

Using Deskpro > Admin > CRM > Community forums not showing up on the Help Center < قاعدة المعلومات

Community forums not showing up on the Help Center

CRM - (٠) تعليقات - Lara Proud - 2023-09-07

If you have enabled Community on your Help Center, but there aren't any forums displaying for End-Users to submit topics, this will be related to permissions. You need to give specific usergroups access before they will be .visible to different groups of your end users

Firstly, you will need to make sure that the Usergroups that you want to access the Community component have the relevant permissions

In Admin, go to **CRM > Usergroups** and select the Usergroup from the list that you want to have access to Community, when the menu opens go to **Permissions > Help Center**, and toggle the relevant options to :control how members of the Usergroup can use the Community component

Information	Permissions	Departments		
Ticket Chat	Help Center			
Community Pe	rmis Q		Toggle All	
Can use commi	unity		•	
Can submit nev	v community topi	cs	•	
New Community topics are visible immediately (do not require agent review)				
Can vote on cor	mmunity topics		•	
Submit comme	nts on community	y topics	•	
New comments	are visible imme	diately	•	
Can share com	munity topics			

If members of the Usergroup are then still not able to submit and interact with Community Topics, then you will need to update the permission settings on an individual Community Forum to give the Usergroup access

To do this, go to **Help Center > Community > Forums**. Then select the Forum you want the Usergroup to :have access to and add them as an option on the **Usergroup** checklist



Edit: Suggestions and New Ideas! id: 1

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221	B Energy	
221	B Energy group (1 of 6 selected) Show only	
221	B Energy group (1 of 6 selected) Show only 221B Solar Trial	
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Jserg	B Energy group (1 of 6 selected) 221B Solar Trial Contractors Everyone	
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Once the Usergroup has access to view a Forum, they will be able to submit Topics to it in the Community .section of your Help Center

- البطاقات
- Community permissions •