

Troubleshoot Plan and Billing Problems

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This page helps you resolve common plan access, usage, and billing administration problems in Atloria. Use it when your expected plan features are unavailable, usage appears incorrect, or you need help with a billing-related question.

Overview

Plan and billing problems can affect your ability to use Atloria features, manage access, or continue work without interruption. If you see an unexpected limitation, cannot use a feature you expect to have, or have a question about charges or credits, start by checking the information available to you and then contact support through Atloria.

Atloria provides support options through  **AI Support** and **Support Agent**. These options are useful when you need help identifying whether a problem is related to access control, plan availability, usage, or billing administration. You can also use the **Billing** topic to keep your request focused on account and payment concerns.

For access-related problems, review your organization's permissions as well. Atloria includes  **Access Control** and  **Role-Based Access Control (RBAC)** areas, which may determine whether you can view or manage plan and billing information.



Screenshot pending: The Support Agent area with the Billing topic available for plan and billing questions.

Prerequisites

Before you begin, make sure you have:

- Access to your Atloria organization.
- A clear description of the problem, such as unavailable plan access, unexpected usage, or a billing question.

- The name of the feature or area affected.
- The approximate date and time when you first noticed the issue.
- Any relevant payment, invoice, credit, or usage details available to you.
- Permission to view or administer billing information, if your organization restricts this through  **Role-Based Access Control (RBAC)**.
- A support request that does not contain unnecessary sensitive payment information.

Step-by-Step Instructions

1. Confirm the type of problem you are experiencing.

Identify whether the problem is primarily related to:

- **Plan access**, such as a feature being unavailable.
- **Usage**, such as limits or credits appearing unexpected.
- **Billing**, such as charges, invoices, payment questions, or commercial plan administration.
- **Access control**, such as not being able to view the information needed to manage billing.

Clearly identifying the category helps support investigate the correct area.

2. Check whether access permissions may be the cause.

If you cannot see plan or billing information, the problem may be related to your assigned role rather than the plan itself. Review the applicable access settings with your organization administrator.

Look for areas associated with  **Access Control** or  **Role-Based Access Control (RBAC)**. Ask your administrator to confirm that your role includes the access needed for billing or plan administration.

3. Open support assistance in Atloria.

Select  **AI Support** when you want immediate guidance about your issue. Describe the behavior you see, the affected feature, and whether the issue concerns plan access, usage, or billing.

If you need assistance from a support representative, use **Support Agent**. When available, select the **Billing** topic so your request is categorized correctly.

4. Provide a complete problem description.

Include the following in your message:

- Your organization or workspace context.
- The plan or commercial feature you expected to use, if known.
- What you expected to happen.
- What happened instead.
- Whether the issue affects one person or multiple users.
- Any usage, credit, charge, or invoice details relevant to the problem.
- The date when the problem started.

For example, explain that a feature expected under your plan is unavailable, rather than only stating that “billing is broken.”

5. Use the appropriate support subject.

For questions about commercial configuration, plans, credits, or enterprise arrangements, describe the issue as a billing or commercial-readiness concern. Atloria support content identifies commercial topics as including “Stripe, credits, plans, enterprise.”

For permission-related issues, state that the problem may involve access control or RBAC. This helps distinguish a missing permission from a plan limitation.

6. Review and follow up on your support issue.

If your organization uses the Issues area, review the issue after submitting or discussing your concern. Check for responses, requests for additional details, and resolution updates.

When the issue is resolved, use **Resolve** only after you have confirmed that plan access, usage information, or billing administration is working as expected.



Screenshot pending: An issue details screen showing the Resolve action after a plan or billing problem has been addressed.

Tips and Best Practices

- **Describe what you see, not just what you believe caused it.** For example, state which feature is unavailable and the message or limitation you encounter.
- **Separate access issues from billing issues.** If only certain users cannot view billing information, review  **Role-Based Access Control (RBAC)** before

assuming there is a plan problem.

- **Use the Billing topic for commercial questions.** This helps distinguish billing concerns from general product support.
- **Include timing details.** A date, time, and recent change—such as a role update or plan change—can help identify the cause.
- **Do not close an issue too early.** Select **Resolve** only after you verify the original problem no longer occurs.
- **Use AI Support for initial clarification.**  **AI Support** can help you formulate a clear request before you contact a **Support Agent**.

Related Pages

- [Use AI Support](#)
- [Contact a Support Agent](#)
- [Manage Access Control](#)
- [Understand Role-Based Access Control \(RBAC\)](#)
- [Manage Support Issues](#)

Troubleshooting

I cannot access a feature that I believe is included in my plan

Problem: A feature is unavailable or you cannot use an expected capability.

Cause: The issue may be caused by a plan limitation, an organization configuration issue, or missing permissions through  **Role-Based Access Control (RBAC)**.

Solution: First, ask your administrator to confirm your access permissions. If your role is correct, open  **AI Support** or **Support Agent**, select **Billing** when appropriate, and provide the feature name, expected access, affected users, and when the issue began.

I cannot view billing or plan administration information

Problem: Billing-related information is not visible to you.

Cause: Billing administration may be restricted to specific roles through  **Access Control** and  **Role-Based Access Control (RBAC)**.

Solution: Contact your organization administrator and request confirmation of your billing-related permissions. If permissions appear correct but the information remains

unavailable, contact **Support Agent** and identify the issue as a billing-access problem.

My usage, credits, or charges appear incorrect

Problem: Your usage, available credits, or billing details do not match what you expect.

Cause: The displayed information may need review in the context of your plan, commercial configuration, or recent organization changes.

Solution: Use **Billing** in **Support Agent** and provide the relevant dates, expected amount or usage, displayed amount or usage, and any recent plan or access changes. Keep the issue open until the explanation or correction is confirmed, then select **Resolve**.