

## I'm having trouble getting JIRA-related triggers to work

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### **Question:**

I've installed the new JIRA app within Deskpro and set it up. I notice that there are some new JIRA-related trigger criteria and actions, but they don't work. What's wrong?

### **Answer:**

After you've installed the app, you need to do a little more configuration in JIRA before you can use JIRA-related triggers and actions.

See the **Jira in triggers** section at [the bottom of this article](#) for details.