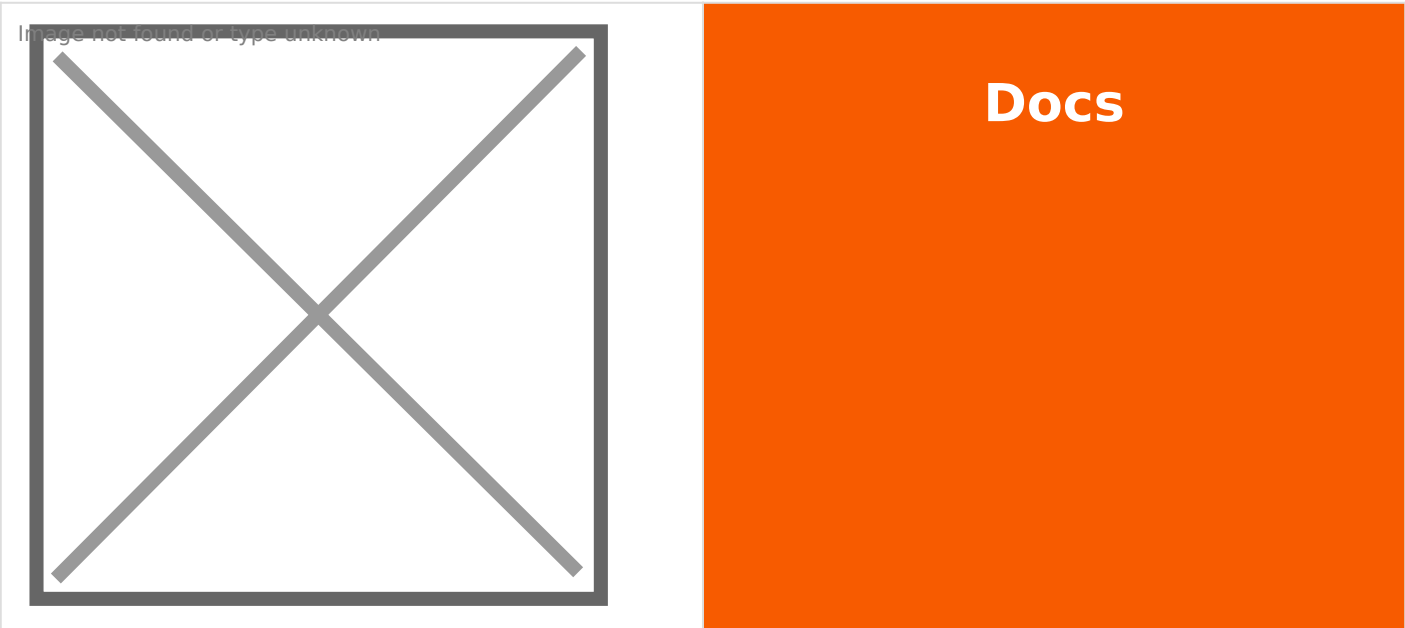


HubMIS

- 65.020 HubMIS User stuck at signing on screen after successful logon

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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		
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Inputs	None		
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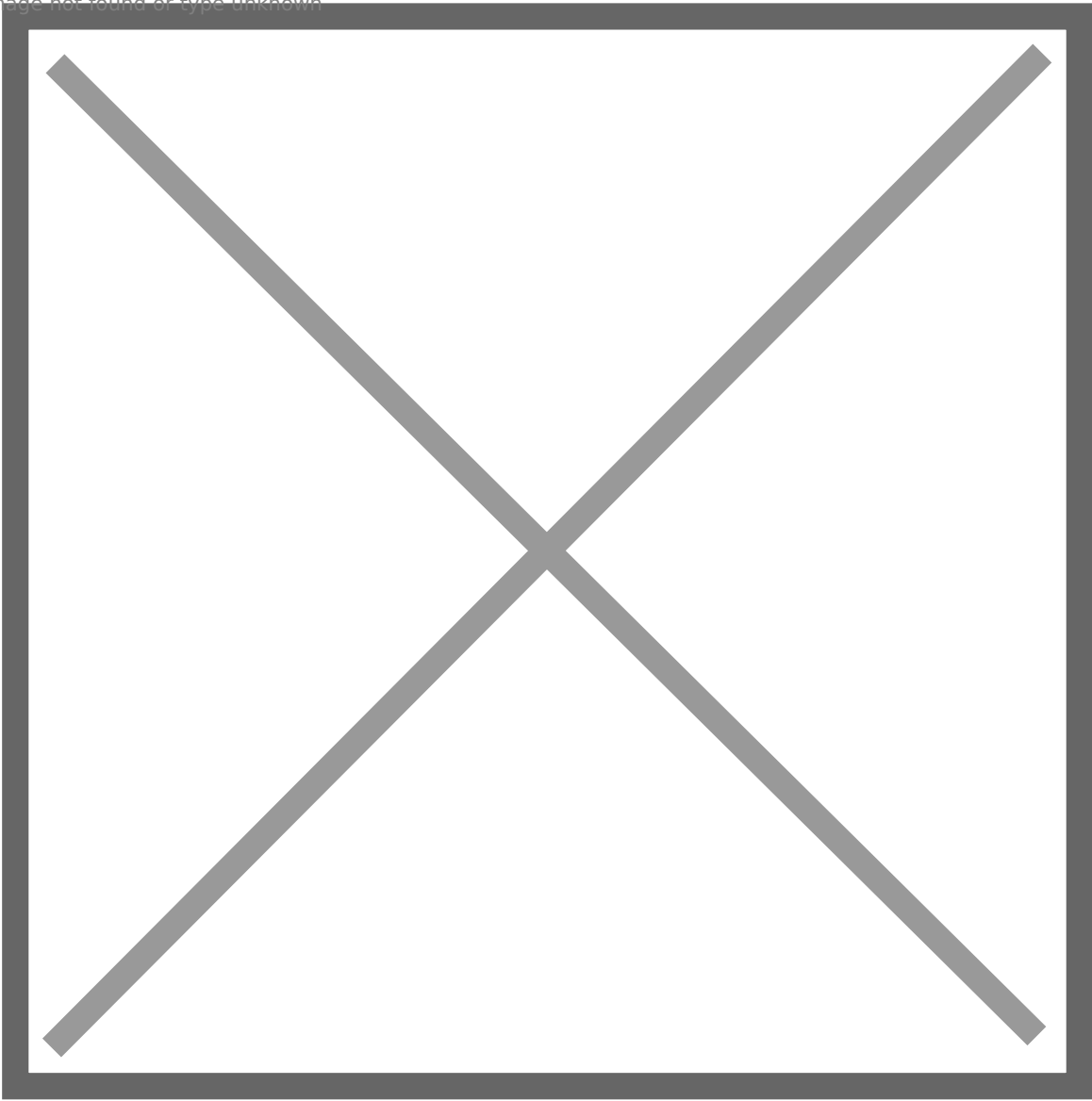
Change Control

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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