

Common Issues & Solutions

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Common Issues & Solutions

This guide helps you quickly troubleshoot common problems in Atloria. Issues are grouped by what you notice first, such as trouble signing in, missing content, confusing version status, or incomplete analytics.

For each issue, start with the symptom you see, review the likely cause, and then follow the suggested solution. If you need step-by-step instructions, use the linked help articles.

Login and Account Access Issues

I cannot find the correct sign-in page

Symptom

You are on a page that does not look like the normal Atloria sign-in screen, or you are not sure whether you are in the right place.

Likely cause

You may have opened the wrong page, or you may be on the registration form instead of the sign-in form.

Solution

Start from the Atloria public site and select **Sign in** in the top navigation. Confirm that the page includes the **Email** field, **Password** field, and **Sign in** button. If you are on **Register** but already have an account, use the link on that page to switch back to **Sign In**.

See:

- [Signing In to Atloria and Solving Access Problems](#)
- [Accessing and Registering Your Atloria Account](#)
- [Understanding Account Entry Points and Session Navigation](#)

Atloria says my email or password is invalid

Symptom

You see **Invalid email or password** when trying to sign in.

Likely cause

The email address may not match your Atloria account, or the password may be incorrect.

Solution

Re-enter both fields carefully. Make sure you are using the same email address used when your Atloria account was created. If you still cannot sign in, use **Forgot password** to reset your password.

See:

- [Signing In to Atloria and Solving Access Problems](#)

I cannot sign in because I forgot my password

Symptom

Your usual password no longer works.

Likely cause

Your password may have changed, expired, or been entered incorrectly.

Solution

On the Atloria sign-in page, select **Forgot password** and complete the reset steps. After resetting, return to the sign-in screen and try again with the new password.

See:

- [Signing In to Atloria and Solving Access Problems](#)

Atloria keeps sending me back to Sign in

Symptom

You sign in, but Atloria returns you to the sign-in page again.

Likely cause

Your sign-in may not have completed successfully, or your session may not be staying active.

Solution

First confirm that you actually signed in successfully and did not see an error message. Then try opening the main account area again. If the problem continues,

sign out fully and sign back in. If you recently received new access, signing in again can refresh what Atloria shows in navigation.

See:

- [Signing In to Atloria and Solving Access Problems](#)
- [Understanding Account Entry Points and Session Navigation](#)

I am trying to register, but I already have an account

Symptom

You are on the registration page even though you only want to sign in.

Likely cause

You selected the wrong account entry option.

Solution

Switch from **Register** to **Sign In** using the link on the page. Then enter your existing Atloria account details.

See:

- [Accessing and Registering Your Atloria Account](#)

Navigation and Workspace Issues

I cannot find the Admin area

Symptom

The **Admin** workspace is missing.

Likely cause

You may be signed in with the wrong account, your access may not include admin permissions, or your access was added recently and has not refreshed in your current session.

Solution

Confirm that you are signed in with the correct Atloria account. If you were recently granted admin access, sign out and sign back in. If the area is still missing, ask an administrator to confirm your role and workspace permissions.

See:

- [Using the Admin Workspace](#)
- [Managing User Access and Administrative Permissions](#)

I cannot find a project

Symptom

A project you expect to see is missing from the **Projects** list.

Likely cause

A search term, filter, sort order, or wrong workspace view may be hiding it.

Solution

Clear the search box, remove active filters, and check the current sort order. Also confirm that you are in the correct Atloria workspace and not inside another project with a similar name.

See:

- [Working with Project Lists and Dashboards](#)
- [Managing Project Workspaces and Recent Activity](#)
- [Managing Project Portfolio and Operational Oversight](#)

I opened the right project, but the workspace I need is missing

Symptom

You are inside a project, but a linked workspace or documentation area does not appear.

Likely cause

You may be in the wrong project view, or your role may not include access to that area.

Solution

Check that you are on the main project area and not a different sub-area. Confirm the project name at the top of the screen. If the workspace is still missing, ask a project administrator to confirm your access.

See:

- [Using Project Home to Coordinate Documentation Work](#)
- [Exploring API Reference Sections Inside Projects](#)
- [Exploring Technical Documentation Inside a Project](#)

Document Editing and Page Issues

A page will not save

Symptom

You make changes in Atloria, but the page does not save.

