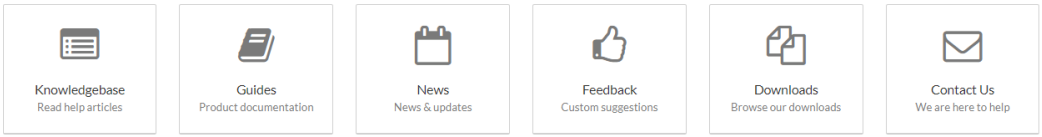
I'm having trouble with some of our portal missing

Ben Henley - 2023-08-29 - Comments (0) - Deskpro Legacy

By default, the user web portal has tabs for Knowledgebase, Guides, News, Feedback, Downloads, Contact Us (ticket submission):



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

If a section 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 portal, 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 Portal Editor

The missing section may have been disabled in the Portal Editor.

A disabled section will appear grayed out, and when you mouse over it, an **OFF** toggle will appear. Click the **OFF** to switch it to **ON** and enable the section.

User Interface

Helpdesk Settings

Brand name: Deskpro

This is the actual name of your brand.

Helpdesk Portal

☑ Enable Portal — The portal is the public facing website that your users can use from their browser or mobile phone.

TICKET & PUBLISH MODE

Enable content publishing features (articles, news and downloads).

OR

TICKETS-ONLY MODE

Only enable tickets.
No other features.

Portal Sections

ON **Knowledgebase** MANAGE

BILLING (12)
TECH SUPPORT (12)
SALES (21)
OUR WIDGETS (12)

Create help content for users of your web portal. Use this section to address common FAQ's, how-to's and troubleshoot common issues.

ON **Downloads** MANAGE

GETTING_STARTED.PDF DOWNLOAD
INTERFACE2.PDF DOWNLOAD
ADVANCED_USE.DOC DOWNLOAD

Upload files such as manuals, how-to guides, and brochures to make these easily downloadable and accessible for your users.

ON **News** MANAGE

MAR 27 NEW FEATURE: SINGLE SIGN-ON
MAR 18 NEW FEATURE: PER-USER AND PER-ORGANIZA...

Use this section to keep your users updated on new product releases, feature requests and company announcements.

ON **Feedback** MANAGE

+34 WHMCS INTEGRATION
+34 INTERNAL KNOWLEDGE BASE ARTICLE

Gather ideas to improve your products and services. Users can submit, vote and comment, allowing you to identify the most popular ideas.

Please note that you can only have one branded Feedback section. All statuses, types, tags and labels are shared across brands. Submissions and comments from all brands will be visible in this section.

ON **Guides** MANAGE

Widget Preview: Guides

Create help content for users of your web portal in a structured way. Use this section to address deep documentation

Published Content Settings

☑ Show ratings publicly

☑ Enable comments on published content

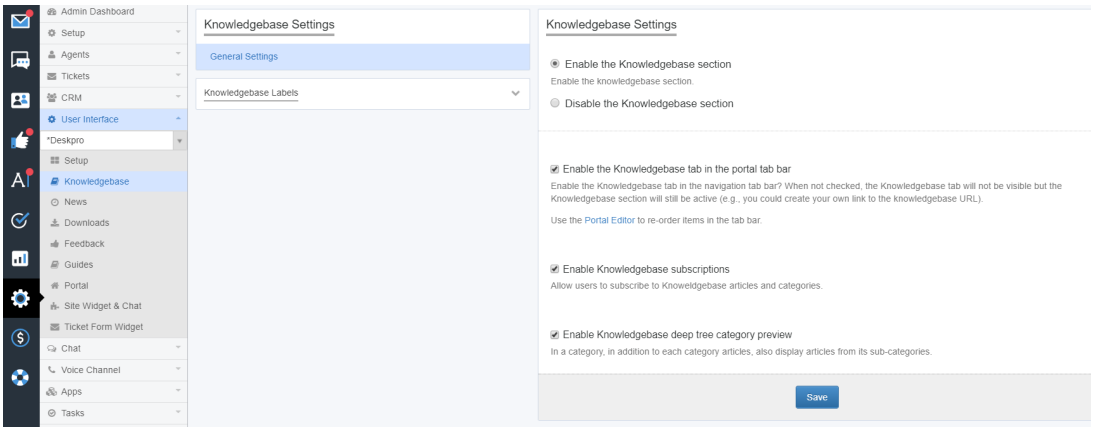
Enable comments on articles, news and downloads. (This setting does not affect Feedback; discussons on feedback is always enabled).

