

Permission & Access Problems

If you're signed in but getting "access denied" or "not found" errors from the connector, the issue is usually related to workspace permissions or data access.

"Access denied" on specific tools

Symptoms: Some tools work but others return permission errors.

Cause: Your Junovy Account may not have the right role or permissions for certain actions. For example, you might be able to view transactions but not create invoices if your workspace admin has restricted your role.

Solution:

1. Check your role in the Junovy app (for example, in Junovy Money, go to **Settings > Team** to see your role)
2. Ask your workspace administrator to adjust your permissions if needed
3. The connector respects the same permissions as the web app; if you can't do something in the browser, you can't do it through the connector either

"Workspace not found"

Symptoms: The connector can't find your workspace data.

Solution:

1. Make sure you signed in with the correct Junovy Account; you may have multiple accounts
2. Verify your workspace is active at <https://cloud.junovy.com>
3. If you recently changed workspaces, sign out of the connector and sign back in

Missing files or data

Symptoms: You know a file or transaction exists but the connector can't find it.

Solution:

1. Check that the item exists in the web app (Junovy Cloud Storage or Junovy Money)
2. Files shared with you by others may not appear in searches if the sharing permissions are limited
3. Try being more specific with your request: include the exact file name or folder path

"Tool not found" errors

Symptoms: The AI assistant says it doesn't have a specific tool.

Cause: You may have installed only one connector but are trying to use tools from the other. For example, asking about transactions when you only have the Business Suite connector installed.

Solution: Install the other connector. See [Setup with Claude Desktop](#) or [Setup with ChatGPT](#).

Next steps

- Other connection problems: [Connection Issues](#)
- Still stuck? See [Getting Help](#)

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