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Community forums not showing up on the Help Center

Lara Proud - 2023-09-07 - [Komentarze \(0\)](#) - [CRM](#)

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:

The screenshot shows the Admin interface with the following navigation: Information, **Permissions** (underlined), Departments. Below this, it shows: Ticket, Chat, **Help Center** (underlined). The main area is titled "Community Permis..." with a search icon and a "Toggle All" button. A list of permissions is shown with toggle switches:

Permission	Value
Can use community	On (Green)
Can submit new community topics	On (Green)
New Community topics are visible immediately (do not require agent review)	On (Green)
Can vote on community topics	On (Green)
Submit comments on community topics	On (Green)
New comments are visible immediately	On (Green)
Can share community topics	On (Green)

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.

- Etykiety
- [Community](#)
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