

# Use Cases

## Grant access to your clients without displaying any sensitive information to them

You want to share issue status and ongoing progress with your customers. An account has been set up. Now you want to hide your time tracking information to them so they are not able to see who logged time and how much. Here is how to proceed.

### Create a new group for your customers

With this new group you will handle your customers permissions later.

To archive this, please navigate to **Ictime/Administration/General Configuration/User management** and add a new group. Click on "Add group" (1a). We named it ic-clients.

The screenshot shows the JIRA Administration interface. The 'Groups' section is active, displaying a list of groups. The 'ic-clients' group is highlighted with a red circle and labeled '1b'. The 'Add group' button is highlighted with a red circle and labeled '1a'. The 'Edit members' button for the 'ic-clients' group is highlighted with a red circle and labeled '2'.

Group name	Users	Permission schemes	Actions
confluence-administrators	2		<a href="#">Edit members</a> <a href="#">Delete</a>
confluence-users	3		<a href="#">Edit members</a> <a href="#">Delete</a>
ic-clients	1		<a href="#">Edit members</a> <a href="#">Delete</a>
ictime-admin	1		<a href="#">Edit members</a> <a href="#">Delete</a>
ictime-lifesaver	0		<a href="#">Edit members</a> <a href="#">Delete</a>

The new group will be visible (1b).

### Add user accounts to the newly created group

Permissions are granted or denied based on groups. So you need to add user accounts to the group if you like to apply this scenario to someone.

To add user(s) to an existing group, click on "Edit members" (see picture above, 2) and add the user(s) you want to belong to the new group.

### Administrate permissions based on group

Navigate to **Ictime/Administration/Permissions/JIRA**.

Notice the permissions displayed to you are DENY permissions. This means that users of assigned groups are denied to do or see something. This is exactly what we have in mind right now. Nevertheless be careful here, sometimes people wonder why they are not able to see something because they did not notice the small word "deny". They keep wondering because they think all possible permissions have been assigned to their group, not getting the fact that this means "deny" here...

Click on the button marked with 1 to select the newly created group ic-clients. Once it appears in the "Groups" box, click on "add" (2) to assign the group to the deny-permission **"Tab Permissions (View Issue Screen)"**.

Repeat these steps to assign the group ic-clients to the **"Time Tracking Webpanel Permissions (View Issue Screen)"**.

When you are done, both (deny-)permissions should be applied to the group and the group should be listed in the Permissions view twice like labeled with "3".

Administration

Configure Projects Global Teams Activity Types Rounding Rules Permissions Work Log Attributes Customers VAT Custom Reports General Configuration

ictime  
JIRA

### Permissions

Here, you can deny access to time tracking information that is displayed to all users with browse project permission in JIRA. This is a JavaScript-based workaround and only manipulates display of some data on the frontend. Any user with basic programming knowledge will easily be able to get access to the information.

**Permissions**

**Tab Permissions (View Issue Screen)**  
Deny access to Tabs "All", "Work Log", "History" as well as the "Export" button on the view issue screen (all contain time tracking data).

**Time Tracking Webpanel Permissions (View Issue Screen)**  
Deny access to the time tracking webpanel on the view issue screen as well as time tracking data for sub-tasks on the parent issue screen.

**Create, Edit & Transition Issue Permissions**  
Deny access to original and remaining estimate data as well as the "Configure Fields" button on create/edit issue.

**General Time Tracking Permissions (all over JIRA)**  
Deny access to time tracking related columns on issue navigator screens (also for gadgets that display issue lists), eliminate time tracking related data and RSS - Feed from activity streams on issue, project and dashboard level (all descriptions and times), deny access to time tracking related reports on project level.

Assigned  
• ic-clients (Delete)

Groups  
Add

• ic-clients (Delete)

Add

Add

Add

That's all, you are done.  
Below you can see, what has been reached taking these steps.

## Regular View & Result

Here you have a picture of a regular View of the Issue Screen.

The above steps will make sure that

- all web panels (marked with "1, 2, 3") **will be hidden** from all users in group ic-clients, caused by "Time Tracking Webpanel Permissions". "My Last Work Log" will not be shown to the client anyway since it is your time you logged to the issue, not your clients work logs.
- all tabs (marked with "4 + 5") **will be hidden** from all users who are members in group ic-clients, caused by "Tab Permissions". The only tab left will be "comments" which has no sensitive information.

ictime | JIRA Plugin / ICJP-676

### Use Case Documentation: Permission handling to hide time tracking from clients

Edit Comment Assign More Start Progress Resolve Issue Close Issue Admin Export

**Details**

Type: Task Status: OPEN (View Workflow)  
Priority: Normal Resolution: Unresolved  
Affects Version/s: None Fix Version/s: None  
Component/s: Documentation  
Labels: None

**Description**  
Add docu for this use case.

**Attachments**  
Drop files to attach, or browse.

**Activity**  
All Comments Work Log (ictime) History Activity

There are no comments yet on this issue.

Comment

**Time Tracking**

Estimated: Not Specified  
Remaining: 0h  
Logged: 59m

**My Last Work Log**

Date: 28.03.18 21:29  
Description: Added to public docu...  
Time: 0h 59m

**Time Tracking - ictime**

Estimate: 0h 0m  
Remaining: 0h 0m  
Logged: 0h 59m