

Workflow Transition Option

Administrator can allow users to change status of issues of certain project in Helpdesk.

First you need to add right to issues transition to Helpdesk users group. Go to the Project Administration menu/ Permissions/ Edit Permissions:

Support Key: SUP · Lead: Anton Kolin · Project type: Software · Category: None · URL: No URL

Back to project · **Administration**

Summary
Subtask Templates
Issue types

- Bug
- Epic
- Story
- Sub-task
- Task

Workflows
Screens
Fields
Versions
Components
Tempo
Accounts
Users and roles
Permissions
Issue Security
Notifications
HipChat integration
Development tools
Issue collectors

Default software scheme
SHARED BY 5 PROJECTS

Project permissions allow you to control who can access your project, and what they can do, e.g. "Work on Issues". Access to individual issues is controlled by issue permissions.

The permission scheme defines how the permissions are configured for this project. To change the permissions, you can select a different permission scheme, or modify the currently selected scheme.
[Learn more about project permission schemes](#)

Project Permissions

Permission	Users / Groups / Project Roles
Administer Projects Ability to administer a project in JIRA.	Project Role (Administrators)
Browse Projects Ability to browse projects and the issues within them.	Group (jira-software-users)
Manage Sprints Ability to manage sprints.	Project Role (Administrators)
Service Desk Agent Allows users to interact with customers and access Service Desk features of a project.	
View Development Tools Allows users in a software project to view development-related information on the issue, such as commits, reviews and build information.	Application Role (Any logged in user)
View Read-Only Workflow Users with this permission may view a read-only version of a workflow.	Application Role (Any logged in user)

Issue Permissions

Permission	Users / Groups / Project Roles
Assignable User Users with this permission may be assigned to issues.	Application Role (Any logged in user)

Permission helper · Actions ▾
Edit permissions
Use a different scheme

Add needed group to Transition Issues:

Issue linking

ISSUE ATTRIBUTES

Statuses

Resolutions

Priorities

Issue security schemes

Notification schemes

Permission schemes

Issue permissions

Permission	Granted to
Assignable User Users with this permission may be assigned to issues.	Application role <ul style="list-style-type: none">Any logged in user <a>Edit <a>Remove
Assign Issues Ability to assign issues to other people.	Application role <ul style="list-style-type: none">Any logged in user <a>Edit <a>Remove
Close Issues Ability to close issues. Often useful where your developers resolve issues, and a QA department closes them.	Application role <ul style="list-style-type: none">Any logged in user <a>Edit <a>Remove
Create Issues Ability to create issues.	Application role <ul style="list-style-type: none">Any logged in user <a>Edit <a>Remove
Delete Issues Ability to delete issues.	Project role <ul style="list-style-type: none">Administrators <a>Edit <a>Remove
Edit Issues Ability to edit issues.	Application role <ul style="list-style-type: none">Any logged in user <a>Edit <a>Remove
Link Issues Ability to link issues together and create linked issues. Only useful if issue linking is turned on.	Application role <ul style="list-style-type: none">Any logged in user <a>Edit <a>Remove
Modify Reporter Ability to modify the reporter when creating or editing an issue.	Project role <ul style="list-style-type: none">Administrators <a>Edit <a>Remove
Move Issues Ability to move issues between projects or between workflows of the same project (if applicable). Note the user can only move issues to a project he or she has the create permission for.	Application role <ul style="list-style-type: none">Any logged in user <a>Edit <a>Remove
Resolve Issues Ability to resolve and reopen issues. This includes the ability to set a fix version.	Application role <ul style="list-style-type: none">Any logged in user <a>Edit <a>Remove
Schedule Issues Ability to view or edit an issue's due date.	Application role <ul style="list-style-type: none">Any logged in user <a>Edit <a>Remove
Set Issue Security Ability to set the level of security on an issue so that only people in that security level can see the issue.	<a>Edit
Transition Issues Ability to transition issues.	Group <ul style="list-style-type: none">jira-administrators <a>Edit <a>Remove

You can select Project role, Application role or Group:

Issue linking				
ISSUE ATTRIBUTES				
Statuses				
Resolutions				
Priorities				
Issue security schemes				
Notification schemes				
Permission schemes				
Issue permissions				
Permission		Granted to		
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Edit Issues Ability to edit issues.		Application role • Any logged in user		Edit Remove
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Schedule Issues Ability to view or edit an issue's due date.		Application role • Any logged in user		Edit Remove
Set Issue Security Ability to set the level of security on an issue so that only people in that security level can see the issue.		Edit		
Transition Issues Ability to transition issues.		Group • jira-administrators		Edit Remove

Grant permission

Permission

Transition Issues x

Granted to

☐ Project Role
 ☐ Application Role
 ☒ Group

Anyone

Showing 6 of 6 matching groups

helpdesk

jira-administrators

jira-servicedesk-users

jira-servicedesk-users-1


jira-software-users

test


Grant

Cancel

After setting the permission users of the selected group could move the issue through the workflow.

 **Test / TEST-184**

Compatibility update for Werewolf for Confluence

 Comment

Done

In Progress

Details

Components:

Status:

TO DO

Priority: Medium

Resolution: Unresolved