

# How to set Reporter's colleagues access to issues

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## What's the problem?

It is impossible in JIRA to restrict issue access to the employees of particular company. It is because JIRA doesn't know what is a "company". There is no such entity.

## Existing solutions

As a workaround you can try to use [Zones](#) plugin. However, it implements "company" entity as JIRA group. But it complicates managing companies and doesn't give you a full-value entity of a "company".

## Solution using CRM for JIRA

If using [CRM for JIRA](#) you can configure a **company dictionary** in JIRA. That will allow you to define a Company in the issue custom field manually, or auto completing it by issue reporter.

The screenshot shows a JIRA issue page for 'Support / SUP-104' titled 'A new Security Level principle'. The issue is in the 'REOPENED' status and is 'Unresolved'. The 'Security Level' is set to 'Company People'. The 'Company' field is set to 'BTS'. The 'Reporter' is 'Enni Aalto'. The 'Assignee' is also 'Enni Aalto'. The 'Reaction Time' is 'SLA-3 Premium: 30m'. The 'Schedule date' is '26/10/2014 20:03'. The 'Time spent' is '0m' and 'Time remains' is '30m'. The 'Reporter's Phone' is '+4-400-334-44-00' and the 'Reporter's Title' is 'Sales Manager'. The 'Description' field is empty with a 'Click to add description' link. The 'Dates' section shows 'Created: 3 days ago' and 'Updated: Just now'. Red boxes highlight the 'Company' field, the 'Reporter' field, and the 'Security Level' field. Red arrows point from the 'Reporter' field to the 'Security Level' field.

To resolve the access problem you need to add unique security level principle Company People to your Security Level Scheme:

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SHARED BY 2 PROJECTS

Issue Security allows you to control who can and cannot view issues. They consist of a number of security levels which can have users/groups assigned to them.

The issue security scheme defines how the securities are configured for this project. To change the securities, you can select a different issue security scheme, or modify the currently selected scheme.

| Security Level                        | Description | Users / Groups / Project Roles                                                                              |
|---------------------------------------|-------------|-------------------------------------------------------------------------------------------------------------|
| Company People <small>DEFAULT</small> |             | <ul style="list-style-type: none"><li>Company employees</li><li>Current Assignee</li><li>Reporter</li></ul> |

### Add User/Group/Project Role to Issue Security Level

Issue Security Scheme: CRM  
Issue Security Level: Company People

Please select a user or group to add to this security level.  
This will enable the specific users/groups to view issues for projects that:

- are associated with this Issue Security Scheme and
- have their security level set to **Company People**

☐ Project Role

Choose a project role

☐ Reporter

☒ Company employees

☐ Group Custom Field Value

Choose a custom field

☐ Current Assignee

☐ Project Lead

☐ User Custom Field Value

Choose a custom field

☐ Group

Anyone

☐ Single User

Start typing to get a list of possible matches.

After that all people from the same company will be granted to access issues.