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Community forums not showing up on the Help Center

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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 Perr	nissions	Departments
Ticket Chat Help	Center	
Community Permis	Q	Toggle All
Can use community		
Can submit new comm	nunity topics	s O
New Community topic	s are visible	immediately (do not require agent review)
Can vote on communi	ty topics	•
Submit comments on	community	topics
New comments are vi	sible immed	iately
Can share community	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!

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Sug	ggestions and New Ideas!	4
Noun	*	
Sug	ggestion	\$
Plura	*	
Sug	ggestions	\$
Verb*		
Sug	ggestions	
Desci	ription	
	orum for suggestion about product from will investigate	customers which
we	orum for suggestion about product from will investigate	customers which
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We s	orum for suggestion about product from will investigate d B Energy	•
We Brand	orum for suggestion about product from will investigate d B Energy group (1 of 6 selected)	•
We s	orum for suggestion about product from will investigate d B Energy group (1 of 6 selected) 221B Solar Trial	•
We s	orum for suggestion about product from will investigate d B Energy group (1 of 6 selected) 221B Solar Trial Contractors	•
We Brand	orum for suggestion about product from will investigate d B Energy group (1 of 6 selected) 221B Solar Trial Contractors Everyone	•

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.

- Mærkater
- Communitypermissions