

# Error saving changes in Area Access Manager (browser-based client): "There was an error when attempting to save the access level assignments."

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## Symptom

After saving changes to access level assignments in Area Access Manager (browser-based client), you may encounter the following error message:

"There was an error when attempting to save the access level assignments."

## Resolution

To resolve the issue, verify the following permissions are assigned to the OnGuard user logged into the Area Access Manager browser-based client.

In System Administration, in the **Users** folder, on the **Cardholder Permission Groups** form, on the **Badge** tab, make sure the **Badge, Modify** (under Badge), **Access level assignments**, and **Modify** (under Access level assignments) settings are selected.

In the **Users** folder, on the **Field/Page Permissions Groups** tab, make sure the **Badge ID** and **Issue Code** fields have their **View** attribute set to **Yes**.

Alternatively, by logging into the Area Access Manager browser-based client using the OnGuard SA account, this issue will not exist, due to full permissions available to the SA account.

## Applies To

OnGuard (All versions)

Area Access Manager (Browser-based Client)

## Additional Information

None

