

# Error Message Only students and staff have access to the membership page. You may need to login.

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## Problem

I receive this error message when trying to access Stellar



*Only students and staff have access to the membership page. You may need to login.*

## Solution

This message is received usually for one of three reasons:

1. The client doesn't have certificates installed and clicks on a link in the navigation bar.
2. The client does have certificates and is listed in the class membership list for the course site, but they haven't clicked on the **Login** button in the navigation bar for the Stellar course site.
3. The client did not click on **LOGIN** before trying to access the site.

## For Helpdesk Consultants:

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If this article does not resolve the issue, please gather the information listed on the [Stellar Recon page ], mark the ticket **new** and move it to the Helpdesk:HDEdSys queue.