The Portal Editor won't load

Ben Henley - 2023-08-31 - Comments (0) - 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:

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

https://yourhelpdesk.deskpro.com

when you log in, not http://.

2. You have an On-Premise helpdesk with the wrong value for the Helpdesk URL in Admin > 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.

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