

<u>Using Deskpro</u> > <u>Admin</u> > <u>Help Center</u> > <u>I'm having trouble with some of our Help Center</u> > <u>missing</u>

# I'm having trouble with some of our Help Center missing

<u>Help Center</u> - <u>تعليقات ()</u> - James Godwin - 2023-08-29

By default, the Help Center has buttons for Knowledgebase, Guides, News, Community, Files, and Contact Us :((Your Ticket Submission Form

10= 221B Energy Helpdesk		English V Contact Us Log in
	How can we help you today?	
	Community Guides Knowledgebase News	Contact Us
	NOV 4 A CCT 18 Live Chat Hours are	

If one of the sections is not appearing on the Help Center, and you don't know why, try the following steps in .order

If a section's tab is present but its *content* is not appearing - e.g. you have created articles or files in the agent .interface, but they are not shown on the Help Center, skip to **Missing content** 

### **Try different accounts**

Verify that you can't see the section even when logged in with your admin account. If the section is visible to .you, but not to some users, skip to **Check usergroup permissions** 

# **Check the Help Center Setup**

.The missing section may have been disabled in Admin, go to the Admin > Help Center > Configuration page

Check the toggle for the missing section, if the toggle is in the **OFF** position then the section has been disabled. .Click the toggle to enable the section then click save

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DVERVIEW	The Help Center is the	the public facing side of your Helpdesk that your users can access using			
CONFIGURATION	internet browsers an content and share k	nd mobile devices. Here users can submit tickets, browse published crowledge.			
CHANNELS	<b>U</b>				
GENTS					
HELP CENTER ~	Help Center Access	Restrict access to your Help Center by domain Limit registration and login to users with email addresses at			
III Configuration		approved domains. Multiple domains can be entered. You			
III Help Center Design		can use an asterisk in place of a subdomain.			
C Knowledgebase					
B News					
G Files	Help Center	C Knowledgebase	📑 Deskpro Pricing	Help Center Sections	
		When enabled, the cr Knowledgebase section of your Help Center will be accessible. Users will be able to view and			
Community		subscribe to articles.			
Guides					
O Settings					
TICKET STRUCTURE		News     When enabled, the provide the provided of the pr	16 Deskpro 2020.1 Release		
FEATURES		when enabled, the 's' reava will be accessible. Users will be able to view and subscribe to News posts.			
BUSINESS RULES					
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		Files	Deskpro Virtual Machine		
APPS & INTEGRATIONS		When enabled, the C Elies section of your Help Center will be accessible. Users will be able to view and subscribe	· I kontat		
DATA		to documents.			
		Community	25 Viewing tickets from different brands		
		When enabled, the C Community section of your Help Center will be accessible. Users will be able to view and	Image: A state of the state		
		Center will be accessible. Daers will be able to view and subscribe to Topics.			
		Guides When enabled, the C Guides section of your Help Center	Deskpra Features		
		when enabled, the is using section of your Help Center will be accessible. Users will be able to view and subscribe			
		to Guides.	September 2010		
			Atturbus		
	Content Settings	Show user ratings publicly			
Admin 3 221 B H., 🗸 🖧 🚱					

### Check that the section tab is enabled

Look at the individual settings for the missing section, e.g. Admin > Help Center > Knowledgebase > .Settings

You will see options to **Enable** and **Disable the ... section** - these are linked to the **ON/OFF** toggle in the Help .Center Setup, so should already be enabled

Under these is an option to enable the **Knowledgebase tab in the shortcut bar**. If this is not enabled, the .section will be available at its URL, but will not be shown on the navigation tabs on the homepage

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	Saved Searches				
	Da News				
	Community				
	Guides	Homepage Shortcut Bar	C Knowledgebase tab in the shortcut bar	Customizing Help Center Content	
	G Settings		Show the Knowledgebase Tab in the Help Center short bar. If disabled the Knowledgebase Section will still be active, but you will need to create your own link to the Knowledgebase URL.		
	TICKET STRUCTURE				
	FEATURES	Subscriptions	Articles and categories Allow users to subscribe to articles and categories.		
	BUSINESS RULES		vitow coers to subscribe to another and categorites.		
	CRM	Preview	C Knowledgebase deep tree category preview		
	APPS & INTEGRATIONS		In a category, in addition to each category articles, also display articles from its sub-categories.		
	DATA	Validation	Require Review Date		
			Require agents to specify a review date when creating an article.		
	Admin		Direct Course		
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# **Check usergroup permissions**

Access to the different Help Center sections can be restricted via usergroup permissions. If the permission is .disabled for **Everyone** it won't even be visible to agents

.Go to Admin > CRM > Permission Groups, and select the "Everyone" group

Look at the permissions for the missing section (note that **Publish** controls the Knowledgebase, and .(**Tickets** controls the Contact Us form

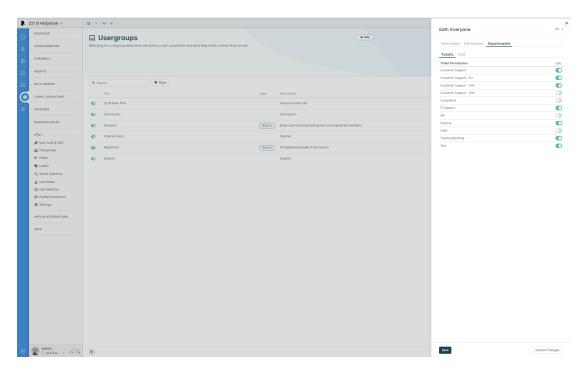
Make sure the **Can use [section]** permission is enabled. This should make the section visible to all agents and .users

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### **Check department permissions**

There are separate usergroup and agent permissions for departments, set from **Tickets > Departments** in .the **Permissions** tab

If the Contact Us form is not visible, check the **department usergroup** permissions. To be able to use the Contact Form, a user or agent must have usergroup permissions for at least one department; otherwise, the .whole section will not show up



If both **Everyone** and **Registered** are disabled for all your departments, your agents won't be able to see the .Contact Form section, even if they have agent permissions for a department

#### **Missing content**

#### **Missing form fields**

If part of the **Contact Us** ticket submission form is missing, or users can't see a field when they view a ticket through the Help Center, this may be down to the Ticket Department Form's layout. Go to **Admin >Ticket Structure> Departments**, click on the **Forms** tab and add the field you want to see to the form. Click the gear .icon on a field to check that it is set to be displayed during ticket creation

#### Missing articles, downloads, news posts

.Check that the content you expect to see is definitely Published, rather than Unpublished, Archived, or Drafted

If a section's tab is enabled, but the content you've created for the section is not showing up, check the **category** .permissions

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.Enable the Everyone permission and see if the items are now visible

Note that if the *usergroup* permission for **Everyone** is disabled, and the *category* permission is enabled .for **Everyone**, the category content will not show up. Disable the Everyone category permission to fix this issue

If changing category permissions does not work, go to Admin > Help Center > Design > Templates and check that the templates for the problem section have not been edited in a way that is stopping content from being displayed. Possible causes include an error in template tag logic, or the use of HTML .({# #}) comment format (<!--->) instead of Twig comment format

If you're not familiar with HTML and the Twig template system, load the template for the problem section. .Check if it has been customized and if so remove customization