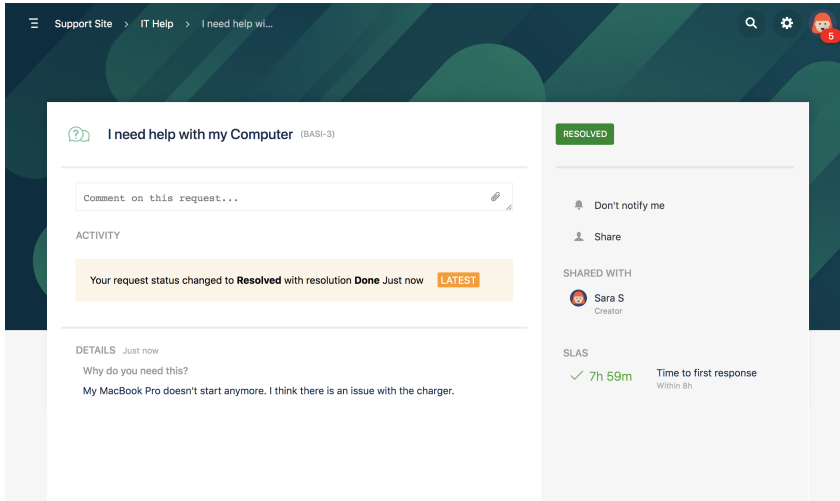


Display SLAs on customer portal

Available from [version 3.1](#).

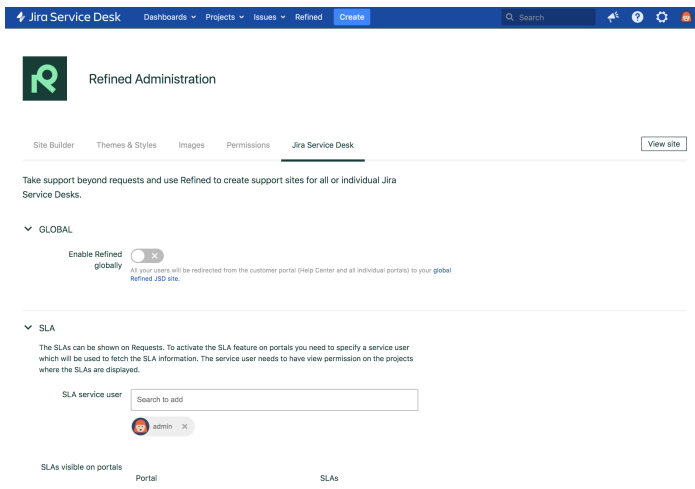
SLAs can be configured to be displayed for customers on a request view.



How to display SLAs on a request?

A Jira administrator or a user with Refined Administrator role can add SLAs to projects through the Refined Administration.

Go to: Refined Administration > Jira Service Desk



Configure a service user:

A **Jira user** needs to be added as "service user" for the SLA functionality to work. The service user needs to be an agent on the projects for which the SLAs are displayed. Refined will use this user to fetch the SLA information that is displayed to customers.

Add SLAs to a portal:

1

Click the *Add SLA to portal* button.

2

Choose a project.

3

Select the SLAs you want to include.

4

Click the *Save* button.
