

Troubleshooting a 403 (unauthorized) error and getting back into Amazon Lightsail

Last updated: May 20, 2019

If you get a 403 error when trying to access the [Lightsail console](#), don't panic. Try these steps to troubleshoot the problem:

- If your AWS account or your AWS Identity and Access Management (IAM) user was recently created, wait a few minutes, and then refresh your browser.
- If it's been a while since you last signed in, refresh your browser. If you're prompted to sign in again, be sure to use an IAM user that has access to Lightsail.
- If your IAM user doesn't have access to Lightsail, then contact the [AWS account root user](#) or an IAM user with administrator access to request access to Lightsail. To learn more, see [Manage access to Amazon Lightsail for an IAM user](#).
- If you continue to get the 403 error after trying the above steps, contact [AWS Customer Support](#). In some rare cases for AWS accounts created before 2011, support will have to manually subscribe your account to Lightsail.