Check that the section tab is enabled

Look at the individual settings for the missing section, e.g. **Admin > User Interface > Knowledgebase > Settings.**

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

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



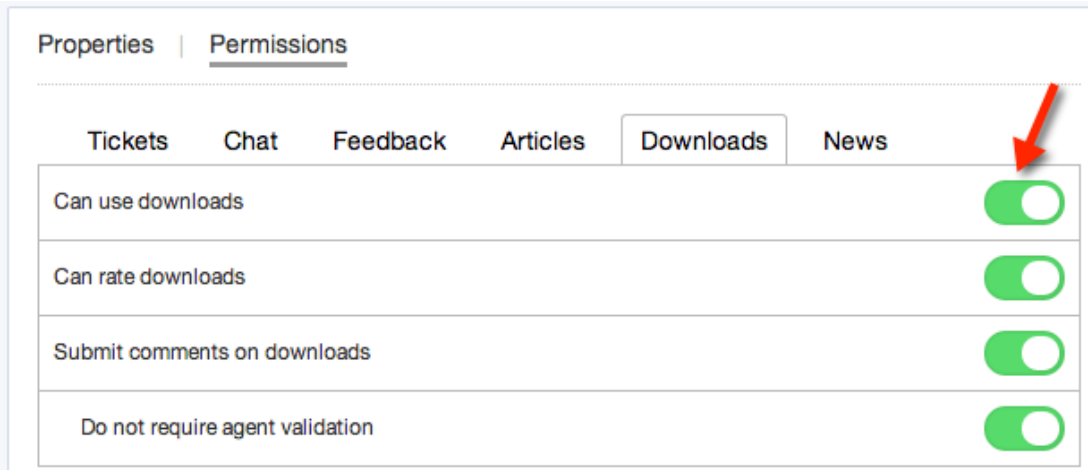
Check usergroup permissions

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

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

Look at the permissions for the missing section (note that **Articles** 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.

