


We are currently updating the OP Help Center content for the release of OP 19, which is a member of the certified OP 14 family of products. OP 19's official version is 14.19.1, which you may see in your software (such as in Help > About) and in the  Help Center tabs labeled 14.19. You may also notice that the version number in content and videos may not match the version of your software, and some procedural content may not match the workflow in your software. We appreciate your patience and understanding as we make these enhancements.

How to Troubleshoot Permissions

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Version 14.19

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.

