

Reviewing User Access and Resolving Common Admin Issues

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Checking what the user can see in the application

When a user says they cannot find a page or action, start in the **Admin** area and open the **Users** screen. Find the person's account in the user list, then open their profile to review the details that control what they can see. Focus first on the assigned **role** and the account **status**. If the account is inactive or still waiting for setup to be completed, the user may not see the same navigation as an active user.

Next, compare the user's left-side navigation and page access with what that role should normally include. If you already worked through role rules in [Assigning Roles and Understanding Visibility Rules](#), use that as your reference instead of rechecking role definitions from scratch. Look for missing items such as **Dashboard**, **Content**, **Users**, **Settings**, **SEO**, **Services**, or **Pricing**. A missing menu item usually points to a role or visibility issue, while a visible menu item that will not open often points to a page-level restriction.

Open the page the user expects to access and watch what happens. In Sherkety ERP & Website Platform, the result usually falls into one of these patterns:

- The page opens normally
- The page does not appear in navigation at all
- The user is redirected away from the page
- The page shows an error or access problem

[SCREENSHOT: User account details panel showing role and status fields]

Also check whether the problem affects the whole admin area or only one section. For example, a user might be able to open **Dashboard** but not **Content**, or see **Content** but not **Users**. That difference helps you decide whether you are dealing with a broad role issue, a narrower visibility rule, or an account state problem.

Reviewing account details that affect access

After you identify the missing page or blocked action, review the account details that most often cause access problems. Open the user's profile from the **Users** screen and inspect the fields that affect sign-in and admin visibility. In Sherkety ERP & Website Platform, the most important items are the user's **email address**, assigned **role**, and current **status**. If the email is wrong, the user may be signing in with a different account than the one you updated. If the role is incorrect, the navigation menu may hide entire admin sections.

Use this quick review table while checking the account:

Account detail	What to confirm	Why it matters
Email address	The user is using the same email shown on the account	Prevents confusion between duplicate or outdated accounts
Role	The role matches the access the user should have	Controls which admin pages appear
Status	The account is active and usable	Inactive or restricted accounts may lose access
Invitation or setup state	The user finished required setup steps	Incomplete setup can block sign-in or page access

If your organization uses scoped access, also confirm the user is attached to the correct business unit, team, or assigned area if that affects what appears after sign-in. A user may have the right role but still miss pages or actions because they are not connected to the correct working context.

You should also verify whether the user completed any required onboarding steps, such as accepting the invitation, creating a password, or finishing account confirmation. If those steps are incomplete, the user may report "missing access" when the real issue is that the account setup was never fully finished.

[SCREENSHOT: User edit form with email, role, and status fields visible]

Matching missing pages to permission or navigation problems

When a page is missing, work backward from the exact place the user expected to click. Ask which menu item, tab, or button they used before the issue appeared. Then follow that same path yourself in Sherkety ERP & Website Platform. This helps you separate a hidden navigation problem from a blocked destination page.

1. Start at the main admin navigation and look for the expected menu item, such as **Content, Users, Settings, SEO, Services, or Pricing**.
2. If the menu item is missing, open the user account and review the assigned role and any visibility settings tied to that role.
3. If the menu item is visible, click it and see whether the page opens, redirects, or shows an access problem.
4. If the page opens but certain tabs, buttons, or actions are missing, compare that user with another account that can use the same screen successfully.

This comparison is especially useful when one person can open **Users** or **SEO** and another cannot. Look for differences in role assignment first. If the roles match, check whether the affected page depends on something else being available. For example, a page may only make sense when the user belongs to the right admin area or has access to the related section of the site.

[SCREENSHOT: Admin sidebar with one item visible for one user and missing for another]

Also pay attention to whether the issue is limited to navigation or to the page itself. If the user cannot see **SEO** in the sidebar, that is different from seeing **SEO** but being unable to load it. One points to menu visibility; the other points to page access. Treat those as separate checks so you do not change the wrong account setting.

Correcting user records and restoring access

Once you know what is blocking access, return to the user's profile in the **Users** screen and update the account details that control visibility. In most cases, the fix is one of three things: assign the correct **role**, change the **status** back to active, or correct the user's membership or account information so the right pages become available.

1. Open the user record from **Admin > Users**.
2. Update the field that is causing the problem, such as **Role, Status**, or another membership-related setting shown on the account.
3. Check the user's email address if they may be signing in under the wrong account.
4. Save the record and wait for the confirmation message.
5. Ask the user to sign out and sign back in before testing again.

If the user cannot complete sign-in because the account setup was never finished, resend the invitation or repeat the setup step available from the account screen. If the

account was inactive or locked, reactivate it before you test page visibility. If the user was assigned the wrong role, correct that first, because role changes usually affect the sidebar and page availability immediately after a new sign-in.

