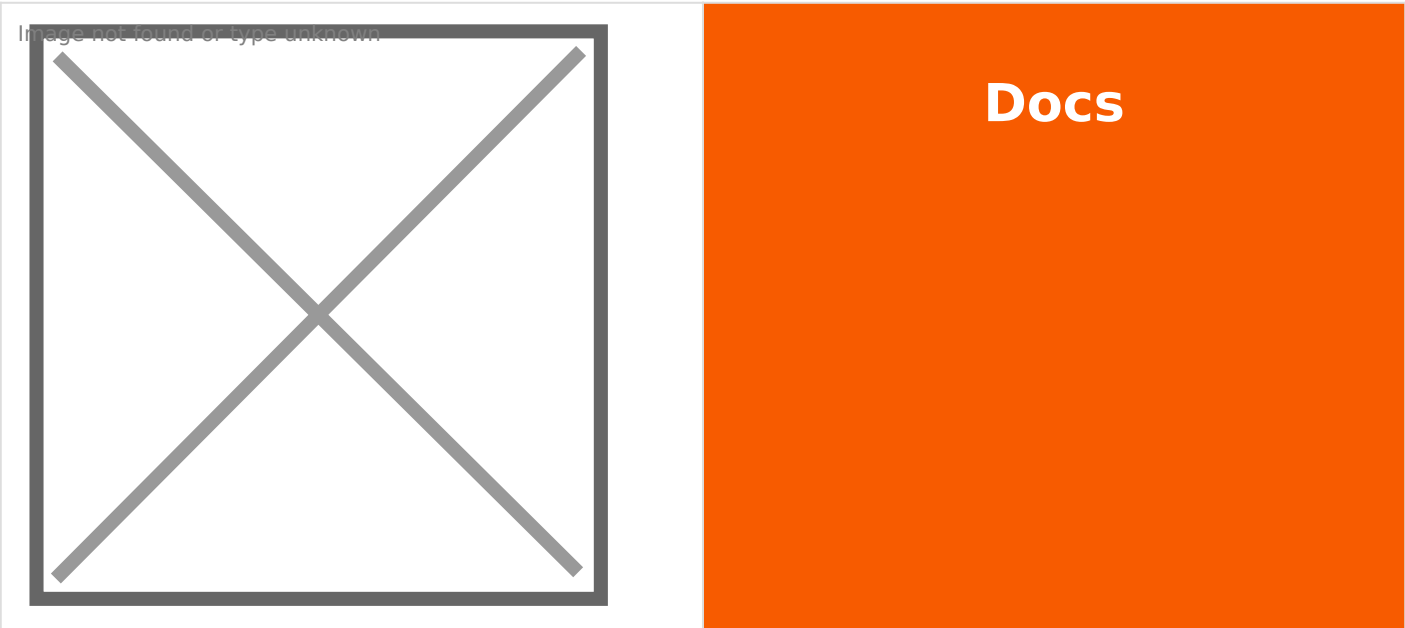


HubMIS

- [65.020 HubMIS User stuck at signing on screen after successful logon](#)

65.020 HubMIS User stuck at signing on screen after successful logon



Document Control

Document Name	65.020 HubMIS User stuck at signing on screen after successful logon		
Version	v1.0 Current		
Author	Neil Tancock, IT Services (Safeharbour Support Ltd), neil@safeharboursupport.com		
Approval	Safeharbour Support		
Approval date	01-JAN-2025	Review date	31-DEC-2027
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Scope	This document applies to all clients of Safeharbour Support Ltd		
Inputs	None		
Outputs	None		

