Electronic Signature Fields

Cprime Apps

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1 Electronic Signature Fields

Electronic Signature Fields app contains custom fields for checking user credentials. To execute transition or edit issues the users have to type valid credentials to proceed. This prevents unauthorized actions on tickets.

The app enables you to check user credentials according to technical elements of 21 CFR Part 11 that define the criteria under which electronic records and electronic signatures are considered trustworthy, reliable, and equivalent to paper records. Besides there are searchers for fields that enable you to filter issues by users who signed the field.

1.1 User Validator Field

This field validates username and password of a system user according to 21 CFR 11.

1.2 Logged User Validator Field

This field validates password of a current logged user according to 21 CFR 11.

1.3 Issue Signs Information

The Issue Activity panel shows information on everyone who signed the ticket.

1.4 Gallery



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¹ https://www.cprime.com/

² mailto:products@cprime.com

³ https://jira.cprime.io/servicedesk/customer/portal/2

⁴ https://confluence.cprime.io/display/CADS/Welcome

2 ESF - Installing Electronic Signature Fields

Installing Electronic Signature Fields is a standard procedure and is done via Universal Plugin Manager (UPM). For more information about UPM, refer to Atlassian documentation⁵.



2.1 Installing directly from Atlassian Marketplace

If you are connected to the Atlassian Marketplace website from your Jira administration console, you can install Electronic Signature Fields directly from the Marketplace. For more information, see Atlassian documentation on installing add-ons⁶.

- 1. Log into your Jira as Admin.
- 2. In the cog wheel menu, go to Add-ons.
- 3. In the search field of the **Find new add-ons** section, search for Electronic Signature Fields app.

This installation method is the quickest way. You can also install by file upload, as described in the next section.

2.2 Installing by file upload

- 1. Download the Electronic Signature Fields file from the Atlassian Marketplace.
- 2. Log into your Jira as Admin.
- 3. From Jira administration console, click the Manage add-ons link.
- 4. Click **Upload add-on** and select the file you downloaded, and click **Upload**.

2.3 See Also

- Uninstalling add-ons⁷
- Installing add-ons⁸

⁵ https://confluence.atlassian.com/upm/about-the-universal-plugin-manager-305759439.html

⁶ https://confluence.atlassian.com/upm/installing-add-ons-273875715.html#Installingadd-ons-Installingadd-onsdirectlyfromAtlassianMarketplace

⁷ https://confluence.atlassian.com/upm/uninstalling-add-ons-273875709.html

⁸ https://confluence.atlassian.com/upm/installing-add-ons-273875715.html#Installingadd-ons-Installingadd-ons-Installingadd-ons-Installingadd-ons-Installingadd-ons-Installingadd-ons-Installingadd-ons-Installingadd-ons-Installingadd-ons-Installingadd-ons-Installingadd-ons-273875715.html#Installingadd-ons-

 $ons directly from {\it Atlassian} {\it Marketplace}$

3 ESF - Configuring Electronic Signature Fields

The following pages describe how to configure Electronic Signature Fields app:

- ESF Configuring electronic signatures(see page 8)
- ESF Requiring electronic signatures on transitions(see page 10)

3.1 ESF - Configuring electronic signatures

- Adding electronic signature fields to the issue(see page 8)
- Locking signatures after a number of failed login attempts(see page 9)
- Configuring JQL functions(see page 10)
- What's next?(see page 10)

11.

3.1.1 Adding electronic signature fields to the issue

Electronic Signature Fields app contains the following custom fields for signing tickets:

- Logged User Validator Field validates username and password of a system user according to Title 21 CFR
- User Validator Field validates password of a currently logged in user according to Title 21 CFR 11.

To configure the **User Validator** or **Logged User Validator** field, perform the following steps:

- 1. Go to Jira **Administration > Issues > Custom fields** and add a new custom field.
- 2. Select User Validator or Logged User Validator, and click Next.