[SCREENSHOT: Save action on the user account form after changing role or status]

Be careful not to change multiple settings at once unless you already know the cause. If you update the role, status, and email all together, it becomes harder to tell which change solved the issue. Make one clear correction, save it, and test again. That approach makes troubleshooting faster and avoids accidental over-permissioning.

Testing the user's navigation after changes

After saving the account changes, test the user's experience again instead of assuming the fix worked. Start by reopening the same user profile in **Users** and confirm the updated values are still there. Check that the **Role**, **Status**, and any related membership details show the new settings you intended to save. If the old values are still displayed, the record may not have been saved correctly.

1. Ask the user to sign out of Sherkety ERP & Website Platform.
2. Have them sign back in with the same email address shown on their account.
3. Follow the exact navigation path that previously failed.
4. Confirm the missing menu item, blocked page, or unavailable action is now visible.
5. Open the page and test the action that was originally reported as missing.

For example, if the user could not see **Content** in the admin menu, verify that **Content** now appears in the sidebar after sign-in. If they could see **SEO** but could not open it, click **SEO** and confirm the page loads normally. If they reported missing buttons inside **Users** or **Settings**, open that screen and check those actions directly.

[SCREENSHOT: Admin sidebar after access has been restored]

Do not stop at the first successful page load. If the user originally reported a workflow problem, test the related steps too. Open a record, move between tabs, and confirm the user can reach the screens they need without being redirected or blocked. This is especially important after role changes, because a user may regain the menu item but still miss actions inside the page. If anything still looks different from the expected role behavior, compare it again with a working account.

Fixing common admin issues that block access

Most access problems in Sherkety ERP & Website Platform fall into a small number of patterns. Use the symptom the user reports to decide where to look first instead of checking every setting manually.

- **The user cannot see a page in the sidebar**

Start with the user's **Role** and account **Status** in **Users**. If the page is an admin section like **Dashboard**, **Content**, **Users**, **Settings**, **SEO**, **Services**, or **Pricing**, a missing sidebar item usually means the role does not include that section or the account is not currently active.

- **The user can see the menu item but cannot open the page**

Open the same page yourself and check whether the user is redirected, blocked, or shown an error. This usually points to page-level access rather than navigation visibility. Review the account details again and compare them with a working user who can open that page.

- **The user can open the page but some buttons or tabs are missing**

Compare the affected screen side by side with another account that has the expected access. Missing actions inside a page often mean the user has partial access rather than full access.

- **You changed the account, but nothing updated**

Reopen the user record and make sure the changes were saved. Then ask the user to start a fresh session by signing out and signing back in. If the account was still waiting on invitation or setup completion, finish that step before testing again.

[SCREENSHOT: Example of a visible menu item with a blocked page versus a hidden menu item]

If you need a broader refresher on how user administration fits together, continue with [Understanding User Administration and Account Visibility](#).

Overview

This guide focuses on practical troubleshooting for admin access problems in **Sherkety ERP & Website Platform**. It is most useful when a user reports one of these issues:

- A page is missing from the admin sidebar
- A menu item appears, but the page will not open
- A screen opens, but important tabs or action buttons are missing
- Account changes were made, but the user still sees the old access

The goal is not to redefine roles in detail. You already covered role assignment rules in [Assigning Roles and Understanding Visibility Rules](#). Here, the focus is on reviewing a real user account, matching the reported problem to what you can see in the admin interface, correcting the account record, and testing the result.

In Sherkety ERP & Website Platform, access issues usually show up in visible ways: the **Users** page is missing, **Content** does not appear in the sidebar, **SEO** opens for one person but not another, or a user can reach **Dashboard** but cannot use the rest of the admin area. Because of that, the fastest troubleshooting method is to compare the user's role, status, and visible navigation with a working account.

You will also learn how to tell the difference between a navigation problem and a page access problem. That distinction matters because the fix is often different. A hidden menu item usually points to account visibility settings, while a visible menu item that fails to open usually needs a closer review of the user record and current account state.

Prerequisites

Before you start troubleshooting user access 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 edit user records. If you cannot reach the **Users** screen, ask an administrator with the correct access to perform the review.

Have these details ready before you begin:

- The user's name or email address
- The exact page, menu item, tab, or button the user says is missing
- Whether the issue happens during sign-in, in the sidebar, or inside a page
- A working account you can compare against, if available

It also helps to confirm whether the problem is new or ongoing. If the user had access before and lost it after an account update, focus on recent changes to **Role**, **Status**, or account setup. If the user never had access, check whether the account invitation or initial setup was completed.

For best results, ask the user to describe the issue in terms of visible interface elements. Examples include:

- "I can't see **Content** in the sidebar"
- "I can open **Dashboard**, but not **Users**"
- "The **SEO** page appears, but it won't load"

- “The page opens, but the action button is missing”

Those details let you test the same path inside Sherkety ERP & Website Platform and avoid guessing. If you need a refresher on where user records are maintained before starting, see [Viewing and Maintaining User Accounts](#).