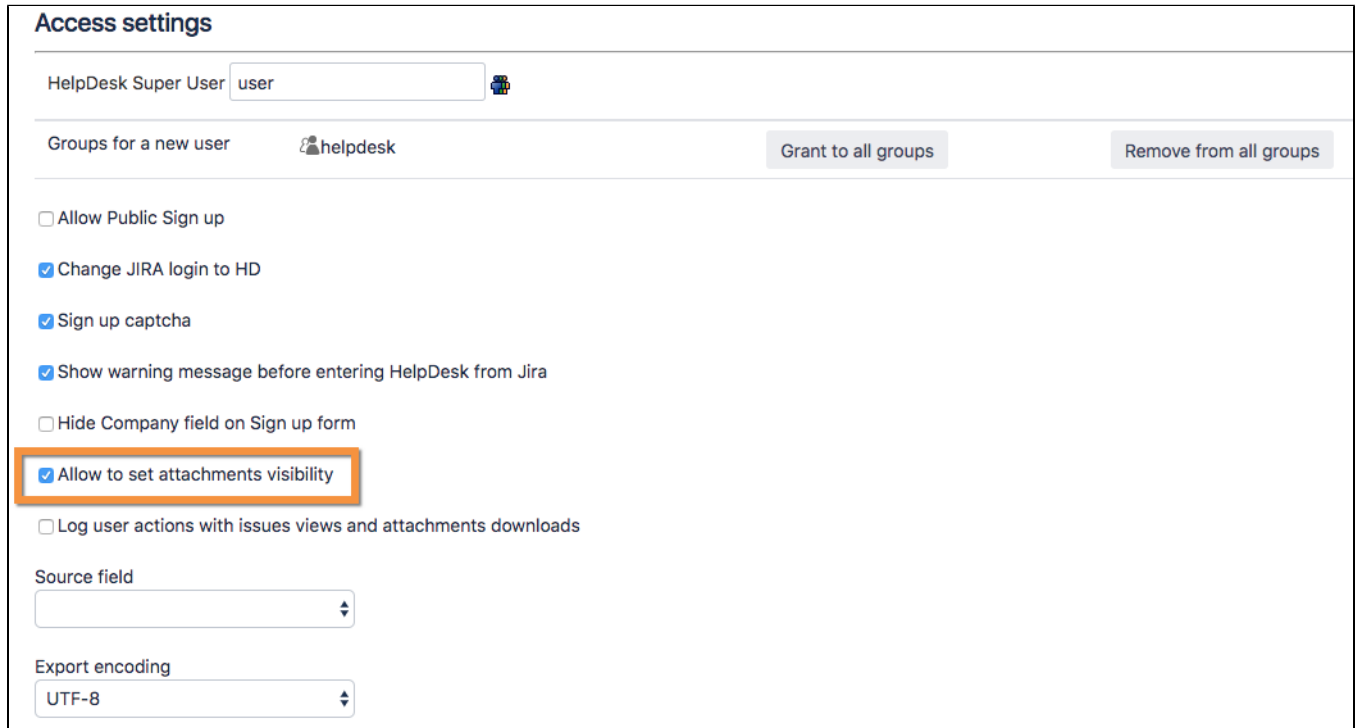


Restrict attachments visibility

As Helpdesk agent you can restrict attachments visibility in Jira issues. To do this you need to enable **Allow to set attachments visibility** option in Helpdesk administration:



Access settings

HelpDesk Super User 

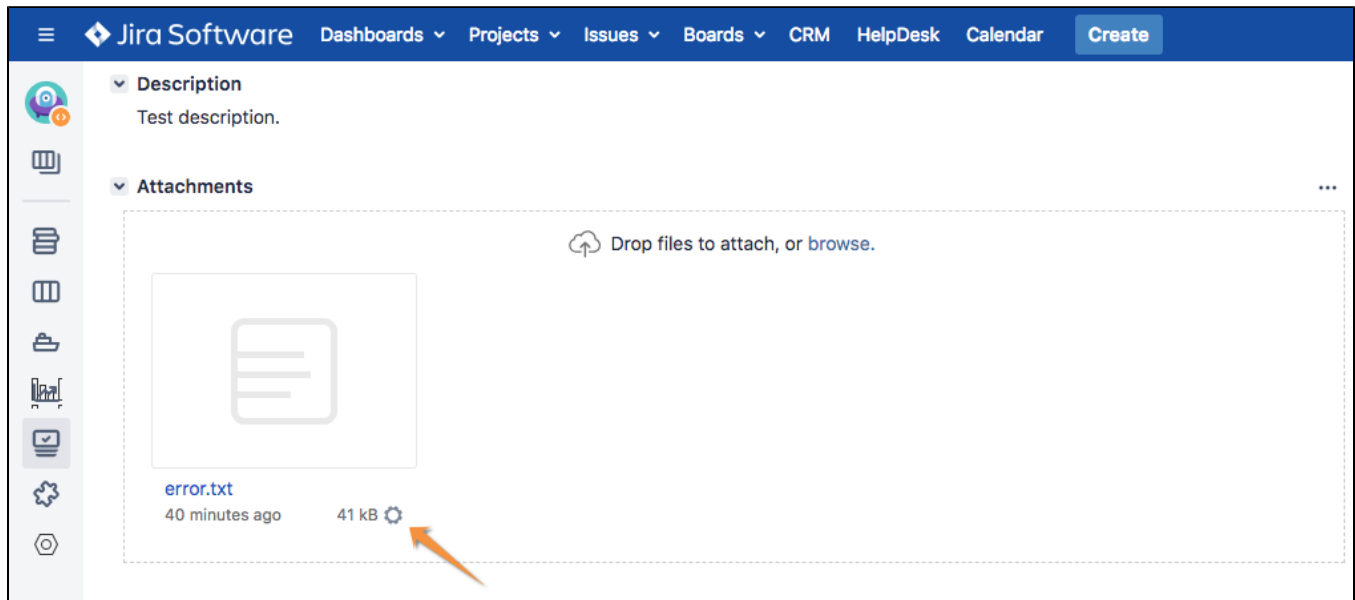
Groups for a new user  [Grant to all groups](#) [Remove from all groups](#)

- ☐ Allow Public Sign up
- ☒ Change JIRA login to HD
- ☒ Sign up captcha
- ☒ Show warning message before entering HelpDesk from Jira
- ☐ Hide Company field on Sign up form
- ☒ **Allow to set attachments visibility**
- ☐ Log user actions with issues views and attachments downloads

Source field

Export encoding

Now it is possible to set visibility for every attachment. You can do it by pressing cog-button:



Jira Software | Dashboards | Projects | Issues | Boards | CRM | HelpDesk | Calendar | [Create](#)

Description
Test description.

Attachments

Drop files to attach, or [browse](#).


error.txt
40 minutes ago 41 kB 

After pressing it you need to select groups who will be able to see this attachment in Helpdesk portal:

Set attachment visibility

Groups

jira-administrators x

Save

Close

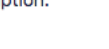
If an attachment is restricted it has lock-icon on it:

Jira Software | Dashboards | Projects | Issues | Boards | CRM | HelpDesk | Calendar | [Create](#)

Description
Test description.

Attachments

Drop files to attach, or [browse](#).



[error.txt](#)
46 minutes ago 41 kB  