

# Access

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| <a href="#">Setting Access to Objects in HelpDesk</a>  | After <a href="#">Installation</a> it is needed to set access to HD objects for different groups;                                                                                          |
| <a href="#">Define the HelpDesk Superuser</a>          | HelpDesk uses a <b>powerful JIRA user</b> to provide users interfaces and do some system actions. HelpDesk Super User provides all issues operations on behalf of other users in HelpDesk; |
| <a href="#">Setting Up Source Field</a>                | You can add to issue screen custom field which shows information about source where this particular issue was created.                                                                     |
| <a href="#">HelpDesk Sign Up Screen Administration</a> | You have to define initial permissions for a new HelpDesk users who are register through <a href="#">HelpDesk Sign Up</a> .                                                                |
| <a href="#">Logon Screen Administration</a>            | In case when HelpDesk user tries to enter JIRA, the no rights to logon message appears and user has to switch JIRA to HelpDesk login page.                                                 |