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# 403 Forbidden

CADTech Student Employee - 2022-04-14 - Troubleshooting Guides

### **Problem**

I'm getting a 403 Forbidden error on my web account! Why can't I see the files that I have uploaded?

## **Solution**

There are a few very important things to check to troubleshoot this problem!

### public\_html folder

Make sure your Folder structure looks like this!

/home/abc1234/public\_html/

The public html directory is a special directory that the webserver looks at and serves your files from. If you are missing that directory, the web server won't know where to look for your files.

### **Index file**

Make sure that you have an index file!

The web server looks for a index.html, index.htm or index.php in your directories. Without those files the web server doesn't know what you want to do when you ask for a directory.