

Define Tabs for Reporter Issues Screen

Administrator can define tabs for Reporter's Issues Screen in HelpDesk. Go to HelpDesk Administration **User Dashboard Tab** and set **HD user jql tabs**:

Applications

Projects

Issues

Add-ons

User management

Latest upgrade report

System

CRM

HelpDesk

HELPDESK ADMINISTRATION

Access

User Dashboard

Notifications

Inline Search

SLA

Customer Satisfaction

Related Issue

Customer Portal

Look & Feel

Comment Templates

Audit

HelpDesk user JQL tabs

Tab name

Tab JQL

Groups

Add

Start typing to search for groups.

My open

resolution = Unresolved AND reporter = currentUser()

jira-software-users

Columns

Delete

My closed

resolution != Unresolved AND reporter = currentUser()

helpdesk-users

Columns

Delete

Deals

project ="Sales Managment" AND reporter = currentUser()

Columns

Delete

My company

reporter in CurrentUserCompany()

Columns

Delete

☒ Hide empty tabs

☒ Multilingual at Logon screen

Field	Description
Tab name	Create tab. By default after very first installation "Issues" tab is created with issues reported by current user.
Tab JQL	Write JQL-filter in "Tab JQL" field to define what issues will be shown at the tab. User will see only issues he/she has Jira permissions on. To filter issues by issue types or statuses that are associated with projects that are shown in the list, mention this/these project/s in JQL by using "project =" or "project in ()". Otherwise issue types and statuses dropdown list to select from will be consisted from all issues types and statuses from all projects in the system.
Groups	Select jira-groups which members have permission to see selected tab. If no group is presented, all users can see the tab. The tab shows only issues users have permissions on.
Hide empty tabs	If no issues are found or current user have no permissions on issues the tab shows zero in the issues counter, for example "Issues (0)" and empty tab. When checkbox is checked, empty tab is hidden.
Multilingual at logon screen	See more at Multilingual Logon

To adjust fields to be displayed on HelpDesk user's tabs press "Fields" button:

Fields

Field

Add

Choose needed fields



Created

Delete



Issue Type

Delete



Key

Delete



Summary

Delete



Assignee

Delete



Status

Delete

Close

Reporter will see these tabs in his interface:

JIRA HelpDesk Create Issue

Opened Closed

Interval

Type : All

Issue

Summary

Assignee

Status : All

27/Nov/15	Bug	SUP-53	I don't see my company issues	John (Engineer)	TO DO
27/Nov/15	Improvement	SUP-52	Add to reporter ability assign issues		TO DO
27/Nov/15	Improvement	SUP-51	Add new style settgins menu	Steve (Developer)	TO DO
27/Nov/15	Question	SUP-50	Why assignee's avatars don't load?	John (Engineer)	TO DO
27/Nov/15	Bug	SUP-49	Can't add comment ti issue		TO DO
27/Nov/15	Fault	SUP-48	Plugin doesn't work at all	Steve (Developer)	TO DO
27/Nov/15	Question	SUP-47	When will the new version of HelpDesk come?	Steve (Developer)	TO DO
27/Nov/15	Bug	SUP-46	I can't find some closed issues in HD		TO DO
27/Nov/15	Idea	SUP-45	Let's add SLA report to HelpDesk	John (Engineer)	TO DO
27/Nov/15	Question	SUP-44	How can I create issues through email?		TO DO
27/Nov/15	Bug	SUP-43	HD tabs don't appear		TO DO
24/Nov/15	Improvement	SUP-38	New Tabs in HelpDesk	John (Engineer)	TO DO
10/Nov/15	Task	SUP-31	Contacts in CRM for JIRA	Steve (Developer)	TO DO
10/Nov/15	Question	SUP-20	How to import csv to replace exist data	Tom (Tester)	TO DO
10/Nov/15	Task	SUP-17	CRM: Show name of customfields in export (SD-176)	John (Engineer)	TO DO

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Which issues Reporters will see on their tabs depends on JQL-filter of the tab from one side and from project permission schema on the other side.

HD users can see only that issues, which they have permissions on: **Browse project** permission & permissions based on [Issue Security](#).



If administrator don'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 tab, users will be able to see it by direct link in a browser.

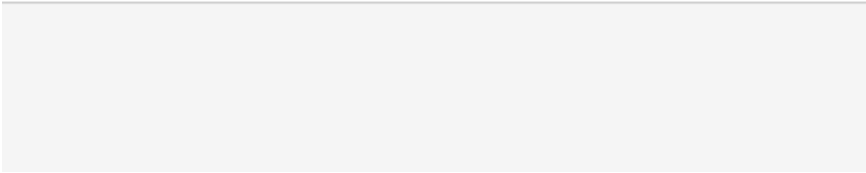
Not only JQL can be placed in 'Tab JQL' field but also text or HTML no longer than 255 symbols. For example you can place web link on tab and any logged in user will see it.

HelpDesk user jql tabs

Tab name	Tab jql	
	<div> <div></div> <div>✓</div> </div>	Add
Read HD Manual	<div> <div>✗</div> <div>HelpDesk Documentation</div> </div>	Update Cancel
Opened	project = Support and status = "open"	Fields Delete
bugs	reporter in CurrentUserCompany() and issuetype = Bug	Fields Delete
Closed	project = Support and status = Done	Fields Delete

	Read HD Manual (0)	Opened (202)	bugs (29)	Closed
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HelpDesk Documentation



How to create a Tab for Reporter's colleagues issues

In case you use [CRM for JIRA](#) plugin, you can set a tab, where a HelpDesk user will see all issues from his\her colleagues.

Use the following JQL operator: **Reporter in CurrentUserCompany()**

See more in CRM for JIRA documentation:

[How to set Reporter's colleagues access to issues](#)

[How to find my colleagues' issues?](#)