Reviewing Access Restrictions and Common User Issues

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Understanding What Users Can See Based on Their Role

In Sherkety ERP & Website Platform, a user's role controls which admin pages appear in navigation and which actions are available after a page opens. Someone with content access may be able to open **Dashboard** and **Content**, while another user may also see **Users**, **Settings**, **SEO**, **Services**, or **Pricing** in the admin area. If a page does not appear in the menu at all, that usually means the user does not have permission to view it.

To review this, open the **Users** area in the admin portal and select the person's account from the user list. On the user record, check the assigned role, whether the account is active, and any access scope details shown for that user. This is the quickest way to confirm whether the missing page or action matches the user's current access level. [SCREENSHOT: User record showing role, account status, and access details]

Role-based visibility affects more than the left-hand menu. It can also change:

- Which records appear in lists
- Whether **Create**, **Edit**, **Delete**, or similar action buttons are shown
- Whether settings pages can be opened
- Whether content tools are available on editable pages
- Whether some controls appear disabled instead of clickable

There is an important difference between a hidden feature and a blocked page. If a user cannot see **Users** or **SEO** in the admin navigation, the role likely does not include access to that page. If the user can open the page but sees an access warning or cannot complete an action, the page is visible but the action is restricted.

If you need a refresher on how visibility rules are structured before troubleshooting a specific complaint, review Understanding User Administration and Account Visibility.

Checking a User's Role Assignments and Access Scope

When a user reports that they cannot see a page, open a record, or complete an action, start in the **Users** section of Sherkety ERP & Website Platform. Find the affected person in the user list and open their account details. This lets you verify the role assigned to that user and whether the account is still active.

Check these items first:

- The assigned role or access level
- Whether the account is marked active or inactive
- Whether the user belongs to the correct organization, team, or workspace if those options are shown
- Any visible scope limits tied to the account, such as location-based or ownership-based access

A user can have the correct general role and still miss records because their account is limited to a narrower set of data. For example, they may be able to open a section but only see items assigned to their team or location. In that case, the issue is not the page itself but the user's visibility scope.

A reliable way to confirm the difference is to compare the affected user with another person who can access the same page successfully. Open both user records and review the visible role and scope details side by side. Look for differences in:

What to compare	Affected user	Working user
Role	Check assigned role	Check assigned role
Account status	Active or inactive	Active
Team or workspace	Confirm membership	Confirm membership
Data scope	Limited or full	Limited or full

This comparison is especially useful when the complaint is vague, such as "I can't see the same items as my coworker." If the user account looks correct but the issue remains, continue by checking whether the missing feature is hidden entirely or only blocked at the action level.

Recognizing the Difference Between Hidden Features and Blocked Actions

Not every access problem looks the same in Sherkety ERP & Website Platform. Some restrictions remove a feature completely from view, while others allow the user to open a page but prevent changes. Knowing the difference helps you fix the right setting instead of giving broader access than necessary.

A hidden feature usually appears as a missing menu item, missing tab, or missing section. For example, a user may sign in and see **Dashboard** and **Content**, but not **Users** or **Settings**. In that case, the role likely does not include permission to view those pages at all. The user is not being blocked after clicking; the option is simply not available in their interface.

A blocked action looks different. The page opens, records are visible, but buttons such as **Create**, **Save**, **Delete**, **Edit**, or approval-related actions are missing or unavailable. This often means the user has view access but not change access.

Read-only access commonly appears in these ways:

- Form fields are visible but cannot be edited
- The **Save** button does not appear
- Status changes cannot be selected
- Table rows can be opened but not updated
- Action menus show fewer options than expected

Another common source of confusion is filtered data. A user may think records are missing because of an error, when the real cause is a visibility rule. If search results, lists, or record counts look incomplete, check whether the account is limited by team, location, ownership, or another scope rule before treating it as a broken page.

[SCREENSHOT: Admin page showing visible records with missing edit actions]

When users describe the problem, ask whether they cannot find the page at all, can open it but cannot act, or can act on some records but not others. That answer usually points you to the correct fix much faster.

Resolving Common Administration Problems Reported by Users

Most access complaints in Sherkety ERP & Website Platform fall into a few repeat patterns. The fastest way to resolve them is to match the complaint to what the user actually sees on screen.

1. **If the user cannot open an admin page**, go to **Users**, open the user account, and confirm the role includes access to that admin area. A person who needs **Users**, **SEO**, **Settings**, **Services**, or **Pricing** must have the appropriate

administrative access. If the page is missing from navigation, focus on page visibility first.

2. **If records are missing from a list**, review the user's scope. Check whether the account is limited by team, organization, workspace, location, or ownership rules. A user may have access to the page but still see only a subset of records. Compare with a working user if needed.
3. **If the user can view a page but cannot save changes**, check whether the role includes edit rights rather than view-only access. Also review whether the action depends on approval rights or whether certain fields are locked for that user.
4. **If buttons are missing**, confirm whether the action is only available in certain situations. Some actions appear only when the user has the right role, when the feature is available in that area, or when the record is in the correct status. A missing **Edit** or **Delete** button does not always mean the page is broken.
5. **If the issue started recently**, look for recent account changes. A role update, deactivation, or change in team assignment can affect what the user sees immediately or after the next sign-in.

