Staff accounts are unable to see Helpdesk Online links

Last updated: Thu, 15 Oct 2020 13:12:14 GMT

Symptom

- Staff accounts are unable to see Helpdesk Online links at the top of the screen

Applies to

- OLIB (all versions)

Resolution

These links are only visible to users with System Administration permissions. Ensure that these permissions have been allocated to the user if appropriate.

Additional Information

About Privileges and Permissions