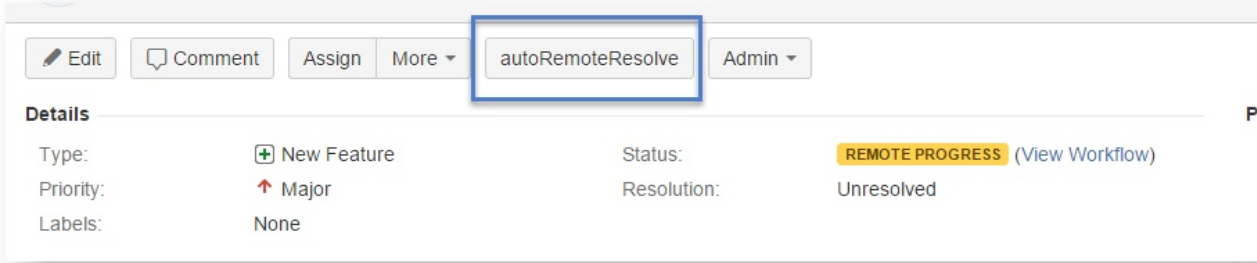


How to hide a transition

When configuring a [Unified workflow using static transitions](#) where a transition on one end, triggers a transition on the other end, you might need to have specific transitions - hidden for normal users.

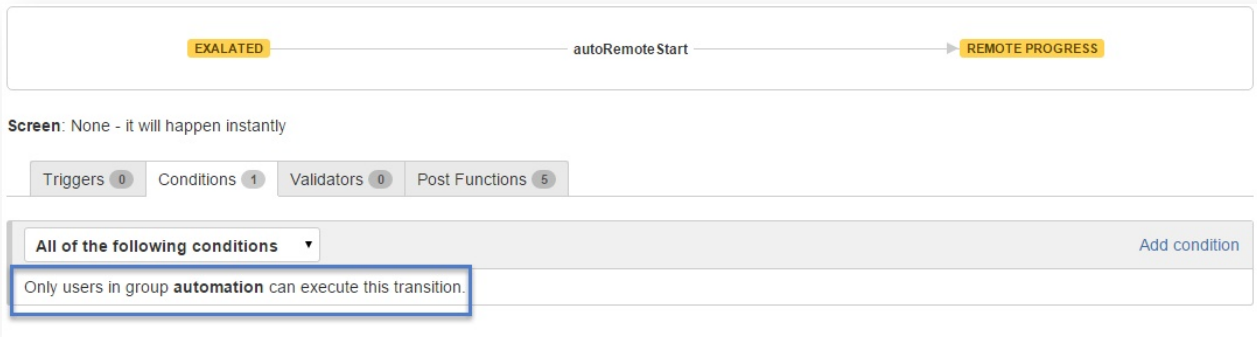


This page details out how to hide the transition - while still keeping it available for Exalate

Jira Server / Datacenter

The approach to hide these transitions is straightforward

- Create a group such as 'automation'
- Add the proxy user as a member to this group
- Add a condition to the workflow transition - 'user is in group' and parameter this to use the automation group



Jira Cloud

In Jira cloud - there is no such item as an 'exalate user'

You will have to use another condition: User is in any project role and select the role 'atlassian-addons-project-access'

Transition: Pending



Screen: JIRA Service Desk Pending Reason screen - 5

Triggers 0 Conditions 1 Validators 0 Post Functions 5

All of the following conditions [Add condition](#)

Only users in project role **atlassian-addons-project-access** can execute this transition.