

Understanding Admin Page Access and Protected Navigation

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Opening an Admin Page and Understanding the Access Check

When you open an admin page in **Sherkety ERP & Website Platform**—for example from the admin sidebar, from a dashboard shortcut, or by typing an admin address directly into your browser—the page does not always appear instantly. Before showing the screen, Sherkety ERP & Website Platform first checks whether you are signed in and whether your account has the role required for that page.

During that check, you may briefly see a **loading state** instead of the page content. This is normal. The screen is waiting for your account details and role information to finish loading before it decides what to show. Until that check is complete, the protected page does not display its usual content.

After the check finishes, one of these visible results appears:

- **The admin page opens normally** if your account is signed in and has the required access.
- **A restricted or blocked result appears** if you are signed in but your role does not allow that page.
- **You are redirected away** if the page requires a valid admin session and Sherkety ERP & Website Platform does not recognize you as signed in.

This matters even if you already know the page address. Entering an admin page directly does **not** bypass the access check. The same protection applies whether you arrive from the menu or from a saved browser bookmark.

Typical protected destinations in the admin area include screens such as **Dashboard**, **Content**, **Users**, **Settings**, **SEO**, **Services**, and **Pricing**. If your role allows them, they open as expected. If not, Sherkety ERP & Website Platform stops you before the page content loads.

[SCREENSHOT: Admin page opening with a brief loading state before access is confirmed]

Seeing What Happens When Access Is Restricted

If your account does not have permission to use a protected admin page, **Sherkety ERP & Website Platform** does not show the normal editing or management screen. Instead, you will see a restricted outcome such as a blocked message, a placeholder state, or you may be moved to a safer page.

There are two common situations, and they do not behave the same way:

- **You are not signed in**
 - Sherkety ERP & Website Platform treats the page as unavailable until you log in.
 - You are typically sent to the **Login** page rather than being allowed to stay on the protected screen.
 - After signing in, the page may open only if your account has the correct role.
- **You are signed in, but your role is not allowed**
 - Sherkety ERP & Website Platform recognizes your session, but it still blocks the page itself.
 - You may remain on the current route with a restricted-access message, or you may be redirected to a safer destination such as the **Dashboard**.
 - The protected page content does not appear.

For **Content Editors**, this distinction is especially important. A Content Editor can sign in successfully and still be unable to open certain admin destinations that are reserved for higher access. That does not mean the sign-in failed. It means the account is valid, but the page requires a different role.

If you click an admin link and do not see the expected screen, look at what happened next:

- If you land on **Login**, your session is missing or expired.
- If you stay signed in but the page is blocked or you are returned to a safe admin page, your role likely does not include that destination.

[SCREENSHOT: Restricted-access state shown instead of a protected admin page]

Using Navigation That Matches Your Role

In **Sherkety ERP & Website Platform**, the admin navigation is designed to match the account that is currently signed in. That means the menu does not always show the

same links to every user. Instead, available destinations change based on role so you are less likely to click into a page you cannot use.

This role-based visibility affects the main places where you move around the admin area, including:

- **Sidebar navigation**
- **Dashboard shortcuts**
- **Top-level admin destinations**
- **Account-related menus**, where available

For users with broader access, the admin menu can include pages such as **Dashboard**, **Content**, **Users**, **Settings**, **SEO**, **Services**, and **Pricing**. For users with more limited access, some of those links may be hidden entirely.

That means **Administrators** and **Content Editors** can have noticeably different navigation experiences:

- **Administrators**
 - See the full set of admin destinations available to their role
 - Can open protected management screens directly
 - Are more likely to see account, configuration, and maintenance pages
- **Content Editors**
 - See only the destinations their role allows
 - May have access to content-related pages while other admin pages remain hidden
 - Cannot rely on a direct browser link to reach a page that is not shown in the menu

You may also notice menu changes after account activity:

- After **sign-in**, newly available admin links appear once your role is recognized.
- After **sign-out**, protected links disappear because the session is no longer active.
- After a **role update**, you may need to refresh the page or reopen the menu before the correct set of links appears.

If a link is missing, do not assume the page was removed. In many cases, Sherkey ERP & Website Platform is simply showing the version of navigation that matches your role.

[SCREENSHOT: Sidebar showing different admin links for different signed-in roles]

Moving Between Public, Editor, and Admin Areas

You may move between public pages and admin pages in **Sherkety ERP & Website Platform** during the same session, especially if you work with website content and admin tools together. The result depends on both the page you choose and the role attached to your signed-in account.

If you start on a public page, open the main navigation and look for any available admin entry points. Depending on your role, you may see links that lead to areas such as **Dashboard** or other admin screens. If you do not see those links, Sherkety ERP & Website Platform is already filtering the navigation before you try to enter.

For an **Administrator**, the flow is straightforward:

- Open a visible admin link from the menu or dashboard
- Select the destination, such as **Content** or **Settings**
- Wait briefly while the page confirms your session
- Land on the protected page successfully

For a **Content Editor**, the same journey can look different:

- Some admin links may not appear at all
- A visible link may still lead to a restricted result if that specific page needs higher access
- A direct browser entry to a protected admin page can still be blocked, even when the menu does not show the page

This direct-link behavior is important. If you manually enter an admin page address, Sherkety ERP & Website Platform still performs the same access check used for menu navigation. Hidden links do not weaken page protection. They simply reduce confusion by not advertising pages you cannot use.

When testing access, compare both methods:

- **Menu navigation** shows what your role is expected to use
- **Direct entry** confirms whether the page itself is protected

If both methods prevent access, the restriction is working as intended rather than indicating a broken page.

