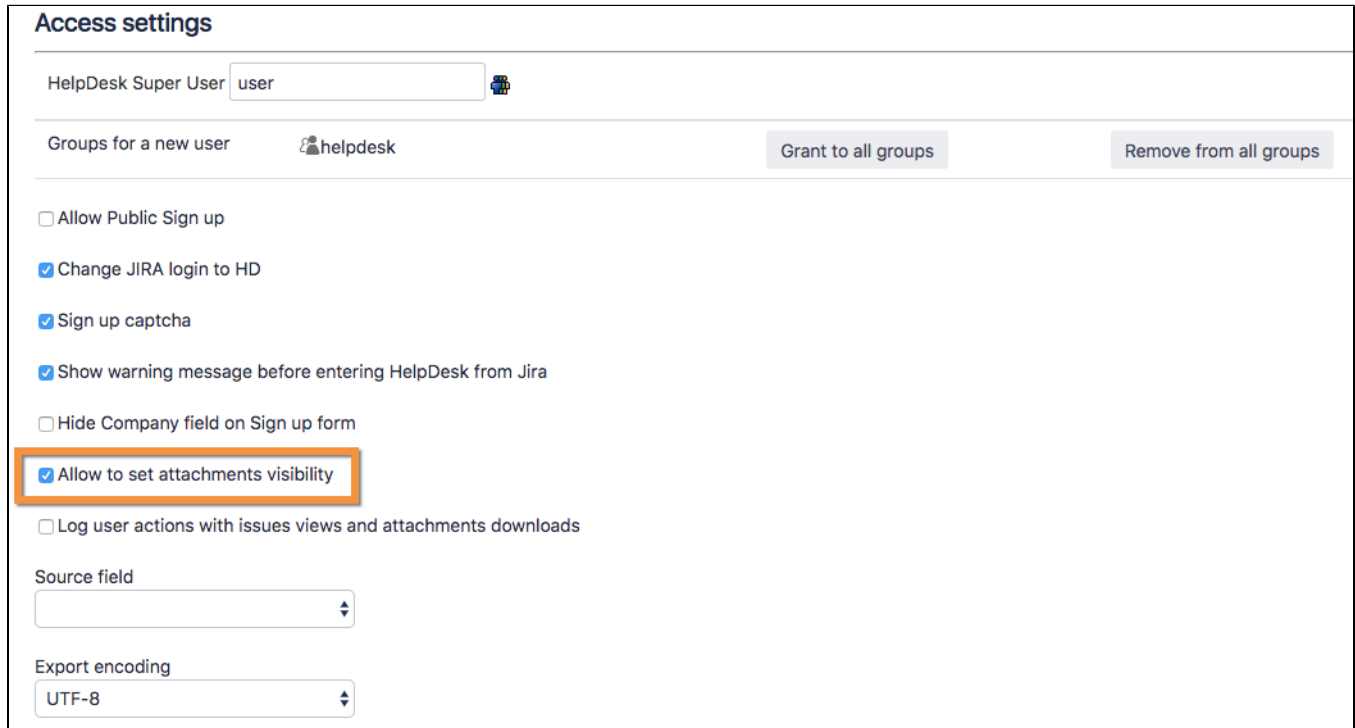


Restrict attachments visibility

As Helpdesk agent you can restrict attachments visibility in Jira issues. To do this you need to enable **Allow to set attachments visibility** option in Helpdesk administration:



The screenshot shows the 'Access settings' page in Jira Helpdesk administration. At the top, there's a 'HelpDesk Super User' field with the value 'user'. Below this, there are buttons for 'Grant to all groups' and 'Remove from all groups'. A list of settings follows, including checkboxes for 'Allow Public Sign up', 'Change JIRA login to HD', 'Sign up captcha', 'Show warning message before entering HelpDesk from Jira', 'Hide Company field on Sign up form', and 'Allow to set attachments visibility'. The 'Allow to set attachments visibility' checkbox is highlighted with an orange border. Below the checkboxes are dropdown menus for 'Source field' and 'Export encoding' (set to UTF-8).

