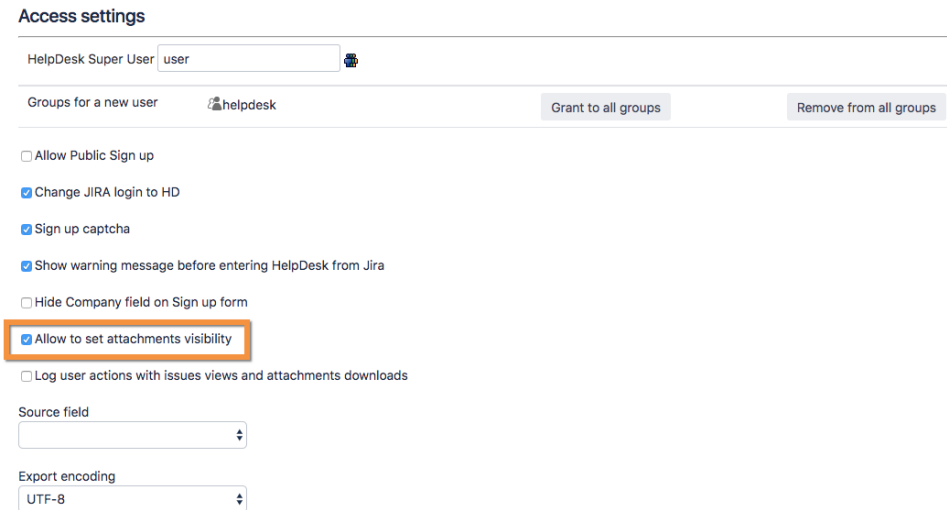


Restrict attachments visibility

As Helpdesk agent you can restrict attachments visibility in Jira issues.

To do this you need:

1. to enable **Allow to set attachments visibility** option in Helpdesk administration:



Access settings

HelpDesk Super User 

Groups for a new user  helpdesk 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

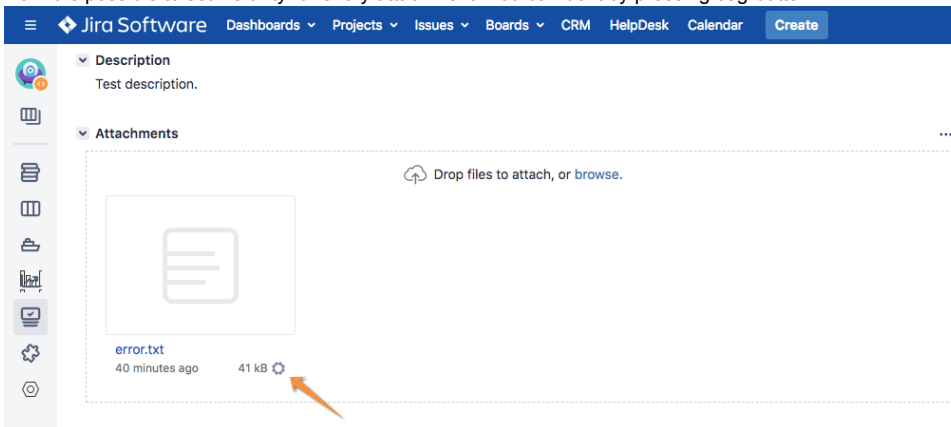
☒ **Allow to set attachments visibility**

☐ Log user actions with issues views and attachments downloads

Source field

Export encoding

Now it is possible to set visibility for every attachment. You can do it by pressing cog-button:



≡ **Jira Software** Dashboards ▾ Projects ▾ Issues ▾ Boards ▾ CRM HelpDesk Calendar Create

▼ Description
Test description.

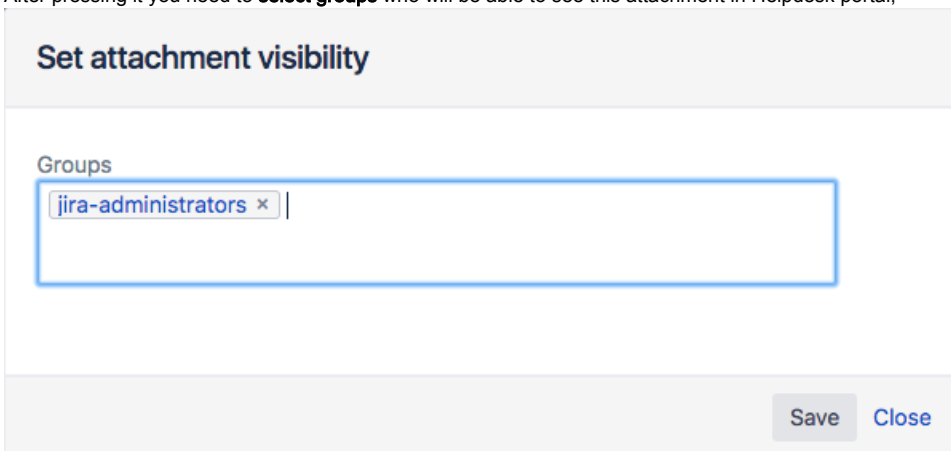
▼ Attachments

Drop files to attach, or browse.



error.txt
40 minutes ago 41 kB 

2. After pressing it you need to **select groups** who will be able to see this attachment in Helpdesk portal;



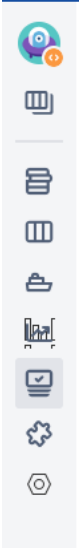
Set attachment visibility

Groups

jira-administrators ×

Save Close

If an attachment is restricted it has lock-icon on it:



▼ Description

Test description.

▼ Attachments ...

☁ Drop files to attach, or [browse](#).



[error.txt](#)
46 minutes ago 41 kB ⚙️ 🔒