

Help & Troubleshooting — Security

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Principal Users

- The record does not save → Required information is missing → Complete all seven required fields, then select **Save**.
- The record does not save after required information is entered → One or more values do not meet the accepted format → Correct the value in the field that requires a specific format, then select **Save**.
- You need to leave the form after saving → The record remains open → Select **Save and Close**.

Principal Users

Teams

Symptom	Likely cause	Fix
The team record does not save.	One or more required fields are missing.	Complete Department , Team Name , and Team Leader , then select Save again.
You cannot find the team that you need to update.	The Teams list contains multiple team records.	Enter relevant text in the Search box to narrow the list, then select the required record.
You need to return to the full list of teams.	You are working in an individual team record.	Select All Teams .

Teams

My Profile

- A device is difficult to identify → The device names are similar → Compare the **Trusted machine** and **First login at** information for the listed devices.
- An expected device is not visible → The device is not listed in the current trusted login devices view → Review the available device records in **Trusted Login Devices : 86**.

[My Profile](#)

Configure Users

- The required user record type is not available → The creation action has not been selected → Return to **Users** and select **New company user** or **New principal user**.
- Changes are not retained while configuring tabs → The record has not been saved → Select **Save** before leaving the user record.
- The user form remains open after configuration → The close action has not been used → Select **Save and Close** after completing all tabs.

[Configure Users](#)