

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 

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

Export encoding