

Define Group Memberships For a New HelpDesk Users

You have to define initial permissions for a new HelpDesk users who are register through [HelpDesk Sign Up](#). Go to JIRA Administration menu/Add-ons /HelpDesk and specify the JIRA groups and don't forget to allow public sign up:

Administration

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HELPDESK ADMINISTRATION

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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