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:

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`

   ✕

Title*

| Suggestions and New Ideas! | 🌐✓ |

Noun*

| Suggestion | 🌐✓ |

Plural*

| Suggestions | 🌐✓ |

Verb*

| Suggestions | 🌐✓ |

Description

A forum for suggestion about product from customers which
we will investigate

Brand

| 221B Energy | ▾ |

Usergroup (1 of 6 selected)   **Show only selected**

- ☑ 221B Solar Trial
- ☐ Contractors
- ☐ Everyone
- ☐ Internal Users
- ☐ Registered
- ☐ Support

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.

Tags
Community
permissions