

Frequently Asked Questions

August 25, 2026

Frequently Asked Questions

General

What is Atloria used for?

Atloria helps teams turn project knowledge into organized documentation that can be reviewed, shared, and published. You can use it to create projects, write and manage docs, generate versions, and publish public documentation. See [Running a Project from Setup to Public Documentation Release](#).

Who should use Atloria?

Atloria is designed for teams that need a clear place to manage internal and public documentation. Writers, reviewers, project owners, administrators, and support teams can all use different parts of Atloria based on their role. See [Using Project Home to Coordinate Documentation Work](#).

Do I need to create an account before I can use Atloria?

Yes, you usually need an Atloria account before you can enter private workspaces, projects, or admin areas. If you are new, register first, then sign in with the same details next time. See [Accessing and Registering Your Atloria Account](#).

What happens after I sign in?

After you sign in, Atloria usually returns you to the page you were trying to open. If you started from a direct link to a project or admin page, you should be sent back there automatically. See [Signing In to Atloria and Solving Access Problems](#).

Why does Atloria keep sending me back to the sign in page?

This usually means your sign-in did not fully complete or your session did not stay active. First confirm that you signed in with the correct account, then try opening the page again. See [Understanding Account Entry Points and Session Navigation](#).

Account and Access

How do I sign in to Atloria?

Start on the Atloria public site and select **Sign in** from the top navigation. Enter your email and password, then continue to your workspace. See [Signing In to Atloria and Solving Access Problems](#).

How do I create a new Atloria account?

Open the access page and choose **Register**. Fill in your name, email, and password carefully so you can use the same details the next time you sign in. See [Accessing and Registering Your Atloria Account](#).

What should I do if I forgot my password?

Use the **Forgot password** link on the Atloria sign in page. Follow the reset steps, then return and sign in with your new password. See [Signing In to Atloria and Solving Access Problems](#).

Why can't I see the Admin area?

In Atloria, the Admin area only appears for people with the right access. Make sure you are signed in with the correct account, and if your access was just updated, sign out and sign back in. See [Using the Admin Workspace](#).

Why can't I find a user or update someone's access?

This is often caused by search terms or filters hiding the person you need. Try searching by full name or email, then clear any active filters before trying again. See [Managing User Access and Administrative Permissions](#).

Projects and Setup

How do I get started with a new project in Atloria?

Most teams begin by creating a project and completing the setup steps for that workspace. Depending on your team's process, you may connect an existing source or start with a manual setup. See [Running a Project from Setup to Public Documentation Release](#).

Why can't I find my project in the Projects list?

The project may be hidden by search text, filters, or sorting choices. Clear the search box, remove filters, and check that you are in the correct workspace view. See [Working with Project Lists and Dashboards](#).

What should I do if the project dashboard does not look right?

Start by confirming that you opened the correct project, especially if several projects have similar names. Then review the visible filters and linked work areas to make sure you are not looking at a narrowed view. See [Using Project Home to Coordinate Documentation Work](#).

Can I connect Atloria to a Git provider?

Yes, Atloria supports project connections to supported Git providers. If a connection expires or points to the wrong account, you can reauthorize or disconnect it from the project integration area. See [Reauthorizing and Disconnecting Git Integrations](#).

Writing and Managing Documentation

How do I create or edit documentation pages?

Open the document area for your project and create a new page or edit an existing one. If a page will not save, check that required details such as title or location are filled in. See [Creating and Editing Documentation Pages](#).

Why doesn't my new page appear where I expected?

In Atloria, a page may be saved under a different parent section or not yet included in the right version flow. Check the page location, save state, and navigation placement before creating it again. See [Managing Project Content from Drafts to Published Pages](#).

Why does the preview look different from the public page?

Preview can show newer draft changes while the public page may still show the last released version. Check the page's publication state and make sure you are looking at the intended version in both places. See [Understanding Document Preview and Public Page Checks](#).

Versions, Review, and Release

How do documentation versions work in Atloria?

Versions help your team group documentation changes into reviewable and publishable releases. You can generate, compare, review, approve, export, and publish versions as they move through the release cycle. See [Managing Documentation Versions Across the Release Cycle](#).

What should I do if a version is missing from the version list?

First confirm that you are in the correct project, because version lists are project-specific in Atloria. Then check whether filters or the current status view are hiding the version. See [Understanding Documentation Version Workspaces](#).

