

Create a new employee account during an onboarding process

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Use case

Onboarding process could be different based on the company policy, but as a use case we will consider having a dedicated ticket created for a candidate. The ticket follows the employing workflow. When both parts agree on working together, then using this template we will **create a Jira user** in the **external service desk instance**.



Configuration

1

Add the [Execute remote action](#) **post function** to the desired transition or create a new transition.

2

Create remote action

Select the action to get started. Choose **Create a Jira user**.

This template works only with connections to On-prem Jira instances.

In case, you want to add a user to a Jira Cloud instance, please use the [Invite a user remote action](#).

3

Select connection

Choose **an existing connection** to the external Jira instance or create **a new connection**.

4

Customize your action

[Set action parameters](#)

*The values used below are created for the **example** only. Please **provide real input** from your instance for making the use case realistic.*

1

Username

Set it manually using the expression editor as follows:

charlie

2

Password

Set it manually using the expression editor as follows:

```
charliepsw
```

3

Email address

```
charlie@atlassian.com
```

4

Display name

```
Charlie of Atlassian
```

Optionally, you can use the **Update issue fields (optional)** section to save the **response body** or **parts** of it into some field.

In this example, we use the **description** field to store the **Username**.

Update issue fields (optional)

1

Select the field to be set.

Choose **Description**.

2

Set the value.

Choose **Username**.



Related use cases




















Use case




JWT
feature

Workflow
function

Parser functions

Label

| | | | |
|--|---|-----------------------|--------------------|
| Automatically create a version when starting the release |  | Execute remote action | |
| Automatically link an issue to an external one |  | Execute remote action | |
| Automatically log work on a Jira issue |  | Execute remote action | dateTimeToString() |
| Clone issue in external instance |  | Execute remote action | |
| Create a comment on an external Jira ticket |  | Execute remote action | |
| Create a component to group issues related to UI design |  | Execute remote action | |
| Create a new employee account during an onboarding process |  | Execute remote action | |
| Create an external project for a new employee during an onboarding process |  | Execute remote action | |
| Create an overview page for a software release |  | Execute remote action | |
| Create a personal space for a new employee |  | Execute remote action | |
| Create Confluence page with links to issues |  | Execute remote action | |
| Get attributes of Assets objects |  | Execute remote action | |
| Get Checklist |  | Execute remote action | |
| Get Hubspot contact information |  | Execute remote action | |
| Link a Jira issue with the corresponding release ticket |  | Execute remote action | |
| Notify the reporter of an issue about its status by a Telegram message |  | Execute remote action | |
| Read the information from a Trello card |  | Execute remote action | |
| Retrieve the assets of an issue in Jira cloud |  | Execute remote action | |
| Set Checklist |  | Execute remote action | |

| | | | |
|--|---|-----------------------|--|
| Set the assignee of an external issue same as the transitioned issue |  | Execute remote action | |
| Transition an external Jira ticket based on the linked internal one |  | Execute remote action | |
| Translate the description |  | Execute remote action | <code>replaceAll() wikiToHTML() htmlToTxt()</code> |

If you still have questions, feel free to refer to our [support](#) team.