



Use the Jira Admin Helper

The Jira Admin Helper is accessible to Jira Administrators.

Permission Helper

The Permission Helper can help you figure out why a user can or can't see a certain work item.

1. Select **Settings** (⚙️), then **System**.
2. Select **Admin Helper**, then **Permission Helper**.
3. Enter the **name** of the user whose permissions you want to check. Leave this blank for anonymous users.
4. Enter the **work item key** you want to look into. For example, the work item that the user cannot see.
5. Select the **permission** that you want to check for the user.
6. Select **Submit**.

Use the Permission Helper to understand when users may have missing permissions that is stop them from [completing actions within company managed projects](#).

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