

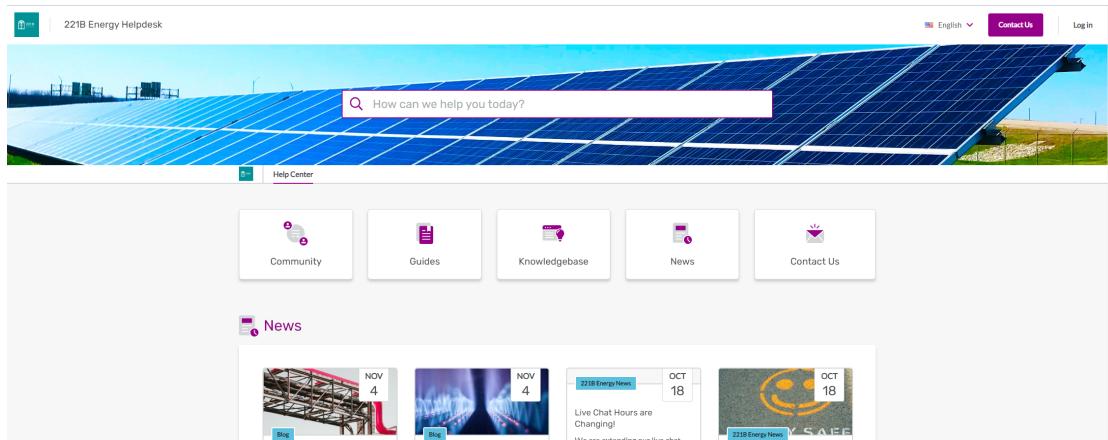


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I'm having trouble with some of our Help Center missing

James Godwin - 2023-08-29 - [\(0\) megjegyzés - Help Center](#)

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



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.

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.

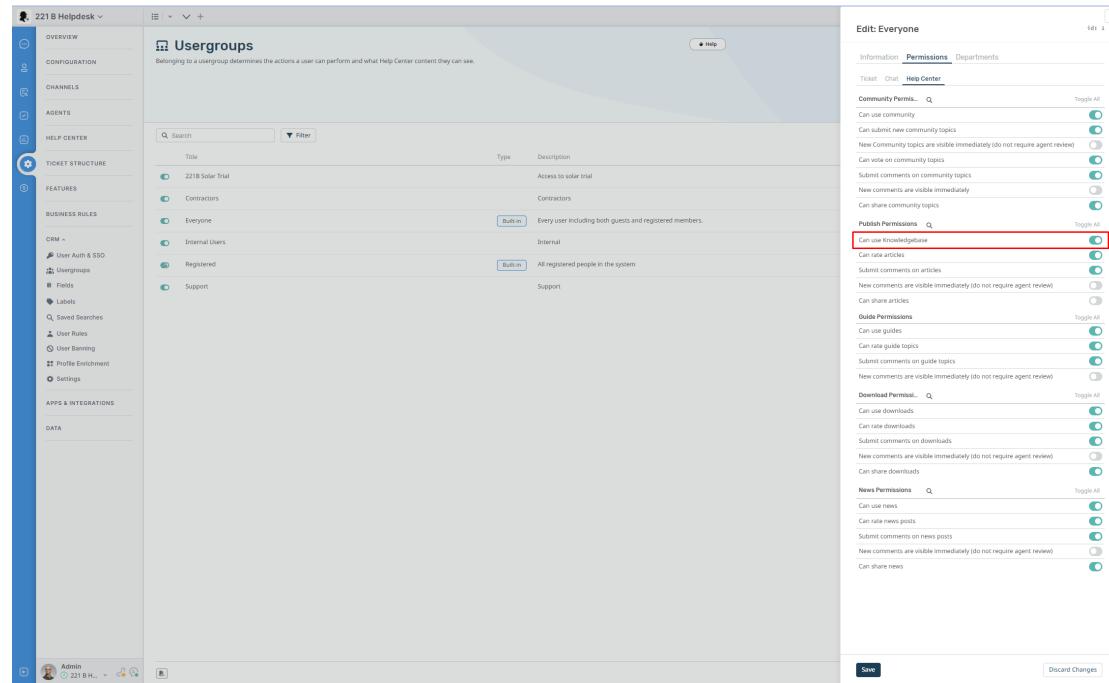
Check usergroup permissions

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.



The screenshot shows the Zendesk Admin interface with the 'Usergroups' tab selected. On the left, the navigation menu includes sections like Overview, Configuration, Channels, Agents, Help Center, Ticket Structure, Features, Business Rules, CRM, and Apps & Integrations. The 'Usergroups' section is under the CRM category. The main content area shows a list of usergroups: 221B Solar Trial (Access to solar trial), Contractors (Contractors), Everyone (Every user including both guests and registered members, marked as 'Built in'), Internal Users (Internal), Registered (All registered people in the system, marked as 'Built in'), and Support (Support). On the right, the 'Edit: Everyone' dialog is open with the 'Permissions' tab selected. The 'Help Center' section is active. The 'Community Permissions' section contains several checkboxes, with 'Can use Knowledgebase' being the one highlighted with a red box. Other visible checkboxes include 'Can use community', 'Can submit new community topics', 'New Community topics are visible immediately (do not require agent review)', 'Can vote on community topics', 'Submit comments on community topics', 'New comments are visible immediately', 'Can share community topics', 'Publish Permissions' (with 'Can use Knowledgebase' checked), 'Guide Permissions' (with 'Can use guides' checked), 'Download Permissions' (with 'Can use downloads' checked), and 'News Permissions' (with 'Can use news' checked). The 'Save' and 'Discard Changes' buttons are at the bottom right of the dialog.

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.

The screenshot shows the 221B Helpdesk software interface. On the left, the navigation sidebar includes sections for Overview, Configuration, Channels, Agents, Help Center, Ticket Structure, Features, Business Rules, CRM (User Auth & SSO, Usergroups, Fields, Labels, Saved Searches, User Rules, User Banning, Profile Enrichment, Settings), Apps & Integrations, and Data. The 'Usergroups' section is selected in the CRM area.

The main content area displays the 'Usergroups' page, which lists existing user groups: 221B Solar Trial (Access to solar trial), Contractors (Contractors), Everyone (Built-in, Description: Every user including both guests and registered members), Internal Users (Internal), Registered (Built-in, Description: All registered people in the system), and Support (Support). A search bar and a filter button are at the top of this list.

To the right, a modal window titled 'Edit: Everyone' is open under the 'Departments' tab. It shows ticket and chat permissions for various departments: Customer Support (Use), Customer Support - EU (Use), Customer Support - AUS (Use), Customer Support - USA (Use), Complaints (Use), IT Support (Use), HR (Use), Finance (Use), Sales (Use), Training Booking (Use), and Test (Use). The 'Tickets' tab is also visible.

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**.

The screenshot shows the 221B Helpdesk interface. On the left, the sidebar includes sections for Content, Comments, Drafts, and Publishing Workflows. The Content section is expanded, showing categories like Knowledgebase, 221B Energy, and 221B Internal Support. A modal window titled 'Category' is open, showing fields for Name (Manage Your Account), Icon (with 'Pick Icon' and 'Upload Image' buttons), Usergroup (Everyone is selected), Parent Category (Knowledgebase is selected), and Category Order (listing 'How to Articles', 'Manage Your Account', and 'Instructional Videos').

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.