ÜIRA Dashboards - Projec	cts - Issues - Boards -	Time in Status Create				Search	Q 🕫 (?)-	¢-	•
Administration a se	arch JIRA admin						📫 🗠 Back ti	project: Pl	RDT
Applications Projects Issues	Add-ons User management	Select a Field Type		Q. validator					
ISSUE TYPES	Custom fields					Add custom field	🚯 Find more cu	stom fields	0
Issue types Issue type schemes	Name	All Standard Advanced	Logged User Validator F This field validates password 11	ield of current logged user accordingly 21 C	FR ble tt(s)	Screens			
Sub-tasks WorkFLOWS Workflows Workflows Screens Screens Screen schemes Issue type screen schemes Issue type screen schemes	Address Actual address		User Validator Field This field validates username 21 CFR 11	and password of system user accordin	rpe(s): 3lobal (all ssues)	Default Scre JIRA Service Project DES PRDT: Scru PRDT: Scru Resolve lss: TResolve lss: TPR: Scrum TPR: Scrum TPR: Scrum Ta Custome: Travel Provi Workflow Sc	en I: Desk Screen for K n Bug Screen ne Screen e Screen e Screen Screen der Screen reen	een en	8-
Custom fields Field configurations	Approvals LOCKED Provides search options for JIR Service Desk.				rpe(s): Slobal (all ssues)			\$	<u>k</u>
Field configuration schemes	Business Value Measurement of business value	Find more custom fields		Next Ca	ncel (pe(s);			¢	*-
ISSUE FEATURES Time tracking Issue linking	Category			Database Information	ssue type(s): Global (all issues)			¢	*-

- 3. Give a name and description to your field and click **Create**.
- 4. Select issue screens where you want your field to be visible and click Update.

As a result, you will have the electronic signature field on the selected screens, and users will have to enter valid credentials when editing tickets.

ÄJIRA Dashboards - Projects -	Issues - Boards - Power A	pps Create				Search Q 📢 🕐 - 🏟 -
PRDT board - Backlog	PRDT / PRDT-10 As a user I c	Edit Issue : PF	RDT-10	Configure Fields -	' below	Et 모 Export -
Active sprints	Details	Summary	As a user I can find important items on the board by using the customizable	"Q	ple	
≜a Releases	Type: S	Component/s	None		signee:	Unassigned Assign to me
Di Issues	Labels: Non Electronic Signature: Sign	Priority	★ Major		porter:	Tester 6
값 Components	Description Click to add description	Labels	Begin typing to find and create labels or press down to select a suggested label.	*	itchers:	Start watching this issue
PROJECT SHORTCUTS Add a link to useful information for your whole team to see.	Attachments	Assignee	Inassigned Assign to me	•	eated: dated:	20/Dec/18 3:54 PM 39 minutes ago
+ Add link		Electronic Signature			e	
	Issue Links	Comment	Enter password		w on Board	15
	DIOCKS		Style • D 1 <u>U</u> <u>A</u> • A • Ø • U • E E U	T * [®]	you want to disc	cuss this issue? Connect to HipChat.
	Activity				Connect Dismi	iss
	All Comments Sun				y PDF Word Iss	ue Templates Loader
	Time Signatures				Templa	ate download is not available for the current
	Today 11:11 PM				ticket s	status
	iouay 11.13 PM		Visual Text	able by All Users		
	Comment			Update Cancel	erDuty .gerDuty is not co	onfigured for this project & issue type. You can change

3.1.2 Locking signatures after a number of failed login attempts

(i) This feature is available starting with version 2.0.1 for Jira 8 and above.

- 1. Go to Jira Administration > Add-ons > Electronic Signature Fields > Configuration.
- 2. Following settings are optional but they allow you to change credentials validation rules.

ÖJIRA Dashboards - Proje	cts - Issues - Boards - Power Apps Create								
Administration Q Search JIRA admin									
Applications Projects Issues	Add-ons User management System								
ATLASSIAN MARKETPLACE Find new apps Manage apps JIRA SUITE UTILITIES Configuration LASTLOG-ADD-ON View log	Configuration Case sensitive*								
Thread Dump									
ELECTRONIC SIGNATURE FIELDS									
Configuration									

That's it. Electronic Signature field will now be validated according to selected settings.

