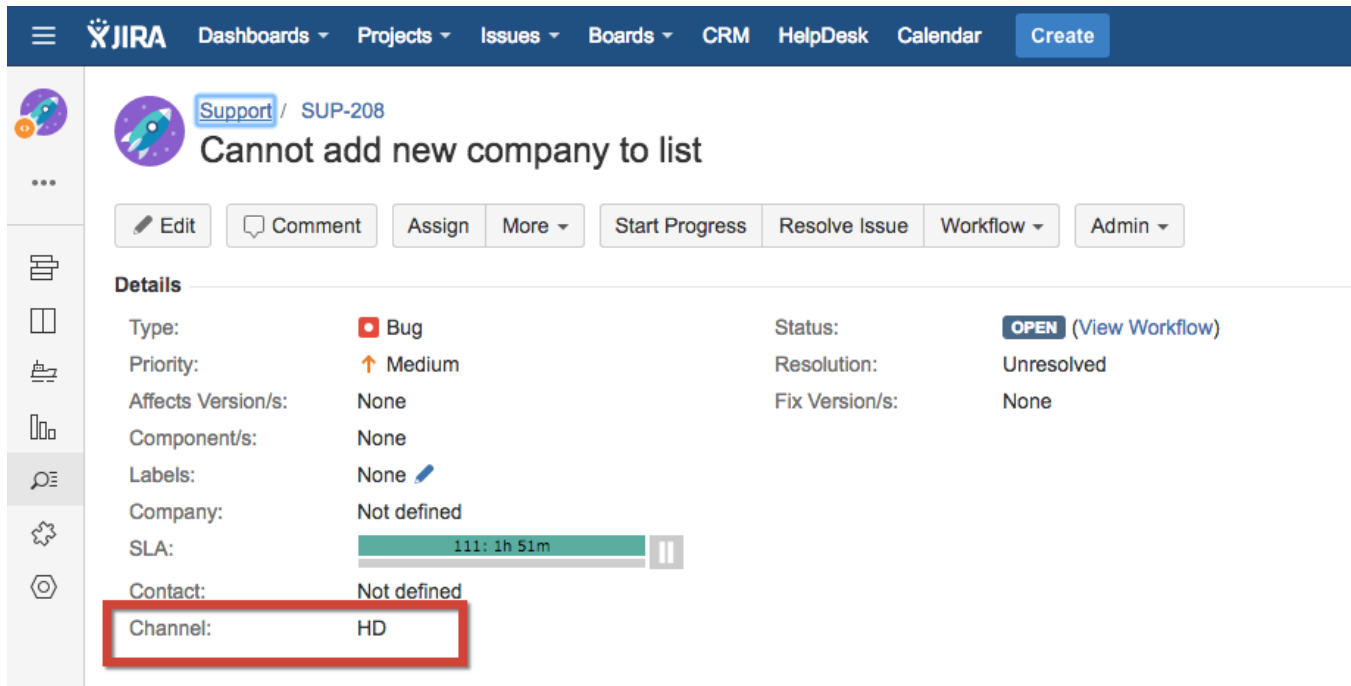


Setting Up Source Field

You can add to issue screen custom field which shows information about source where this particular issue was created. If the issue was created via HelpDesk, the field will show 'HD' value.

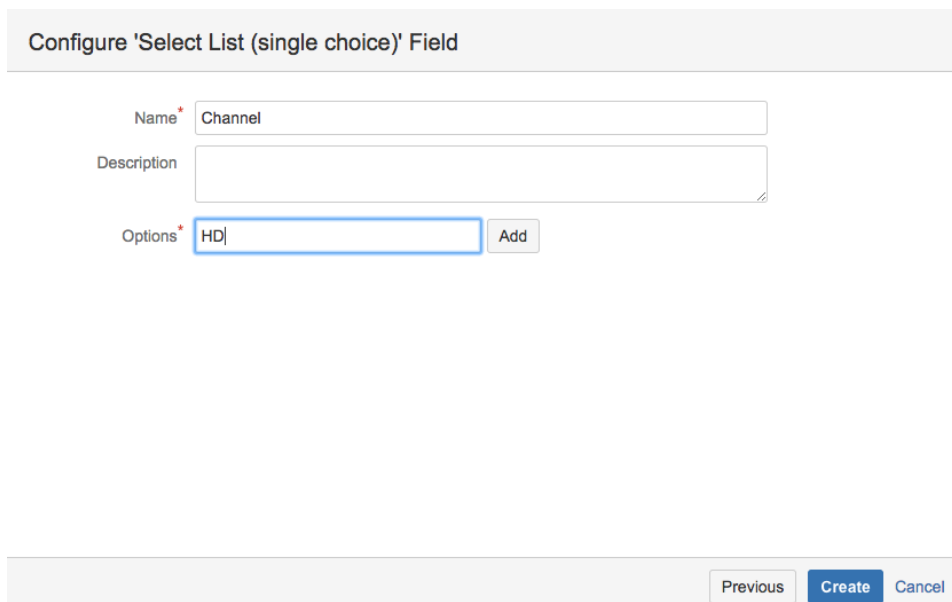


The screenshot shows a Jira issue page for a 'Support' issue titled 'Cannot add new company to list' (SUP-208). The issue is of Type 'Bug', Priority 'Medium', and Status 'OPEN'. The 'Channel' field is highlighted with a red box and shows the value 'HD'. The 'SLA' field shows a timer at 111:1h 51m. The 'Company' field is 'Not defined'.

Field	Value
Type	Bug
Priority	Medium
Affects Version/s	None
Component/s	None
Labels	None
Company	Not defined
SLA	111: 1h 51m
Contact	Not defined
Channel	HD

To set up Source Field

1. Create new **custom field** of **Select list (single choice)** type:



The screenshot shows the 'Configure 'Select List (single choice)' Field' dialog. The 'Name' field is set to 'Channel'. The 'Description' field is empty. The 'Options' field has 'HD' entered, and the 'Add' button is visible. The 'Create' button is highlighted in blue.

Configure 'Select List (single choice)' Field

Name* Channel


Description

Options* HD| Add

Previous Create Cancel

2. Let's call it '**Channel**' and don't forget to add at least one option before clicking '**Create**'. It doesn't matter what it would be because HelpDesk automatically will fill in the field with 'HD' if the issue is created via HelpDesk;
3. Go to **HelpDesk Administrator** Menu > **Access**;
4. Select the field from the list in **Source field**;

Access settings

HelpDesk Super User 

Groups for a new user  helpdesk-users

Grant to all groups

Remove from all groups

- ☒ 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