, together.

- Events are blue, with their start time.
- Issues are orange, with their key, on their due date. Click one to open the issue.

Your calendar is personal. Nobody else sees your events unless you invite them, admins included.

Change the view

- **Month**, **Week**, **Day** and **Agenda** change how much you see.
- **Today** brings you back to today, and the arrows move back and forward.
- **Filter** chooses what is shown, for example only events or only issues.

Create an event

1. Click **Create Event**.
2. Give it a title, a date and a time.
3. Add the people you want to invite. They get an invitation by email.
4. Save.

To move an event, drag it to another day or time.

> **Tip:** An event can repeat, for example every week, so a regular meeting only needs creating once.

Dates you change on the Gantt chart show up here too.

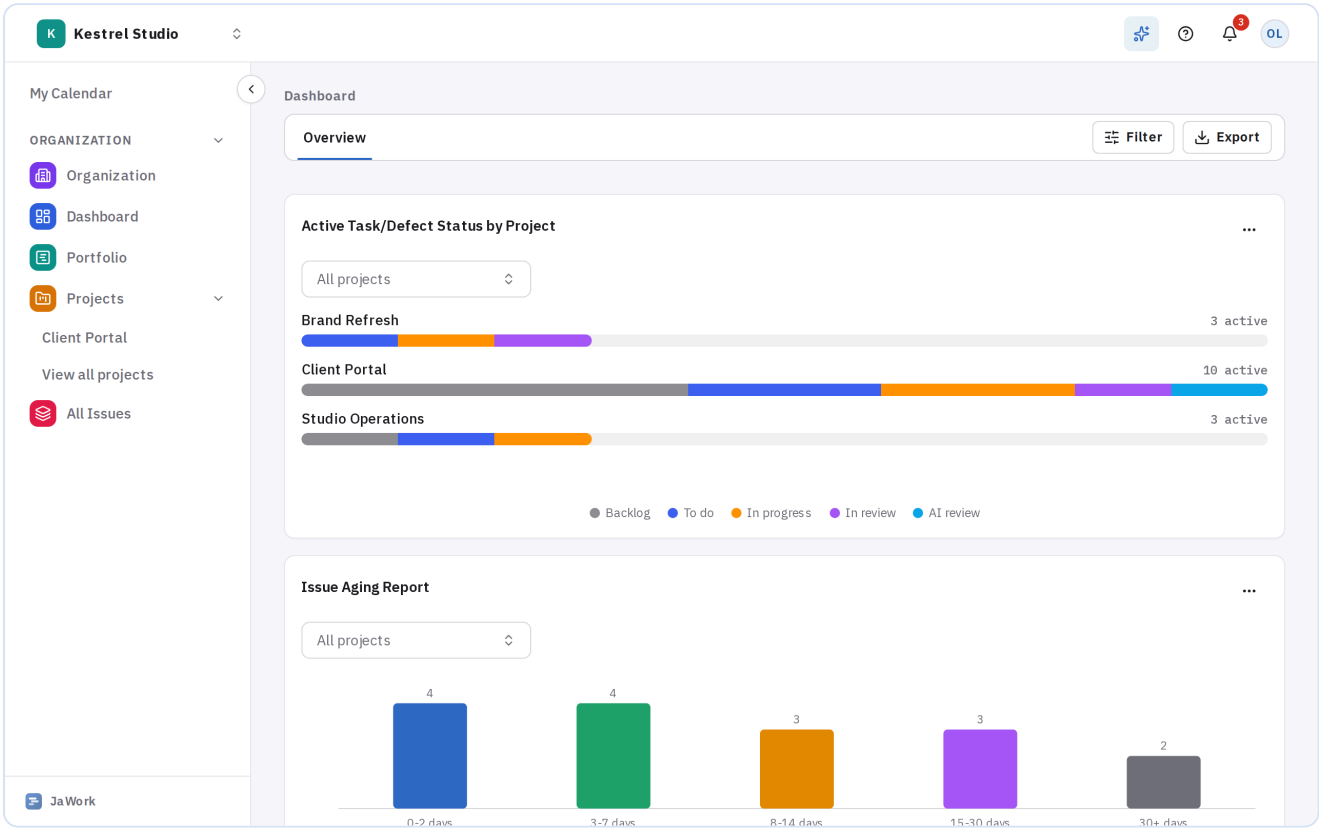
Online: jawork.app/help/user/calendar/my-calendar

DASHBOARDS

Read a dashboard

Read the organization's and each project's dashboard — status by project, issue aging, utilization and cost — filter it, see the issues behind a chart and export it.

