

Help & Troubleshooting — contacts

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Contacts

Symptom	Likely cause	Fix
The newly entered contact details are not available after leaving the screen.	The record was closed or cancelled without being saved.	Re-enter the details and select Save or Save and Close .
A contact has incorrect job or organisational information.	The Title , Position , or Department value is outdated or was entered incorrectly.	Open the contact, update the relevant field, and select Save .
A supporting document is not associated with the contact.	The file was not added through the available attachment actions.	Select Attach or files , add the required document, and select Save .
A contact was selected for removal by mistake.	Delete was chosen instead of updating the record.	Review the record before deletion and use Save to retain corrections whenever the contact should remain available.

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