Why aren't Community Channels showing up on my portal?

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Question

On the user portal, the Community section is showing up, but no channels are available to select, and submitting the form doesn't work. What's going on?

Answer

This is a permissions problem. There are two sets of permissions that affect Community:

1. The usergroup permissions (**Admin > CRM > User Groups > Permissions > Community** section):

2. The permission settings on individual Community Channels (**Admin > User Interface > Portal > Community > Community Channels**).

The situation above arises if the user has permission to use the Community app, but *not* to use any of the individual channels.

To fix this, go to **Admin > User Interface > Portal > Community > Community Channels** and make sure that any user who can see the Community section on the portal can access at least one Community Channel.