interweb

Generated on 21/10/2026 17:27

KNOWLEDGE BASE · PUBLIC DOCUMENT

Sorry, you are not allowed to access this page in WordPress: the causes

WordPress & CMS

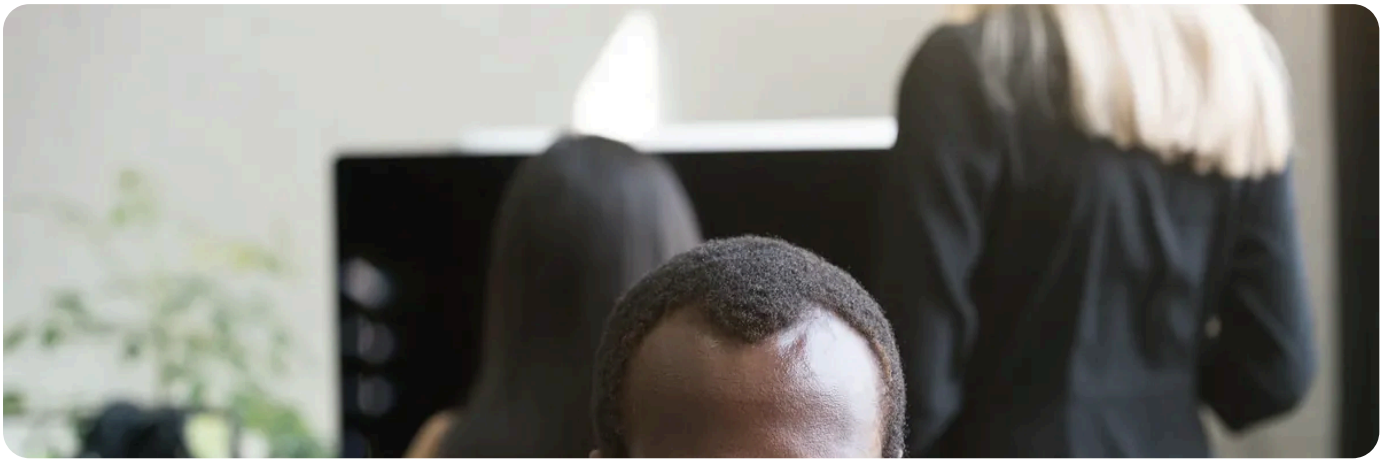
CODE	VERSION	COUNTRY · LANGUAGE
RLX-MZ-KB-1954	v2026.10.15	Mozambique · English

Interweb Mozambique
RLX Holdings, S.A. · Group RLX Holdings
Tax ID (NUIT) 401 191 607 · Legal entity no. (NUEL) 105 045 974 · Economic activity code (CAE) 62022

https://www.meu.interweb.co.mz/knowledgebase/1954

Sorry, you are not allowed to access this page in WordPress: the causes

WordPress & CMS Created on **October 15, 2026** 2 min read



The short answer: you log in to the dashboard as an administrator and, on opening a page, WordPress says **"Sorry, you are not allowed to access this page"**. It is almost always one of five cases: the user **does not have the role** you think, the address **no longer exists**, a plugin **blocks** the page, the **tables** do not match wp-config.php after a change, or the **site address** is wrong.

The causes, in order

Cause	How to recognise it
1. Address of a page that no longer exists	A plugin or theme was deactivated or deleted, and the menu or bookmark points to its page.
2. The user has another role	The user is an "Editor" or "Author" and the page is for administrators only.
3. A security or management plugin	It hides or limits dashboard pages to certain users.
4. Different table prefix	After importing a database or changing the prefix, WordPress cannot find the user roles and nobody has permissions, not even the administrator.
5. Site address badly set	After a change of domain, the dashboard answers from one address and the site from another.

Step by step

1. **Confirm the path:** if the page belongs to a plugin, check it is active. If not, reactivate it, or remove the link from the menu.

2 **Look at the user's role** under Users. If it is the administrator and shows as something else, that is the sign for step 4 below.

3 **Deactivate the security and management plugins** one by one to see whether one is the cause: **Disabling plugins**.

4 **Compare the prefix:** in wp-config.php, the line `$table_prefix`; in phpMyAdmin, the table names. They must match: **Finding out which database this WordPress uses**.

5 **Confirm the two addresses** under Settings > General, or in wp-config.php: **Changing the WordPress site address**.

! **Do not touch the role tables without a backup.**
If the prefix does not match, that is why nobody has permissions; the careful fix is to put the right prefix in wp-config.php, or rename the entries that use it, which needs a backup and attention. If in doubt, ask for help: **What to back up before you update**.

If you cannot even log in, see **The six usual causes**. To see the underlying error: **Debug mode**. After a change of domain: **Moving to a new domain**.

NEED A HAND?

Still no permission on pages of your own dashboard? Open a ticket with the address and the role the user shows.

Open a support ticket →

SEE ALSO

- **Adding a WordPress user, and which role to give them** →
- **Disabling plugins, including when you cannot get in** →
- **Changing the WordPress site address, and what breaks when it goes wrong** →
- **Cannot get into the WordPress dashboard: the six usual causes** →

Moving WordPress to a new domain without losing anything

Finding out which database this WordPress uses

interweb

Interweb Mozambique

RLX Holdings, S.A. · Group RLX Holdings

TAX ID (NUIT)	401 191 607
LEGAL ENTITY NO. (NUEL)	105 045 974
ECONOMIC ACTIVITY CODE (CAE)	62022
REGISTERED OFFICE	Bairro 7 de Setembro Vilankulo 1304 · CEP 0411-02, Inhambane, Mozambique
CONTACT	info@interweb.co.mz · +258 84 635 1111 · +258 86 635 1111 · www.interweb.co.mz
OPENING HOURS	Monday to Friday - 08 AM to 04 PM Saturday & Sunday - Closed

Online version of this document

RLX-MZ-KB-1954 · v2026.10.15 · Generated on 21/10/2026 17:27