Why can't I request review for a version?

This usually means the version is missing required details or is not in the right state yet. Open the version details, fill in any required information, save your changes, and try again. See [Requesting and Completing Version Reviews](#).

Why can't a reviewer approve or reject a version?

Approval actions may be unavailable if the version is not currently in review or if the reviewer does not have the right access. Check the version status first, then confirm the reviewer's role and permissions. See [Managing Version Review Decisions and Approvals](#).

Why does the comparison view show no differences?

This often happens when the same version was selected on both sides or when the wrong pair was chosen. Review the version selectors at the top of the comparison screen and choose the intended source and target versions. See [Comparing Version Changes for Release Decisions](#).

What should I check before publishing a version?

Make sure the correct version was reviewed, approved if needed, and selected for release. After publishing, open the public view and confirm readers are seeing the intended version. See [Running a Documentation Release From Draft to Publication](#).

Audiences and Public Documentation

What are audiences in Atloria?

Audiences help you organize content for different reader groups. You can use them to shape navigation, tailor page visibility, and guide readers to the most relevant version

of the documentation. See [Defining Audiences for Targeted Documentation](#).

Why is a page showing under the wrong audience?

This usually means the page was assigned to the wrong audience or placed in the wrong section. Review the page's audience setup and then confirm the public view is using the audience you intended to test. See [Planning Audience Specific Documentation Experiences](#).

Why can't I find a page in the public documentation?

Start with the public navigation and check whether you are in the correct version and audience view. If the page still does not appear, it may not be published in the location you expected. See [Using Public Navigation to Browse Documentation](#).

Screenshots and Media

How do I capture screenshots for documentation in Atloria?

Open the screenshot capture area, enter the page address you want to capture, and save the image for later use in your docs. Before capturing, make sure the page is fully loaded and showing the exact content you want readers to see. See [Capturing Screenshots from Web Pages](#).

Why is my screenshot blank, incomplete, or showing the wrong page?

This is usually caused by an incorrect page address or capturing before the page finished loading. Recheck the URL, open the page again, and confirm the visible content before taking another screenshot. See [Capturing Website Screenshots for Documentation](#).

Why can't I find a screenshot I already saved?

Many missing screenshots are actually hidden by filters such as project, version, locale, or approval status. Review those filters first, then check whether the image was saved under a different version or location. See [Managing Screenshot Workflows Across Projects and Versions](#).

AI and Support Agents

What are support agents in Atloria?

Support agents are AI helpers that answer questions using your project documentation as their source. Teams use them to support readers, test documentation coverage, and manage question-and-answer workflows. See [Chatting with Support Agents and Managing Conversations](#).

Why won't my message send to a support agent?

Check whether your text is still in the message field and whether the send action is available. If you see an error or the conversation is still loading, wait a moment and try again. See [Chatting with Support Agents and Managing Conversations](#).

Why does my support agent reply seem wrong or appear in the wrong conversation?

This often happens when the wrong conversation thread is selected or when you continue an older discussion by mistake. Check the highlighted conversation in the history list before sending another message. See [Managing Agent Conversations and Chat History](#).

Where can I check AI usage or request history?

Atloria provides usage and request views so teams can review activity over time. If the numbers look incomplete, first check the date range and any project, team, or user filters. See [Monitoring AI Usage and Request History](#).

Analytics, Audit, and Export

Why does analytics data look empty or incomplete?

In Atloria, this is usually caused by filters, date range choices, or viewing a narrower scope than expected. Check the selected time period and confirm whether you are looking at one project or all projects. See [Analyzing Documentation Performance Across Projects](#).

Why can't I find the audit records I expected?

Audit records are often hidden by date, user, action, or project filters. Start from the audit history screen, widen the date range, and remove filters one at a time until the missing records appear. See [Reviewing Audit History and Exporting Compliance Records](#).

What should I do if an export looks incomplete?

Go back to the source screen and confirm that the visible list matches what you expected to export. In Atloria, incomplete exports are often caused by filters or exporting the wrong project or version scope. See [Managing Audit Exports and Activity Records](#).

Why does export validation fail even when the version looks ready?

A version can still fail validation if a child page is unpublished, required page details are missing, or some content was not assigned correctly. Review the version carefully and fix the remaining page-level issues before trying again. See [Validating Export Readiness for Documentation Versions](#).