**VT Error- This Error Has Been Reported to the Technical Support Team**

When a merchant receives an error message stating the error has been reported to the Tech Support team, this typically indicates an issue with their hierarchy permissions. No report is actually sent to TS. To view the hierarchy permissions, you will have to login to the read only account for the hierarchy admin (or any user with a higher role than the user experiencing the error). If the box for the account they are logged into is not checked (see screenshot below), they will receive this error. We are not able to update this permission on our side. It will need to be updated by someone on the merchant’s side with proper permissions.

