

Getting Help

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If you are not sure where to start, this page helps you find the right support resource in Atloria.

Start with Help & Troubleshooting

If something is not working as expected, go first to the Help & Troubleshooting section. It is the best place to find step-by-step guidance for common problems, account access issues, setup questions, publishing problems, and other day-to-day issues.

Use Help & Troubleshooting when you need to:

- fix a problem in Atloria
- understand an error message
- check why a project, version, or document is not behaving as expected
- find recovery steps before contacting support

Check the FAQ

If you have a quick question, the FAQ is often the fastest place to look. It is useful for common questions about how Atloria works, what certain options mean, and where to find key actions.

Use the FAQ when you want:

- a short answer to a common question
- clarification before starting a task
- help understanding basic Atloria terms and actions

Find help by topic

If you already know what area you need help with, go directly to the related documentation section:

- Account access: [Authentication](#)
- Setting up a new project: [Project Onboarding](#)
- Managing existing projects: [Project Management](#)
- Creating and updating content: [Document Editor](#)
- Working with documentation releases: [Documentation Versions](#)
- Controlling who can view versions: [Version Access Control](#)
- Reviewing and approving releases: [Approval Workflow](#)
- Connecting outside services: [Integrations](#)
- Managing audiences: [Audiences](#)
- Capturing images for documentation: [Screenshot Capture](#)
- Publishing and reading public docs: [Public Documentation Viewer](#)
- Using AI-powered help experiences: [Support Agents](#)
- Reviewing activity records: [Audit Trail](#)
- Checking usage and performance: [Enterprise Analytics](#)
- Exporting records and documentation: [Export Center](#)
- Managing AI-related options: [AI Settings](#)

When to contact support

Contact your support channel if:

- you cannot sign in or access the right workspace
- a setup step is blocked and the documentation does not solve it
- publishing, approvals, or version access are not working as expected
- you believe a permission or access setting is incorrect
- you need help with account, billing, or workspace ownership questions
- you have reviewed Help & Troubleshooting and still need assistance

When you contact support, include:

- what you were trying to do
- what happened instead
- the project or workspace involved
- any message shown in Atloria
- the steps you already tried

This helps the support team respond faster.

For team-specific help

Some questions are best handled by your Atloria administrator, project administrator, or documentation manager. Contact your internal team first if you need:

- access to a workspace or project
- permission to edit, approve, or publish
- help choosing the right audience or version
- guidance on your team's review or publishing process

If you are reading public documentation

If you are using a public documentation site powered by Atloria, start with the published navigation, search, and version options on that site. If the information you need is missing or unclear, contact the company that published the documentation, since they manage the content you are viewing.

Recommended path

If you are unsure which resource to use, follow this order:

1. Check the relevant feature section in the documentation.
2. Review Help & Troubleshooting.
3. Look through the FAQ.
4. Contact your internal Atloria administrator or team owner.
5. Reach out through your support channel.