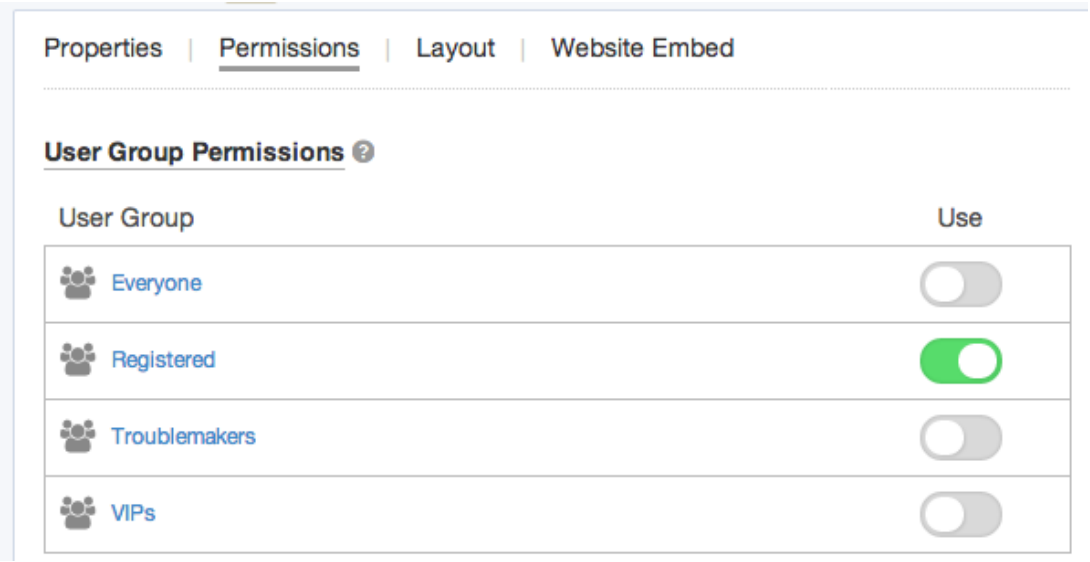


Check department permissions

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

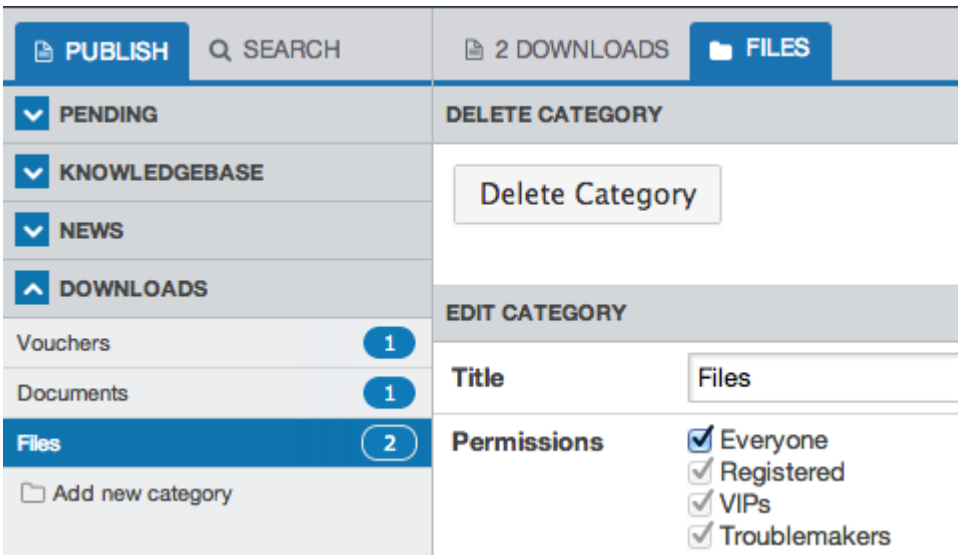
Missing form fields

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 portal, this may be down to the form layout. Go to the **Tickets > Departments** section of admin, click on the **Layout** tab and drag the field you want to see onto the user 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 Draft.

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

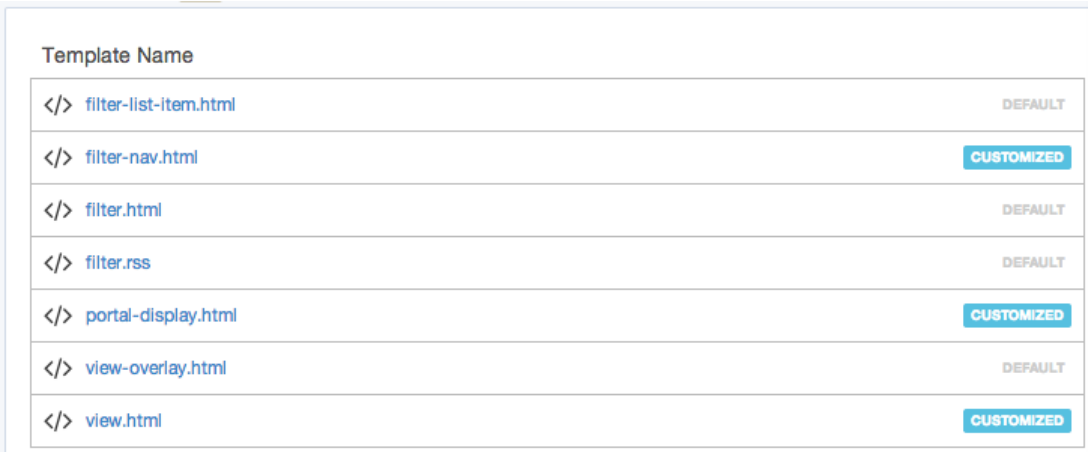


Enable the Everyone permission and see if the items are now visible.

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 **Portal > Templates** and check that the templates for the problem section have not been edited in a way that is stopping content 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, go to every template which is marked as customized, click on its name, and then click **Revert to Default.** Note that this will remove any custom design that has been added with templates, so you may want to save the original template code before you revert.



Tags

missing

portal

sections

Related Content

- I'm having a trouble with users being unable to add attachments to tickets