


Create custom field in Jira

The **Correlation Id** custom field in Jira will allow for the bonding of a ServiceNow incident with a Jira issue. This needs to be done to ensure that both ServiceNow and Jira can identify the issues/incidents being replicated. View the Atlassian documentation for general information on [creating](#) or [configuring](#) a custom field.

Prerequisites

 You will need a Jira account with Administrative access to your Jira instance or the project you wish to share from

Procedure

To create the custom field in Jira, follow these steps:

1

Access your Jira instance

Go to your Jira instance and select  > **Issues** > **Fields** > **Custom Fields**. Click **Create custom field**.

2

Select a field type

For the custom field field type, choose **Text Field (single-line)**. Then, click **Next**.

3

Name the field


Name the field as **Correlation Id**, and optionally give it a description. Click **Create** to save the custom field.

 **NOTE:** The name of the field you create should have the exact capitalization and spacing as shown above.

4

Add associated screens

Click on the custom field you just created, and in the **Screens** tab, click on **Add or remove associated screens**. Select the screens that the fields will be seen on. The fields should be prefaced by the project that you are sharing from.

 **NOTE:** If you are syncing data with multiple projects, make sure that each project is listed in the **Screens**.

Save the custom field.

5

Get the fields ID numbers

You will now need to find the **customFieldId** for both of the custom field created and provide those ID numbers to [Perspectium Support](#). This is needed for the Perspectium Integration Mesh setup and can be obtained from the rest API:

1

Enter https://<jira_instance>.atlassian.net/rest/api/2/field substituting your InstanceName for the name of your Jira instance.

2

This should return a JSON file which you then search for **Correlation Id**

3

On the lines you find **Correlation Id**, you should see **customfield_####**

```
{
  "type": "array",
  "items": {
    "type": "string",
    "custom": "com.pyxis.greenhopper.jira:gh-sprint",
    "customId": 10010
  },
  "id": "customfield_10011",
  "key": "customfield_10011",
  "name": "Rank",
  "custom": true,
  "orderable": true,
  "navigable": true,
  "searchable": true,
  "clauseNames": [
    "cf[10011]"
  ],
  "schema": {
    "type": "any",
    "custom": "com.pyxis.greenhopper.jira:gh-lexo-rank",
    "customId": 10011
  },
  "id": "customfield_10056",
  "key": "customfield_10056",
  "name": "Perspecti
  ID",
  "custom": true,
  "orderable": true,
  "navigable": true,
  "searchable": true,
  "clauseNames": [
    "cf[10056]"
  ],
  "schema": {
    "type": "string",
    "custom": "com.atlassian.jira.plugin.system.customfieldtypes:textfield",
    "customId": 10056
  },
  "id": "customfield_10012",
  "key": "customfield_1
  Response",
  "custom": true,
  "orderable": true,
  "navigable": true,
  "searchable": true,
  "clauseNames": [
    "[CHART] Date of First Response",
    "cf[10012]"
  ],
  "schema": {
    "type": "datetime",
    "custom": "com.atlassian.jira.ext.charting:firstresponsedate",
    "customId": 10012
  },
  "id": "customfield_10057",
  "key": "customfield_10057",
  "name": "n
  ID",
  "custom": true,
  "orderable": true,
  "navigable": true,
  "searchable": true,
  "clauseNames": [
    "cf[10057]",
    "Correlation Id"
  ],
  "schema": {
    "type": "string",
    "custom": "com.atlassian.jira.plugin.system.customfieldtypes:textfield",
    "customId": 10057
  },
  "id": "customfield_10013",
  "key": "customfield_1
  Status",
  "custom": true,
  "orderable": true,
  "navigable": true,
  "searchable": true,
  "clauseNames": [
    "[CHART] Time in Status",
    "cf[10013]"
  ],
  "schema": {
    "type": "any",
    "custom": "com.atlassian.jira.ext.charting:timeinstatus",
    "customId": 10013
  },
  "id": "customfield_10058",
  "key": "customfield_10058",
  "name": "Corr
  Display",
  "custom": true,
  "orderable": true,
  "navigable": true,
  "searchable": true,
  "clauseNames": [
    "cf[10058]",
    "Correlation Display"
  ],
  "schema": {
    "type": "string",
    "custom": "com.atlassian.jira.plugin.system.customfieldtypes:textfield",
    "customId": 10058
  },
  "id": "customfield_10014",
  "key": "customfield_1
  Type",
  "custom": true,
  "orderable": true,
  "navigable": true,
  "searchable": true,
  "clauseNames": [
    "cf[10014]",
    "Request Type"
  ],
  "schema": {
    "type": "sd-customerrequestty
  }
```

In the example above, the ID will be customfield_10057.

4

The ##### you see is the **customFieldId** that should be given to [Perspectium Support](#).