

# FAQ

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## **What if the Freshdesk link doesn't load?**

Ensure the link is public and accessible. If Freshdesk blocks embedding, try opening it in a new tab.

## **Can I add multiple links to one issue?**

Yes, you can add multiple Freshdesk links to each Jira issue.

## **How secure are my Freshdesk links?**

All links and related meta data are stored within In Atlassian's Forge platform. Our app data is stored using Forge's hosted storage solutions, which are integrated into Atlassian's cloud infrastructure. This setup ensures that app data benefits from the same data residency features as Atlassian's core products, allowing administrators to control where the data is hosted.

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