

# Common Error Messages

## You currently do not have permission to view any branches

The account you are signed in as doesn't have permission to view any branch data. As of version Beta 1.3.0 each user must be granted explicit permission to each branch they are able to see the data of.

To be granted access to a branch, contact your manager or the user who sent you the invite to register on the Counterpoint Cloud Platform.

## You currently do not have permission to view any sales data

The account you are signed in as doesn't have permission to view any sales data, because it is not a manager's account and has no associates salesrep id. As of version Beta 1.3.0 each user must either have an associated salesrep id or be a manager in order to view sales data.

To either become a manager or have a salesrep id associated with your account, contact your manager or the user who sent you the invite to register on the Counterpoint Cloud Platform.

## Please enable JavaScript to use the Counterpoint Cloud Platform

The browser you are using either doesn't support JavaScript, or has it turned off.

In order to use the Counterpoint Cloud Platform, you will need to switch to a browser or device that is capable of running JavaScript.

# You appear to be using an unsupported browser. Some features will not load correctly.

The browser you are using is likely Internet Explorer, which is not supported by the COUNTERPOINT Cloud Platform.

Alternatively, the version of the browser you are using is outdated. Please update your browser to the latest version to access the COUNTERPOINT Cloud Platform and all of its features.

Instead, consider using a browser like [Mozilla's Firefox](#), or [Google Chrome](#), and make sure it is up to date. This will ensure that all of the features are working correctly and offering the best browsing experience.

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Revision #5

Created 24 June 2019 10:30:55 by Tyler

Updated 8 September 2020 19:07:37 by Tyler