

Define the HelpDesk Superuser

HelpDesk uses a **powerful JIRA user** to provide users interfaces and do some system actions. HelpDesk Super User provides all issues operations on behalf of other users in HelpDesk.

Notice that this Super User requires 1 JIRA license (this can be already existing JIRA-administrator).



You must define it before using the plugin. It must have powerful rights in JIRA. Especially, it must have next rights: system admin, search users, browse project, create issues, create comments and attachments.

To have to specify the superuser

1. Go to **Help desk Administration menu > Access;**
2. Chose the Jira user **In the HelpDesk Super User** field.

Access settings

HelpDesk Super User 

Groups for a new user

 helpdesk-users

Grant to all groups

Remove from all groups