Access settings

HelpDesk Super User

Groups for a new user

☐ Allow Public Sign up

☒ Change JIRA login to HD

☒ Sign up captcha

☒ Show warning message before entering HelpDesk from Jira

☐ Hide Company field on Sign up form

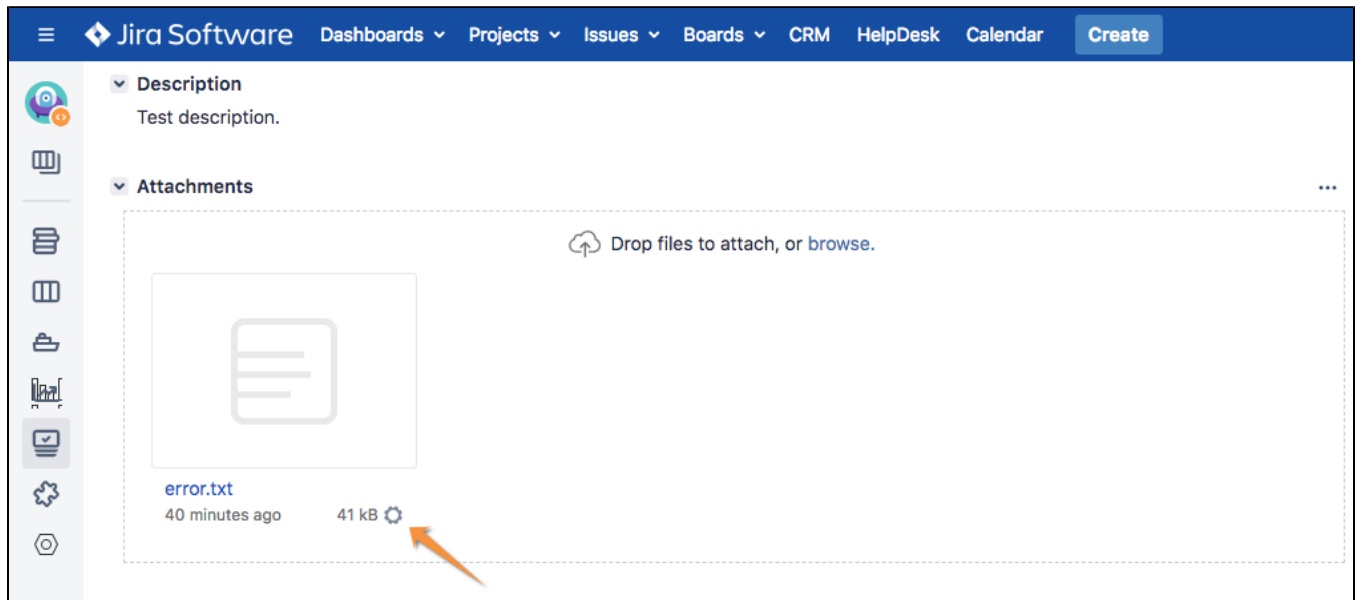
☒ Allow to set attachments visibility

☐ Log user actions with issues views and attachments downloads

Source field

Export encoding

Now it is possible to set visibility for every attachment. You can do it by pressing cog-button:



The screenshot shows the 'Attachments' section of a Jira issue. It displays a file named 'error.txt' with a size of '41 kB' and a timestamp of '40 minutes ago'. An orange arrow points to a small gear icon (cog-button) next to the file name, which is used to set the attachment's visibility.

Jira Software Dashboards Projects Issues Boards CRM HelpDesk Calendar Create

Description
Test description.

Attachments

Drop files to attach, or browse.

error.txt
40 minutes ago 41 kB

After pressing it you need to select groups who will be able to see this attachment in Helpdesk portal:

Set attachment visibility

Groups

jira-administrators ×

Save Close

If an attachment is restricted it has lock-icon on it:

≡

Jira Software

Dashboards ▾

Projects ▾

Issues ▾

Boards ▾

CRM

HelpDesk

Calendar

Create

▼ Description

Test description.

▼ Attachments

...

error.txt

46 minutes ago

41 kB