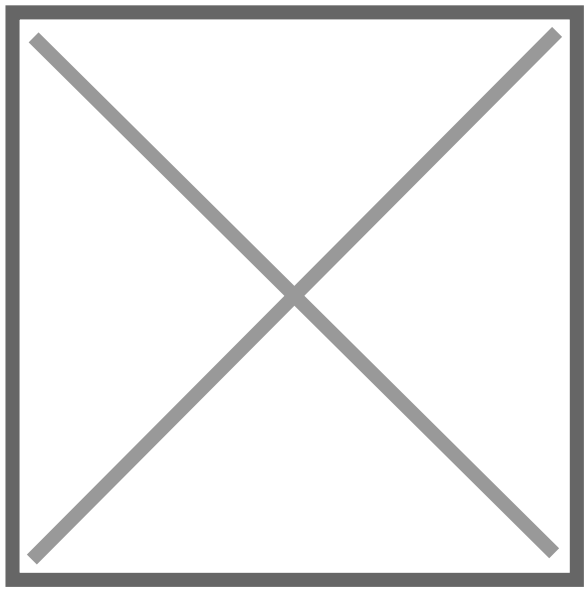
HubMIS

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

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Document Control

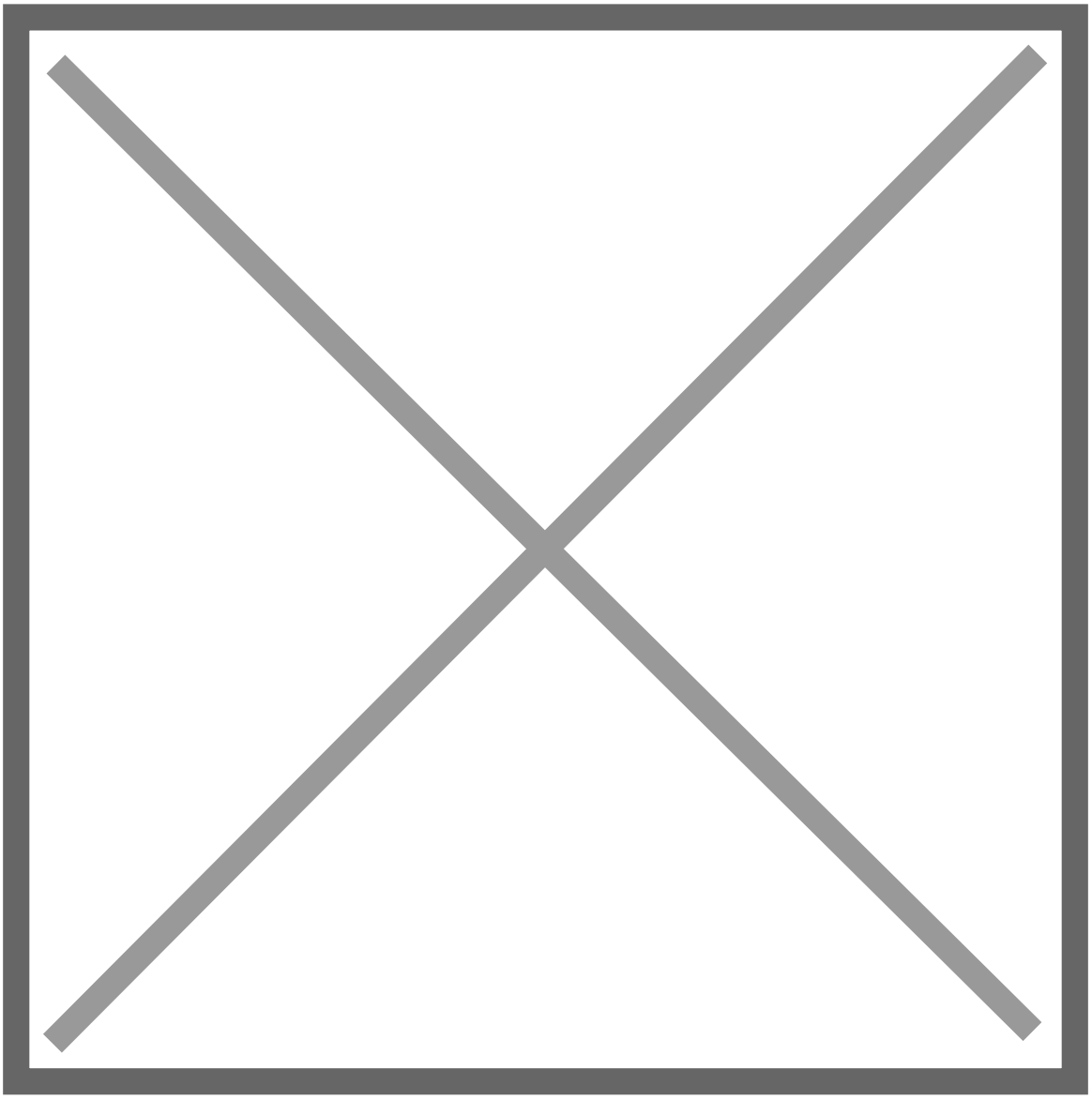
Document Name	65.020 HubMIS User stuck at signing on screen after successful logon		
Version	v1.0 Current		
Author	Neil Tancock, IT Services (Safeharbour Support Ltd), neil@safeharboursupport.com		
Approval	Safeharbour Support		
Approval date	01-JAN-2025	**Review date**	31-DEC-2027
Absract	None		
Scope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

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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:



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, 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