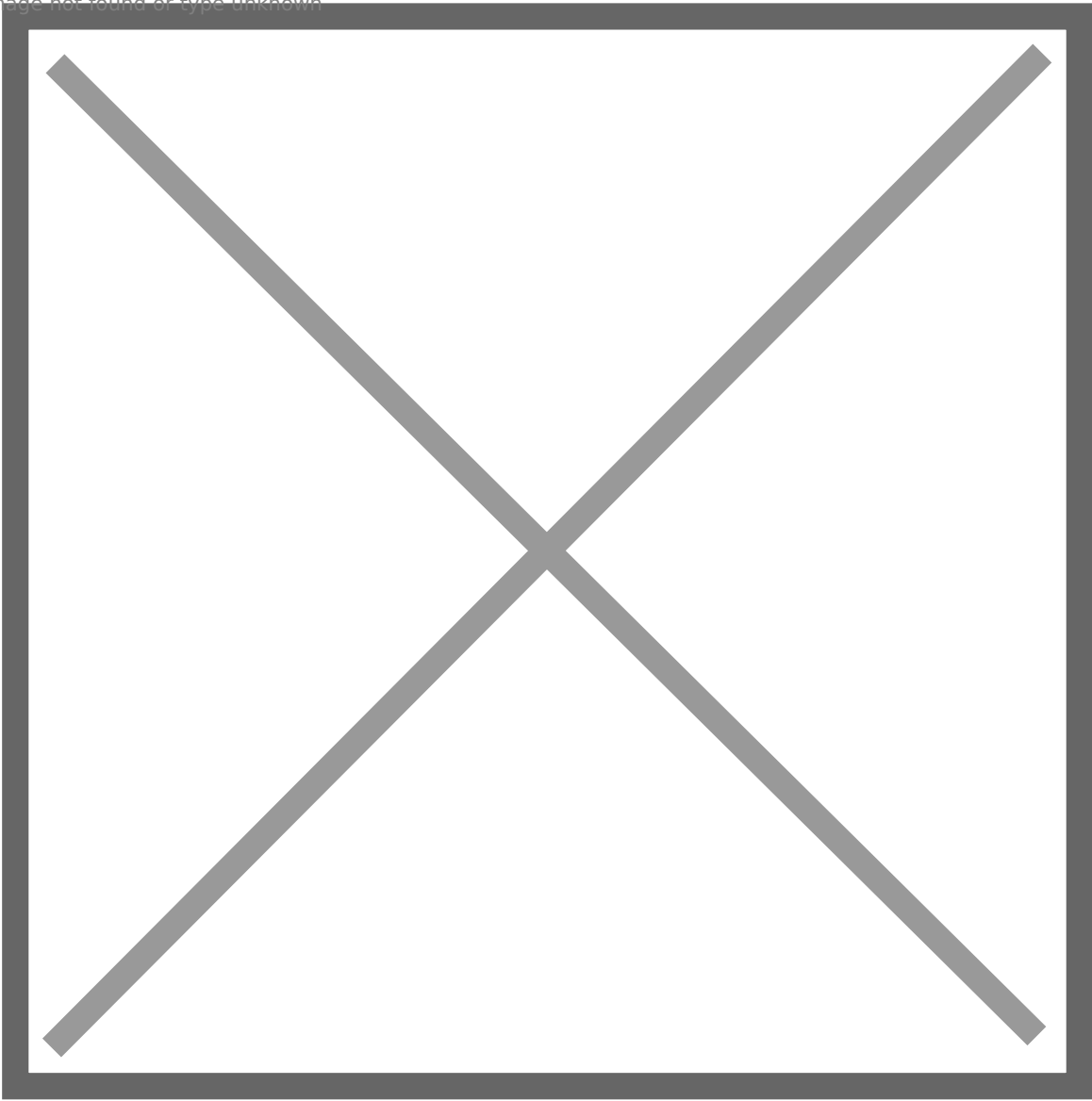
Change Control

Date	Author	Version	Change
02-DEC-2024	Neil Tancock	0.0	First version
01-JAN-2025	Neil Tancock	1.0	Approved

-----<START OF DOCUMENT> -----

A user is unable to log in to HubMIS; they can connect to HubMIS, log on successfully using their account, but then it just sits at this screen:

Image not found or type unknown



If this is the case, check the user's permissions - it generally means the user's account is valid but they have no appropriate permissions. In this case, it came about after the permissions were

incorrectly changed.

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Need help? Get in touch!

You can call us on [01752 373000](tel:01752373000), option 2 or, if you are on Number Club, just call extension 3001

You can email us at hub@safeharboursupport.com

You can chat & Collaborate with us at <https://kite.wildix.com/nc-a12/3001>

You can Whatsapp us right here: <https://wa.me/441752373000>

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