Likely cause

Required page details may be missing, such as the title, slug, or page location.

Solution

Check the top of the editor and the page settings area for missing required information. Review the **Title**, **Slug**, and parent page or location. Save again after filling in any missing details.

See:

- [Creating and Editing Documentation Pages](#)
- [Managing Project Content from Drafts to Published Pages](#)

A new page does not appear where I expected

Symptom

You created a page, but it is not showing in the expected part of the navigation.

Likely cause

The page may have been created under the wrong parent section, saved in the wrong place, or not included in the right version workflow.

Solution

Open the page settings and confirm its parent section and placement. Then review whether the page was saved correctly and included in the version you are checking.

See:

- [Managing Project Content from Drafts to Published Pages](#)
- [Creating and Editing Documentation Pages](#)

Preview and public content do not match

Symptom

The page looks correct in preview, but the public page shows older or different content.

Likely cause

You may be viewing a draft in preview while the public site is still showing the last released version. You may also be checking the wrong version.

Solution

Check the page's publication state and confirm which version you opened. Refresh the public page and compare again. If needed, verify that the correct version was published.

See:

- [Understanding Document Preview and Public Page Checks](#)
- [Running a Documentation Release From Draft to Publication](#)

Version, Review, and Release Issues

A version is missing from the version list

Symptom

You expect to see a version in Atloria, but it is not listed.

Likely cause

You may be in the wrong project, the list may be filtered, or the version may not have been saved as expected.

Solution

Confirm the project name first. Then clear any filters and refresh the version list. If the version still does not appear, return to the version details or generation area to confirm it was created successfully.

See:

- [Understanding Documentation Version Workspaces](#)
- [Managing Project Version Workspaces](#)

Request review is unavailable

Symptom

You cannot request review for a version.

Likely cause

The version may not be saved yet, may already be in review, or may still be missing required details.

Solution

Open the version details and confirm the version has been saved. Check for empty required fields such as title, description, owner, or other workflow details. Save your changes and try again.

See:

- [Requesting and Completing Version Reviews](#)
- [Preparing Versions for Review and Approval](#)

Approve or Reject is missing

Symptom

You are reviewing a version, but approval actions are not available.

Likely cause

The version may not be in a reviewable state, the review may already be closed, or your role may not allow review decisions.

Solution

Open the version review page and check the current status. If the version is still a draft or already has a final decision, review actions may not appear. Also confirm that your Atloria role includes reviewer access.

See:

- [Managing Version Review Decisions and Approvals](#)
- [Managing Version Review Feedback and Follow Up](#)
- [Publishing a Project from Setup to Public Release](#)

The Review option is missing

Symptom

You expect to review a version, but the **Review** option is not shown.

Likely cause

The version may still be in **Draft** or **In progress**, or you may be looking at the wrong version.

Solution

Open the version detail page and check the status badge near the top. Make sure you selected the correct version and project.

See:

- [Managing Version Lists Statuses and Comparisons](#)

A comparison shows no differences

Symptom

You compare two versions, but Atloria shows no changes.

Likely cause

You may have selected the same version twice, chosen nearly identical versions, or opened the comparison before the latest version was fully ready.

Solution

Check the version selectors at the top of the comparison view. Make sure the source and target versions are different and are the versions you intended to compare. If needed, return later after the latest version is fully available.

See:

- [Working with Version Comparison Views](#)
- [Comparing Documentation Versions for Release Decisions](#)
- [Comparing Version Changes for Release Decisions](#)

Export validation fails even though the version looks complete

Symptom

A version appears ready, but Atloria still blocks export.

Likely cause

A hidden child page, unpublished page, or missing required page detail may still be preventing validation.

Solution

Review child pages under approved parent pages and confirm that all required page details are filled in. Check that every needed page is assigned correctly and included in the intended publish state.

See:

- [Validating Export Readiness for Documentation Versions](#)

Pages are missing after publication

Symptom

You published a version, but some pages do not appear in the public documentation.

Likely cause

The missing pages may not have been included in the released version, may not be published, or may belong to a different audience or visibility setup.

Solution

Check the published version first, then review the missing pages in the project workspace. Confirm that each page was included in the correct release and is set up for the intended public visibility.

