

Troubleshoot Document Editing Problems

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Troubleshoot Document Editing Problems

This page helps you resolve common problems when creating, editing, translating, or organizing documents in Atloria. Use these checks to get back to your document quickly and avoid losing track of work.

Overview

Atloria provides a central **Documents** area where you can find documents, create new ones, and return to existing work. Depending on your workspace, you may also see document-related options from a project dashboard, including recent documents.

When you cannot edit a document, cannot find it, or are unsure how to create or translate content, start by confirming that you are in the correct project and document area. The **Search documents...** field and **Search documents, categories, projects...** field can help you locate content without manually browsing every project or category.

 *Screenshot pending: The Documents area showing the document search field, project selection message, and document actions.*

Document work may involve several activities: creating a new document, opening an existing document for editing, comparing versions, translating a document, or removing documents that are no longer needed. The available controls can vary based on the document you open and your access to the selected project.

Prerequisites

Before troubleshooting, make sure you have:

- Access to the Atloria workspace and the appropriate project.
- The correct document name, category, or project name, if you are searching for an existing document.

- Permission to create, edit, translate, compare, export, or delete documents in the selected project.
- A stable internet connection so that the document workspace can load.
- Any source material you want to use when creating or importing documentation.
- Confirmed that you are in the intended project when the page displays **Select a project to view documents**.

Step-by-Step Instructions

1. Open the Documents area.

Select **Documents** from the available navigation. If Atloria asks you to choose a project, select the project that contains the document you need.

2. Search for the document before creating a duplicate.

Use **Search documents...** to search within the document list. If you need to search more broadly, use **Search documents, categories, projects...** Search by a distinctive word in the document title, its category, or the project name.

3. Create a document if no existing document is available.

Select **Create New Document** or **Create Document**, depending on the screen you are using. If you already have content outside Atloria, choose **Or import existing documentation** instead of recreating it manually.

4. Open the correct document for editing.

From the document list or a project's recent documents, open the document you want to change. Verify its title and project before making edits, especially when several documents have similar names.

5. Use the document-specific action you need.

- Open the document's editing view to update its content.
- Open the translation view when you need a translated version.
- Open the comparison view when you need to review differences between document versions or content states.
- Use **Export Documentation** when you need a copy outside Atloria.
- Use **Delete Documents** only when you are certain the selected documents are no longer required.

6. Return to the document list if you opened the wrong item.

Select ← **Back to Documents** to return to the document list, then search again or select a different project.

 *Screenshot pending: An open document showing the option to return to Documents and the available editing, translation, comparison, export, or deletion actions.*

Tips and Best Practices

- **Search first, then create.**

Problem: You may create a second document because you cannot immediately see the first one.

Cause: The document may be in another project or category, or may be outside the currently filtered list.

Solution: Use **Search documents...** and then **Search documents, categories, projects...** before selecting **Create New Document**.

- **Confirm the active project before editing.**

Problem: You cannot see expected documents or edits appear to be missing.

Cause: You may be viewing a different project, or no project is selected.

Solution: Check for **Select a project to view documents**, select the correct project, and search again.

- **Use translation and comparison for different purposes.**

Problem: You are unsure whether to translate or compare a document.

Cause: Translation creates or manages language-specific document work, while comparison is intended for reviewing differences.

Solution: Open the translation option when working in another language. Use comparison when you need to inspect changes or differences before continuing your edits.

- **Treat deletion as a final cleanup step.**

Problem: A document disappears after organizing content.

Cause: **Delete Documents** may have been used on the wrong selection.

Solution: Review the selected documents carefully before deleting. If you only need to reorganize or review content, use search, comparison, or export instead.

Related Pages

- [Create a New Document](#) — Learn how to start documentation from scratch.
- [Import Existing Documentation](#) — Bring existing documentation into Atloria.
- [Translate Documents](#) — Create and manage translated document content.

- [Compare Document Changes](#) — Review differences between document versions or states.
- [Export Documentation](#) — Export documentation for sharing or external use.
- [Manage Documents](#) — Find, organize, and remove documents from a project.

Troubleshooting

You cannot find a document

Problem: The document does not appear in the list.

Cause: You may be in the wrong project, the list may not include the document's category, or the document title may differ from what you expect.

Solution: First, confirm that the correct project is selected. If you see **Select a project to view documents**, choose the appropriate project. Then use **Search documents....** If the document is still not found, use **Search documents, categories, projects...** to search across document names, categories, and projects.

You cannot create or edit a document

Problem: You cannot complete a new document or update an existing one.

Cause: The selected project may not be available, your access may not include editing privileges, or you may have opened the wrong document context.

Solution: Return using ← **Back to Documents**, confirm the project, and reopen the intended document. If **Create New Document** or **Create Document** is unavailable or editing remains blocked, contact your workspace administrator to confirm your project permissions.

You are unsure how to work with a translated document

Problem: You need another language version but do not know where to begin.

Cause: Translation work is separate from standard editing and may require opening the document's translation view rather than editing the original content directly.

Solution: Open the document you want to translate and use its translation option. If you are looking for supported languages before starting, select **see the 24+ languages we support** → where available. Use the comparison view afterward if you need to review differences between document content versions.