3.1.3 Configuring JQL functions

The following custom JQL functions enable you to expand your search in Jira:

• issue in signedIssues() - returns all signed tasks.

```
signedIssues()
signedIssues('project', 'Project name')
signedIssues('project', 'Project name', '>', 'date')
signedIssues('user', 'jdoe')
signedIssues('>', 'date')
```

• issue in unsignedIssues(Project name) - returns all unassigned tasks from Project X.

```
unsignedIssues()
unsignedIssues('project', 'Project name')
```

3.1.4 What's next?

ESF - Using Electronic Signature Fields(see page 18)

3.2 ESF - Requiring electronic signatures on transitions

- Requiring electronic signatures on ticket transition(see page 10)
- Requiring electronic signatures on bulk transitioning(see page 12)
- Requiring electronic signatures on tickets creation in Jira Service Desk(see page 14)
- What's next?(see page 17)

3.2.1 Requiring electronic signatures on ticket transition

When you add the electronic signature fields, the credentials are required when a user attempts to edit the ticket. In addition to this you can also require users to enter credentials when they move tickets from the "In progress" to "Done" status.

- 1. Go to Jira Administration > Issues > Screens.
- 2. Select Workflow Screen and click Configure.
- 3. Add your custom field to the screen.

ÖJIRA Dashboards - Proje	nds - Issues - Boards - Power Apps Create	Search Q 🛒 🕲 - 🏶 - 🔵 -
Administration a se	earch JIRA admin	Back to project: PRDT
Applications Projects Issues	Add-ons User management System	
ISSUE TYPES Issue types Issue type schemes	Configure Screen (SHARE BY 3 INDUCTS) This page shows the way the fields are organized on Workflew Screen screen. Note: when the screen is shown to the user only non-hidden fields that the user has permissions to edit will be actually displayed.	0
Sub-tasks	Field Tab 🖋 Add Tab	
WORKFLOWS Workflows Workflow schemes	Assignee Time to resolution	
SCREENS	Waffes	
Screens	JSON	
Screen schemes	Meal	
FIELDS	JSON_error	
Custom fields	Time	
Field configurations Field configuration schemes	El Carlorio Signature	
ISSUE FEATURES Time tracking Issue linking	Email Issue Environment Epic Colour Epic Link	
ISSUE ATTRIBUTES Statuses Resolutions	Epic Name Epic Status Epic/Theme	

- 4. To assign the **Workflow Screen** to transition, go to **Issues** > **Workflows.**
- 5. Click Edit for a project where you want to modify the workflow. Click a Diagram view.
- 6. Select the transition where you want the signature to be required. The configuration panel appears. Click **Ed** it.
- 7. Select **Workflow Screen** from the dropdown menu and click **Save**.

Sub-tasks	Software Simplified Workflow for Project	TPR / DRAFT (SHARED BY 2 PROJECTS)	C							
WORKFLOWS	Generated by JIRA Software version 7.3.0-DAILY20170209142541. This workflow is managed internally by JIRA Software. Do not manually modify this workflow.									
Workflows	Diagram Text Export -									
Workflow schemes										
SCREENS	+ Add status + Add transition Show trans	sition labels	Last edited by you, 09/Apr/18 3:00 AM							
Screens	+									
Screen schemes	-		Done							
Issue type screen schemes		Edit Transition								
FIELDS			Celete transition							
Custom fields		Norra [®] Dana	Options							
Field configurations		Done	Properties (1)							
Field configuration schemes		Description	Triggers (0)							
ISSUE FEATURES			Conditions (0) Validators (0)							
Time tracking			Post Functions (6)							
Issue linking		Screen Vorkflow Screen -								
ISSUE ATTRIBUTES										
Statuses		Save Cancel								
Resolutions										

Now users will be required to enter credentials in the **Electronic Signature** field when moving tickets from "In Progress" to "Done".

