User Can’t Access Features

Troubleshooting · https://atsfleetmanagement.com/docs/user-cant-access-features/

Description

This issue occurs when a user successfully logs into Advanced IFTA but cannot access specific modules, reports, administrative functions, or system features.

Possible Causes

- Insufficient user permissions
- Incorrect security role assignment
- Feature not enabled
- Company restrictions
- Expired user privileges
- Administrative access limitations

Resolution

1. Verify the user's assigned security role.
2. Review permission settings.
3. Confirm the feature is enabled for the company.
4. Contact the system administrator.
5. Log out and back into the system.
6. Refresh user permissions if changes were recently made.
7. Verify licensing and subscription status if applicable.

Related Articles

- Unable to Log In
- Vehicle Not Available for Selection

- Unable to Edit Adjustment