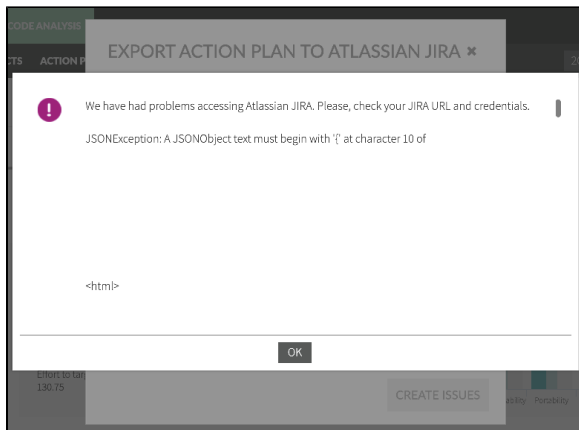


# Basic Authentication Error when Exporting Action Plan to Atlassian JIRA

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## Problem

When trying to export an Action Plan to JIRA, you see an error message:



*We have had problems accessing Atlassian JIRA. Please, check your JIRA URL and credentials.*

*JSONException: A JSONObject text must begin with '{' at character 10 of*

## Solution

Create an API token from your Atlassian account:

1. Log in to <https://id.atlassian.com/manage/api-tokens>.
2. Click **Create API token**.
3. From the dialog that appears, enter a memorable and concise label for your token and click **Create**.
4. Click **Copy to clipboard**, then paste the token to the password field in **Export Action Plan in Kiuwan**



For security reasons it isn't possible to view the token after closing the creation dialog; if necessary, create a new token.  
You should store the token securely, just as for any password

## Related articles

- [SSO - Form-based authentication fails](#)
- [SSO - HTTP authentication fails](#)
- [SSO - WIA is not working](#)
- [SSO - Cannot authenticate with credentials](#)
- [Basic Authentication Error when Exporting Action Plan to Atlassian JIRA](#)