

---

## Alma Analytics not opening and giving error message

- **Article Type:** General
  - **Product:** Alma
- 

### Problem Symptoms:

Unable to open Analytics upon opening this error message is received: "access denied for user to path /users/xxxxxxxxxxxxxxxxxxxxxxxxxxx\_xxxx\_d/\_portal/dashboard layout."

### Cause:

This may be caused where the user logged in does not have sufficient privileges to work in Analytics.

### Resolution:

Go to the user details screen and add the role of "API Analytics Read" (read only) or the role "Designs Analytics"

**Category:** Alma Analytics - Alma

---

- **Article last edited:** 7/19/2014