# This user (USERID) is not a valid Point of Sale user

## Summary:

Error: This user (userID) is not a valid Point of Sale user is seen logging into Ticket Entry.

### Cause:

The user logging in is not setup to be a Point of Sale user.

## Solution:

• Log into Point of Sale as a valid user.

#### or

• Edit the user (Setup/ System/ Users) and ensure the Point of Sale user check box is marked.

Online URL: <u>https://counterpoint.knowledgebase.co/article.php?id=559</u>