

Update assignee and reporter to facilitate user deletion

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Use case

From time to time employees leave a company. What happens to the respective Jira account? Deactivating could be an option but for data security reasons users might have to be deleted.

To avoid issues when deleting the user from the internal directory, the following rule can come in handy. It **replaces** all affected **assignees** and **reporters**. Otherwise user cannot be deleted! Plus: Issue related users will be informed by a comment!



Manual trigger


1

Create a new rule and name it appropriately.

Providing a description will help you to identify what the rule does but this step is **optional**.

2

Add a **Trigger** **Manual**

No further configuration needed. The rule will only be executed if a user hits the Execute button .

We want to update both the **assignee** and the **reporter** but the issues might **not be identical**. This is why we have to set up two selectors and dedicated action.

Update the reporter



JQL Selector

1

Add **Selector** **JQL Selector**

2

JQL Query*

Use the following **Expression**:

```
reporter = john.doe
```

Replace "john.doe" with the **user name** of the user that should be deleted.



Update field action

Next to the **JQL Selector** click on **Add Action Update field**

1

Field*

Choose **Reporter**

2

Update to*

Choose **Selected value**

3

Value*

Select the new reporter that should be set.



Add comment action

1

Underneath the **Update field Action** click on **Add Action Add comment**

2

Comment text*

```
For liability reasons the reporter has been automatically changed.
```

Update the assignee



JQL Selector

1

Underneath the **first SQL Selector** click on **Add Selector JQL Selector**

2

JQL Query*Use the following **Expression**:

```
assignee = john.doe
```

Replace "john.doe" with the **user name** of the user that should be deleted.**Assign issue action**

1

Assignee*

Choose one of the given options that fit most for you.

**Add comment action**

2

Underneath the **Assign issue action** click on **Add Action Add comment**

3

Comment text*

```
For liability reasons the assignee has been automatically changed.
```

**Screencast**

This is how the configuration above should look on your screen

Your browser does not support the HTML5 video element

**Related use cases**

Title	Automated action	Use case description	Complexity
Bulk edit the issue resolution	Transition issue	Set a specific resolution on all completed issues that miss a resolution value.	BEGINNER
Transition issues when assigned to a developer	Transition issue	When the assignee is changed to a user in the "Developers" project role, the issue is transitioned to IN DEVELOPMENT .	BEGINNER
Transition affected issues when releasing a version (manually)	Transition issue	Manually transition all issues related to a specific version to DONE .	BEGINNER

Transition affected issues when releasing a version (automatically)	Transition issue	Automatically transition all unresolved issues with a Fix Version that is being transitioned to DONE .	BEGINNER
Schedule the escalation of overdue issues	Transition issue	Periodically escalate all issues where the due date has been reached.	BEGINNER
Schedule issues for re-submission	Transition issue	Periodically transition all issues to OPEN when the re-submission date reminder has been reached.	BEGINNER
Resolve issues when all options of a checklist are checked	Transition issue	When all options of a custom checkbox field are ticked, the issue is resolved and transitioned to DONE .	INTERMEDIATE
Keep the status of parents and sub-tasks in sync	Transition issue	When an issue is being rejected , all sub-tasks will be transitioned to the REJECTED status as well - automatically.	BEGINNER

If you still have questions, feel free to refer to our [support](#) team.