

## The Portal Editor won't load

Ben Henley - 2023-08-31 - Comment (1) - Deskpro Legacy

### :Question

The Portal Editor interface won't load. It just keeps showing the spinning progress indicator.  
?What's going on

### :Answer

:There are a few possible causes of this problem

You are connecting to your helpdesk via HTTP instead of HTTPS. Make sure you are going .1  
:to

**<https://yourhelpdesk.deskpro.com>**

./:when you log in, not http

You have an On-Premise helpdesk with the wrong value for the Helpdesk URL in Admin > .2  
Settings. Make sure the URL is correct; if a domain name is not yet configured, use the  
server IP. If you're not sure what to put here, disabling **Always auto-redirect users to**  
.the correct URL may let you use the Portal Editor

In rare cases, the portal CSS files may become corrupt. In this case, use the Color .3  
.Chooser to change a color on the portal and apply it, then refresh your browser