

Why am I receiving the error "you do not have permission" when creating a service account?

In order to create a service account, the user must be linked via cost center to at least one of the objects in the service account:

- If the user is not linked via cost center and tries to view details for an employee, client, or cost center, they will receive an error message stating that they do not have permission to view the page.
- If the user has employee admin permission but is not linked via cost center, they will be able to view the employee details page. However, Create New Service Account will not appear in the Actions drop-down menu.

Examples: The user is a *Supervisor in Cost Center (A)*

Client to Program/Group Service Service Account:

- The Program is in Cost Center B and the Client is in Cost Center B - *The user cannot create this service account*
- The Program is in Cost Center B and the Client is in Cost Center A - *Create this service account via the client details page*
- The Program is in Cost Center A and the Client is in Cost Center B - *Create this service account via the program details page*
- The Program is in Cost Center A and the Client is in Cost Center A - *Create this service account via either the program or the client details page*

** The above is also true for Client Transportation Service Accounts, as associated with a specific Day Program.*

Employee to Program Service Account:

- The Program is in Cost Center B and the Employee is in Cost Center B - *The user cannot create this service account*
- The Program is in Cost Center B and the Employee is in Cost Center A - *Create this service account via the employee details page*
- The Program is in Cost Center A and the Employee is in Cost Center B - *Create this service account via the program details page*
- The Program is in Cost Center A and the Employee is in Cost Center A - *Create this service account via either the program or the employee details page*

Employee to Client Service Account:

- The Employee is in Cost Center B and the Client is in Cost Center B - *The user cannot create this service account*
- The Employee is in Cost Center B and the Client is in Cost Center A - *Create this service account via the client details page*
- The Employee is in Cost Center A and the Client is in Cost Center B - *Create this service account via the employee details page*
- The Employee is in Cost Center A and the Client is in Cost Center A - *Create this service account via either the employee or the client details page*

Related articles

- [Group Service - Supervisor Guide](#)
- [System Set-Up - Admin Guide](#)
- [Employee Service Accounts vs. Client Service Accounts](#)
- [Where does the cost center on a payroll entry come from?](#)
- [Where does the pay rate on a payroll entry come from?](#)