How to Fix a 403 Forbidden Page When Staff Open Pixalink

What Is This?

Your staff open Pixalink and see "403 Forbidden", but you can still get in. The usual cause is a subscription that has ended or a payment that is overdue. Fix it fast, so your counters keep working.

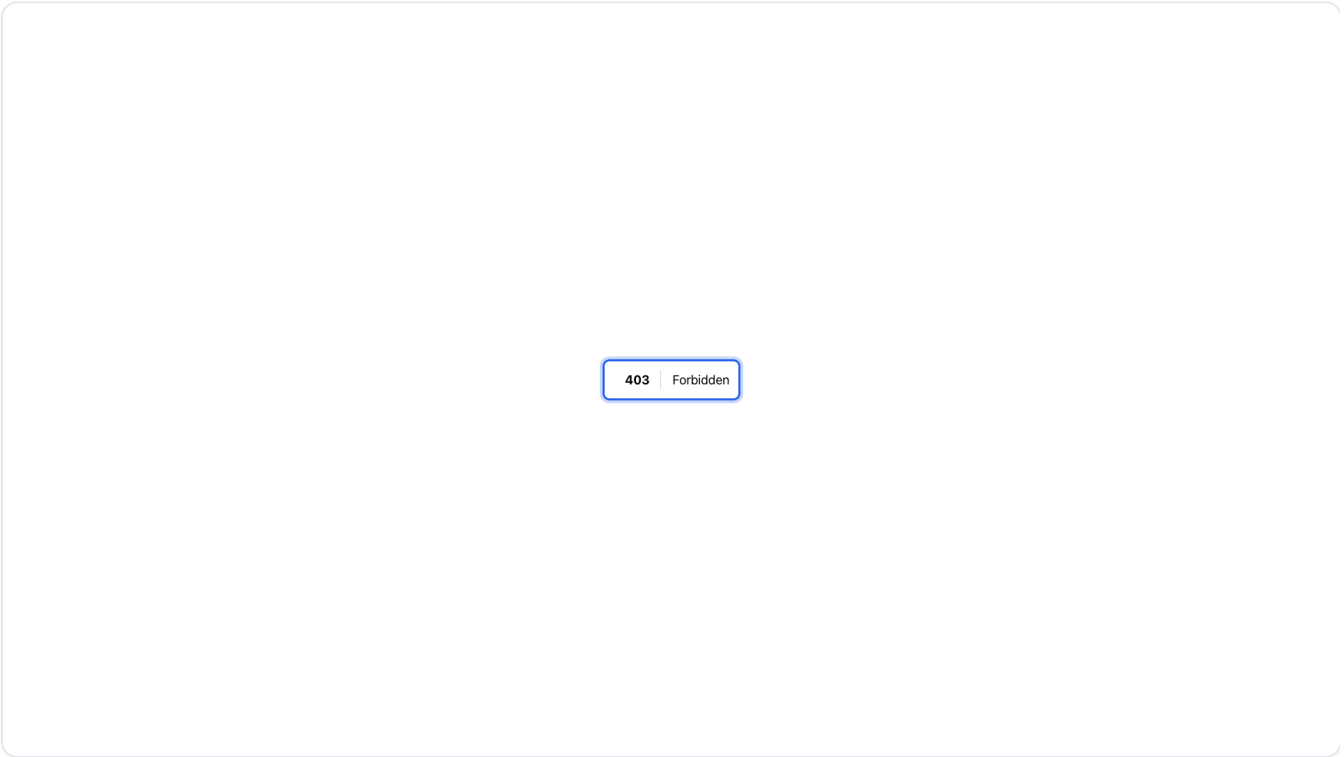
Real-Life Example

Farah runs three cafes. Her subscription end date passed overnight. In the morning, Siti at the Mid Valley counter opened Pixalink and saw "403 Forbidden". She thought the system was broken and messaged Farah.

Farah logged in and saw a page called **Subscription Ended**. Staff logins can't open that page, so they get the 403 instead. Farah asked the Pixalink team to renew in her WhatsApp support group. A few minutes later Siti refreshed, and Pixalink opened as normal.

