

Troubleshoot Invitation and Access Problems

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This page helps you resolve common access problems in Atloria, including invitations that no longer work, projects that do not appear in your project list, and unavailable project areas. Restoring access quickly helps you return to your projects without losing time.

Overview

Your Atloria access determines which organizations and projects you can see after signing in. When access is working correctly, you can open **Projects**, use **Search projects...** to locate a project, and select **Open Project Dashboard** for projects available to you.

Access problems can occur when an invitation has expired, was sent to a different email address, has already been used, or when your organization membership or project permission has changed. In some cases, the project still exists, but it is not visible in your current project list.

Use the checks on this page before contacting support. If the problem persists, you can use **Support Agent** or  **AI Support** to provide the details needed for further help.

 *Screenshot pending: The Projects area showing the project search field and available project cards.*

Prerequisites

Before you start, make sure you have:

- Access to the email inbox where the Atloria invitation was sent.
- The invitation email, if it is still available.

- The correct Atloria account credentials for the email address that received the invitation.
- The name of the missing organization or project.
- A project link or project name, if another team member shared one with you.
- Permission to contact your organization administrator or project owner if access needs to be restored.
- A browser session signed in to Atloria.

Step-by-Step Instructions

1. Confirm that you are signed in with the invited email address.

Check the email address associated with the account you are using. Invitations are tied to the recipient's email address. If your company uses multiple addresses, such as a personal and work address, sign out and sign in with the address that received the invitation.

2. Open the invitation email and check its status.

Locate the original invitation in your inbox, including your spam, junk, and filtered folders. If the invitation link reports that it is no longer valid, do not continue trying the same link. Ask the organization administrator to send a new invitation to the correct email address.

3. Go to the project list.

In Atloria, select **Projects**. If you are currently viewing a project, select ← **Back to Projects** or ← **Back to Projects** to return to the list.

 *Screenshot pending: The Back to Projects control used to return from a project to the Projects list.*

4. Search for the project that appears to be missing.

Use **Search projects...** to enter the project name. If you have access to several projects, you can also use **Search across all projects...** to broaden your search.

- If the project appears in search results, select it and choose **Open Project Dashboard**.
- If the project does not appear, confirm the spelling with the project owner and continue to Step 5.

5. Check whether you have access to the correct organization and project.

A missing project can mean that your account is not a member of the organization that owns it, or that you do not have permission for that specific project. Ask the organization administrator or project owner to confirm:

- Your membership is active.
- Your invited email address matches your Atloria account.
- You have been added to the required project.
- The project has not been deleted or moved.

6. Try opening the project from a shared project link.

If a colleague has provided a project link, open it while signed in. If you are returned to **Projects**, cannot open the dashboard, or still cannot find the project, your account likely needs access from an administrator.

7. Contact support if access is still unavailable.

Select **Support Agent** or  **AI Support**. Include the following information in your request:

- The email address you use to sign in.
- The organization name.
- The project name.
- Whether the invitation is expired, missing, or was accepted successfully.
- The exact message or screen behavior you see.
- Whether the project appears when using **Search projects....**

Do not include passwords or other confidential sign-in information.

Tips and Best Practices

- **Use one consistent work email address.** Invitations and project membership should use the same address you use to sign in to Atloria.
- **Search before assuming a project is gone.** Use **Search projects...** and, where available, **Search across all projects....** A project may be present but difficult to locate in a long list.
- **Request a new invitation instead of reusing an expired one.** A replacement invitation is the appropriate next step when the original invitation no longer opens or is no longer valid.

- **Ask for project-level access specifically.** Organization membership does not always mean that every project is visible to you. Provide the exact project name when requesting access.
- **Keep the invitation email until access is confirmed.** It can help your administrator or support team verify which address was invited and when.
- **Use the project dashboard to confirm successful access.** When access is restored, select **Open Project Dashboard** to verify that you can enter the project.

Related Pages

- [Projects](#) — Find, search, and open available projects.
- [Project Dashboard](#) — Use the dashboard after you have access.
- [Create a New Project](#) — Create a project when you have the required permissions.
- [Support Agent](#) — Request help with unresolved account or project access issues.

Troubleshooting

My invitation link has expired

Problem: The invitation link does not open, is no longer valid, or does not let you join the organization.

Cause: Invitations can expire, be replaced by a newer invitation, or be associated with a different email address.

Solution: Check that you are signed in with the email address that received the invitation. If the link is expired or invalid, ask your organization administrator to send a new invitation. Use the newest invitation email and complete the process while signed in to the matching account.

I cannot see my organization or project

Problem: You open **Projects**, but the expected project does not appear.

Cause: Your account may not have organization membership, may not have been assigned to that project, or may be signed in with a different email address.

Solution: Use **Search projects...** and **Search across all projects...** first. If the project is still unavailable, ask the project owner to verify your membership and project access. Provide your sign-in email and the exact project name.

I can find a project, but I cannot access its dashboard

Problem: The project appears in the list or from a shared link, but you cannot successfully open **Open Project Dashboard**.

Cause: Your project permission may be incomplete, changed, or unavailable for the account currently signed in.

Solution: Return to **Projects** using ← **Back to Projects**, sign out and sign back in with the invited email address, then try again. If the issue continues, contact the project owner or use **Support Agent** with the project name and a description of what happens when you select **Open Project Dashboard**.