How to Troubleshoot Permissions

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Overview

If you run into an issue of a user being unable to access something in OP that they previously could access (or not being able to access something they previously could), there are two variables to consider:

- The user must have the Permission(s) needed to access that area of the system. This is the best place to start when troubleshooting access issues.
- The user must have their Personalization set to enable the item to be in view.

This page focuses on troubleshooting the Permission aspect of the issue. Click**here** to learn how to troubleshoot Personalization.

Troubleshooting

Permissions are assigned individually or as part of a permission group in the**Membership** tab of the **Security Settings** window (**Admin > Security Administration**). If a user says "Wanda shouldn't have permission to X, but she does," be sure to assess the following:

- Is the individual permission assigned to the user in the**User** tab?
- Is the permission part of a Group to which the user is assigned in the**Membership** tab?

An easy way to run a report of permissions given to staff is via running an SQL in DB Viewer. Click **here** to access the SQL code.

If the access issue still remains after troubleshooting the permissions, it is recommended to then assess a user's Personalization. Click **here** to learn how to troubleshoot Personalization.