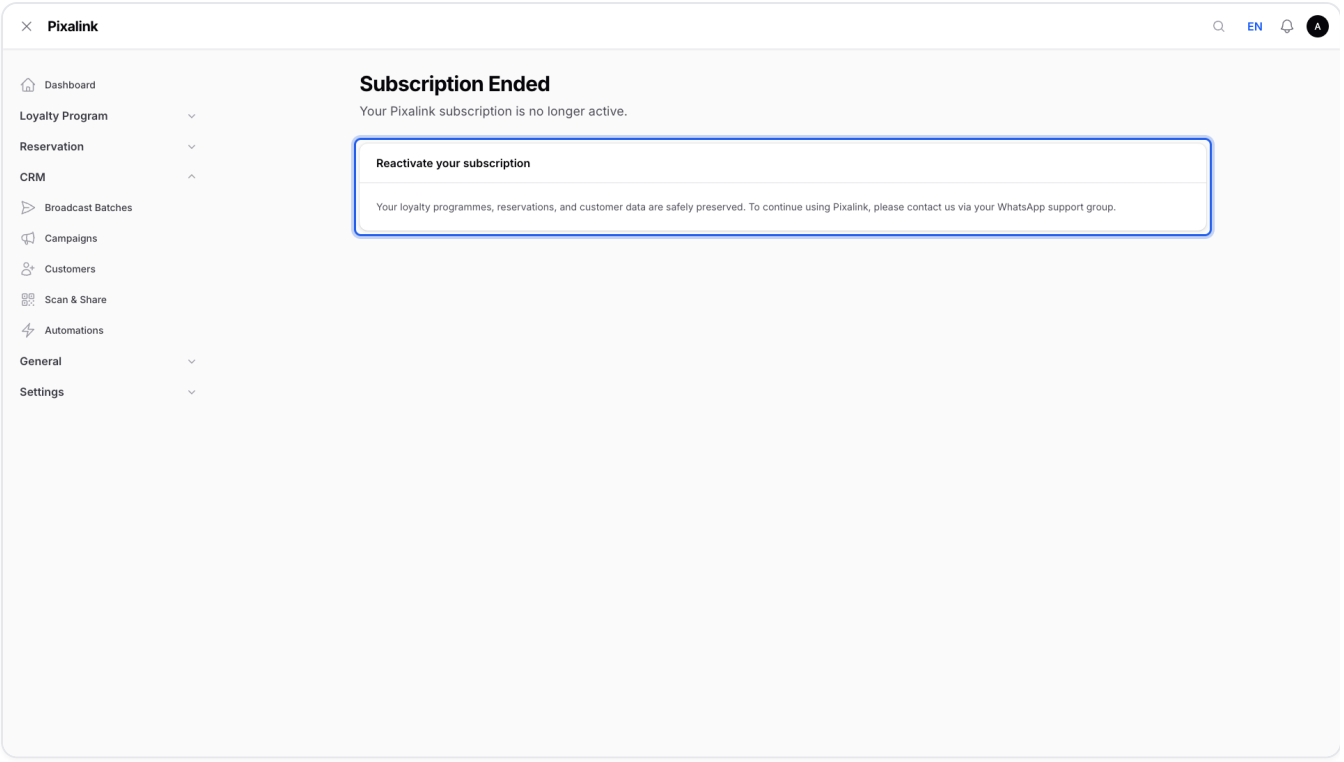
How to Set It Up

1. Ask your staff what they see. A plain **403 Forbidden** page means your subscription may have ended or be overdue.

   Staff see only these words. They have no button to press.

2. Log in to Pixalink with your own login. You see **Subscription Ended** and the box **Reactivate your subscription**.



This page is the real cause. Your customer data is safe and still there.

Next, message the Pixalink team in your WhatsApp support group and ask them to renew your subscription. When the team confirms, ask your staff to refresh the page. Pixalink opens again.

What Your Customers Will See

Nothing on this page is for your customers. Only your staff and you see it.

Good to Know

- Pixalink can send renewal reminders by email and WhatsApp before your end date. Keep your business email and phone number up to date.
- Only you, or someone allowed to edit your business details, sees the **Subscription Ended** page. All other staff see the 403.
- If you open Pixalink normally but one staff member gets a 403 on one page, the subscription is fine. That staff member's role is missing that page. Go to **Admin Panel → Settings → Roles** and add it. See How to Create a Custom Role for Your Staff (https://kb.pixalink.io/articles/how-to-create-a-custom-role-for-your-staff).

Need Help?

If you don't see **Roles** under **Settings**, ask the Pixalink team to turn on custom roles for your business. If the 403 stays after renewal, send the team the page link, the time, the staff member's login email and a screenshot.

What's Next?

- How to Create a Custom Role for Your Staff (https://kb.pixalink.io/articles/how-to-create-a-custom-role-for-your-staff)
- How to Invite Your Team and Manage Roles (https://kb.pixalink.io/articles/how-to-invite-your-team-and-manage-roles-v2)