ÄJIRA Dashboards - Projects -	Issues - Boards - Power A	pps Create			Search Q	₩ @- \$- ●-
PRDT PRDT board -	As a user I c	an find importa	int items on the board by using the customizable "Quick filte	rs" below		
물 Backlog	Sedit Comment	Assign More - 1	o Do In Progress Done Admin -			🖆 🐺 Export +
Active sprints	Details			ople		
😂 Releases	Туре: 🔲 S	Done		Assignee:	Unassigned	
00 Reports	Priority: 🔦 M	Assignee			Assign to me	
D∃ Issues	Electronic Signature: Sign		Assign to me	Reporter:	Tester 6	
දි3 Components		Electronic Signature*		Natchers:	 Start watching this is 	sue
> Add-ons	Description		Enter password			
PROJECT SHORTCUTS	onor to dua doscinjinon	Comment	Style - B I U A - *A - Ø - E E ® - + -	tes Created:	20/Dec/18 3:54 PM	
Add a link to useful information for your whole team to see.	Attachments			Jpdated:	Just now	
+ Add link				ile		
				/iew on Board		
	Issue Links					
	blocks			Do you want to dis	ns cuss this issue? Connect to H	lipChat.
	Activity		Visual Text 🐑 🗠 🗳 - Viewable by All Users	Connect Dism	niss	
	All Comments Sur					
	There are no comments yet o		Done Can	isy PDF Word Iss	sue Templates Loader	
	ritoro di o no commenta yer o			() Downi	load: Word_template_2	
	Comment					

3.2.2 Requiring electronic signatures on bulk transitioning

In addition, you can also require users to enter credentials when they move several tickets at the same time (bulk operation) from **In progress** to **Done** status.

- 1. Add Electronic Signature custom field to the **Workflow Screen** and assign it to necessary transition.
- 2. Select your tickets, go to Jira Tools and click Bulk change.

P	roject	s 🗸 Issu	ies 🗸 Boards 🖌 Power Apps 🛛 Create			Sea	irch	۹	≁ ⁵ 0	o 🚺
	Sea Fea	arch	Save as Bug Y To Do Y Assignee: All Y Contains text	More 🛩	Search	Advanced	Share	Bulk Cl all 2 iss	ort v nange: ue(s)	© Tools ∽
	1–2 o	of 2()							c	Columns 🗸
	т	Key	Summary	Assignee	Reporter	Survey Rating	Status	Last Viewed	Updated	
:		FEAT-13	As a developer, I can update details on an item using the Detail View >> Click the "FEAT-13" link at the top of this card to open the detail view	admin	admin		TO DO	11/Jan/20 12:14 AM	10/Nov/17	7
		FEAT-8	As a product owner, I'd like to include bugs, tasks and other issue types in my backlog >> Bugs like this one will also appear in your backlog but they are not normally estimated	Unassigned	admin		TO DO		17/Nov/17	,
	1–2 o	of 2()								

3. Select the **Operation** and the **Operation Details** that you need.

🐬 Jiro Dashboards 🗸 Pro	jects 🛩 Issues 🛩 Boards 🛩 Po	ower Apps Create	Search	۹	46	0	٥	
Bulk Operation								
 Choose Issues Selected 2 issues from 1 project(s) 	Step 2 of 4: Choose Op Choose the operation you wish t	veration to perform on the selected 2 issue(s).						
 Choose Operation Operation Details Confirmation 	 Edit Issues Move Issues Transition Issues Delete Issues Watch Issues Stop Watching Issues Next Cancel 	Edit field values of issues Move issues to new projects and issue types Transition issues through workflow Permanently delete issues from Jira Watch all the selected issues. You will receive notifical Stop watching all the selected issues. You will no longe	tions when any of these issues are updated	J.	are up	dated.		

🐬 Jira Dashboards 🗸 Proje	ects 🛩 Issues 🛩 Boards 🛩 Powe	er Apps Create				Search	۹	48	0	٥	
Bulk Operation											
Choose Issues Selected 2 issues from 1 project(s) Choose Operation Operation Details	Step 3 of 4: Operation De Select the workflow transition to e Workflow: Software Simplified	etails xecute on the associated i Workflow for Project F	ssues. EAT								
Confirmation	Available Workflow Actions	Status Transition			Affected Issues						
	To Do	TO DO IN PROGRESS DONE	\rightarrow	TO DO	FEAT-8, FEAT-13						
	In Progress	TO DO IN PROGRESS DONE	\rightarrow	IN PROGRESS	FEAT-8, FEAT-13						
	Done	TO DO IN PROGRESS DONE	\rightarrow	DONE	FEAT-8, FEAT-13						
	Next Cancel										

Now users will be required to enter credentials in the **Electronic Signature** field when moving tickets from **In Progress** to **Done** status.

