

Screen Schemes

Administrator can define different views for Issues Screens in HelpDesk. It's the way to differ views for customers and assignees, to hide some fields from customers.

Go to HelpDesk Administration **Customer Portal** and set **screen schema** in **My Issue Tabs Settings**:

The screenshot shows the JIRA Administration interface for the HelpDesk. The left sidebar contains the 'Administration' menu with 'Customer Portal' highlighted. The main content area is divided into two sections: 'Groups' and 'Customer Portal items'.

Groups

Name	Group title (En)	
<input type="text"/>	<input type="text"/>	Add
Продажи	Sales	Delete
Поддержка	Support	Delete

Customer Portal items

Name	Name (in English)	Description	Description (in English)	Project	Issue type	
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	Business	Task	Add
Bus Task	Business task	task	task	TEST	Bug	Edit groups (2) Delete
Test Bug	Test Bug	bug	bug	TEST	Bug	Edit groups (1) Delete
Test Task	Test Task	task	test	TEST	Task	Edit groups (1) Delete

My Issue Tabs Settings

Project	Issue type	Screen schema	Groups	
Business	<input type="text"/>	BUS: Project Management Screen Scheme	<input type="text"/>	Add
TEST	Task	Default Screen Scheme	helpdesk	Delete
TEST	Bug	TEST: Scrum Default Screen Scheme	jira-administrators	Delete

You can set for each project separate screen schema and set [Group Access for Issue Types to Create](#).

Screen schemes are configured in Administration menu/ Issues/ Screen schemes. You can find information about defining screen schemes in [Atlassian documentation](#).