

# Jira Create Issues and Comments from Email

email Jira .

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## Overview

Jira email Jira .

, .

:

- (POP or IMAP)
  - Jira

## Step 1)

.

>> System >> Incoming Mail >> POP / IMAP Mail Servers >> Add POP / IMAP Server

**Test Connection** **Add** .

## Step 2) Mail Handler

(Step 1 ) .

>> System >> Incoming Mail >> POP / IMAP Mail Servers >> Add incoming mail handler

:

- Name
- Server: ()
- Delay:
- Handler: handler
  - [Create a new issue or add a comment to an existing issue](#)
  - [Add a comment from the non quoted email body](#)
  - [Add a comment with the entire email body](#)
  - [Create a new issue from each email message](#)
  - [Add a comment before a specified marker or separator in the email body](#)
- Folder Name:

### Mail Handler

Name\*

Server

Delay   
Delay between running time, in minutes.

Handler  ?

Folder Name   
This service will retrieve data from [jira.home]/import/mail

### Step 3) Mail Handler

Handler .

) Create a new issue or add a comment to an existing issue

#### Create a new issue or add a comment to an existing issue

Issue Type   
Default type for new issues.

Strip Quotes   
If checked quoted text is removed from comments.

Catch Email Address   
If set, only emails having the specified recipient in fields To, Cc or Bcc will be processed.

Bulk   
Action that will be performed for emails with the 'Precedence: bulk' or emails with an 'Auto-Submitted' header that is not set to "no".

Forward Email

Create Users   
If a message comes from an unrecognised address, create a new JIRA user with the user name and email address set to the 'From' address of the message. The password for the new user is randomly generated, and an email is sent to the new user informing them about their new account in JIRA.

Default Reporter    
Start typing to get a list of possible matches.

You haven't provided Default Reporter and Create Users is off. Messages sent by unknown users will be silently ignored.

Notify Users   
If Create Users is set and Notify Users is checked new JIRA users will receive a notification that their account has been created via email.

CC Assignee   
If selected, the first CC'ed user becomes the assignee.

CC Watchers   
If selected, each CC'ed user will become a watcher of the created issue.

### Step 4)

- **Message Threshold: 15**      **(0: , 10: 10 Bulk**

- Bulk - , forwarding, delete
- Whitelisted Domains:

- <https://confluence.atlassian.com/adminjiraserver076/creating-issues-and-comments-from-email-945111600.html>