Bulk Operation		
 Choose Issues Selected 3 issues from 1 project(s) Choose Operation Operation Details Confirmation 	Transition Issues: Edit Fields Select and edit the fields available on this transition. Next Cancel Workflow Software Simplified Workflow for Project FEAT Selected Transition Done Status Transition TO DO IN PROGRESS DONE This change will affect 3 issues.	
	Change Assignee 🕥 Automatic	 Assign to me
	Change Total Time in Status	
	Change Custom reporter Start typing to get a list of possible matches	ن ة
	Change Operating System None	
	N/A Change Epic Color NOTE: The field is not available for all issues with the same configuration.	
	Change Agile Release Train None	
	Change Program Increment Unknown	
	Change Business Value	
	Change Electronic Signature Field Enter username Enter password Enter password	
	Change Test user multi picker	// #
	Start typing to get a list of possible matches.	

3.2.3 Requiring electronic signatures on tickets creation in Jira Service Desk

(i) This feature is available starting with version 2.0.1 for Jira 8 and above.

To add the **User Validator** or **Logged User Validator** field to your Jira Service Desk project, perform the following steps:

A Make sure you've added the Electronic Signature custom fields to your Jira Service Desk project screens.

- 1. Go to **Project Settings > Request types > General**.
- 2. Click Edit fields for the necessary request type.

ÖJIRA Dashboards - Projects -	Issues - Boards - Power Apps	Create				Searc	h a	t \$1 @- \$	- 0-
My First Service Desk	Project settings								₽
Cueues Customers Customers Reports Susue History Statistics	Summary Details Re-index project Delete project	Request types	General	Request name	Issue type	Description (Optional)	Actions	Add existing rec	uest type
Assignee History Statistics	Request types	Hidden from portal	-		🖸 IT 🔻		Create rec	quest type	
Add-ons Raise a request	Customer permissions Portal settings Email requests		?)	Get IT help	🛛 IT Help	Get assistance for general IT problems and questions [example]	Edit fields	Edit groups 1	×
Knowledge base	Customer notifications Satisfaction settings		<u>8</u> +	Request a new account	Access	Request a new account for an internal system [example]	Edit fields	Edit groups 1	×
U [*] Invite team	SLAs O Update								
PROJECT SHORTCUTS Add a link to useful information for your whole team to see.	Issue types								
+ Add link	- Change - Fault								
	- IT Help Purchase								
Project settings	SD Survey SD Survey Report Config Workflows								

3. Click +Add a field, select your electronic signature field and click Apply.

My First Service Desk	Project settings		¢
Cueues Customers Customer	Summary Details Re-index project	Request types / Get IT help	View this request form @
Assignee History Statistics Add-ons Raise a request	Request types Customer permissions Portal settings Email requests	Showing available fields from the linked issue type: IT Help You can add fields to this issue type by editing the create screen for this project. Select all Component/s	+ Add a field
Knowledge base Customer channels	Customer notifications Satisfaction settings Knowledge base SLAs ① Update Automation	Attachment Due Date Linked Issues Priority	Actions Hide Remove Hide Remove
Add a link backliniformation for your whole team to see.	Issue types - Access - Change - Fault	Labels Approvers ESF_competitors ESF	Actions Show Remove
Project settings «	SD Survey SD Survey SD Survey Workflows Screens Fields	Apply Cancel	

My First Service Desk	Project settings				¢ ²
My First Service Desk Projetion Image: Service Desk Summedia Image: Service Desk Resident Image: Service Desk Resident Image: Service Desk Resident Image: Service Desk Resident Image: Service Desk Result Image: Service Desk Summedia Image: Service Desk Result Image: Service Desk Summedia Image: Service Desk Summedia	Project settings	Request types / Get IT help Fields Workflow Statuses This request form is linked to the following iss Help and Instructions (Optional) Get assistance for general IT problems and of Visible fields Display name What do you need? Why do you need this?	ue type: IT Help (4 of 12 field/s used) guestions [example] Required Field help (Optional) Yes e.g. 'new mailing list' Yes	Links [link_name]http://example.com] Actions Hide Remove Hide Remove	View this request form #
	Issue types Access Change Fault IT Help Purchase SD Survey SD Survey Report Config Workflows Screens Fields	ESF Issue field: ESF Hidden fields with preset values Name Assignee	No • Yes • Preset value • Edit value •	Actions Show R	Update Cancel
Project settings «	Versions				

4. To make the electronic signature field required, click **Yes**.

That's it. Electronic Signature field will now appear on the selected request type.

