

Help & Troubleshooting — Security Section

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Roles

Symptom	Likely cause	Fix
The required role is not visible in the list.	The list is not filtered to the required record, or the current layout does not show the expected information.	Use Search with the role name. If necessary, select Standard Layout or use Columns Chooser to review the display.
A new role record remains open after saving.	Save was selected instead of Save and Close .	Select Save and Close when the role entry is complete and you want to return to the list.
The wrong display arrangement is shown.	A non-standard layout is active.	Select Standard Layout , or select the appropriate Layout name and use Update Current if the current layout should be retained.
A role or layout is about to be removed.	The deletion action may not match the intended item.	Confirm whether you need Delete for the selected record or Delete Current for the current layout before proceeding.

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Teams

Symptom	Likely cause	Fix
The required team does not appear in the list.	The current search, filter, or saved layout may be limiting the displayed records.	Clear or revise Search , use Apply filter as needed, or select Standard Layout .
Changes to a team are not visible after leaving	The record may not have been saved.	Reopen the team, make the required changes, then select Save or Save

Symptom	Likely cause	Fix
the record.		and Close.
The Teams list does not show the columns needed for review.	The current layout does not include the required columns.	Use Columns Chooser , then select Save for a new layout or Update Current for the selected layout.
A duplicate team exists.	Similar teams may have been created separately.	Review the relevant records in the Teams list and use Merge teams where appropriate.

[Open the full page](#)

Users

Symptom	Likely cause	Fix
The required user cannot be found in the list.	The list is filtered or the required columns are not displayed.	Use Search and, if necessary, use Columns Chooser or select Standard Layout .
The user record is not available after entry.	The record may not have been saved.	Reopen the record if still available and select Save or Save and Close .
The wrong branch or warehouse appears for a user.	selectedBranch or selectedWarehouse was not reviewed before saving.	Open the user record, review the Branches / Warehouse tab, correct the selections, and select Save .
A deletion was started by mistake.	The deletion action was selected unintentionally.	Select Cancel if it is available rather than continuing with the deletion.

[Open the full page](#)