A dashboard turns your issues into charts, so you can see how the work is going without counting cards. There is one for the whole organization and one for each project.



Open a dashboard

- **Dashboard** in the menu on the left shows every project you can see.
- A project's own **Dashboard** tab shows that project only.

A dashboard can have several tabs, such as **Overview**. Click a tab to switch.

What the charts mean

The **Overview** usually starts with:

- **Active Task/Bug Status by Project** — for each project, how many open issues sit in each status.
- **Issue Aging Report** — how long open issues have been waiting: 0–2 days, 3–7 days and so on. Tall bars on the right mean work is getting stuck.
- **Resource Utilization** — how much of each person's time is booked.

- **Resource Cost** — what the logged work costs, from your organization's job roles and rates.

Click a bar or a slice to see the issues behind it.

Narrow it down

- The list at the top of a chart, such as **All projects**, limits that chart.
- **Filter**, at the top right, applies to every chart on the tab at once.

Save or send it

Export saves the tab as a picture, or sends it by email on a schedule.

> **Tip:** Only some people can change a dashboard. If you'd like a new chart, ask your project admin or an organization admin.

Admins can read how to build dashboards and custom reports.

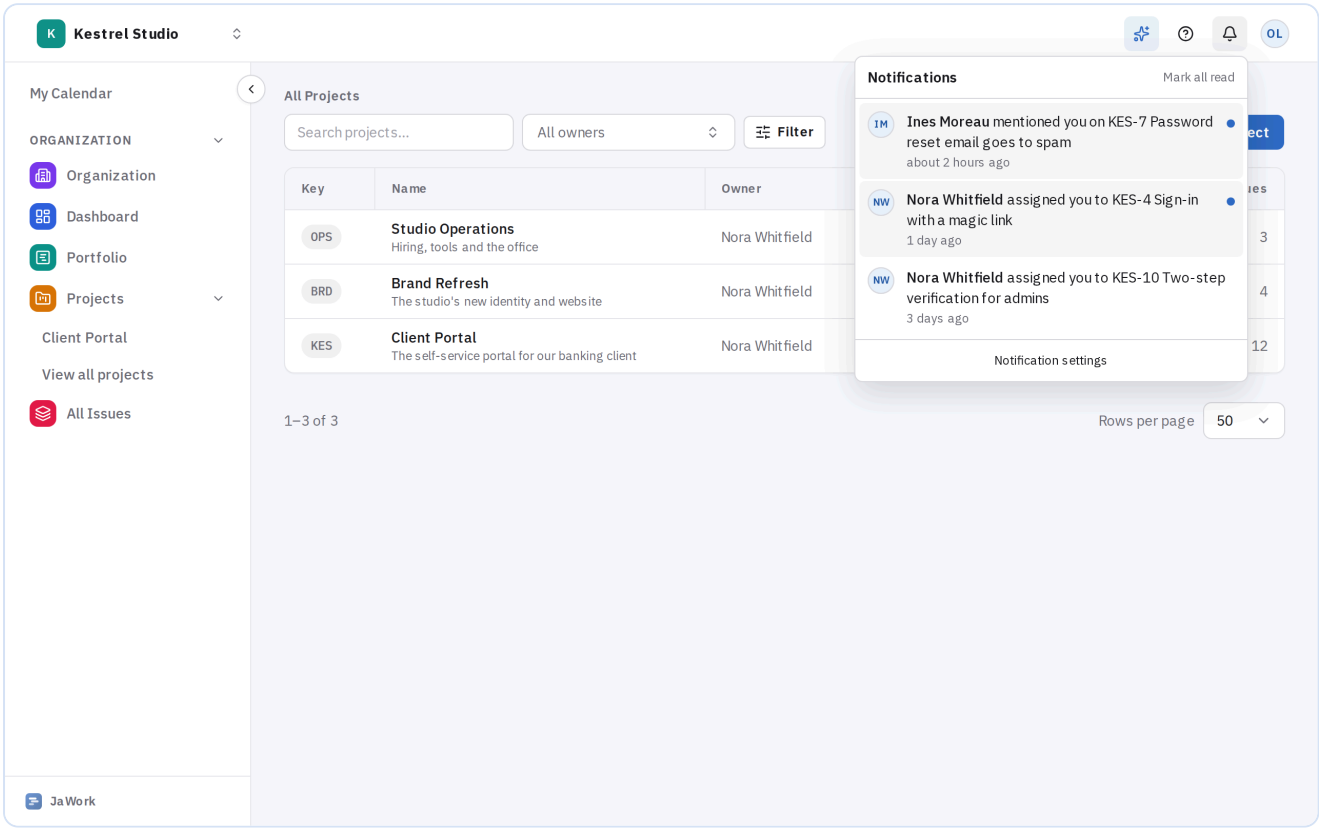
Online: jawork.app/help/user/dashboards/read

