TaskFlow Pro - Troubleshooting Guide

# Common Issues and Solutions

## Login Problems

### Cannot login to account

Solution: Check your email and password. Use the "Forgot Password" link if needed. Clear browser cache and cookies.

### Two-factor authentication not working

Solution: Ensure your device clock is synchronized. Generate backup codes from security settings.

## Project Management Issues

### Projects not loading

Solution: Refresh the page. Check your internet connection. Try switching to a different browser.

### Cannot create new projects

Solution: Verify you have project creation permissions. Check if you have reached your plan limit.

### Tasks not syncing

Solution: Ensure you have a stable internet connection. Log out and log back in.

## Notification Issues

### Not receiving email notifications

Solution: Check your spam folder. Verify notification settings in your profile. Ensure your email address is verified.

### Mobile app notifications not working

Solution: Check notification permissions in device settings. Update the app to the latest version.

## Performance Issues

### Slow loading times

Solution: Clear browser cache. Disable browser extensions. Check your internet speed.

### App crashes or freezes

Solution: Update your browser. Try using incognito/private mode. Contact support if issue persists.

## Integration Problems

### Third-party integrations not working

Solution: Reauthorize the integration. Check if the third-party service is experiencing issues.

## Data Export Issues

### Cannot export project data

Solution: Ensure you have export permissions. Try exporting smaller date ranges.

# Contact Support

If none of these solutions work:

• Live Chat: Available 24/7 in the app

• Email: support@taskflow.pro

• Phone: Available for Professional and Enterprise plans