XJIRA Dashboards - Projects - Issues - Boards - Power Appa Create Search Q, Q	· ①	¢r ●r
My First Service Raise a request URL for customers: https://burnup.cprime.io/jira/servicedesk/customer/portal/1/create/1	1	Edit queue
Bequests Cancer Requests C		Due
碑 Customers		
The Reports Help Center / My First Service Desk		
🚔 Issue History Statistic 💭 Get IT help		
🚔 Assignee History Stal Get assistance for general IT problems and questions [example]	elace	
Add-ons Raise this request on behalf of		
Tester 6 •		
Customer channels		
At invite team I e.a. 'new mailing list'		
Welcome guide		
Why do you need this?		
Add a link to useful informa		
your whole team to see.		
+ Add link		
Eor		
Create Cancel		

3.2.4 What's next?

ESF - Using Electronic Signature Fields(see page 18)

4 ESF - Using Electronic Signature Fields

This section provides information about Electronic Signature Fields features and its capabilities:

- ESF Viewing Electronic Signature Fields with credentials(see page 18)
- ESF Viewing Electronic Signature Field Issue Screen(see page 19)

4.1 ESF - Viewing Electronic Signature Fields with credentials

When you perform the changes for the selected screens, credentials are required otherwise you will not be able to complete the update a ticket or change its status.

The following example shows that the signature is required when a user is moving the issue from "In Progress" to "To Do".

ÄJIRA Dashboards - Projects -	Issues - Boards - Power A	opps Create				Search Q 📢	◎- \$- ●-
PRDT PRDT board -	As a user I o	an find importa	ant items on the board by usir	g the customizable "Quick fil	ters" below		
音 Backlog	Sedit Comment	Assign More -	To Do In Progress Done Admin -				🖆 🖓 Export -
Active sprints	Details				ople		
📥 Releases	Туре:	To Do			Assignee:	Unassigned	
Do Reports	Priority: 🖈 M	Assignee	Unassigned	-		Assign to me	
D∃ Issues	Labels. Non		Assign to me		Reporter:	Tester 6	
දයි Components	Description	Electronic Signature			Natchers:	 Start watching this issue 	
> (0) Add-ons	Click to add description		Enter password				
PROJECT SHORTCUTS	Attachments	Comment	Style - B I U A - *A - P -	ie ie 🖲 🗸 🕂 🗸	Created:	20/Dec/18 3:54 PM	
Add a link to useful information for your whole team to see.					Jpdated:	2 minutes ago	
+ Add link					110		
	Issue Links				/iew on Board		
	blocks						
					pChat discussion	ons iscuss this issue? Connect to HinCh	at.
	Activity		Vieual Text	n n P- Maunchia ku Ali Lian	Connect Dis	mico	
	All Comments Sur		TOTAL	Viewabie by All Ose	5 00111001 0101		
	There are no comments yet o			To Do C	isy PDF Word Is	ssue Templates Loader	
						nioad: Word template 2	
	Comment						
					PagerDuty RecorDuty is not	configured for this project & incurs to	Vou can change
					that here.	configured for this project & issue ty	e. rou can change
Project settings «							

The following example represents the signatures and errors when the entered user credentials are invalid. Until or unless a user provides valid credentials, they will not be able to update the ticket.