NOTIFICATIONS

Notifications and the bell

The bell tells you when someone assigns you an issue or mentions you. Open it, go straight to the issue, mark everything read and choose what you hear about.

The bell at the top right tells you when something needs you: an issue assigned to you, a comment that mentions you, and other changes you follow.



Read your notifications

1. Click the bell. A red number on it means some are unread.
2. Each notification says who did what, on which issue, and when.
3. Click a notification to open the issue it is about.

Unread notifications have a blue dot.

Mark them read

Click **Mark all read** at the top of the list to clear the red number.

Choose what you hear about

1. Click **Notification settings** at the bottom of the list.
2. Turn each kind of notification on or off.

You can also reach the same page from **Account settings** › **Notifications** › **Manage**.

> **Tip:** When you mention a teammate in a comment with **@**, they get a notification like the first one in the picture.

Read more about comments and @mentions.

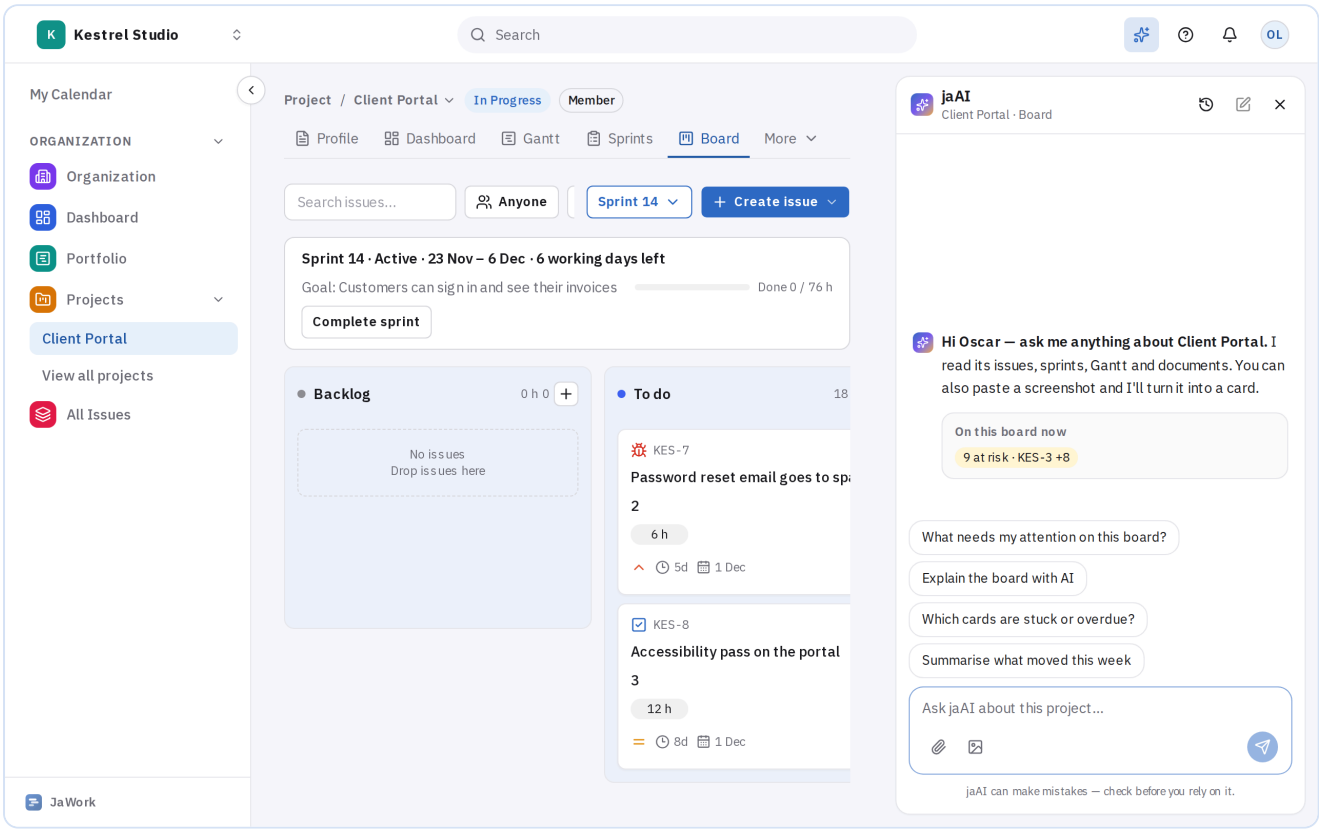
Online: jawork.app/help/user/notifications/bell

