Clearpath — Troubleshooting Guide

Login & Authentication Issues

Problem: Unable to log in with correct credentials. Solution: Clear your browser cache and cookies, then try again. If you use SSO, ensure your identity provider session is active. Try logging in via an incognito/private browser window to rule out extension conflicts. If the issue persists, reset your password at clearpath.app/reset-password.

Problem: Two-factor authentication (2FA) codes not working. Solution: Ensure your device clock is synchronized (2FA codes are time-based). If you lost access to your authenticator app, use one of your backup recovery codes. If you don't have recovery codes, contact support@clearpath.io with your account email for manual verification (requires photo ID).

Problem: SSO login redirects in a loop. Solution: This typically occurs when the SAML assertion URL is misconfigured. Verify that the ACS URL in your identity provider matches: https://clearpath.app/auth/saml/callback. Ensure the Name ID format is set to emailAddress. Check that the user's email in the IdP matches their Clearpath account email.

Performance & Loading Issues

Problem: Dashboard loads slowly or times out. Solution: Check your internet connection speed (minimum recommended: 5 Mbps). Clear your browser cache. Disable browser extensions that may interfere with WebSocket connections. If the issue affects your entire team, check Clearpath's status page at status.clearpath.app.

Problem: Real-time updates are delayed. Solution: Real-time features require WebSocket connections. Ensure your network/firewall allows WebSocket connections on port 443. If you're behind a corporate proxy, configure the proxy to allow WSS connections to *.clearpath.app. Try switching from Wi-Fi to a wired connection.

Problem: File uploads fail or are slow. Solution: Check that the file size is under 50MB (the per-file limit). Supported file types include: images (PNG, JPG, GIF, SVG), documents (PDF, DOCX, XLSX, PPTX), and archives (ZIP, TAR.GZ) up to 50MB each. Workspace storage limits depend on your plan. Check remaining storage in Settings > Workspace > Storage.

Integration Troubleshooting

Problem: GitHub integration not syncing. Solution: Re-authorize the GitHub app from Settings > Integrations > GitHub > Reconnect. Ensure the Clearpath GitHub App has access to the repositories you want to sync. Check that webhooks are properly configured in your GitHub repository settings — the webhook URL should be https://api.clearpath.app/webhooks/github.

Problem: Slack notifications not arriving. Solution: Verify the Slack integration is connected in Settings > Integrations > Slack. Check that the correct Slack channel is selected for notifications. Ensure the Clearpath Slack bot has not been removed from the target channel. Test by clicking "Send Test Notification" in the integration settings.

Problem: Jira import failing. Solution: Clearpath supports importing from Jira Cloud only (not Jira Server/Data Center). Ensure you have admin access to the Jira project being imported. Imports are limited to 10,000 issues per batch. For larger imports, contact support@clearpath.io for assistance. Common fields mapped: Summary → Task Title, Description → Task Description, Status → Custom Status, Assignee → Assignee, Priority → Priority.

Account & Workspace Issues

Problem: Cannot add new members to workspace. Solution: Verify you have Owner or Admin role. Check if you've reached your plan's user limit (Free plan: 5 users). On paid plans, adding a user will automatically adjust your next invoice with a prorated charge. Invited users receive an email — check spam folders if they report not receiving it.

Problem: Accidentally deleted a project. Solution: Deleted projects are moved to Trash and can be restored within 30 days. Go to Settings > Workspace > Trash to find and restore deleted projects. After 30 days, projects in Trash are permanently deleted. Enterprise plan customers can contact support for extended recovery options.

Problem: Cannot export data. Solution: Data export is available on Pro plans and above. Go to Settings > Workspace > Export Data. Exports include tasks, comments, attachments, and project structures in JSON format. Large exports may take several minutes — you'll receive an email with a download link when the export is ready. Exported files are available for download for 7 days.

Contacting Support

For issues not covered here, contact Clearpath support through the following channels:

Email: support@clearpath.io (all plans) Live Chat: Available in-app for Business and Enterprise plans, Mon-Fri 9am-6pm EST Phone: +1-888-CLRPATH (Enterprise plan only, 24/7) Community Forum: community.clearpath.app (all plans)

When contacting support, please include: your workspace URL, the email address associated with your account, a description of the issue, screenshots or screen recordings if applicable, and your browser/OS version.

Response time SLAs: Free — community support only, Pro — 24 hours, Business — 4 hours, Enterprise — 1 hour (critical issues) / 4 hours (standard issues).