

Why Can't I Add a Transaction?

Is the [\[?\] Add Transaction](#) option missing in your account? If you do not see that link, it means you do not have permission to add transactions. This guide explains what to do when you need to add a transaction but are unable to do so.

Reason

When you do not have the option to [\[?\] Add Transaction](#) in your account, that means you have not been granted permission to *Create Transactions* by an admin.

Only agents with permission to *Create Transactions* have the option to add transactions.

Solution

To troubleshoot this:

- 1 [If you are an agent](#), ask your admin to add the transaction for you.
- 2 [If you are an admin](#) and want to allow an agent to add transactions, grant the agent permission to *Create Transactions* from [Manage Users](#) .
[Learn more about Managing User Permissions →](#)