



## FAQ

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### Why can't I access a newly added GL Account?

#### Can't Access Newly Added GL Account

**Symptom:** After adding a new account to the Chart of Accounts, the account number does not appear in GL Acct # drop-down lists throughout the application.

**Possible Cause:** Access is denied through Group security.

**Solution:** This issue can generally be resolved by granting permission to the GL Account through the Group security feature of Compeat. To perform this operation, you must be logged in as a user with permissions to change Group security. You may also need to log in as a user from a different group from the one to which you wish to grant access (see [Can't add GL Account to Group Security](#)).

1. Go to **Setup > Security > Groups**.

2. Enter your password (if prompted).
3. Select the Group(s) to which you wish to grant access to the GL account.
4. Click **OK**.
5. Select the **GL Accounts**

Add the account number to the **Allowed GL Accounts** list for the group(s) that you wish to grant access.

**Groups (edited)**

**Group**

Group Name: Administrators      Description: System Administrators

Members    Screen Access    Inventory Levels    Menu Item Levels    Vendor Groups    **GL Accounts**

**Allowed GL Accounts**

Navigation: [Back] [Forward] [Add] [Remove] [Add All Accounts] [Export to Excel]

GL Account	Account Description
1100-000	Cash - Operating
1120-000	Cash - Petty Cash
1100-000	Cash - Operating

Account # [v] Account Description

6890-000	Bar Supplies
6900-000	Menus and Wine Lists

Tooltip: You can restrict this section to only access the following accounts. If no GL accounts are entered, there will be no access.

1. If you do not see the account number that you are looking for, see [Can't add GL Account to Group Security](#).
2. Click **Save**.
3. Log out and then log back in to Compeat.

You should be able to login to one of the groups that was granted access and see the account number in GL Acct # drop-down lists.

**Note:** If a new GL Account has been set up in Chart of Accounts, it may be necessary to exit Compeat and log back in for the new account to appear on drop downs.

Was this Helpful?  yes  no

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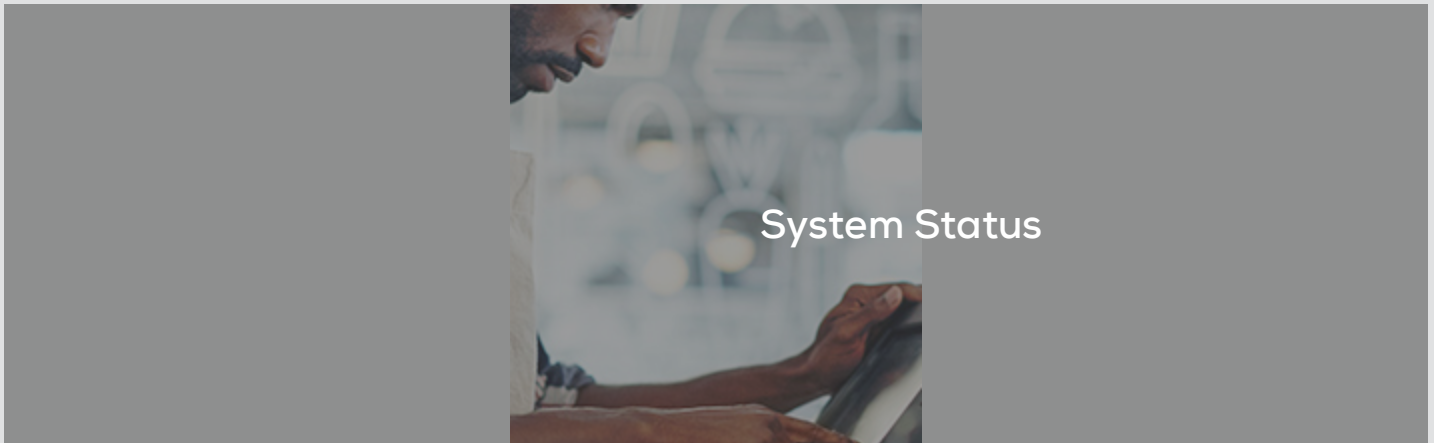
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