

# Setting Access to Objects in HelpDesk

After [Installation](#) it is needed to set access to HD objects for different groups in HelpDesk Administrator Menu/ Access:

Administration

Search JIRA admin

ApplicationsProjectsIssuesAdd-onsUser managementSystemCRMHelpDesk

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

Permission	Description
Logon	Access to HelpDesk <a href="#">Logon Screen</a> and permission to logon to HelpDesk
View History section	Access to issue history section in HelpDesk
View Issue Links section	Access to issue links section in HelpDesk
View Feedback button	Access to feedback button section in HelpDesk
View Attachments section	Access to issue attachment section in HelpDesk
View Comments section	Access to issue comment section in HelpDesk
View Time tracking fields	Access to view time tracking fields (Original Estimate, Remaining Estimate) in HelpDesk issues list and issues screens
View Create related issue button	Access to " <a href="#">Create Related Issues</a> " feature in issues
View Invite button	Access to Invite users feature that allows HelpDesk users invite other users by e-mail
Groups for a new user	Groups for newly <a href="#">Signed Up</a> users

