HelpDesk Users Permissions

Helpdesk reads permissions for users from Project schema permissions.

Only the following permissions affects on HD users:

Browse project	Permission to view individual issues of the project (except issues that have been restricted via issue-level security).
Create issues	Permission to create issues in specific project via email or Customer portal. If an HD user doesn't have this permission in any project, he/she will not be able to create any issues via Customer portal
Transition issues	Permission to transition (change) the status of an issue.
Add comments	Permission to add comments to issues. Note that this does not include the ability to edit or delete comments.
Create attachments	Permission to attach files to an issue. (Only relevant if attachments are enabled). Note that this does not include the ability to delete attachments.

We recommend to give HelpDesk users group these permissions. And set Issue Security to differentiate access to individual issues in the project.

> ⊘ If administrator does't restrict permissions based on Issue Security HD users will be able to see any issue from the project, where they have **Browse Project** permissions.
>
> Even if this issue is not on any HelpDesk tab, users will be able to see it by direct link in a browser.