

# [JSD] Add persons to share a support request

There are presently two ways to share issues with other participants or community members

1. You may share issues with other members of an organization you are a member of
2. You may share issues with other organizations that you are a member of

We presently populate organizations based upon the projects in which people open issues. If you are not part of one of the project community LFID (Linux Foundation Identity) groups when you first log in you may find yourself in one at a later time and will automatically join the organizations that the group powers.

Once you are a member of an organization your account will default to having new issues shared to your organization. This will happen if you are a member of a single organizations. If you are a member of more than one organization, then you will default to creating your issue as private.

During issue triage, if we find that an issue does not contain any private data we may share it to the project organization(s) to which it pertains if the issue is not automatically created that way.

At present, there is no way to share an issue with arbitrary email addresses. We are actively looking into ways in which we may make something like this available in the future.

If there is a particular person that needs to be a participant of an issue, the support desk staff can add them as a participant as long as they have logged into the system at least once. We are unable to add people that have not logged in.

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