

# 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](#).

- 1. Go to **Help Desk Administration menu > Access**
- 2. Specify the JIRA groups and don't forget to allow public sign up:

Access settings

HelpDesk Super User

hdbot

Groups for a new user

helpdesk-users

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

Channel

Export encoding

UTF-8