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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:

Information	Permissions	Departments	
Ticket Chat	Help Center		
Community Per	rmis Q	То	ggle All
Can use commu	unity		
Can submit nev	v community topic	cs	
New Communit	y topics are visible	e immediately (do not require agent review)	
Can vote on cor	mmunity topics		
Submit comme	nts on community	topics	
New comments	are visible immed	diately	
Can share com	munity topics		

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

Sug	ggestions and New Ideas!	4
Noun	*	
Sug	ggestion	\$
Plura	*	
Sug	ggestions	\$
Verb*		
Sug	ggestions	
Desci	ription	
	orum for suggestion about product from will investigate	customers which
we	orum for suggestion about product from will investigate	customers which
we s	orum for suggestion about product from will investigate	customers which
We s	orum for suggestion about product from will investigate	
We s	orum for suggestion about product from will investigate d B Energy	•
We Brand	orum for suggestion about product from will investigate d B Energy group (1 of 6 selected)	•
We s	orum for suggestion about product from will investigate d B Energy group (1 of 6 selected) 221B Solar Trial	•
We s	orum for suggestion about product from will investigate d B Energy group (1 of 6 selected) 221B Solar Trial Contractors	•
We Brand	orum for suggestion about product from will investigate d B Energy group (1 of 6 selected) 221B Solar Trial Contractors Everyone	•

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.

- Taggar
- Communitypermissions