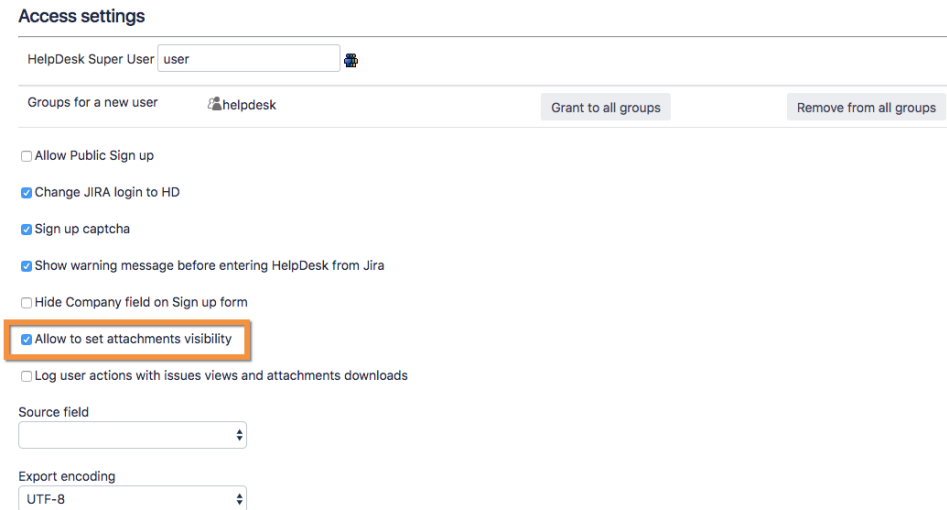


Restrict attachments visibility

As Helpdesk agent you can restrict attachments visibility in Jira issues.

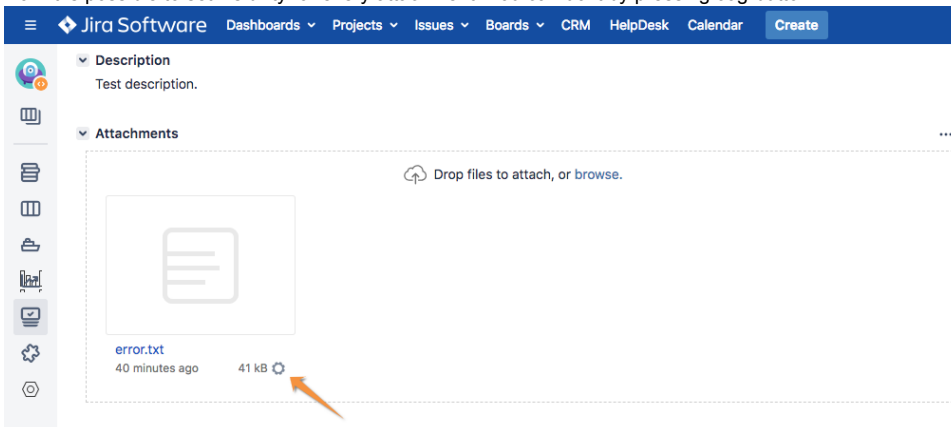
To do this you need:

1. to enable **Allow to set attachments visibility** option in Helpdesk administration:



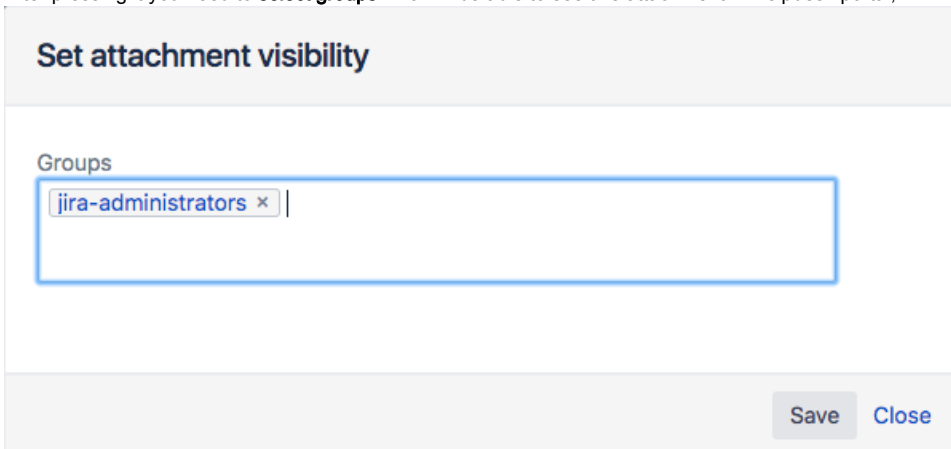
The screenshot shows the 'Access settings' page in Jira Helpdesk administration. The 'HelpDesk Super User' is set to 'user'. Under 'Groups for a new user', 'helpdesk' is listed with buttons for 'Grant to all groups' and 'Remove from all groups'. Several checkboxes are visible: 'Allow Public Sign up' (unchecked), 'Change JIRA login to HD' (checked), 'Sign up captcha' (checked), 'Show warning message before entering HelpDesk from Jira' (checked), 'Hide Company field on Sign up form' (unchecked), and 'Allow to set attachments visibility' (checked and highlighted with an orange box). Below these are checkboxes for 'Log user actions with issues views and attachments downloads' (unchecked), 'Source field' (dropdown), and 'Export encoding' (set to UTF-8).

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



The screenshot shows a Jira issue page. The 'Attachments' section contains a file named 'error.txt' (40 minutes ago, 41 kB). A small gear icon (cog-button) is visible next to the file name, highlighted by an orange arrow. The top navigation bar includes 'Jira Software', 'Dashboards', 'Projects', 'Issues', 'Boards', 'CRM', 'HelpDesk', 'Calendar', and a 'Create' button.

2. After pressing it you need to **select groups** who will be able to see this attachment in Helpdesk portal;




The screenshot shows the 'Set attachment visibility' dialog box. It has a title bar 'Set attachment visibility'. Below it, the 'Groups' section shows a search bar with 'jira-administrators' entered and a close button (x). At the bottom right, there are 'Save' and 'Close' buttons.

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



▼ Description
Test description.

▼ Attachments ...

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



[error.txt](#)

46 minutes ago

41 kB

