

How to set Reporter's colleagues access to issues

- [What's the problem?](#)
- [Existing solutions](#)
- [Solution using CRM for JIRA](#)

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.

Support / SUP-104

A new Security Level principle

Edit Comment Assign More Start Progress Resolve Issue Close Issue Admin

Details

Type: Bug Status: **REOPENED** (View Workflow)
Priority: Major Resolution: Unresolved
Labels: None Security Level: **Company People**
Company: **BTS**
Reaction Time: SLA-3 Premium: 30m
Schedule date: 26/10/2014 20:03
Time spent: 0m
Time remains: 30m
Reporter's Phone: +4-400-334-44-00
Reporter's Title: Sales Manager

People

Assignee: Enni Aalto
Reporter: Enni Aalto
Watchers: 1 Stop watching this issue

Dates

Created: 3 days ago
Updated: Just now

Description

Click to add description

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

OverviewAdministration

Summary

Issue Types

- Bug
- Improvement
- New Feature

Workflows

Screens

Fields

Versions

Components

Roles

Permissions

Issue Security

Notifications

Issue Security

CRM

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 DEFAULT		- Company employees - Current Assignee - Reporter

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.