XIRA Dashboards - Projects -	Issues - Boards - Time in s	Edit Issue : PRI	DT-1	Configure Fields -	S	Search Q 🕫 🕐	· *· •·
PRDT PRDT board -		Assignee	💿 Tester 6	•			
	qu	Epic Link		*			
묩 Backlog	Sedit Comment		Choose an epic to assign this issue to.				िं Export +
	Details	Sprint	PRDT Sprint 1	*	ople		
A Releases	Туре: 🖸 Е		JIRA Software sprint field		Assignee:	Tester 6	
0 Reports	Priority: 🔷 N	Address list	1600 \$		Reporter:	Tester 6	
Di Issues	Labels: exp				/otes:	0	
A	Sprint: PRE	Multi JSON	cerulean default		Vatchers:	 Stop watching this issue 	
දුං Components	sum:		fuchsia rose				
PROJECT SHORTCUTS	Burnelation		true red		ites		
Add a link to useful information for	Click to add description				Created:	08/Mar/18 11:00 AM	
your whole team to see.	Ciller to due description	Electronic Signature	Tester6		Jpdated:	16/Apr/18 2:47 PM	
+ Add link	Attachments		Enter username		ullo.		
					Interiore Seriet:	PPDT Sprint 1 ands 27/Mar/18	
			Enter password		/iew on Board	PROT Opinit Fonds 27/Mail To	
			Invalid username and (or) password				
	Activity	Comment	Style - B I U A - *A - & - U - IE IE	· · · · ·	pChat discussions		
	All Comments Wo				Do you want to discu	ss this issue? Connect to HipChat.	
					Connect Dismiss	3	
	Tester 6 added a com						
	test						
	Comment			4			
	Comment		Visual Text	- Viewable by All Llears			
			56	 viewabie by All Users 			
				Update Cancel			

See also

ESF - Viewing Electronic Signature Field Issue Screen(see page 19)

4.2 ESF - Viewing Electronic Signature Field Issue Screen

The following example represents electronic signature field on the Issue Details screen.

XIRA Dashboards - Projects -	Issues - Boards - Time in State	us Create		Se	sarch Q 📢 🕐	- #- 🌒-
PRDT PRDT board +	As a user I can	find important items on the boa	rd by using the customizable "Q	uick filters" abov	/e	
물 Backlog	Sedit Comment As	sign More - To Do In Progress Done	Admin 👻			🖓 Export 🗸
Active sprints	Details			People		
A Releases	Type: 🚺 Story	Status:	DONE (View Workflow)	Assignee:	Tester 6	
00 Reports	Priority: < Majo	Resolution:	Done	Reporter:	Tester 6	
DE Issues	Labels: None			Votes:	0	
Components	Address: 1600			Watchers:	 Stop watching this issue 	
	Multi XML:	5 11				
PROJECT SHORTCUTS	Email Issue: Send I	mail		Created	20/Mor/19 2:51 DM	
your whole team to see.				Updated:	Now	
+ Add link	Electronic Signature: Signed t	y Tester 6 on Today 3:04 PM		Resolved:	4 minutes ago	
	User field check: Signed t	y Tester 6 on Today 3:04 PM				
	Description			Agile		
	Click to add description			View on Board		
				HipChat discussio	ns	
	Attachments			 Do you want to dis 	scuss this issue? Connect to HipCha	it.
		Drop files to attach or browse		Connect Dism	niss	
	Anthrite			Easy PDF Loader		
	Activity					
	All Comments Work Lo	g History Activity Transitions Issue Signs	nformation User/Status Statistics	() Down	load is not available for the currer	nt status
	Status/User Statistics			_		
	Time Signatures	Field / Signed By Status Infor	nation Resolution Information			
	Today 3:04 PM	Electronic Signature / Tester 6				
		User field check / Tester 6				

All issue signatures information can be viewed in Issue Activity panel.

Do not change the custom field name

Once you've created the Electronic Signature custom field, do not change the field name because it will no longer be visible in the **Issue Signs Information** tab.

