Q-Interactive "Not authorized to view page"

Error: Q-Interactive "Not authorized to view this page"

Symptom: Upon logging into Q-Interactive, user reports seeing Sorry, You're not authorized to view this page

Solution

Verify user roles. All users must have the role of Role_Clinician tied into their user name to access the dashboard correctly. When creating a new user ALWAYS create the user as ROLE_CLINICAN. If they request additional roles, obtain management approval and then add addional roles as needed. You will also notice the URL to read as https://qiactive.com/choose-share/login/denied.

Login to Q-interactive with admin account...click on Admin up top right and select Entity Dashboard. Search by business entity and verify user and their user roles. Add new if the user has no role listed as Role_Clinician.