

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:

Applications

Projects

Issues

Add-ons

User management

Latest upgrade report

System

CRM

HelpDesk

HELPDESK ADMINISTRATION

Access

User Dashboard

Notifications

Inline Search

SLA

Customer Satisfaction

Related Issue

Customer Portal

Look & Feel

Comments

Audit

Confluence integration

Grant to all groups

Remove from all groups

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Permissions

Permission	Groups
Logon	helpdesk-users Teamlead
View History section	helpdesk-users Teamlead
View Issue Links section	helpdesk-users Teamlead
View Feedback button	
View Attachments section	helpdesk-users Teamlead
View Comments section	helpdesk-users Teamlead
View Time tracking fields	Teamlead
View Create related issue button	Teamlead
View Invite button	helpdesk-users
View Edit Issue button	

Permission	Description
Logon	Access to HelpDesk Logon Screen 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 " Create Related Issues " feature in issues
View Invite button	Access to Invite users feature that allows HelpDesk users invite other users by e-mail