My user can't see/do "XXX" in Projectteam

Ask yourself these questions and follow up for answers any time your user can't do something they are supposed to do in ProjectTeam ("supposed to do" means as instructed by the DGS QRGs, not as determined by them or the PM/EPM/APM/etc.).

1. **Is the user connected to the project?** Determine this by checking for the user in the Directory and looking for the green check and "Connected" text below their name. If you see a yellow button that says "Invite", click it to invite the user to the project.
2. **Is the user in the correct share group for their role on the project?** Go to Project Administration>Share Groups>"name of applicable share group" and look for the user's name. Make sure that the specific user is in the share group corresponding to their role on the project.
3. **Has the specific record been shared with that user's share group?** Open the record and click "Share" at the top by the avatars for all the shared users then scroll down until you see the share group for your user. *Is that share group checked?* If not, the users in that share group do not have proper access to view or utilize that record. Do not rely on sharing with the individual users or Company Name share groups, use the share groups by project role provided by DGS CPO.

If you have checked the above and verified that everyone involved is correctly set up on the project and records shared as needed, refer to the appropriate QRG to ensure that the user is supposed to see/do the referenced document/workflow/form/template/function and reach out to DGS.ProjectTeam@dc.gov for resolution if there is an issue.

NOTE: Permission Checker is an administrative tool and is not designed to check user access and setup for the DGS system build. Permission Checker is not intended for use by general users and will not provide you with actionable information on your users when they cannot access or do something in ProjectTeam. Use the information above when you have issues with user access and setup and ignore Permission Checker.