See:

- [Running a Documentation Release From Draft to Publication](#)
- [Running a Project from Setup to Public Documentation Release](#)
- [Reviewing Public Audience Pages Before Launch](#)

Audience and Public View Issues

An audience does not appear in the editor

Symptom

You want to assign an audience, but it is not available while editing a page.

Likely cause

The audience may not exist in the current project, or it may have been created in a different project.

Solution

Return to the project's **Audiences** area and confirm that the audience exists there. If needed, create it in the correct project and then return to the page editor.

See:

- [Managing Project Audiences for Targeted Documentation](#)
- [Defining Audiences for Targeted Documentation](#)

An audience slug is rejected

Symptom

Atloria does not accept the audience slug you entered.

Likely cause

Another audience may already be using the same slug.

Solution

Compare the slug with the rest of your audience list and choose a unique value.

See:

- [Defining Audiences for Targeted Documentation](#)

The public page does not change when I switch audiences

Symptom

You choose a different audience, but the page still looks the same.

Likely cause

The audience change may not have fully applied, or you may be checking the wrong page or view.

Solution

Refresh the page, reselect the intended audience, and compare the navigation, title, and visible sections again. Also confirm that you opened the published public page rather than a private workspace view.

See:

- [Reviewing Audience Specific Pages in Public Documentation](#)
- [Reading Audience Tailored Documentation](#)

A page appears under the wrong audience

Symptom

A page is visible in the wrong audience experience.

Likely cause

The page may be assigned to the wrong audience, grouped under the wrong section, or published in the wrong place.

Solution

Review the page's audience assignment, navigation group, and publication setup. Correct the placement, then check the public view again.

See:

- [Planning Audience Specific Documentation Experiences](#)
- [Reviewing Public Audience Pages Before Launch](#)

Screenshot and Media Issues

The screenshot shows the wrong page

Symptom

You captured a screenshot, but it shows the wrong content.

Likely cause

The page address may be incorrect, incomplete, or redirecting somewhere else.

Solution

Recheck the **URL** field and confirm that it points to the exact page you want. Open the page directly first if needed, then capture again.

See:

- [Capturing Website Screenshots for Documentation](#)
- [Capturing and Saving Screenshots for Documentation](#)

The screenshot is blank, partial, or incomplete

Symptom

The image is missing content or appears unfinished.

Likely cause

The page may not have fully loaded before the capture was taken.

Solution

Return to the capture screen, wait until the page is fully loaded in the state you want to show, and then capture again.

See:

- [Capturing Website Screenshots and Saving Reusable Assets](#)
- [Capturing Website Screenshots for Documentation](#)

A screenshot is missing from a page or library

Symptom

You expect to see an image, but it is not there.

Likely cause

The image may have been moved, renamed, saved in the wrong folder, or hidden by filters.

Solution

Check filenames, folder placement, and any active filters such as project, version, locale, or approval status. Also confirm that you are reviewing the correct version.

See:

- [Managing Enterprise Screenshot Libraries](#)

- [Managing Screenshot Workflows Across Projects and Versions](#)
- [Reviewing Version Screenshots Before Release](#)

A screenshot looks outdated

Symptom

The screenshot does not match the current Atloria layout or release.

Likely cause

The image may come from an older version or an earlier workflow state.

Solution

Check where the image came from and compare it with the current version label and page state. Replace outdated images before release.

See:

- [Checking Screenshot Readiness Before Version Release](#)

Support Agent and AI Issues

A message will not send in a support conversation

Symptom

You type a message, but it does not send.

Likely cause

The message field may not be ready, the send action may be unavailable, or the screen may still be loading.

Solution

Make sure your text is still in the input field. Check whether the **Send** action is available. Look for any visible error message and try again after the screen finishes loading.

See:

- [Chatting with Support Agents and Managing Conversations](#)

A reply appears in the wrong conversation

Symptom

You see your message or Atloria's reply in a different thread than expected.

Likely cause

The wrong conversation may be selected in the history list.

Solution

Check the highlighted thread and conversation header before sending another message. Open the correct thread, then continue there.

See:

- [\[Managing Agent Conversations and Chat History\]\(/managing-agent-conversations-and-chat-history\)](#)