



## Why can't I see information within the membership dashboard or reports?

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If you are unable to view the membership dashboard or reporting or are getting a similar message to the one below, this could be due to one of two things.

Sorry...  
you don't have permission to access this Resource.  
  
You have to ask the Resource owner to grant you permissions.



### 1. Have you been just recently made an admin for the organisation (within the last hour)?

If so the new reporting module takes about an hour (1 hour) gather this information onto your profile for you to view. After 1 hour you should be able to view these reports with no issues.

If you are still unable to see this dashboard or reports after 1-2 hours, please send us an email via [support@mygameday.app](mailto:support@mygameday.app) so we can take a closer look for you.

### 2. I have been an admin user for quite a while but cannot see these report, why is that?

If you have been an admin user for quite some time and you still cannot see the membership dashboard or the reports, there may possibly be an issue with your admin account within the new reporting module, so please send us an email via [support@mygameday.app](mailto:support@mygameday.app) so we can take a closer look for you.

The display of the reporting will not prevent you from doing normal admin tasks within the portal, you will just be restricted in terms of reporting.

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