

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

Ben Henley - 2019-09-10 - Comments (0) - Using Deskpro

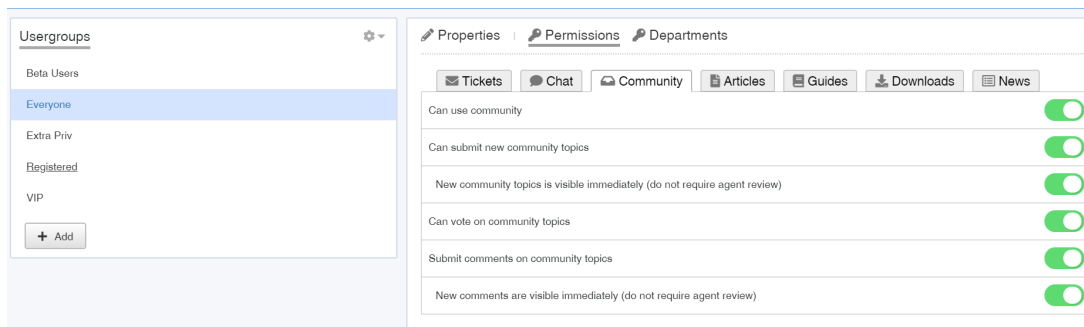
Question

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:

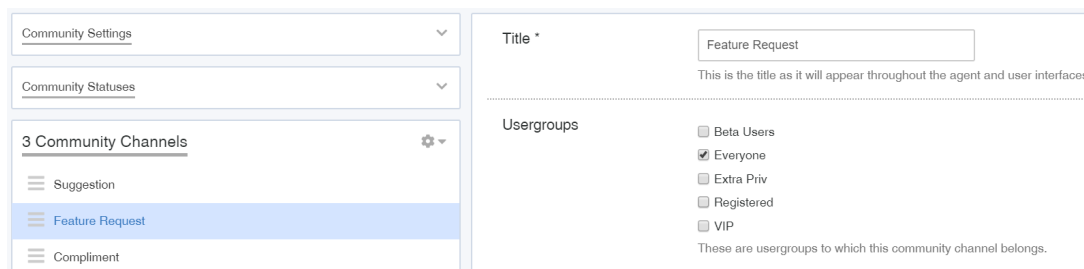
1. The usergroup permissions (**Admin > CRM > User Groups > Permissions > Community** section):



The screenshot shows the 'Usergroups' section on the left with 'Everyone' selected. The main area displays the 'Permissions' tab for the 'Community' section. The following permissions are all enabled (indicated by green toggle switches):

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

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 main area displays the settings for a 'Feature Request' channel. The 'Usergroups' section shows the following permissions:

Usergroup	Selected
Beta Users	<input type="checkbox"/>
Everyone	<input checked="" type="checkbox"/>
Extra Priv	<input type="checkbox"/>
Registered	<input type="checkbox"/>
VIP	<input type="checkbox"/>

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.

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