Change JIRA Login to HelpDesk

What's the problem?

You have different groups of users with different access rights to JIRA or HelpDesk. So users should know which group they are into and select correct logon screen. 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.

Solution in HelpDesk For JIRA

You can combine login pages for JIRA and HelpDesk on one screen (JIRA login page). The system will check if the user has permisions to login JIRA or this is a HelpDesk user only.

In HelpDesk Administrator menu Access tab there is attribute named Change JIRA login to HD.

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

☑ Change JIRA login to HD

☐ Sign up captcha

Source field

Channel

If the checkbox is checked the JIRA login page will forward HelpDesk users to HelpDesk and JIRA users to JIRA.

When users switch to HelpDesk from JIRA they are ending their JIRA session and the warning message appears. To turn it off check the checkbox "Do not show warning message before entering HelpDesk from JIRA".