Missing modules or permissions

Troubleshooting

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Troubleshooting

Missing modules or permissions

Work out why you cannot see a module, a button or a record.

Beginner · About 10 minutes · Version 1.0 · Updated 17 November 2026

Problem

A module, button or record that you expect to see is not there, or you get a *Not permitted* message.

Symptoms

- The sidebar lacks a module such as Stock or HR
- The **Submit**, **Cancel** or **Create** button is missing
- "Not permitted" or "No permission for..."
- A list is empty, though you know records exist

Possible causes

- Your user lacks the **role** for that document type
- A **User Permission** restricts you to certain companies or warehouses
- Your plan does not include the module
- The record is a **Draft** and the button needs it submitted first

Diagnosis and resolution

1. **Check your roles.** Ask your administrator to open your user record and look at the **Roles** section.
2. **Check the document type.** The administrator opens **Role Permissions Manager**, chooses the document type, and checks your role has the right ticked (read, write, submit and so on).
3. **Check restrictions.** Search for **User Permission** and look for entries for your user. A restriction to one warehouse hides other warehouses' records.
4. **Check the status.** The **Create** menu appears only on submitted documents.
5. **Check your plan.** Some modules, such as Manufacturing or HR, depend on the plan. Call us to confirm.
6. Sign out and in again after any change, so it takes effect.

Prevention

Set up roles using the examples in Example access setups and document who has what.

When to contact support

If a module that is in your plan does not appear for the administrator.

Related documentation

- Permissions and restricting access
- Creating users and assigning roles