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NETWORK FOR GREATER GOOD

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Troubleshoot a problem in Multienterprise Information Network Tower

General

I cannot see all the items in the menu

Administrators assign roles that limit users' access to different functions. Depending on the role assigned, users might not see certain items in the Process drop-down or the side menu. If you cannot see a specific menu item that you should see based on a role, verify that you are assigned the correct role. If you still cannot see the appropriate menu items, work with your System Administrator to ensure that you are assigned the correct roles and permissions.

An item I added or edited is not displaying

If you are looking for an item you added or for the edits you made to an item, you might not see them right away. A banner message displays that confirms your updates will display shortly. If you want to see the updates, wait a minute or two before refreshing the page, and your updates will be reflected.

Help center

The API guideline I exported to Excel is incomplete

There is a known issue in the documentation where some API guidelines that are exported to Excel via the Download icon display only a portion of the entire guideline. This issue will be fixed in a future revision.

The API example I copied and pasted has invalid formatting

There is a known issue in the documentation where the example might have extra spaces or quotation marks added if copied through a Chromium-based browser (e.g. Google Chrome, Microsoft Edge). This issue will be fixed in a future revision. For now, if this problem results in a validation error, either:

- Manually copy the example by highlighting the full text, right-clicking, and selecting Copy.

    or

- Use a non-Chromium-based browser (e.g. Apple Safari) to copy the example.

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