Resolve Muhasib Sign-In Problems

How to Resolve Muhasib Sign-In Problems in Muhasib ERP

Overview

This guide will help you identify the likely sign-in failure and restore access through an authorized administrator without weakening security.

If this issue is stopping your work, do not worry. Follow the steps one at a time, and check the result before trying again.

Sign-in succeeds only when the credential matches an active, login-enabled, non-deleted administrator record. Permission and company problems may appear after authentication rather than as a credential error.

Who can do this

You need access to Use requires the rights and business authority described by the workflow. Database, licence, user, company, or system changes require the responsible administrator.

Before you start

Confirm the intended workstation, database, company/workspace, user or subscription context, and preserve any in-progress work before proceeding.

> Before saving, check that the correct company is open and that you have permission to complete this task.

Where to find it

Follow the launch, wizard, login, company-selection, Back Office, or power path described in the procedure; the available starting screen depends on current installation state.

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Step 1: Confirm Muhasib is connected to the intended database

Step 2: Enter both User ID and Password; blank fields cannot authenticate

Step 3: Check Caps Lock and keyboard layout, then retry once

Step 4: If access still fails, ask an authorized administrator to locate

If access still fails, ask an authorized administrator to locate the user record and check:

- the User ID is correct;
- **Active User** is enabled;
- **Allow Login** is enabled;
- the account has not been removed;
- a valid role and company assignment exist.

Step 5: If the password must be changed, follow the approved user-management

If the password must be changed, follow the approved user-management process and communicate it securely.

Step 6: Sign out/restart when role or licence changes require the session

Sign out/restart when role or licence changes require the session to reload.

Check your work

The user reaches the correct company selection/workspace and can access only the intended modules and actions.

> Take a moment to check your work before closing the window. This small check can save time later.

If something goes wrong

- Do not reveal whether a guessed User ID exists to unauthorized people.
- Do not enable a deleted or disabled account without confirming why it was restricted.
- Do not share passwords through tickets, screenshots, or group messages.

Related guides

- Sign In to Muhasib ERP
- Create a System User
- Grant and Revoke Muhasib Permissions
- Request Muhasib Support

What to do next

> **Sign In to Muhasib ERP**.

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