Sutra Plugins

A member cannot see content they paid for

Troubleshooting & FAQ · https://sutraplugins.com/docs/membersutra/member-cannot-access-content/

1. Open **MemberSutra → Memberships → All Memberships** and find the member. Is the membership **Active**? “Processing” usually means the order is not completed yet.
2. Check the order in WooCommerce. An unpaid, failed or cancelled order does not start a membership.
3. Open **MemberSutra → Tools → Membership & Access**, choose the content and the member in the **Rule Debugger** and click **Check Access**. It tells you which rule blocks it.
4. If you use dripping, the content may simply not be unlocked yet – see Content dripping.
5. Clear your page cache. Members-only pages must not be cached for logged-in users.
6. Still stuck? Click **Rebuild Access** on the same screen.

Next steps

- Restriction rules
- Access rules