

Got It: Campaign access forbidden

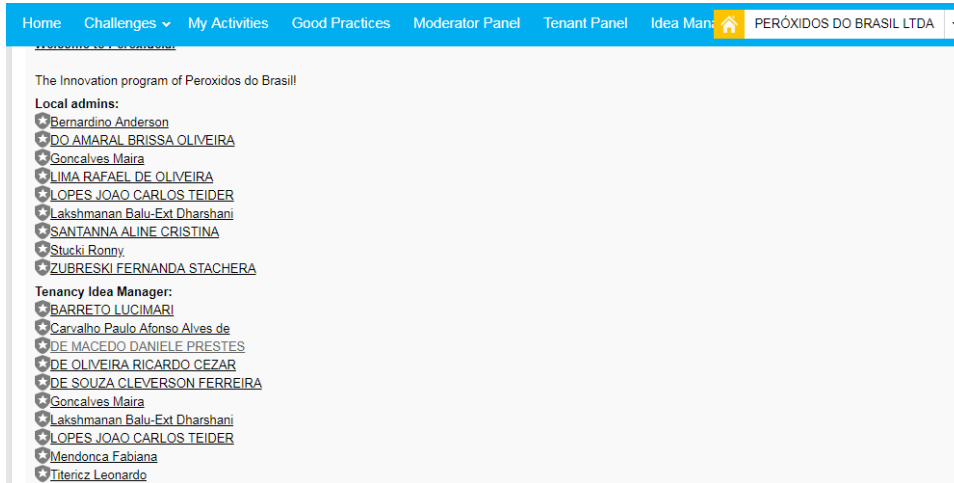
Reference Ticket: <https://sbs-support.solvay.com/helpdesk/tickets/2402822>

If user wants to register a new idea but the user gets the error message as "Campaign access forbidden" and does not have the below option, blocked URL

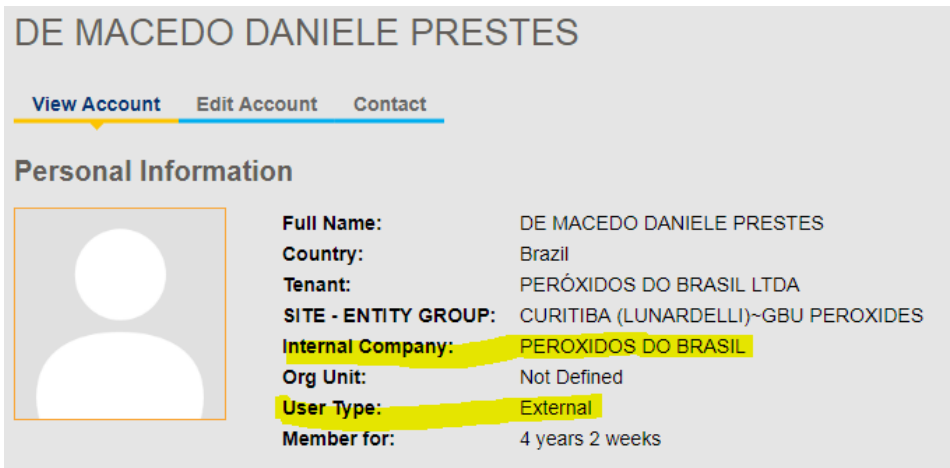
1. First we should check if requester of the ticket is one of the local admins/idea managers for that particular tenant or not.

If so then we can proceed further directly and if not we need to get validation.

For example in the above mentioned reference ticket the requester is the local admin & idea manager, hence we can proceed further on this.



2. Now we have to check for requester's profile:




3. Also we have to check for the user's profile.

Pereira Thais

[View Account](#) [Edit Account](#) [Contact](#)

Personal Information

	Full Name:	Pereira Thais
	Country:	Brazil
	Tenant:	PERÓXIDOS DO BRASIL LTDA
	SITE - ENTITY GROUP:	CURITIBA (LUNARDELLI)-GBU PEROXIDES
	Internal Company:	PEROXIDOS DO BRASIL
	Org Unit:	Electrical Maintenance Management
	User Type:	External
	Member for:	2 months 3 weeks

4. After checking we can see that user type for the user is external user. Hence we need to send an invite to the user so that the user can take part in the campaign now.

[blocked URL](#)