

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

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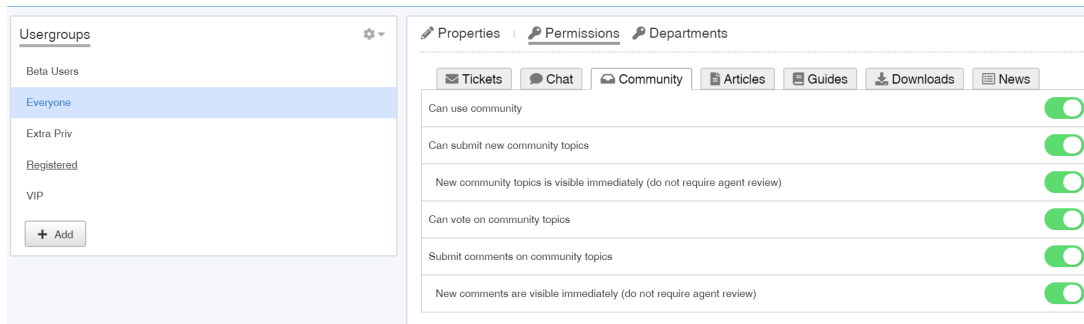
Question

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:

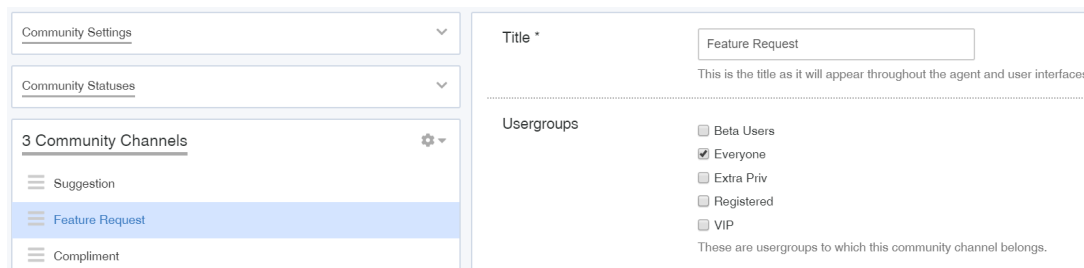
1. The usergroup permissions (**Admin > CRM > User Groups > Permissions > Community** section):



The screenshot shows the 'Usergroups' section on the left with 'Everyone' selected. The main area is titled 'Permissions' and has tabs for 'Tickets', 'Chat', 'Community', 'Articles', 'Guides', 'Downloads', and 'News'. The 'Community' tab is active, showing a list of permissions with toggle switches:

Permission	Status
Can use community	On
Can submit new community topics	On
New community topics is visible immediately (do not require agent review)	On
Can vote on community topics	On
Submit comments on community topics	On
New comments are visible immediately (do not require agent review)	On

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



The screenshot shows the 'Community Settings' and 'Community Statuses' sections on the left. The '3 Community Channels' section is expanded, showing 'Suggestion', 'Feature Request' (selected), and 'Compliment'. The main area shows the settings for the 'Feature Request' channel:

Title *
This is the title as it will appear throughout the agent and user interfaces.

Usergroups

- Beta Users
- Everyone
- Extra Priv
- Registered
- VIP

These are usergroups to which this community channel belongs.

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.