



## Personal Webpages (webpages.sou.edu) Forbidden Access Errors

Francisco Kuriyama - 2020-04-17 - Comments (0) - Web

If you get the following message:

### **Forbidden**

You don't have permission to access /~username/ on this server.

Please follow these troubleshooting steps to determine the cause of the issue:

- An index.html page is not required under the public\_html/ folder. In this case, you could create a page (i.e. my\_first\_page.html, but you would have to access it directly i.e. "https://webpages.sou.edu/~username/my\_first\_page.html").
- If you don't have an "index.html" file in "public\_html" the following root page https://webpages.sou.edu/~username will generate the "Forbidden" message.
- If you get the "Forbidden" message when accessing https://webpages.sou.edu/~username please ssh to [webpages.sou.edu](https://webpages.sou.edu) and navigate to the public\_html. folder (cd public\_html/). Verify that you have an index.html by listing the contents of the directory (Linux command: ls). If you don't have an index.html then please browse to the direct location of the file as mentioned in the first bullet. If you get a 404 Not Found then please check the direct link and make sure it is correct.
- If the above fails, please contact the helpdesk at helpdesk@sou.edu or call 541-552-6900 from 8am-5pm M-F as this could be a permissions issue and/or assistance with further troubleshooting.