



Bulk Updating Issues

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If multiple issues need to be updated with the same information, it is more efficient to update them in bulk. This is also useful for assigning multiple issues to a particular handler, or changing the status for multiple issues.

This can be done by ticking the checkboxes to the left of each issue you wish to update (or ticking the checkbox at the top of the list to select all issues) and clicking Update at the bottom of the list. The issues to be updated will then be listed at the top of the page. Below the issues, all available fields will be displayed.

The fields available depend on the issues selected. A field will be displayed, assuming the user has rights to update it on at least one of the issues they have selected to update. Similarly, a field value will be displayed, assuming the user has rights to select that value on at least one of the issues they have selected to update. If a field or field value is updated, only those issues where the user does have rights to update the field or select that value will be updated with the change. A scenario and 2 examples are given below.

SCENARIO: Form contains a checkbox and a text field. The text field is only displayed if the checkbox is ticked. Two statuses are available – Open and Closed. The status of issues can only be changed to Closed if the checkbox is ticked.

EXAMPLE 1: User selects ten issues to bulk update. The checkbox is ticked on five of the issues, but not ticked on the other five.

The checkbox, text field and status drop down will be displayed on the bulk update page. User updates the text field and sets the status to Closed.

The text field will only be updated on those issues where the checkbox is ticked. Similarly, the status will only be set to Closed on those issues where the checkbox is ticked.

EXAMPLE 2: User selects five issues to bulk update. The checkbox is not ticked on any of the five of the issues selected.

The checkbox and status drop down will be displayed on the bulk update page, but the text field will not. The status drop down will not include Closed, since that status is only available if the checkbox is ticked, and the checkbox is not ticked on any of the issues selected.

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