

Troubleshooting Guide

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Login Issues

Problem: Can't log in or forgot password

Solution: Click 'Forgot Password' on login page. Check spam folder for reset email. If using SSO, contact your IT admin. Clear browser cache and cookies if issues persist.

Slow Performance

Problem: App is slow or laggy

Solution: Check internet connection. Close unused browser tabs. Clear browser cache. Try incognito mode. For large projects (1000+ tasks), use filters to reduce load.

Missing Tasks or Data

Problem: Tasks disappeared or data is missing

Solution: Check filters (click 'Clear filters'). Verify project selection. Check if tasks were archived. Contact support if data is truly missing - we have 30-day backups.

Integration Not Working

Problem: Slack/GitHub integration not syncing

Solution: Disconnect and reconnect the integration. Check if authorization expired. Verify webhook URLs haven't changed. See integration-specific docs at docs.clearpath.io/integrations.