[SCREENSHOT: Public page navigation leading to an allowed admin page for one role and a blocked result for another]

Checking Why an Admin Link or Page Is Missing

When an admin link or page is missing in **Sherkety ERP & Website Platform**, the cause is usually one of a small number of access conditions. The page is not shown only after Sherkety ERP & Website Platform checks whether your account is ready and allowed to use it.

The main conditions are:

- **Signed-in status**
 - If you are not signed in, protected admin links may not appear at all.
- **Resolved account information**
 - The interface may briefly wait before showing navigation while it confirms who you are.
- **Required role or permission**
 - Even when you are signed in, a page can stay hidden or blocked if your role does not include it.

These conditions often match clear user-visible symptoms:

- **No admin menu item appears**
 - You may be signed out
 - Your role may not include that destination
 - The menu may not have refreshed yet after sign-in or a role change
- **The page never renders and stays in a waiting state**
 - Sherkety ERP & Website Platform may still be checking your session or role details
- **You are redirected immediately after opening the page**
 - Your account is recognized, but the page itself is not allowed for your role

If you believe you should have access, ask an Administrator to verify your role in the **Users** area rather than assuming the page is broken. Role assignment should be checked there first, especially if other team members can see the same page and you cannot.

It is also important to understand that **hidden navigation and page protection are separate safeguards**:

- The menu can hide links you should not use
- The page itself still checks access if you try to open it directly

Both work together to protect admin areas such as **Users**, **Settings**, and other restricted pages.

Fixing Common Access and Navigation Problems

If an admin page or menu item is not behaving as expected in **Sherkety ERP & Website Platform**, start with the visible symptom and work backward. Most access problems come from session status, role assignment, or navigation not refreshing after a change.

If an **admin page opens blank or stays in a loading state**, check these first:

- Make sure you are still signed in
- Return to a known page such as **Dashboard** and confirm your session is active
- Refresh the page so Sherkety ERP & Website Platform can reload your account details
- If the issue continues, sign out and sign back in

If an **admin link does not appear in the sidebar**, review the likely causes:

- Your account may not have the required role
- The sidebar may still be showing an older menu from before sign-in
- A recent role update may not appear until you refresh or reopen the admin area

If you are **redirected away from a protected page unexpectedly**, the most common explanation is that your account is valid but does not include permission for that destination. This often happens when a user can access some admin screens but not others.

If a **Content Editor sees inconsistent menu options across sessions**, use a clean session check:

- Sign out fully
- Sign back in with the intended account
- Open the admin menu again
- Confirm that the visible links match the role assigned in **Users**

When troubleshooting, compare what you can open with what you can see:

- **Visible and opens normally** usually means access is correct
- **Hidden from the menu** usually means role-based filtering
- **Visible but blocked after click** usually means the page has stricter protection than the menu suggested

If role access still seems wrong, have an Administrator review the account setup in the **Users** screen. For related setup work on service and pricing pages, refer to [Managing Services and Pricing From the Admin Portal](#).

Overview

Protected navigation in **Sherkety ERP & Website Platform** is built to answer three user-facing questions before an admin page opens: **Are you signed in?**, **Has your account finished loading?**, and **Does your role allow this page?** The result of those checks determines whether you see the page, a blocked result, or a redirect.

The most important ideas to keep in mind are:

- **Admin pages do not open only because you know the page address**
 - Direct browser entry is checked the same way as clicking a menu item.
- **A short loading state is normal**
 - Sherkety ERP & Website Platform may briefly wait before showing protected content.
- **Hidden links and blocked pages are not the same thing**
 - A link can be removed from the menu, while the page itself still remains protected if someone tries to open it directly.
- **Being signed in does not guarantee access to every admin screen**
 - Your role decides which destinations you can actually use.

Across the admin area, this affects pages such as **Dashboard**, **Content**, **Users**, **Settings**, **SEO**, **Services**, and **Pricing**. An **Administrator** will usually see more of these destinations in the sidebar and can open more protected screens. A **Content Editor** may still work inside the admin area, but with fewer visible links and more restricted destinations.

If something seems missing, start by checking your session and role before assuming the page is unavailable. In most cases, Sherkety ERP & Website Platform is protecting the page exactly as intended.

The next document, [Understanding Admin Portal Structure and Main Destinations](#), explains how the main admin areas are organized once you have access.

Prerequisites

Before this access behavior will make sense in **Sherkety ERP & Website Platform**, you should already be comfortable with basic admin sign-in and the main admin entry points. This topic assumes you can reach the admin area and recognize common destinations such as **Dashboard** and the sidebar menu.

You will get the most value from this guide if the following are already true:

- You know how to sign in to the admin area
- You can identify whether you are currently signed in or signed out
- You have access to at least one admin-facing account, such as a **Content Editor** or **Administrator**
- You understand the basic admin navigation covered in [Using the Admin Dashboard for Navigation](#)

It also helps if you have already read these related guides:

- [Signing In and Accessing the Admin Portal](#)
- [Managing Users and Role Based Access](#)
- [Understanding Role Visibility and Access Restrictions](#)

If you are testing access with different accounts, make sure you know which account is currently active before checking the menu or opening a protected page. Many “missing page” reports turn out to be simple account mix-ups, especially after switching between users in the same browser.

For users who also maintain website content, it is useful to distinguish between **inline editing on public pages** and **protected admin pages**. If you need help choosing between those workflows, see [Choosing Between Inline Editing and Admin Pages](#).