JAAI

Ask jaAI

jaAI is JaWork's assistant, in its own box beside the page. Ask what needs your attention, add a picture for it to read, or turn a screenshot into a card.

jaAI is an assistant built into JaWork. It reads the page you are on — a board, an issue, a dashboard — and answers questions about it in plain words. It can also read a picture you add and turn it into a card.



Open jaAI

Click the sparkle button at the top right. jaAI opens in its own box beside the page, under the header. The page narrows to make room, so nothing is covered and you can keep working. On a phone, jaAI opens full screen.

The place jaAI is looking at shows under its name, for example **Client Portal · Board**. jaAI stays open as you move from page to page, until you close it.

What it shows first

jaAI opens on the conversation, ready for you to type.

1. The first message greets you and names what jaAI is looking at.

2. On a board, a line of chips follows: **On this board now**, with what needs attention — for example issues with no assignee, at risk or overdue. Click a chip to see its issues. A chip with nothing in it is greyed.
3. Up to four suggested questions sit just above the box, among them **Explain the board with AI**. They go away once you start the conversation.

Ask a question

- Click **Explain the board with AI** for a short summary of the page.
- Or click one of the suggested questions.
- Or type your own question in the box at the bottom and press **Send**.

jaAI answers in the box, with links to the issues it talks about. It can also propose a change, such as creating an issue or posting a comment, and makes it only when you confirm.

Add a picture

jaAI can read pictures, such as a screenshot of an error or a photo of a whiteboard.

1. Click 📎 or 🖼 beside the box, paste a picture with **Ctrl+V** (**⌘+V** on a Mac), or drag pictures onto the box.
2. Each picture shows as a small thumbnail above the box. Click its × to take it out.
3. Type what you want to know and press **Send**.

You can add PNG, JPEG, WebP or GIF pictures, up to four in one message and 10 MB each. On a phone, 📎 offers the camera and your photo library. Only you can see the pictures you add, and they stay in the conversation's history.

Turn a picture into a card

Add a screenshot and ask, for example, "make a card for this bug". jaAI proposes a card: its type, priority, title, a description written from the picture and your words, the column it goes in and the pictures it will attach.

- Click **Create card** to create the issue. The pictures are attached to it.
- Click **Edit** to open the create form filled in, change what you need, and create it from there. The pictures are attached too.

Nothing is created until you press one of them.

> **Tip:** Every comment has **Ask jaAI** under it, to ask about that comment straight away.

The buttons at the top of the box show your past conversations, start a new one and close the box.

Questions to jaAI use your organization’s AI credits, but the box shows no costs. Admins see what was used under **Organization › Billing › AI credits** — read how AI credits work.

Online: jawork.app/help/user/jaai/ask