XIRA Dashboards - Projects -	Issues - Boards - Time in Statu	is Create		Sea	arch Q 📢 🖓 🕇	¢- 🔵-
PRDT PRDT board -	As a user I can	find important items on the boa	rd by using the customizable "Q	uick filters" abov	e	
Backlog	P Edit Comment As	sign More - To Do In Progress Done	Admin +			⊊ Export +
Active sprints	Details			People		
Arr Releases	Type: Story	Status:	DONE (View Workflow)	Assignee:	Tester 6	
[]0 Reports	Priority: \land Majo	Resolution:	Done	Reporter:	Tester 6	
D∃ Issues	Labels: None			Votes:	0	
දයි Components	Address: 1600 Total time: 482 h, 2	5 m		Watchers:	Stop watching this issue	
PROJECT SHORTCUTS	Multi XML:			Dates		
Add a link to useful information for	Email Issue: Send E	mail		Created:	20/Mar/18 2:51 PM	
your whole team to see.	Electronic Olecchart Olecch	Testes Care Testes 2-04 DM		Updated:	Now	
+ Add link	User field check: Signed b	y Tester 6 on Today 3:04 PM y Tester 6 on Today 3:04 PM		Resolved:	4 minutes ago	
	Description			Agile		
	Click to add description			view on board		
				HipChat discussion	ns	
	Attachments			 Do you want to dis 	cuss this issue? Connect to HipChat.	
		Drop files to attach, or browse		Connect Dism	iss	
	Activity			Easy PDF Loader		
	All Comments Streets	n Mesters Asthetic Transitions Issue Olympic	formation UsedOtatus Otatistics	() Downly	oad is not available for the surrent	etatue
	All Comments Work Lo Status/User Statistics	g History Activity Transitions Issue Signs In	User/Status Statistics	Downin		status
	Time Signatures	Field / Signed By Status Inform	nation Resolution Information			
	Today 3:04 PM	Electronic Signature / Tester 6				
	-	User field check / Tester 6				

4.2.1 See also

ESF - Viewing Electronic Signature Fields with credentials(see page 18)

5 ESF - FAQ

- Are Electronic Signature Fields compliant with FDA CFR 21 part 11?(see page 21)
- Are the credentials stored anywhere on the server logs? Can someone who has access to the server see/ obtain user credentials?(see page 21)
- Does the app link to our current LDAP via your Cprime plugin configuration?(see page 21)
- Where the data is stored in the backend?(see page 21)

5.1 Are Electronic Signature Fields compliant with FDA CFR 21 part 11?

Yes. When we were developing the plugin, we looked at the requirements of FDA CFR 21 part 11 and made the plugin compliant with those.

5.2 Are the credentials stored anywhere on the server logs? Can someone who has access to the server see/obtain user credentials?

The logs are stored to the Jira database but without credentials. It means that even if someone has access to the server they will not be able to see or obtain user credentials.

5.3 Does the app link to our current LDAP via your Cprime plugin configuration?

Our plugin uses usernames and passwords related to Jira accounts. Therefore, no special settings needed to use the plugin.

5.4 Where the data is stored in the backend?

We do not store the passwords, only user keys and time are stored. The data is stored in the Jira database. Here is the example:

ID ⁹	ISSU E ¹⁰	CUSTO MFIELD ¹¹	PAREN TKEY ¹²	STRINGVALUE ¹³	NUMBE RVALUE 14	TEXTVA LUE ¹⁵	DATEVA LUE ¹⁶	VALUET YPE ¹⁷	UPDATE D ¹⁸
100 00	1010 0	10100	null	<pre>\\ {"username":"a dmin","time": 1538481863970, "issueKey":"TE ST-7"}(see page 21)</pre>	null	null	null	null	1538481 863988

⁹ http://192.168.2.76:8082/query.do?jsessionid=5b8ad133540be81266f632e92609d085
10 http://192.168.2.76:8082/query.do?jsessionid=5b8ad133540be81266f632e92609d085
11 http://192.168.2.76:8082/query.do?jsessionid=5b8ad133540be81266f632e92609d085
13 http://192.168.2.76:8082/query.do?jsessionid=5b8ad133540be81266f632e92609d085
14 http://192.168.2.76:8082/query.do?jsessionid=5b8ad133540be81266f632e92609d085
15 http://192.168.2.76:8082/query.do?jsessionid=5b8ad133540be81266f632e92609d085
16 http://192.168.2.76:8082/query.do?jsessionid=5b8ad133540be81266f632e92609d085
16 http://192.168.2.76:8082/query.do?jsessionid=5b8ad133540be81266f632e92609d085
16 http://192.168.2.76:8082/query.do?jsessionid=5b8ad133540be81266f632e92609d085
17 http://192.168.2.76:8082/query.do?jsessionid=5b8ad133540be81266f632e92609d085
18 http://192.168