

# Restrict attachments visibility

As Helpdesk agent you can restrict attachments visibility in Jira issues.

To do this you need:

1. to enable **Allow to set attachments visibility** option in Helpdesk administration:

**Access settings**

HelpDesk Super User | user

Groups for a new user | helpdesk | 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: [dropdown]

Export encoding: UTF-8

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

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 |

2. 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 x |

Save | Close

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



Description  
Test description.



Attachments



Drop files to attach, or browse.



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