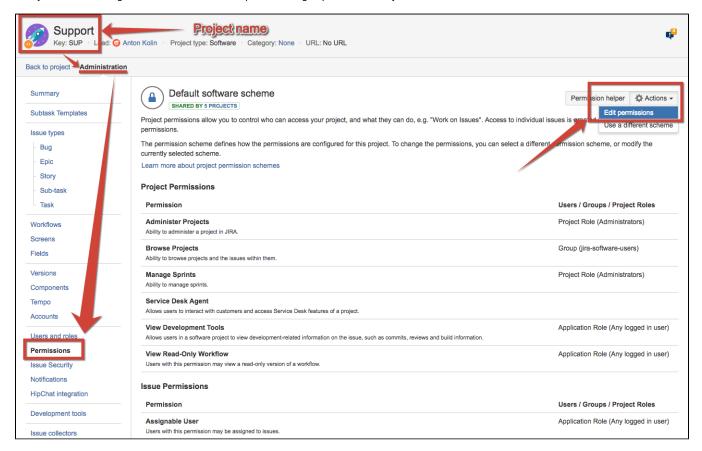
Workflow Transition Option

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

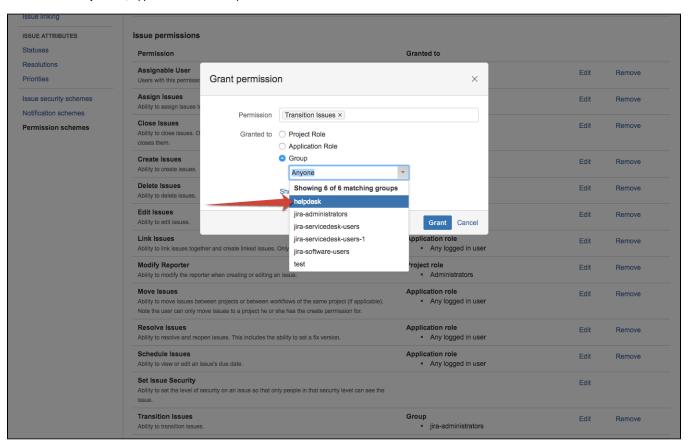
First you need to add right to issues transition to Helpdesk users group. Go to the Project Administration menu/ Permissions/ Edit Permissions:



Add needed group to Transition Issues:

Issue linking				
ISSUE ATTRIBUTES	Issue permissions			
Statuses	Permission	Granted to		
Resolutions Priorities	Assignable User Users with this permission may be assigned to issues.	Application role • Any logged in user	Edit	Remove
Issue security schemes Notification schemes	Assign Issues Ability to assign issues to other people.	Application role • Any logged in user	Edit	Remove
Permission schemes	Close Issues Ability to close issues. Often useful where your developers resolve issues, and a QA department closes them.	Application role • Any logged in user	Edit	Remove
	Create Issues Ability to create Issues.	Application role • Any logged in user	Edit	Remove
	Delete Issues Ability to delete Issues.	Project role	Edit	Remove
	Edit Issues Ability to edit Issues.	Application role • Any logged in user	Edit	Remove
	Link Issues Ability to link issues together and create linked issues. Only useful if issue linking is turned on.	Application role • Any logged in user	Edit	Remove
	Modify Reporter Ability to modify the reporter when creating or editing an issue.	Project role Administrators	Edit	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 • Any logged in user	Edit	Remove
	Resolve Issues Ability to resolve and reopen issues. This includes the ability to set a fix version.	Application role • Any logged in user	Edit	Remove
	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

You can select Project role, Application role or Group:



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