[SCREENSHOT: User list and account details used to troubleshoot access complaints]

Keep your troubleshooting focused on the exact symptom. "I can't access it" can mean a hidden menu, a blocked page, a read-only form, or filtered data. Treating all four as the same problem usually leads to over-permission.

Using Impersonation, Audit History, and Permission Checks to Confirm the Cause

When a user report is unclear, the best next step is to confirm the issue exactly as the user experiences it. In Sherkety ERP & Website Platform, use any available **view as user**, impersonation, access review, or diagnostic tools shown in the admin area to reproduce the problem. This helps you see whether the user is missing a menu item, blocked from opening a page, or limited to read-only actions. [SCREENSHOT: Access review or user-view screen showing restricted navigation]

If a user says, "The button disappeared," do not rely only on memory or screenshots from another account. Reproducing the issue lets you verify:

- Which admin pages appear in navigation
- Whether the page opens successfully

- Which buttons are visible
- Whether fields are editable
- Whether record lists are filtered

After that, review any available admin history or activity log. Look for recent changes that match the timing of the complaint, such as:

- Role updates
- Account activation or deactivation
- Team or workspace changes
- Settings changes affecting access
- Repeated failed attempts to open a page

If Sherkety ERP & Website Platform shows permission details or access diagnostics, use them to identify which rule allowed or denied the action. This is especially helpful when a user has partial access and the cause is not obvious from the user record alone.

Before you change anything, note the confirmed cause in your internal admin notes or support record. For example, record whether the issue came from a missing role, inactive account status, limited data scope, or action-level restriction. That step matters because quick fixes made without confirmation often give broader access than intended, especially when the real issue was only a missing team assignment or a read-only role.

Fixing Frequent Access Issues Without Over-Permitting Users

When resolving access issues in Sherkety ERP & Website Platform, aim for the smallest change that solves the problem. Giving full administrative access may remove the immediate complaint, but it can also expose pages and actions the user should not have.

If a user cannot find a menu item, first confirm that their role includes view access to that area. For example, if they need to open **SEO** or **Users**, add the page access they require instead of switching them to a broader admin role.

If the user can open a record but does not see **Edit** or **Delete**, update the specific action permission rather than granting full control over the whole section. This keeps the user's access aligned with their job while restoring the missing button.

If records disappeared after a role change, do not assume the new role is wrong by itself. Recheck related assignments such as:

- Team membership
- Organization or workspace assignment
- Location-based access
- Ownership-based visibility

These scope settings often change what appears in lists even when the page remains available.

If you make a correction and the user still reports the same issue, ask them to:

- Sign out and sign back in
- Refresh the page
- Reopen the affected admin section
- Retry the action after the access update has fully applied

This is especially useful after role or account changes. A user may still be viewing an older session until they sign in again.

Use this approach for common complaints:

User report	Best first fix
“I can’t see the page”	Confirm page view access
“I can open it but can’t change anything”	Check edit rights
“My records disappeared”	Review scope and assignments
“The button is missing”	Check action-specific access

If you need broader guidance on user records before making changes, refer back to Viewing and Maintaining User Accounts.

Overview

This document focuses on how administrators in Sherkety ERP & Website Platform investigate access complaints without repeating the full user-management setup already covered in Understanding User Administration and Account Visibility. The goal here is practical troubleshooting: identifying why a user cannot see a page, why a button is missing, or why a record list looks incomplete.

You will usually work across a small set of admin areas while reviewing these issues:

- **Users** for checking the person's account, role, and active status
- **Dashboard** for reaching the main admin workspace
- Restricted pages such as **Content**, **Services**, **Pricing**, **SEO**, or **Settings** to confirm what the user can actually open
- Any visible logs, history panels, or access review tools available in the admin portal

The most important idea in this guide is that access problems are not all the same. In Sherkety ERP & Website Platform, a user might experience any of the following:

- A page is hidden from navigation
- A page opens, but actions are unavailable
- A form is visible in read-only mode
- A list shows only some records because of scope restrictions
- A recent role or account change has not taken effect in the user's current session

Because each of these symptoms points to a different cause, your review should always start with what the user sees on screen. Ask for the exact page name, the missing button label, and whether the issue affects all records or only some of them. That detail helps you choose the correct fix and avoid granting more access than needed.

Prerequisites

Before you troubleshoot access issues in Sherkety ERP & Website Platform, make sure you have the right level of admin access yourself. You need to be able to open the **Users** area and view user account details. Depending on how your organization uses the admin portal, you may also need access to pages such as **Settings**, **SEO**, **Services**, **Pricing**, or other restricted sections so you can compare what different users can see.

Have these items ready before you begin:

- Access to the admin portal and the **Users** page
- The affected user's name or account details so you can find the correct record
- The exact page, menu item, tab, or button the user says is missing
- A clear description of whether the issue is about opening a page, viewing records, or editing data
- If possible, the name of another user who can perform the same task successfully for comparison

It also helps if the affected user can tell you:

- Whether the problem started after a recent role or account change
- Whether the page is missing from navigation or opens with limited actions
- Whether the issue affects one record, all records, or an entire section
- Whether they have already signed out and back in since the problem began

If you have not reviewed the general rules behind role visibility yet, read Understanding Role Visibility and Access Restrictions and Managing Users and Role Based Access. For the next step after diagnosing these issues, continue to Managing User Accounts and Role Assignments.