


Define the HelpDesk Superuser

HelpDesk uses a **powerful JIRA user** to provide users interfaces and do some system actions.

 You must define it before using the plugin. It must have powerful rights in JIRA. Especially, it must have next rights: system admin, search users, browse project, create issues, create comments and attachments.

You have to specify the user in **JIRA Administration menu/Add-ons/HelpDesk**:

Administration

Search JIRA admin

Applications

Projects

Issues

Add-ons

User management

System

CRM

HelpDesk

HELPDESK ADMINISTRATION

Access

User Dashboard

Notifications

Inline Search













SLA

Customer Satisfaction

Issue Types

Related Issue

Customer Portal

Permission	Groups
Logon	 helpdesk  jira-administrators
See History section	 jira-administrators
See Issue Links section	 jira-administrators  helpdesk
See Feedback button	 jira-administrators  helpdesk
See Attachments section	 jira-administrators  helpdesk
Groups for a new user	 helpdesk
See Comments section	 helpdesk  jira-administrators

HelpDesk Super User

admin

Start typing a username to match

☒ Allow Public Sign up

HelpDesk Super User provides all issues operations on behalf of other users in HelpDesk.
Notice that this Super User requires 1 JIRA license (this can be already existing JIRA-administrator).

HelpDesk Super User



Start typing a username to match

- ☒ Allow Public Sign up
- ☐ Change JIRA login to HD
- ☐ Sign up captcha
- ☒ Do not show warning message before entering HelpDesk from JIRA

Source field

Locale field

How to create issues for Helpdesk users



Select the way to create issues by HelpDesk users via HelpDesk portal:

Option	Description	HD version
Use super user	The issues will be created by super user (in issue history the issue creator will be a hd-user anyway) without requiring free licenses	starting with HelpDesk version 1.9.1
Use JIRA user group	The user will be added to the JIRA group that have permissions to perform the action, after that the user will be immediately removed from the JIRA group again. 1 spare JIRA license should be reserved for HelpDesk-users operations	by default in HelpDesk versions up to 1.9.0