

***Issue covered in this manual:***

- *I cannot see reservation details in the "Reservations" module – only grey rectangles appear.*

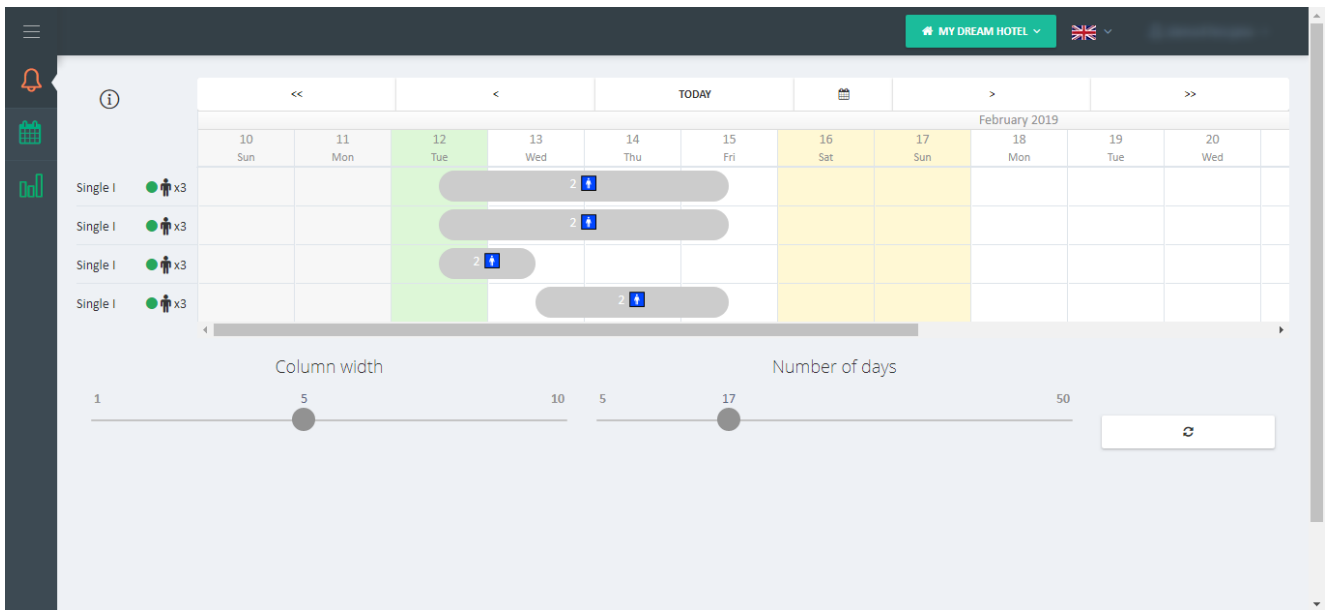
**Table of contents:**

**1. Problem with viewing reservation details .....2**

## 1. Problem with viewing reservation details

### Question:

I cannot see reservation details in the "Reservations" module – only grey shapes appear.



### Solution:

In such case please check the given user`s privileges in the KWHotel Pro. To do so, proceed to **Tools > Configuration > Users > Role management**.

In the newly opened window select the level of privileges applied to that particular user. Now click the „Permissions" option. Scroll down to the "Reservations" section and find the following privilege: "Allow modifying and viewing reservations of other users" – enable both "Edit" and "Read" options for it.

Having saved changes, refresh the reservation calendar in the KWHotel Web and see if the problem was solved.

