

Notifications

Helpdesk users can receive notifications about events in Helpdesk issues. Notifications include links on Helpdesk issues and attachments which can be uploaded without login JIRA.

We recomend to set 2 different Notifications schema for your HD projects:

- One schema for assignees and other JIRA users excluding Reporters (with JIRA links) - as a usual project notification schema (see [JIRA Notification Scheme](#)). Exclude Reporters from that schema.
- One schema for HelpDesk users with HD links - you need to create a separate Notification schema for Reporters and set it in [Helpdesk Notifications](#) settings. In case that Reportes in your HelpDesk project may include both HD users and JIRA users use a setting "Send standart Jira messages to common jira users". With this setting JIRA user Reportes will recieve JIRA links and not JIRA user Reporters will recieve HD links.

Please notice that if one project is used for both JIRA-users and HelpDesk-users with two notification schemes (JIRA and HelpDesk), then try to avoid including one receiver in both of them. In this case one person will receive two notifications: one from JIRA and another from HelpDesk. If you need just notifications from HelpDesk then you can disable JIRA's notifications scheme associated to the same project.