How do I log into the Support Portal in Cloud?

This How to guide provides steps on how to access the Cloud Portal from April 15, 2024. For our server documentation, please see How Do I Register for Access to Wynne's Online Support Tool?

Step-by-step guide

1. Enter your email address and click **Next**

Help Center

Enter your email to log in or sign up

Email address

[██████████████]

[Next]

2. Click **Continue with Atlassian account**

> ⓘ **Note**
>
> If you have an existing Atlassian account linked to this email address you can use it here. Jump to step 8.
> If you do not have an existing Atlassian account please follow the next steps below

Help Center

Use Atlassian account to log in

Email address

[██████████████]

[Continue with Atlassian account]

Your Atlassian account
Make things easier by using one account across all of your Atlassian products. Learn more

3. Click **Can't log in?**

Jira

Log in to continue

Continue

Or continue with:

Google

Microsoft

Apple

Slack

Can't log in? • Create an account

4. Click **Send recovery link**

Jira

Can't log in?

We'll send a recovery link to

Send recovery link

Return to log in

ATLASSIAN

One account for Jira, Confluence, Trello and more.

Login help • Contact Support

You will receive confirmation that an email has been sent

Jira

Can't log in?

We sent a recovery link to you at

Return to log in • Resend recovery link

5. Go to your email and click **Set password** – this will open a new window

Jira

Hi,

We've received a request to set a new password for this Atlassian account:

Set password

If you didn't request this, you can safely ignore this email.

6. Select a new secure password and click **Continue** (online password generators are available to assist with creating secure passwords)

Jira

Choose a new password

Very strong

Continue

Still having trouble logging in?

7. Complete or skip the questions
8. You should now be granted access to the Support Portal