Create a new employee account during an onboarding process

On this page

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 d**escription** 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()
Create a comment on an external Jira ticket	⚙	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	
Get Hubspot contact information	⚙	Execute remote action	
Link a Jira issue with the corresponding release ticket	⚙	Execute remote action	
Link issue to issue mentioned in its description	⚙	Execute remote action	findPattern() first()
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 the assignee of an external issue same as the transitioned issue	⚙	Execute remote action	
Set User Picker field with users from group	⚙	Execute remote action	
Transition an external Jira ticket based on the linked internal one	⚙	Execute remote action	
Translate the description	⚙	Execute remote action	findReplaceAll()

If you still have questions, feel free to refer to our support team.